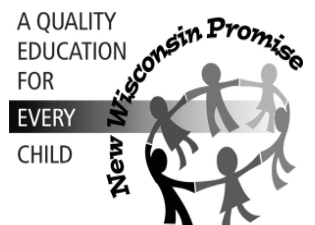

STATE SUPERINTENDENT'S REPORT ON
INTERTYPE LIBRARY COOPERATION AND RESOURCE SHARING
2005 - 2009

WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ELIZABETH BURMASTER, SUPERINTENDENT
SEPTEMBER, 2007



Summary of Organizations and Service Programs

The State Superintendent, Department of Public Instruction (DPI) is required to report on inter-library cooperation and resource sharing each biennium. Wis. Stats. 43.03(3)(d) says “*the state superintendent shall submit to the council on library and network development a biennial report which describes the programs and policies to promote cooperation and resource sharing among all types of libraries and to plan, coordinate, evaluate and set statewide priorities for the development of networks to enable interlibrary cooperation and resource sharing carried out in the preceding biennium and the programs and policies to be carried out in the succeeding biennium*”.

This report discusses the activities of the following Wisconsin organizations and committees:

- Department of Public Instruction, Division for Libraries, Technology and Community Learning
- Council on Library and Network Development (COLAND)
- Library Information and Technology Advisory Committee (LITAC)
- Library Services and Technology Act (LSTA) Advisory Committee
- Wisconsin Library Services (WiLS)
- Wisconsin Heritage Online Governing Board (WHO)
- Department of Administration, Technology for Educational Achievement (DOA TEACH)
- BadgerNet Converged Network Advisory Committee
- Delivery Services Advisory Committee

This report covers the following programs and projects:

- Library Services and Technology Act (LSTA) (federal funding for library services)
- The Wisconsin Library Technology Strategic Plan
- Channel and Channel Weekly (print and electronic newsletters)
- Library listservs WISCAT-L, WISCATILL-L (interlibrary loan), WIPUBLIB, WEMA-L, WPK-12, and BadgerLink-L
- BadgerLink (full text of magazines, newspapers, and reference materials and links to library resources)
- Wisconsin Document Depository Program
- State government portal (www.wisconsin.gov)
- Wisconsin Digital Archive
- Creation and management of digitized library resources
- The University of Wisconsin Digital Collections Center (UWDCC)
- The Wisconsin Heritage Online (WHO)
- Internet access for schools and libraries
- E-Rate program (discounted telecommunication services from federal government)
- WISCAT / WISCATILL (statewide union catalog and gateway to library catalogs)
- University of Wisconsin System integrated library system
- Public library systems integrated library systems
- Interlibrary loan services
- Reference services
- Delivery of library materials (provided through public library systems and South Central Library System)
- Regional Library for the Blind and Physically Handicapped
- NFB Newslines for the Blind (telephone access to national and Wisconsin newspapers)
- Child Care Information Center (CCIC)
- Cooperative Children’s Book Center (CCBC)

Section I

Introduction

The State Superintendent, Department of Public Instruction (DPI) is required to report on interlibrary cooperation and resource sharing each biennium. Wis. Stats. 43.03(3)(d) says “*the state superintendent shall submit to the council on library and network development a biennial report which describes the programs and policies to promote cooperation and resource sharing among all types of libraries and to plan, coordinate, evaluate and set statewide priorities for the development of networks to enable interlibrary cooperation and resource sharing carried out in the preceding biennium and the programs and policies to be carried out in the succeeding biennium*”.

This report focuses primarily on the activities of the Division for Libraries, Technology, and Community Learning (Division) in the previous and the current biennium relative to the State Superintendent’s responsibilities to promote cooperation and resource sharing among all types of libraries in Wisconsin.

The 2005-2007 biennial budget maintained the majority of library programs with small increases, but in some cases not enough to sustain existing programs. The statewide library contract funding remained flat causing decreased services through the interlibrary loan contracts with WiLS and Milwaukee Public Library. The indexing formula for public library system funding continued to fall behind past levels during this period. The indexing formula is the ratio of state aid to local and county aid and was 8% in 2005 and an estimated 8.10% in 2006. The statutory level is (13%).

The 2007-2009 budget was passed in late fall causing confusion in continuing services, but did include increases in library funding for many programs, including needed maintenance increases in library contract, BadgerLink, public library system, and NFB Newsline funding. Funding for new resources to BadgerLink, statewide delivery services, and statewide virtual reference services were not achieved in this biennium.

Section II

Planning for Interlibrary Cooperation and Resource Sharing

The Division works with a variety of library groups, organizations, and associations to plan and carry out library programs in Wisconsin. The Division continues to appoint representatives from all types of libraries to DPI or Division advisory committees, task forces, and other groups for the purposes of planning for interlibrary cooperation and resource sharing.

Council on Library and Network Development (COLAND)

According to Stat. 43.07, the State Superintendent and the Division shall seek the advice of and consult with the Council on Library and Network Development in performing their duties in regard to library service... The council shall:

- (2) *Advise the secretary in regard to the general policies and activities of the state’s program for library development, interlibrary cooperation and network development.*
- (4) *Hold a biennial meeting for the purpose of discussing the report submitted by the state superintendent under s.43.03 (3)(d). Notice of the meeting shall be sent to public libraries, public library systems, school libraries and other types of libraries*

and related agencies. After the meeting, the council shall make recommendations to the state superintendent regarding the report and any other matter the council deems appropriate.

The Council membership consists of 19 members, nine of which represent library science, audiovisual and informational science professionals representative of various types of libraries and information services, including public library systems, school libraries, public and private academic libraries, special libraries and library educators. Ten members are public members who have demonstrated an interest in libraries or other types of information services.

COLAND Goals: 2007-2009

The purpose of COLAND is to provide leadership to the state and the library community on improving library services and cooperation in all types of libraries by:

Ongoing responsibilities:

1. Provide advice and take action on library related initiatives, programs, policies, and problems which are brought to the attention of COLAND by the Division staff or the Wisconsin library community.
2. Make recommendations to the Division in regard to the development of standards for the certification of public librarians and standards for public libraries.
3. Advise the State Superintendent in regard to the general policies and activities of the state's program for library development, interlibrary cooperation, and network development.
4. Advise the State Superintendent in regard to the general policies and activities of the state's program for the development of school library media programs, staffing and facilities, and the coordination of these programs with other library services.
5. Receive complaints, suggestions and inquiries regarding the programs and policies of the DPI relating to library and network development, inquire into such complaints, suggestions and inquiries, and advise the State Superintendent and the Division on any action to be taken.
6. Improve the knowledge and understanding of the members of COLAND on key issues and programs of significance to Wisconsin libraries by inviting individuals with special knowledge of these issues and programs to make presentations at COLAND meetings and by holding hearings when appropriate.
7. Monitor, review, and endorse, as appropriate, the Division's initiatives relating to the role of public libraries in promoting early learning and adolescent literacy.
8. Review the work of other Division advisory groups and taking appropriate action.
9. Cooperate with other library groups in planning, advocacy, and sharing information for the improvement of library service to Wisconsin residents.
10. Monitor and actively support library budget and legislative initiatives endorsed by COLAND.
11. Support funding and staffing levels for the Division adequate to meet its mission of service to Wisconsin libraries.
12. Identify and support those initiatives designed to improve public awareness of current library issues and the need for maintaining and strengthening local libraries.

Current COLAND Goals

1. Engage in a strategic planning process to explore the issues surrounding interlibrary loan and resource sharing in Wisconsin with a goal of preparing recommendations for the Superintendent and Governor.
2. Plan a Strategic Visioning Conference and Year of the Library's Future to take place May 2008, evaluate proposals, and make recommendations for future library programs.
3. Support initiatives in the 2007-2009 biennial budget concerning library related programs such as BadgerLink, statewide resource contracts, etc.
4. Review and make recommendations concerning the content, format and distribution of Channel.
5. Monitor implications of the statutory law changes regarding the use of the Common School Fund.
6. Investigate legislative and other initiatives to address the growing crisis in school library media staff and make recommendations to the State Superintendent of Public Instruction.
7. Participate in a comment session during the ALA Committee on Accreditation site visit in October for the UW-Madison SLIS re-accreditation.

Library Information and Technology Advisory Committee (LITAC)

The Division appointed the Library Information Technology Advisory Committee to provide ongoing advice on the planning and implementation of technology projects affecting all types of libraries. The committee continued to plan activities that would work toward the Division's vision for use of technology.

Access - for anyone, from anywhere, at any time

All Wisconsin residents have equitable, convenient, and universal access to the information and knowledge resources they need to meet personal, work, educational, and community goals. This is facilitated by the participation of Wisconsin libraries in statewide networks linking library resources through appropriate technology and technology standards.

The purposes of the committee included:

1. Periodically review the Wisconsin Library Technology Strategic Plan.
2. Assist and advise the Division in developing priorities on the use of federal LSTA funds for technology-related grant categories and projects.
3. Assist and advise the Division in developing priorities and proposals for state funding requests related to technology.
4. Work in subcommittees to provide advice and assistance on specific Division projects and programs.
5. Work in cooperation and coordination with library constituencies and organizations that have technology planning processes.
6. Work to provide awareness of and support for technology-related programs and initiatives among the library community, key stakeholders, and the public.
7. Members report back to various constituents on the technology plans and programs of the Division and of other library constituencies and organizations.

During 2005-2007 committee members reviewed and commented on issue papers in the following areas: 1) Interlibrary loan, 2) BadgerLink, and 3) Electronic Collection Development. The committee also spent considerable time developing needs assessments; a list of purposes and criteria for future resource sharing systems; future technology scenarios; goals, priorities and functionality for the next generation resource sharing and information access system; and reviewed portions of the RFP and vendor demonstrations for the Wisconsin Resource Sharing and Information Access System. In addition, members discussed the Public Library System Shared Circulation / Online Catalog Study, WiLS WorldCat Group Contract, the Interlibrary Loan Work Group activities and recommendations, the OverDrive electronic book contract, the Wisconsin Heritage Online (WHO), the new BadgerNet program, E-Rate and filtering legislation, authentication systems, Net Neutrality legislation, Gates grant funded programs, Project Safe Childhood, Information Literacy, and instructional technology initiatives and other projects and activities.

LITAC Goals: 2007-2009

1. Revise the goals and objectives in The Wisconsin Library Technology Strategic Plan.
2. Revise and develop issue papers in areas identified by LITAC including:
 - a. Virtual reference services
 - b. Consumer-driven digital products
 - c. Information literacy
 - d. Wisconsin Digital Archive
 - e. Wisconsin Heritage Online
 - f. Digitization of collections
 - g. Access to electronic resources for people with disabilities
 - h. Privacy and safety in electronic information access
 - i. Shared integrated library systems.
3. Review of BadgerLink content and requirements in relationship to the RFP process.

The Library Services and Technology Act (LSTA) Advisory Committee

The Library Services and Technology Act program, administered by the Division, continued to fund a number of major state level resource sharing programs in Wisconsin, including some of the projects described in this report, as well as local library and public library system resource sharing programs. The Division **has published a five-year plan that outlines goals and objectives for use of LSTA money for the years 2008-2012**. The purposes of the LSTA program are to improve library services through the use of technology, encourage libraries to establish consortia and share resources, and to target library services to persons having difficulty using a library.

LSTA Advisory Committee Goals: 2007-2009

1. Develop annual purposes and criteria for using LSTA funding and carry out a grant allocation process.

Wisconsin Library Services (WiLS)

The primary purpose of WiLS is to operate a consortium of member libraries that offers services in areas of shared bibliographic information, resource sharing, in-service training, and other cooperative activities relating to the changing nature of information technology. WiLS provides access to OCLC services statewide and facilitates cooperative purchasing of library databases, software, and other library supplies and services for all types of libraries in Wisconsin. OCLC products assist with the development of digitization including CONTENTdm and the OCLC Digital Archive and provide a framework for offering virtual reference services through QuestionPoint.



WiLS has continued an initiative to encourage digitization of library resources. WiLS has coordinated the activities of the Wisconsin Heritage Online (WHO) governing group and working groups and has made major progress in establishing a statewide WHO collaborative program. WiLS also continued to facilitate the establishment of virtual reference services statewide.

The WiLS 2006-2008 Strategic plan includes goals to:

1. Work together as a community to position libraries to be where and when users need information
2. Work together as a community to address the next generation of issues surrounding electronic content
3. Work together as a community to enhance the user experience in obtaining needed information
4. Expand participation by Wisconsin libraries in the OCLC cooperative in order to strengthen the cooperative, to increase the "Wisconsin voice" within the cooperative and to extend the values of the cooperative to more libraries in the Wisconsin community.

Division Activities with WiLS: 2007-2009

1. Serve as an ex-officio member of the WiLS board.
2. Serve on the WHO governing group and further WHO development
3. Participate in WiLS ongoing programs and special activities.

Communications

The Division publishes *Channel*, a print newsletter, and *Channel Weekly*, an electronic newsletter, and distributes these publications to libraries and individuals throughout the state.

DPI and the Division continues to provide information to all types of libraries through DPI web sites, including the BadgerLink web site. Division staff manages Internet discussion lists on behalf of different library interest groups and projects. Examples include: WISCAT-L, WISCATILL – L (interlibrary loan), WIPUBLIB, WEMA-L, WPK-12, and BadgerLink-L.

The Division plans to continue these communications activities for 2007-2009.

Section III

Impact of Technology on Interlibrary Cooperation & Resource Sharing

Technological developments provided libraries with increased opportunities for expanding access to knowledge and information resources for the state's residents. Access to the Internet improved for all types of libraries, and BadgerLink continued to provide a major source of information for libraries, schools, universities, businesses, and Wisconsin residents.

BadgerLink

BadgerLink, provides World Wide Web access to full text information, WISCAT, WorldCat, government information, Wisconsin digitized library collections, Reference and Loan Library databases, and links to other web sites.



The Division received over \$2 million from the Universal Service Fund for each year of the 2005-2007 biennium to continue the BadgerLink service. The Division continues to contract with vendors to provide full text materials: EBSCO provides access to over 11,000 magazines, journals, visual images, and other reference materials. EBSCO, ProQuest, and NewspaperARCHIVE provide access to 700 newspapers including 12 Wisconsin papers. LitFinder from Gale and TeachingBooks.net provide literary information.

The Division makes BadgerLink services available to libraries, schools, businesses, and other organizations and to Wisconsin residents at home, in the office, or in other locations. During 2006-2007, Wisconsin library staff and residents made approximately 17 million searches using BadgerLink magazines and newspapers. Division staff provided 11 training sessions to library staff. Reference and Loan Library staff maintains IP addresses for 197 Internet Service Providers. Approximately 975 libraries have officially registered for BadgerLink use and 323 staff subscribe to the listserv. Publicity materials were provided for library staff to use in promoting the service. Some libraries have set up local authentication through local automated systems. The Division maintains a list of Wisconsin IP addresses and a list of library card numbers from Wisconsin libraries to be used for authentication of users. The Division has registered BadgerLink as a trademark.

The Division maintains databases of digitized collections in Wisconsin libraries and titles from songbooks in the Reference and Loan Library collection and both are featured on BadgerLink. Using funding provided by the Gates foundation, staff contracted for the provision of hands-on training for BadgerLink resources and created Quick Start Guides for online resources for public libraries.

BadgerLink Goals: 2007-2009

1. Promote BadgerLink to Wisconsin libraries and residents through continued development of a BadgerLink Toolkit and marketing plan.
2. Provide ongoing training for BadgerLink and improve training information on the website.
3. Improve existing and develop additional Wisconsin databases including library directory information, digital collections, and education, library, and government information sites.

4. Continue to improve authentication strategies and methods.
5. Improve the accuracy of statistical information and provide more ongoing statistics on BadgerLink use.
6. Encourage all types of libraries to promote the BadgerLink brand by creating a prominent link to BadgerLink on the library's website and by providing credit to BadgerLink when databases are listed separately.
7. Improve the process for notifying users of changes to BadgerLink databases, interfaces, and services.
8. Develop an RFP and select content for the 2009-2014 time period.
9. Investigate the best means of providing federated searching of BadgerLink, WISCAT, OCLC, and other resources and implement if funding is available.
10. Provide linking between BadgerLink resources and WISCAT and Google.

Wisconsin Document Depository Program

The Division collects and distributes state government publications to 50 state and regional libraries that provide access to the public. Depository libraries include state government agency libraries, public libraries, and academic libraries. The Wisconsin Historical Society maintains the most complete collection of materials and catalogs and classifies the documents. Several other libraries collaborate in the cataloging process. The program maintains a website at www.dpi.wi.gov/rl/inddep.html.



As state agencies increasingly produce publications electronically, it has become more difficult to distribute publications. The Division placed increasing emphasis on working with digital information as described in the following section.

Document Depository Program Goals: 2007-2009

1. Continue to distribute print publications to public and academic libraries taking part in the program.
2. Continue to take part in federal projects and activities related to digitization and preservation of state government information.
3. Meet with depository libraries to plan future directions and determine the best means of marketing state government information.

Digitization Of Government Information And Historical Materials

During 2005-2007, the Division worked to improve access to digital information whether it was born digital or created from materials in other formats.

The Division staff continued to work with the Department of Administration, Division of Electronic Government (DOA/DEG) on the state portal project in order to provide better access to state government information for Wisconsin libraries and citizens. Reference and Loan Library staff helped state agencies metatag their Web pages through consultation and training, development of a thesaurus of terms describing state government services, and incorporation of the thesaurus to create a subject directory for the portal.

The Division purchased a license to the OCLC Digital Archive and began to archive and preserve state government documents. Division staff also took part in federal projects to develop an ongoing process for preservation and archiving of state government documents. A strong collaboration has been developed with the Wisconsin Historical Society, Legislative Reference Bureau, and the State Law Library to catalog archived information and make it available to the public.

The Division allocated LSTA funds to digitize local history materials for public libraries and state government agencies. Local historical societies have taken part in some public library projects. The projects have been done in cooperation with the University of Wisconsin Digital Collections Center (UWDCC). University of Wisconsin-Madison staff has trained local library staff, provided templates for creating metadata, scanned materials, and incorporated completed projects into the Wisconsin Collection website. Wisconsin Library Services (WiLS) worked with other agencies to initiate a major state-wide planning effort for digitization programs called Wisconsin Heritage Online. The University of Wisconsin developed a gateway for searching Wisconsin digital collections. The Wisconsin Historical Society hosts a CONTENTdm Server for use by libraries wanting to outsource storage and access of their digital records and objects.

Government Information And Historical Digitization Goals: 2007-2009

1. Work with DOA/DEG to develop better search page results and advanced searching functions for the state portal.
2. Continue and expand work with state government agencies to use the Wisconsin Digital Archive to preserve state government information.
3. Continue to collaborate with and support the work of the Wisconsin Heritage Online project.
4. Allocate LSTA funds to digitize and archive other library resources by working with the UWDCC.

The Internet and Telecommunications

The Division continues to work with DOA TEACH on issues related to the provision of data lines and the parallel development of library system wide area networks (WANs). Over 95% of the state's public libraries are part of regional library systems WANs. The WANs are used primarily for Internet access and to connect libraries that are part of regional shared integrated library systems.

In 2005 and 2006 the Division worked closely with the DOA/DEG to implement the new BadgerNet Converged Network (BCN). This has been a four-year planning and solicitation process which resulted in a contract signed with SBC (now AT&T) in March, 2005. Migration to the BCN for the state's public libraries and K-12 schools started in January, 2006 and was completed in September, 2006. The migration for public libraries was coordinated by the Division working directly with BCN staff and networking staff in the state's public library systems. A total of 411 public library circuits were converted. The BadgerNet network is one of the largest state networks in the country. Division staff is represented on the BadgerNet Advisory Council which oversees network operation.

Division staff also serves on the WiscNet board. Over 70% of the state's public libraries and school districts get their Internet access and other services through WiscNet, the state's not-for-profit ISP.

Division Activities With Internet And Telecommunications: 2007-2009

1. Work with the DOA and the TEACH program to address public library (and school) bandwidth issues.
 - a. Work with TEACH to implement a new program to increase bandwidth subsidies.

2. Work with the DOA/DEG and the education and library communities to ensure continued high quality of service on the BadgerNet Converged Network.
3. Division staff will serve on the BCN Advisory Council representing schools and libraries.
4. Continue to advocate for the network needs of Pk-12 schools and public libraries.
5. At the national level:
 - a. Respond to FCC's notices regarding changes to the E-rate program.
 - b. Work with ALA on various initiatives to address library bandwidth issues.
 - c. Inform the state's Congressional delegation about the benefit of federal net working and funding programs that benefit school and library networking.

WISCAT

WISCAT is a statewide bibliographic database and virtual catalog of library holdings and an interlibrary loan management system for Wisconsin libraries. As of September 2007, the union database contained 7.2 million titles and 35.4 million holdings identifying materials in 1,205 Wisconsin libraries of all types. Library staff and patrons conducted 1.4 million searches during 2006. The Division negotiates and manages the contract for the production of WISCAT and provides technical support to WISCAT users. Participating libraries received nearly a quarter million requests in each year for 2005-2007. This program is funded through LSTA funds.



www.wiscat.net

During 2005, the Division staff conducted many planning activities in preparation for development of an RFP for Wisconsin Resource Sharing and Information Access. The RFP was released April 4, 2006. Four vendors responded: Auto-Graphics, OCLC, SirsiDynix, and WebFeat. In November 2006, the Division contracted with Auto-Graphics, Inc. for the Agent union catalog, virtual catalog, and interlibrary loan management system for the new WISCAT service. The new WISCAT has allowed for easier combined searching of the union and virtual catalogs, more flexible lender string construction, and filtering of library requests and meets the requirements developed for it.

While most academic libraries and some public library systems and other types of libraries contribute records to WISCAT through the union or virtual catalogs, some use OCLC WorldCat Resource Sharing and BadgerCat as national and state union catalogs and for interlibrary loan management.

WISCAT Goals: 2007-2009

1. Implement SIP or NCIP protocols to integrate the WISCAT interlibrary loan management system with shared and local automated library systems.
2. Implement ISO protocols to allow interlibrary loan management systems to share information with each other with emphasis on ILLiad and OCLC.
3. Provide URL linking with WISCAT and BadgerLink and other resources.
4. Continue to enhance the WISCAT software.
5. Provide consultation and technical assistance to libraries using WISCAT and OCLC.
6. Develop statewide interlibrary loan statistics for WISCAT, OCLC, and DOCLINE, and other automated interlibrary systems.
7. Implement federated searching of library catalogs and full text information.

UW System Integrated Library System

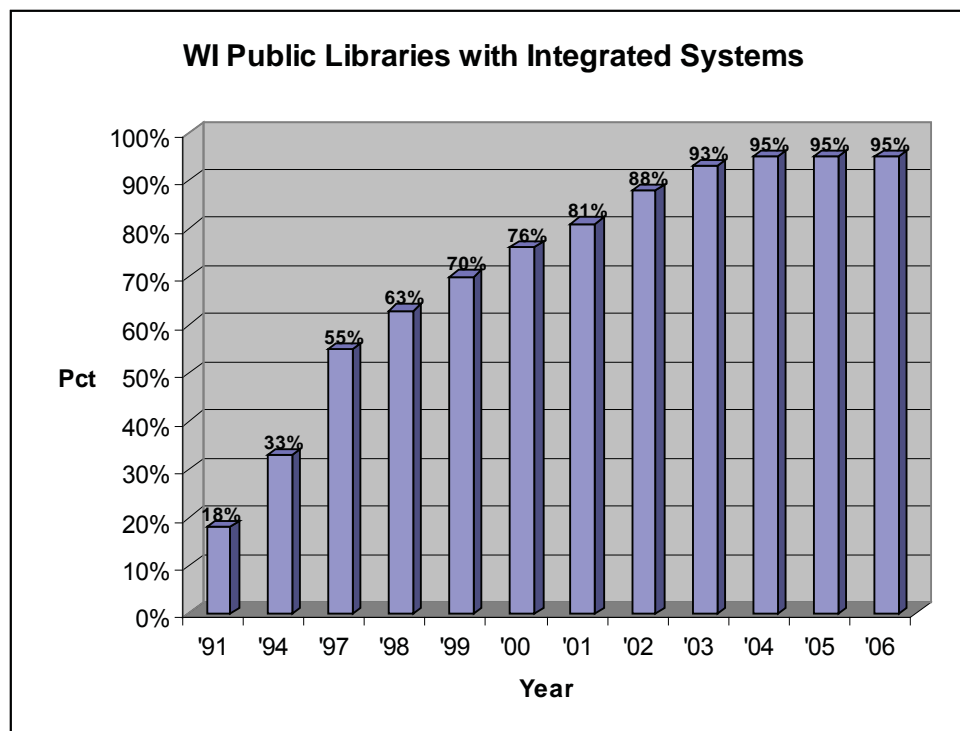
During 2005-2007, the Council of University of Wisconsin Libraries (CUWL) continued operation of a Universal Borrowing system which allowed UW campuses to borrow directly from each other. The UW libraries also used ILLiad software to assist in the management of interlibrary loan requests and to manage electronic document delivery. ExLibris' MetaLib and SFX systems are used to search across multiple databases and manage access to electronic resources. The UW libraries are also focusing on collaborative collection development of books, serials, and electronic resources.

Division Activities with UW System Integrated Library System: 2007-2009

1. Monitor the impact of the University of Wisconsin circulation system and online catalog project on interlibrary loan patterns and procedures in the state.
2. Monitor activities related to document delivery, electronic serials management, and cross-database searching.
3. Contact UW campuses about using NCIP standards to transfer interlibrary loan requests directly between Auto-Graphics Agent and ILLiad.

Public Library Systems' Integrated Library Systems

As can be seen in the table at the right, the state's public libraries have made significant progress in implementing integrated library systems (ILS) in the past decade, although the percentage automated has remained the same over the past three years. While 95% of the state's public libraries now have integrated systems, these libraries serve



over 99% of the state's population. The number of libraries in shared integrated systems continues to grow too. Eighty-five per cent of libraries are now in shared systems compared to just 61% in 2001. The increase in shared systems is partly due to continued allocations of LSTA grant funds for this purpose. Since 2002 the Division has awarded library systems just over \$1.1 million in LSTA funds for start-up costs to assist public libraries to join shared ILS. (Note that most start-up and ongoing costs are borne by participating libraries and library systems.) 2007 was the last year for this grant category, although LSTA funding for 2008 included a grant category for merging existing shared integrated systems.

In 2005 the Division allocated \$45,000 in LSTA funds to sponsor a study on the costs of shared integrated library systems (ILS) in the state's public libraries. The ILS cost study was conducted by Networked Information Management Consultancy. At the time of the study, 82% (318 of 387) of the state's public libraries were in shared integrated library systems. On the following page are several major findings of the study.

- The following were noted by staff as advantages of participation in a shared ILS:
 - A large majority (87%) indicated high or very high levels of satisfaction with their shared ILS.
 - ILS membership offers access to higher quality systems with greater functionality, and staff receive better technical support than if they did not participate. Staff also noted that planning and upgrades of the ILS were done by people very knowledgeable in this area.
 - Member libraries had access to a larger and higher quality collection of materials than relying only on their local collections. This was especially beneficial to smaller libraries.
- The following were noted by staff as issues, although not necessarily disadvantages, of participation in a shared ILS:
 - There is a need for more ILS technical support, but recruitment of qualified staff is difficult.
 - Once a library is committed to a shared ILS there is no "turning back."
 - There is some loss of control or autonomy in local library decision making.
 - Significant net lenders of materials are not always compensated for this imbalance.

The final version of the study and links to several related articles and slides is at <http://dpi.wi.gov/pld/sharedils.html>.

At the time of the study, all but one of the state's 17 public library systems managed the operation of a shared ILS. The Arrowhead library system, representing the public libraries in Rock County, became the seventeenth system to implement a shared ILS for its member libraries in 2007.

Division Activities With Integrated Public Library Systems: 2007-2009

1. Continue to encourage membership in shared ILS.
2. Review the possibility of schools becoming members of shared ILS or starting their own regional shared systems.

Section IV

Impact of Interlibrary Loan, Reference Services and Other Services on Interlibrary Cooperation and Resource Sharing

Interlibrary Loan Services

Interlibrary loan in Wisconsin has a long and successful history and during 2005-2007, resource sharing activities continued. Patrons use libraries to request a wide variety of book, non-book, and photocopied materials. Libraries of all types and sizes borrow and lend materials to each other in ever increasing numbers to fill the needs of their patrons. The goal of interlibrary loan is to obtain the material needed for the patron in the least amount of time possible. Partners in interlibrary loan include: Reference and

Loan Library, Wisconsin Interlibrary Services (WILS), school libraries, special libraries (medical, corporate), state agencies and institutions, public libraries, 17 public library systems, technical college libraries, private college libraries, and university libraries. Wisconsin continues to rank number one nationally in the number of public library interlibrary loans.

WiLS operates an interlibrary loan clearinghouse for academic libraries and other members. The Reference and Loan Library continues to operate a clearinghouse for interlibrary loan requests for all types of libraries. The Division contracts with WiLS and Milwaukee Public Library for state level interlibrary loan services. Decreases in funding for 2005-2007 biennium caused a decrease in funding in the Milwaukee Public Library and WiLS contracts resulting in some requests being unfilled. Many public library systems continue to provide interlibrary loan, reference referral, and delivery services for various types of libraries in their system areas.

In 2005-2007 the Division conducted and disseminated a need assessment related to interlibrary loan and resource sharing. Russell Consulting, Inc. was hired to develop a survey, compile the results and hold focus group sessions to determine needs and trends for various types of libraries. An Interlibrary Loan Work Group was appointed to revise and publish the interlibrary loan guidelines and review other interlibrary loan issues.

Interlibrary Loan Goals: 2007-2009

1. Experiment with electronic document delivery.
2. Work to make interlibrary loan systems work together and decrease manual labor involved in interlibrary loan.
3. Work with a temporary committee to develop guidelines for libraries using OCLC as their primary interlibrary loan system to access the WiLS contract.

Reference Services

During 2005-2007, the Reference and Loan Library staff continued to respond to requests from public library systems, state agencies and employees, state correctional and social service institutions, and other libraries. Direct service is offered to K-12 school personnel seeking information on educational policy and research. Reference staff also provides answers to reference requests when users of the state government portal cannot find the information they are seeking. A toll free number (1-888-542-5543) is available so that users could more easily contact the Reference and Loan Library staff.

Beginning in 2006, the Division funded statewide 24/7 reference services (*Ask?Away*) using OCLC QuestionPoint. In 2007 in collaboration with a national consortium, 31 public library systems, academic and technical college libraries, the Reference and Loan Library, and WiLS provide staff to answer questions. All Wisconsin libraries may choose to place the *Ask?Away* logo and link on their web site so that their patrons can take part in this chat service.

Reference Services Goals: 2007-2009

1. Continue to provide Reference and Loan Library weekly staffing for the 24/7 program.
2. Work with libraries to increase the total number of staffing hours.
3. Continue to develop and provide best practice training for participants.
4. Increase the number of libraries providing access to *Ask?Away* on their websites.
5. Develop a means of compiling and posting *Ask?Away* statistics on the Division website.
6. Develop a long-term plan for managing and funding the *Ask?Away* program.

Statewide Delivery Services

The Division appoints a statewide Delivery Services Advisory Committee with representatives from all types of libraries.

The committee has worked on analyzing needs, developing pricing scenarios, looking at ways to include more types of libraries, and recommending best practices and policies as needed.

The Delivery Service Advisory Committee met six times during 2005-2007 via videoconference or meeting.



South Central Library System has built a statewide backbone delivery service that connects public library systems and academic libraries. The Northern Waters Library System is connected through a connection point in Wausau. Other libraries, including schools, are involved through the public library system or as individual libraries connected to the backbone.

The Delivery Services Advisory Committee member list, minutes, and other documents have been posted to the Reference and Loan Library web site at:

<http://dpi.wi.gov/rll/inddel.html>

South Central Library System completely revamped its delivery service site, making it possible to easily navigate the delivery networks, times, sample volume statistics, and service information. The new web site can be found at:

<http://psw.scls.lib.wi.us/delivery/index.html>

Statewide Delivery Service Goals: 2007-2009

1. Evaluate the increased delivery service traffic created by the growth of local automated systems, OCLC WorldCat and WISCAT which includes a gateway to search local automated systems.
2. Continue to incorporate all types of libraries into the delivery service with emphasis on correctional institutions, technical colleges and school libraries.
3. Evaluate methods of electronic delivery of non-book/audiovisual materials to library staff or users.
4. Develop delivery service best practices to promote effective use of the delivery services.
5. Monitor cost increases for the four northern library systems currently using WALTCO.

Electronic Services For People With Visual And Physical Disabilities

The Regional Library for the Blind and Physically Handicapped continues to provide online access to available materials. Access to OverDrive materials was begun in 2006 with assistance from the South Central Library System.

The Regional Library and the Division continue to provide access to the National Federation of the Blind (NFB) NewsLine service. This service allows people with visual and physical handicaps to dial in to a server and listen to over 100 newspapers including national and local newspapers being read by an electronic voice. There are over 2,000 registered Wisconsin users of the NFB NewsLine service. The Regional Library provides technical support for NFB NewsLine. NFB NewsLine also provides email access to newspaper articles.

The Regional Library will work with the Library of Congress National Library Service (NLS) to implement the new digital book format for users. The NLS is in the process of developing a new format using flash cards and new equipment. The state budget allocated funding for a new server to allow the Regional Library to make copies of frequently used materials for users.

The Division hosts the Regional Library website.

Visual and Physical Disabilities Services Goals: 2007-2009

1. Add four additional local newspapers to NFB NEWSLINE including titles from northern Wisconsin.
2. Continue to promote NEWSLINE and provide technical support to users.
3. Plan for and implement the new digital book format that will be provided by the National Library Service in 2008-2009.

Child Care Information Center (CCIC)



www.dpi.wi.gov/rll/ccic

The CCIC operates a mail order library and a clearinghouse for information on child care topics. The CCIC serves a wide range of child care providers, teachers, hospital staff, educators, and staff in public, school, academic, vocational technical college, and other libraries. The CCIC has a web page and its materials are listed in WISCAT. Staff produces a quarterly newsletter mailed to about 11,000 users.

Division Activities With Child Care Information Center: 2007-2009

1. Increase information on the CCIC web page.
2. Publish four newsletters per year for child care center personnel and educators.

3. Expand the continuing education calendar to include formal courses and additional listings.
4. Incorporate donated collections into CCIC collection.
5. Work with other child care groups to develop a portal for child care information.

Cooperative Children's Book Center

The CCBC staff of one full-time and three part-time professional librarians (2.8 FTE) works closely with the University of Wisconsin, libraries of all types, and schools across the state to provide a wide range of information services about children's and young adult literature. The Division pays for a portion of the CCBC operations through a contract with the University of Wisconsin-Madison.

From 2006 through 2007, the CCBC planned and conducted 37 presentations and exhibits featuring hands-on book examination for public library systems, reading councils, CESAs, the Wisconsin Library Association, the Wisconsin Educational Media Association, the Wisconsin State Reading Association and other organizations. Twenty-eight of these presentations took place outside of Madison, including such sites as Milwaukee, Rhinelander, Cable, Appleton, Eau Claire, Ripon and La Crosse; nine of the presentations occurred at the CCBC. CCBC staff also hosted 35 groups of Wisconsin youth services librarians who came to the CCBC for hands-on book examination. During this time, the CCBC staff also spoke to 57 classes of university students in Education and Library Science.

During the past two years, CCBC staff conducted 11 Distance Education workshops for South Central, OWLS, and Great Lakes. In 2007 the CCBC and the South Central Library System agreed to share the costs of a membership in OPAL (Online Programming for All Libraries). CCBC staff used this technology to do some programming for SCLS and for OWLS, and are looking for ways to extend this sort of programming to other library systems throughout the state.

The CCBC sponsored several free public lectures by notable figures in children's and young adult literature, including Beverley Naidoo, Lois Lowry and Patricia MacLachlan. The latter two are available as archived streaming video on the CCBC's website. Judy Blume, a strong advocate of intellectual freedom, has agreed to give the 2008 Charlotte Zolotow Lecture. The What If? Forum (Questions and Answers about Intellectual Freedom) continues to grow as new questions are added regularly. This is becoming an excellent resource for Wisconsin librarians who are facing censorship challenges. In 2007, the CCBC was given a Special Recognition Award from the ACLU of Wisconsin for our Intellectual Freedom Information Services.

The CCBC responded to 62 requests for information related to intellectual freedom issues during 2006, and 62 requests again in 2007.

Division Activities with Cooperative Children's Book Center: 2008-2009

1. Develop and deliver monthly hour-long programs about new books for children and teens, using OPAL to reach a larger number of public librarians.
2. Add the CCBC Choices annotations to the WISCAT union catalog.
3. Offer more workshops and presentations about multicultural literature and about intellectual freedom issues for librarians, teachers and administrators.

Section V

Division Publications Related to Interlibrary Cooperation and Resource Sharing (1997-2006)

A Report on Library Resource Sharing Experiences, Expectations, and Preferences of Wisconsin Libraries; A final report on the findings

Russell Consulting, 2005

Dealing with Selection and Censorship, a Handbook for Wisconsin Schools and Libraries

Wisconsin Department of Public Instruction, 1999

Delivery of Library Materials in Wisconsin

Wisconsin Department of Public Instruction, 1997

Information & Technology Literacy: A Collaborative Planning Guide for Library Media and Technology

Wisconsin Department of Public Instruction, 2002

Information and Technology Literacy-Standards Matrix

Wisconsin Department of Public Instruction, 2000

Library Services and Technology Act Five-Year Plan for Wisconsin 2003-2007

Wisconsin Department of Public Instruction, 2002

Library Services and Technology Act Plan for Wisconsin 2003-2007

Wisconsin Department of Public Instruction, 2003

Library Services and Technology Act Five-Year Evaluation for Wisconsin 1997-2002

Wisconsin Department of Public Instruction, 2002

Library Services and Technology Act Information and Guidelines for Wisconsin 2007

Wisconsin Department of Public Instruction, 2006

Shared Integrated Library System Cost Study Final Report

Moen, William E., and McClure, Charles R., 2006

Technology Literacy Challenge Fund, Fiscal Year 2001 Application Guidelines

Wisconsin Department of Public Instruction, 2000

Wisconsin Interlibrary Loan Guidelines, 2005

Wisconsin Department of Public Instruction, 2006

Wisconsin Education Technology Plan Pre K-12

Department of Public Instruction, 2001

Wisconsin Educational Information & Technology Plan PK-12

Wisconsin Department of Public Instruction, 2003

Wisconsin Library Technology Strategic Plan

Wisconsin Department of Public Instruction, 1998

Wisconsin's Model Academic Standards for Information and Technology Literacy

Wisconsin Department of Public Instruction, 1998