

State Superintendent's Report on Intertype Library Cooperation and Resource Sharing, 2017-2019

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Summary of Organizations and Service Programs

The State Superintendent, Department of Public Instruction (DPI) is required to report on interlibrary cooperation and resource sharing each biennium. This report covers current and future activities of the following Wisconsin organizations, committees, programs and projects:

Organizations and committees:

Child Care Information Center (CCIC)
Cooperative Children's Book Center (CCBC)
Department of Public Instruction, Division for Libraries and Technology (DLT)
Library Services and Technology Act (LSTA) Advisory Committee (LSTA)
South Central Library System Delivery Service
University of Wisconsin (UW) System integrated library system
Wisconsin's Digital Library
Wisconsin Talking Book and Braille Library (WTBBL)
Wisconsin Library Services (WiLS)

This report covers current and future activities of these programs and projects:

BadgerLink
Collaborative Summer Library Program
Creation and management of digitized library resources
Delivery of library materials
Digital Literacy and e-government programs and services
Digital Public Library of America
Growing Wisconsin Readers
Institute for Museum and Library Services endorsed/sponsored national programs
Interlibrary loan services and WISCAT
Job training and skill building services
Public Library System Redesign project (PLSR)
Wisconsin Document Depository and Wisconsin Digital Archives
WISELearn
Wisconsin Youth Services Development Institute
Wisconsin Youth Services Showcase

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 on cooperation and resource sharing activities of all types of libraries in Wisconsin.

2017-19 State Superintendent's Biennial Budget

In the 2017-19 biennium, the Wisconsin Library Association (WLA) supported language adopted by the state superintendent to increase funding for Public Library System Aids, BadgerLink and Newsline, and Library Services Contracts. The state superintendent's biennial budget included a small increase for BadgerLink/Newsline; \$16,900 for FY17-18, and \$35,300 for FY18-19. It also included very minor increases for the Library Services contracts; \$3,200 for FY17-18, and \$7,100 for Fy18-19. Public Library System Aids were increased by \$15,513,100 for FY17-18 and \$16,013,100 for FY18-19. However, the Legislature declined to make the increase apply to the "base" funding - meaning, in the next budget cycle, any additions would need to be proposed to the prior base of \$15,013,100.

2019-21 State Superintendent's Biennial Budget

The 2019-21 state superintendent's biennial budget request sought an increase of \$345,800 for FY21 for BadgerLink and Newline to accommodate increased telecommunications costs for Newsline and increases for multiple BadgerLink database vendors. It also included increases for the Library Services contracts; \$133,200 for FY20 and \$168,100 for FY21. At the urging of the WLA, State Superintendent Dr. Tony Evers included a request that \$1 million be added to the "base" level of \$15,013,100, and an additional \$1.5 million for the first year (\$2.5 million total over the 2017-18 "base" amount), and another \$1.5 million for the second year (\$4 million total over the base amount). Upon being elected Governor, Dr. Evers included those recommendations in the budget he submitted to the legislature, explained in the Legislative Fiscal Bureau's [Budget Paper #603](#) to the Committee on Joint Finance. The Committee on Joint Finance recommended option two in that paper, to "Modify the Governor's recommendation by providing \$1,000,000 annually, so that library system aid remains at its 2018-19 level" of \$16,013,100. However, even with the increase, Wisconsin's System aid is still \$668,100 below the 2011 funding level.

II. Activities of Library Organizations Statewide

Numerous library organizations around Wisconsin make intertype library cooperation and resource sharing a reality. Working with the Department of Public Instruction, these organizations plan and implement programs that address local and state needs and mesh with important national initiatives.

Child Care Information Center (CCIC)

The Child Care Information Center manages a mail order library and a clearinghouse for information on early care and education and afterschool programs. The CCIC loans materials from its collection throughout Wisconsin through UPS and interlibrary loan. The CCIC sold the *Wisconsin Model Early Learning Standards* book, published by DPI, until February 1, 2019, when DPI Publication Sales took over that function. The CCIC operated out of the Resources for Libraries and Lifelong Learning until March 6, 2019, when it joined the Department of Children and Families in the State Labor Building (GEF 1). The

CCIC serves a wide range of child care providers, teachers, hospital staff, educators, and staff in public, school, academic, technical college, and other libraries. The CCIC maintains a website that uses a “shopping cart” to make free materials easy to order.

2017-19 Goals and Activities

- Distributed many materials purchased with Race to the Top – Early Learning Challenge grant funds to early childhood trainers and Program Support Teachers.
- Sold the *Wisconsin Model Early Learning Standards* book, published by DPI, until February 1, 2019, when DPI Publication Sales took over that function.
- The CCIC operated out of the Resources for Libraries and Lifelong Learning until March 6, 2019, when it joined the Department of Children and Families in the State Labor Building (GEF 1).

2019-2021 Goals and Activities

- Work with the YoungStar child care quality rating and improvement system to provide supplementary services where appropriate and distribute information.
- Add resource lists and electronic documents to the CCIC’s online catalog (<https://ccic.follettdestiny.com>) to make resources for and about early care and education and afterschool programs more accessible.
- Add print materials previously housed in DCF Bureaus to the CCIC’s online catalog to make them more widely available.

Cooperative Children's Book Center

The CCBC staff of one full-time and three part-time professional librarians (3.4 FTE) work 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.

2017-19 Goals and Activities

Accomplished all the goals and activities projected for 2017-2019.

- Hired a librarian dedicated to collecting, interpreting, and disseminating diversity data, and responding to requests for information.
- Collaborated successfully with campus colleagues at the Center for High Throughput Computing and WCER on a funded grant to develop a big data approach to representation in children’s and young adult books based on the CCBC’s nationally recognized work in this area.
- Collaborated with DPI and the School of Education to develop a database to capture much more detailed diversity data for the new books as we receive them.
- Planned and implemented a day-long Charlotte Zolotow Symposium in the fall of 2018 to honor Zolotow’s career as picture author and editor by hosting dialogues between authors and editors, speeches, and small group break-out sessions.
- Collaborated with the School of Education, the UW Information School, and the Ho- Chunk Nation to submit the winning proposal to the American Library Association for hosting the national May Hill Arbutnot Lecture by Dr. Debbie

Reese, an expert in children's books about First/Native Nations. The lecture took place on campus on April 13, 2019, and was live-streamed and archived by Wisconsin Public Television.

- Delivered 111 presentations, webinars, and exhibits which reached more than 2200 people including librarians, teachers, students of education, CESAs and regional and statewide organizations.
- Provided information in response to 64 intellectual freedom challenges.
- Distributed 94,000 copies of the free CCBC *Choices* to all public libraries and schools and at conferences. CCBC constituents rank it as the top priority CCBC service.
- Sponsored free public lectures by notable figures in children's and young adult literature, including young adult authors Jason Reynolds and Benjamin Alire Sáenz, and 2019 Newbery winner, Meg Medina. Medina also made classroom visit to a local bilingual school.
- Requests for statistics on books by and about people of color continued to surge, including media contacts and interviews with the *New York Times*, *NPR*, *NBC News*, *CNN*, and the *Guardian*. On average, researchers and the press submit requests 2-3 times a week. We also had a visit in January of 2018 from a researcher from the Centre for Literacy on Primary Education, which is replicating our data collection model to begin collecting diversity statistics for the U.K.

2019-2021 Goals and Activities

- Increase the FTE percentage of our diversity librarian from 75% to 100%, and provide her with the means to do coursework in statistics.
- Enhance and develop the recommended books database so that teachers and librarians can more easily access all past and current citations and annotations from CCBC *Choices*, and can make customized thematic bibliographies.
- Create a free public interface for end users who want to query the CCBC's diversity data, so they can do their own searches to find data on characteristics such as book characters' race, ethnicity, gender, LGBTQ, disability, etc.
- Continue to explore on-going collaboration with the Center for High Throughput Computing to help get a bigger and deeper picture of representation in books for children and teens.
- Work with UW Digital Libraries to digitize the CCBC's complete run of the Council on Interracial Books for Children Bulletin, to provide historical critical information about diverse children's books going back to 1965.
- Network with colleagues in DPI and ELPA to reach Wisconsin's K-12 administrators concerning intellectual freedom issues and the CCBC's services.

LSTA Advisory Committee

The Library Services and Technology Act (LSTA) is the federal grant program for libraries in Wisconsin. The Wisconsin Department of Public Instruction's Division for Libraries and Technology implements the "Grants to States" program on behalf of public libraries in Wisconsin. The LSTA program is administered at the federal level by the Institute of

Museum and Library Services. The LSTA Advisory Committee advises the State Superintendent of Public Instruction on matters pertaining to the administration of the LSTA program. Members of the Advisory Committee are appointed by the State Superintendent of Public Instruction to serve staggered three and four-year terms. Membership includes representatives from libraries and library systems of various types and sizes and from different geographic areas of the state.

A formal evaluation of the 2013-2017 LSTA Five Year Plan was conducted at the end of 2016. The Five Year Plan consisted of three major goals: Utilization of technology to improve library services, convenient access and quality library services for all residents, and equalization of access to information and lifelong learning resources. A large majority of LSTA stakeholders reported these goals were either achieved or partially achieved. In addition, nearly 70% of survey respondents reported they were pleased with DPI's administration of the LSTA program. The full report of the evaluation is available at: <https://dpi.wi.gov/sites/default/files/imce/pld/pdf/eval1317.pdf>

2019-2021 Goals and Activities

After completing the evaluation of the prior Five Year Plan, the Division for Libraries and Technology established a new Five Year Plan consisting of five major goals in order to meet the need for equity and high quality library services for Wisconsin residents:

- Robust and equitable access to technology through statewide infrastructure and consulting services.
- Statewide sharing of information resources and collaboration among libraries to provide equitable and efficient library services for all Wisconsin residents.
- Increased leadership capacity of public libraries through law, finance, and data support including governance and service standards.
- Stronger engagement of public libraries with their communities and utilization of data to actively adapt to community needs.
- Increased involvement of youth and under-represented populations in library programs and services through staff training and shelf-ready resources.

South Central Library System Delivery Services

The statewide delivery service relies heavily on the backbone delivery network operated by the South Central Library System (SCLS). This backbone service connects to inter-system delivery operations managed by public library systems, and is operated in conjunction with SCLS's contract with the University of Wisconsin System. The SCLS Wisconsin delivery system connects with libraries in Minnesota and the Dakotas using specialized courier services. The LSTA grant provides key support for inter-system delivery by applying the grant specifically toward operational costs associated with vehicle-related expenses.

The SCLS Delivery Service has done an outstanding job of improving the timeliness, cost, and quality of service they provide to public library systems and academic libraries. The

SCLS Delivery Service website <http://www.scls.info/delivery/> provides information on the delivery networks, times, volume statistics, and service information.

2017-2019 Goals and Activities

- Continued to communicate with all types of libraries in the delivery service network.
- Monitored cost increases for the statewide delivery system.
- Adapted to volume changes by seeking the most efficient and cost-effective solutions to changing demands.
- Participated in Public Library System Redesign (PLSR) project long-range planning activities.

2019-2021 Goals and Activities

- Communicate with all types of libraries in the delivery service network.
- Seek to limit cost increases for the statewide delivery network and provide a stable service model for all participants.
- Work with partner systems to establish quality standards that would apply to both dedicated delivery services and hired private couriers.
- Evaluate service needs and efficiency indicated by volume changes and frequency demands.
- Collaborate with partner systems on piloting and implementing PLSR Delivery Workgroup report model recommendations.
- Explore new local delivery hubs statewide that provide service without duplication of effort.
- Facilitate the implementation of northern delivery hub in central Wisconsin and provide linking opportunities to the statewide network that streamlines the current model.

University of Wisconsin (UW) System integrated library system

The Council of University of Wisconsin Libraries (CUWL) operates a Universal Borrowing system which allowed UW campuses to borrow directly from each other. The UW libraries use a wide variety of tools to manage interlibrary loan and electronic document delivery across the system which improve access and reduce costs.

The UW libraries are also focusing on collaborative development of book, serial, and electronic resource collections. The focus over this period was on the system's shared electronic database collection and access to shared e-book collections across all campuses. There was a great deal of data gathering and analysis done over this last year in order to understand current use patterns. Much of this work was also done so the system would have the data they need to see and understand how use patterns change with the new, more robust discovery system.

2017-2019 and 2019-2021 Goals and Activities

- Monitored the impact of the University of Wisconsin circulation system and online

- catalog project on interlibrary loan patterns and procedures in the state.
- Monitored activities related to document delivery, electronic serials management, and cross-database searching.
- Contacted UW campuses about using NCIP standards to transfer interlibrary loan requests directly between Auto-Graphics Agent and ILLiad.

Wisconsin Library Services (WiLS)

WiLS is a non-profit membership organization that facilitates collaborative projects and services to save its members time and money and to advance library service, primarily in the state of Wisconsin. All libraries and nonprofit organizations are eligible to be WiLS members. Basic membership is free. There is a charge to participate in the cooperative purchasing service and for other services.

WiLS offers services and activities in four primary areas:

Cooperative Purchasing and Projects: WiLS Cooperative Purchasing Services manages the complete life cycle for electronic content purchases.

Consulting: WiLS consults with libraries to identify goals and develop projects. WiLS provides planning, workflow analysis, and connects libraries with expertise within the library community and beyond.

Consortia Management: WiLS manages a number of consortia, including the Wisconsin Public Library Consortium, the Wisconsin Schools Digital Library Consortium, WISPALS (a consortium of technical college libraries), the Horticulture Library Consortium, Recollection Wisconsin, and Infopass. WiLS provides a variety of services to these consortia based on their needs, including fiscal agency, process and project management, and communication and meeting facilitation.

Education and Event: WiLS provides educational services and professional development opportunities for the community, including WiLSWorld, Peer Council, and the WiLSWorld Shorts webinar series.

2017-2019 Goals and Activities

- Reexamined cooperative purchasing services, which resulted in significant streamlining of administrative work, plans for increased awareness and exposure of vendor partners and their products, and prioritizing the most valuable vendor partnerships.
- Improved organizational structure through the addition of service team leads, a strategy group to determine organizational direction and business development, and a staff development group to support staff in day-to-day work and professional growth.
- Convened a summit to examine options for digital preservation; implemented Curating Community Digital Collections, a summer fieldwork program to connect students and digital preservation experts with small organizations with collection to preserve across the state.
- Continued to assist members with efforts to introduce open access materials to their communities and assisted in the development of the Community for Open

Wisconsin, an organization that aims to advocate for increased affordability of educational resources for K-20 student success.

- Continued to develop planning and consulting services by capitalizing on existing work and exploring potential areas of expansion.
- Continued to expand our knowledge of data and offer educational opportunities to our members around data.

2019-2021 Goals and Activities

- Continue implementation of changes to our cooperative purchasing service.
- Review and possibly implement a new business model for WiLS services; restructure services appropriately and communicate those changes.
- Develop measures to assess and communicate the value of services.
- Formalize WiLS' role in educating and creating conversations around big-picture and future-facing topics of importance to the Wisconsin library community.
- Further develop and refine methodologies for connecting, storing, and sharing among members.

Wisconsin's Digital Library

The Wisconsin Public Library Consortium, working through WiLS, provides [Wisconsin's Digital Library](#) of ebooks and digital audiobooks. Overdrive and BiblioBoard are the vendors providing the content to the project. The Consortium is governed by the [WPLC Board](#), which includes representation from all public library systems. Wisconsin's Digital Library is governed by the [Digital Library Steering Committee](#) and supported by the [Selection Committee](#) and the [Digital Collections Workgroup](#). As of December 2018, Wisconsin's Digital Library has supported over 513,000 users and has a collection of over 81,000 titles. In 2018, the library circulated over 5 million items to Wisconsin library users.

2017-2019 Goals and Activities

- Implemented strategies to reduce holds and wait time, including investigating different products and lending models, improving automated purchasing and reporting through OverDrive, and revising and coordinating selection procedures for consortium and individual systems.
- Provide patron support for Libby, OverDrive's new mobile application for Wisconsin's Digital Library, the existing mobile app, the desktop site, and the full collection.
- Continue to advocate for improvements that benefit the patron community, including streamlined early return functionality, more visible and flexible lending period options, sharing of consortium and individual system library titles.
- Investigate improvements to the process for patron-recommended titles.
- Consider other products and models to enhance the Digital Library, including BiblioBoard and SimplyE.

2019-2021 Goals and Activities

- Continue to investigate and implement projects that reduce holds and wait times, including advocating for more simultaneous use content and less restrictive publisher content licenses for libraries.
- Increase collaboration with other states or large libraries that are OverDrive customers to share best practices and benefit from one another's experience.
- Continue to monitor and discuss the national e-content landscape and provide educational opportunities to the community around these topics.
- Hold a WPLC Roundtable meeting focusing on the value of the collection as a core collection, the pricing of e-materials, and the role of the WPLC as a consortium.

Wisconsin Schools Digital Library Consortium

The Wisconsin Schools Digital Library Consortium was developed through a partnership between the Wisconsin Department of Public Instruction, CESA Purchasing, the CESA Statewide Network and WiLS. These partners created an infrastructure that supports a shared ebook and digital audiobook collection for WI K-12 students. The collection is primarily self-supported through member districts and schools that pay a fee (currently \$1.50/student) to join the Consortium. The consortium has 160 districts with at least one school participating.

2017-2019 Goals and Activities

- The draft structure for the consortium was created by the partners with input from the community.
- OverDrive was selected as the initial vendor for the collection through a Request for Proposal process.
- Districts/schools were invited to participate for the first time in September 2017.
- The collection launched in January 2018 with e-books only. Digital audiobooks were added in 2019.
- A permanent board was seated in fall 2018.

2019-2021 Goals and Activities

- Continue to build broader adoption of the project among districts.
- Implement an extensive training program for participating districts.
- Develop and implement a marketing plan to continue to raise awareness for students, parents, staff, and administrators of participating districts
- Work with OverDrive to improve the platform; continue to investigate other vendors and formats as appropriate.

Wisconsin Talking Book and Braille Library

The Wisconsin Talking Book and Braille Library (WTBBL) continues to provide materials through the United States Postal Service and online to persons residing in Wisconsin who cannot read standard print because of a visual or physical impairment. Access to recorded and online books and magazine, braille materials, OverDrive, BadgerLink and NFB-NEWSLINE® are available to WTBBL patrons.

The Division for Libraries and Technology (DLT) and the Wisconsin Talking Book and Braille Library continue to provide access to the National Federation of the Blind NFB-NEWSLINE® service to persons who cannot read conventional newsprint. The NFB-NEWSLINE® service is an audible newspaper service that provides independent access to over 300 newspapers (including fifteen Wisconsin newspapers), magazines, and TV listings anytime and anywhere, accessible by telephone, web or mobile app. The service is offered to users at no direct cost. Universal service funds, appropriated through the biennial budget process, pay for the service. There were **1,602** registered Wisconsin users of the NFB-NEWSLINE® service in **May 2019**. The Wisconsin Talking Book and Braille Library, located in the Milwaukee Public Library, provides technical support for NFB-NEWSLINE®.

The WTBBL has worked with the Library of Congress National Library Service (NLS) to implement the digital book format for users since the digital player was introduced in September 2009. When NLS began distributing magazines on digital cartridges in 2013, WTBBL began providing user support and account servicing for that format. The DLT hosts the WTBBL website at dpi.wi.gov/talkingbooks.

2017-2019 Goals and Activities

- Built on the base of 32 DBCs (locally recorded Wisconsin audiobooks produced by ABLE) uploaded to the NLS-BARD website. The BARD (Braille and Audio Reading Download) Service allows registered users download rights. Since mid-2016, WTBBL/Wisconsin has been submitting audio recordings and WebBraille files to BARD.
- Continued to promote NFB-NEWSLINE® and provide technical support to users.
- Trained and helped WTBBL patrons on use of BARD apps (iOS and Android) which were introduced by the National Library Service in 2014-15.
- Cultivated awareness of WTBBL and WTBBL services through outreach and marketing activities.
- Executed the reorganization plan of WTBBL's physical space to increase workflow efficiencies and ergonomics.
- Prepared for transitioning to "patron-centric" cartridges (more than one title per cartridge).
- Refresh the book lists on the WTBBL website.

2019 - 2021 Goals and Activities

- Increase the number of locally recorded Wisconsin audiobooks produced by ABLE (Audio and Braille Literacy Enhancement) for WTBBL collection.
In 2018 and up to May 2019, there are 34 DBCs produced by ABLE available on the NLS LOC Voyager catalog for users to download.
- Continue to promote WTBBL services through outreach and marketing activities (including on social media Facebook page). The effort is also on recruiting children and young adults in addition to established patron base.

- Continue to create more braille and audio kits -- another partnership with ABLE.
- Continue to promote NFB-NEWSLINE® and provide technical support to users.
- Continue sending staff to NLS, KLAS, and other appropriate conferences and orientations (NLS & Staff Development).
- Discussions have begun to prepare WTBBL to transition to the Gutenberg Download-on- Demand (DOD) circulation system (more than one title per cartridge)
- Timely updates on WTBBL homepage at <https://dpi.wi.gov/talkingbooks>, and production of WTBBL newsletter The Bulletin Board.

III. Projects and Services Supported by the Department of Public Instruction

BadgerLink

BadgerLink is Wisconsin's Online Library, providing Wisconsin residents with licensed content not available through regular search engines. BadgerLink can be accessed in libraries, schools, institutions, homes, and anywhere with internet access. BadgerLink's collection of online resources meets the educational needs of residents statewide and augments the physical and electronic collections of other libraries and organizations. BadgerLink plays an especially important role in supporting the learning objectives of families homeschooling their children and families that may not have access to curricular support materials. Throughout the year, the BadgerLink team offers educational webinars to librarians and educators. These outreach efforts lighten the training demands on public, school, and college libraries, freeing their time for other activities. Vendors work with the Division to produce educational materials on BadgerLink resources that are distributed to libraries and schools at no cost to the state.

2017-2019 Goals and Activities

- Completed a Request for Bid in mid-2018 to select a new suite of resources for BadgerLink, configured new resources for access, and developed online training materials.
- Wisconsin residents accessed over 22 million items including articles, abstracts, tests, primary sources, videos, and images in 2017 and 2018.
- Presented at conferences and at public library system meetings on workforce development and best practices for integrating BadgerLink resources into existing platforms such as learning management systems, library service platforms, and websites.
- Continued to collaborate with public libraries, systems, and vendors to provide library-specific usage statistics and improve data reporting.
- Planned for the implementation of new usage tracking by vendors and the implications for library and statewide reporting.

2019-2021 Goals and Activities

- Developing a BadgerLink Advisory Group to increase stakeholder feedback with

anticipated kick-off in November 2019.

- Increase in-person and virtual training opportunities to library staff and educators.
- Investigate options for user authentication, website design, and content discovery to improve the BadgerLink user experience.
- Evaluate current BadgerLink collections to ensure they continue to meet the informational needs of Wisconsin residents.

III. Projects and Services Supported by the Department of Public Instruction

Digital literacy and e-government programs and services

Wisconsin public libraries and the RL&LL and PLD teams in the Division work regularly together in support of programs and initiatives endorsed and supported by the Institute for Library and Museum Services and the American Library Association. These programs are designed to meet evolving community needs.

Workforce development services

The Resources for Libraries and Lifelong Learning team conducts several activities to support workforce development activities within public libraries. The Libraries Activating Workforce Development Skills (LAWDS) grant-funded project is a new program for this reporting period.

2017-2019 Goals and Activities

- Collaborated with the Department of Workforce Development, the Wisconsin Workforce Development Association, and the Wisconsin Library Association to apply for and receive the Libraries Activating Workforce Development Skills (LAWDS) grant of \$245,000 from the Institute for Museum and Library Service's Laura Bush 21st Century Librarian program. The LAWDS project will build stronger relationships between workforce development organizations and agencies, Wisconsin's job centers, and staff in public libraries.
- Assembled and convened the LAWDS Project Advisory Council in April, 2019.
- Presented updates on the LAWDS project at the Wisconsin Association of Public Libraries 2019 conference and numerous meetings of the Council on Libraries and Network Development and the System and Resource Libraries Administrator's Association of Wisconsin.
- Posted regular updates on workforce development activities in the [Wisconsin Libraries for Everyone blog](#).

2019-2021 Goals and Activities

- Continue to lead implementation of the LAWDS project which will deliver four training modules on workforce development topics to staff of public libraries statewide, and foster closer working relationships among public libraries and workforce development partners.
- Redesign the [Wisconsin Job Seeker](#) website to reflect the activities and resources developed through the LAWDS project.
- Continue to post regular updates on workforce development activities in the

[Wisconsin Libraries for Everyone blog.](#)

- Collaborate with the Public Library Development Public Library Development team's Adult Services and Community Engagement consultant.

Digital Public Library of America and Digitization of Historical Materials

Beginning in 2013, Wisconsin library organizations including the Division, the Wisconsin Historical Society, the University of Wisconsin-Madison, the University of Wisconsin-Milwaukee, WiLS (Recollection Wisconsin), and Milwaukee Public Library began discussion of joining the Digital Public Library of America (DPLA). Since the creation of the Governing Board, Marquette University has joined. The Department of Public Instruction has members on both the Governing Board (John DeBacher, PLD) and Steering Committee (Gail Murray, RL&LL).

The DPLA Service Hub in Wisconsin launched on August 3, 2016, after many years of planning. The Wisconsin Service Hub builds on the Recollection Wisconsin's statewide digital initiative. As a Service Hub, Recollection Wisconsin serves as the "on-ramp" for Wisconsin libraries and cultural heritage organizations to participate in DPLA, ensuring that local collections can be discovered as part of this innovative national program. As of June 2019, 50 Wisconsin institutions, some representing several institutions such as library systems, have provided 518,846 items that are searchable in DPLA's nationwide collection of historical materials.

For more information on the DPLA see <http://dp.la/>

2017-2019 Goals and Activities

- Continued metadata training and support to contributors and potential contributors.
- Attendance at quarterly Governing Board meetings and bimonthly Steering Committee meetings.
- Participated in efforts to increase awareness of DPLA and associated resources for the public, library staff, and K-12 educators, such as conference presentations.
- Participated in the new membership model of DPLA hubs, which includes an annual fee (\$10,000 split among 7 governing partners) for many additional benefits, including regularly scheduled ingests, analytics dashboard, hub network member meeting, and a DPLA Local interface.

2019-2021 Goals and Activities

- Implement new search for Recollection Wisconsin, provided by DPLA.
- Wisconsin involvement in hub network.
- Continued outreach to various Wisconsin groups and audiences, including K-12 educators
- Assessment of governance structure in an effort to increase the diversity of the current board and steering model.
- Funding of digitization kits that will be provided to WI library systems in order to increase involvement in Recollection WI and DPLA.

Interlibrary loan services and WISCAT

Wisconsin libraries rely on interlibrary loan (ILL) to obtain materials their patrons need that are not available from their own collections. ILL is a core service provided by most Wisconsin libraries, and is necessary to provide all Wisconsin residents equitable access to library materials.

WISCAT software combines a statewide bibliographic database, a virtual catalog of library holdings, and an interlibrary loan management system used by nearly 500 Wisconsin libraries of all types. The Division negotiates and manages the contract for the WISCAT software and provides training and technical support to WISCAT users. This software is also leveraged by BadgerLink to provide authentication to licensed resources and federated searching.

In addition to resource sharing within the WISCAT software platform, the Division contracts with the Milwaukee Public Library and the University of Wisconsin-Madison to give WISCAT libraries access to materials in the rich collections of these institutions. The Division also maintains a contract with OCLC to search and request items from other academic and out-of-state libraries on behalf of WISCAT libraries. This helps ensure that all Wisconsin residents have access to the largest possible pool of materials no matter where they are located in the state.

2017-2019 Goals and Activities

- Filled 344,150 Interlibrary Loan requests between January 2017 and December 2018.
- 93% of all borrowing requests were filled.
- Organized and conducted quarterly WISCAT user group meetings.
- Improved statewide resource sharing statistics.
- Improved internal WISCAT licensing workflow.
- Improved ILL statewide clearinghouse request referral workflow to meet demand.
- Researched future ILL configurations and technologies, based on recommendations coming from the PLSR process.

2019-2021 Goals and Activities

- Improve statistics functionality and distribution to systems and licensees via Annual Report.
- Continue to improve WISCAT Licensing workflow, now using Microsoft Dynamics.
- Further refine union catalog and z-targets for optimized performance and representation of holdings and availability.
- Plan and execute a statewide ILL meeting for the first time since 2016.
- Expand resource sharing partnerships to other libraries, consortia, and states in order to expand the reach of WISCAT libraries and increase their pool of trading partners.
- Improve data stewardship practices by WISCAT staff, vendor, and individual libraries to closer align with national/industry best practices.

- Transition to WISCAT platform version 6 and update all relevant workflows, documentation, and training resources.

Public Library System Redesign

Wisconsin's library system law, providing funding for coordinated regional library services, officially went into effect in 1971 when Senate Bill 47 was signed into law (1971 Act 152). The creation of public library systems fostered the establishment of a strong network of resource sharing and mutually beneficial interdependence.

All of Wisconsin's 72 counties and more than 380 public libraries are library system members. Wisconsin's 16 public library systems developed in distinct ways in response to the needs of their member libraries and area residents.

In response to COLAND's 2015 recommendation to appoint a committee to evaluate public library system services and make recommendations for improvements and changes, the state superintendent appointed a ten-person steering committee and asked them to consider how to best provide public library system services in Wisconsin. The Division provided federal LSTA grant funding to support the work necessary. Dovetailing with the Department's work with K-12 education, the Superintendent stressed equity as a fundamental lens for considering service provision. Building on the work of many, the committee developed a plan for revisions of services and the implementation of new models of service. The process, led by the Steering Committee and managed by WiLS, included seven workgroups to consider new models for services, and several subcommittees to help convey information and to examine system funding and expenditures.

Workgroups for major service areas (Continuing Education and Consulting; Resource Library Services; Technology; Collections; Interlibrary Loan and ILS/Discovery; Delivery; and Chapter 43) explored the current Wisconsin public library system landscape, looked at other models and determined the best ways to deliver the effective and equitable services to Wisconsin Public Library patrons.

The Steering Committee completed their [Recommendation Report](#) in February 2019 and delivered it to the State Superintendent for DPI review.

FY2017-19 Goals and Activities

- The workgroups offered recommendations for service models to the Steering Committee in the fall of 2017.
- The Steering Committee developed several governance structures suggesting options for delivering more efficient and equitable services.
- To best reach consensus and effectively posit a statewide perspective for their final report, the Steering Committee held a Recommendation Development Summit in late July, 2018. The Summit was facilitated by Russell Consulting and attended by the Steering Committee, the ten "Core Recommendation

Collaborators” they had selected, DPI staff, and nearly 80 other stakeholders recruited from the public library community.

- The Steering Committee, thereafter, drafted and revised their final report, which included opportunities for feedback from the library community during that process.
- The Steering Committee presented its final recommendations to the DPI in late February, 2019. The Superintendent’s Office asked that the Council on Library and Network Development conduct listening sessions to allow feedback from the public on the final report. Those were held in late spring, 2019.

FY2019-21 Goals and Activities

- Carry out implementation of the PLSR Recommendations such as:
 - Develop and deploy a Learning Management System for public library staff and trustees that incorporates tracking for public librarian certification.
 - Investigate and implement a pilot for one or more additional delivery materials exchange hubs to improve efficiency and timeliness of Interlibrary Hold transit
 - Develop Standards and Best Practices for public library system operations and financial management.
 - Explore options for calculating and distributing state aid to public library systems using current data and incorporating considerations of sparsity and equity.

Wisconsin Document Depository Program and Wisconsin Digital Archives

These programs are mandated by Wisconsin Statutes, Sections 35.81- 35.84 as amended by 1991 Wisconsin Act 285. Wisconsin state agencies are required to provide copies of their documents for distribution to designated depository libraries via the Wisconsin Document Depository Program. The goal of the Wisconsin Digital Archives is to preserve and make available to Wisconsin citizens a record of major state government programs published by state agencies regardless of their original format (print or electronic). The Wisconsin Digital Archives provides full-text access to electronic state documents and web content available via a web-based searchable database. The Wisconsin Digital Archives contains over 19,000 unique documents.

2017-2019 Goals and Activities

- 90% of the total state documents distributed through the Wisconsin Document Depository Program are electronic documents available through the Wisconsin Digital Archives.
- Over 71,000 state documents have been accessed through the Wisconsin Digital Archives during the 2017-19 biennium.
- Migrated the Wisconsin Digital Archives to a responsive website to improve access on mobile devices.
- Incorporated accessibility features into the Wisconsin Digital Archives website to improve access and navigation using screen readers and other accessibility tools.
- Collaborated with the Wisconsin Historical Society to upload catalog records for

items in the Wisconsin Digital Archives into all UW campus OPACs including UW-Madison and UW System Colleges.

- UW-Madison included the Wisconsin Digital Archives as a collection in their online electronic resources list.

2019-2021 Goals and Activities

- Work with the Wisconsin Dept. of Transportation (DOT) to transition agency library from print to electronic access by including digitized DOT state documents in the Wisconsin Digital Archives.
- Provide access to more state documents in Spanish and Hmong in the Wisconsin Digital Archives.
- Provide access to historical Wisconsin School Boundary maps in the Wisconsin Digital Archives for research purposes.

WISELearn

The Division for Libraries and Technology has been working since 2013 on the development of WISELearn, which provides a centralized location for classroom resources and professional learning resources for all Wisconsin educators. Supplies and services include hardware, software, collaboration tools, and web hosting. The project goals related to intertype resource sharing include providing educational resources for parents, teachers, and pupils offering learning opportunities.

2017-2019 Goals and Activities

- Transitioned to offering Open Educational Resource (OER) Innovation Grants (<https://dpi.wi.gov/wiselearn/oer-innovation-grants>). The activities generated through this grant process will supersede and replace the efforts in earlier program years around delivering content curation training as a means to develop the content repository.
- Developed and enhanced WISELearn Portal site at <https://dpi.wi.gov/wiselearn>, with special attention to building out professional learning resources.
- Configured WISELearn Resources repository to best meet users' needs while at the same time adhering to national interoperability standards.
- Licensed new repository software and transitioned from previous platform.
- Collaborated with other states and national organizations on developing a common framework to support cross-platform resource sharing, including methods for standardizing transfer and mapping of competencies and academic standards.

2019-2021 Goals and Activities

- Continue offering Open Education Resource (OER) Innovation Grants to help Wisconsin educators support and implement professional learning on top-quality standards-aligned open resources.
- Increase collaborative efforts with higher education and public library sectors around the state on OER and the use of the WISELearn repository.

Youth and Inclusive Services Programs and Services

The Department promotes accessible and exceptional public library experiences for children, teens, and families. Services focus on equity, literacy, and learning by consulting with public library and public school stakeholders; community partners; and interested citizens.

Ongoing Goals and Activities

- Each year, the Division for Libraries and Technology coordinates Wisconsin's participation in the Collaborative Summer Library Program (CSLP) on behalf of Wisconsin's public libraries. The CSLP is a consortium of states working together to provide high-quality summer reading program materials for children, teens, and adults at the lowest cost possible for public libraries. The CSLP currently is provided by library agencies in all 50 states and many U.S. Territories. For 2019, the CSLP slogan is "A Universe of Stories", and content focuses on an outer space theme. See more at: <https://dpi.wi.gov/pld/yss/summer-program>
- The Wisconsin Youth Services Development Institute, which has been offered in odd-numbered years since 2013, provides professional development to 25 librarians who serve babies, children, and teens in smaller public libraries. The Institute is led by DPI staff and experienced professionals from around the state. The Institute targets librarians who have no graduate degree in librarianship and/or work in rural library communities. Participants are able to improve their skills and knowledge base, build a supportive network, and strengthen peer-to-peer relationships with colleagues. The curriculum covers programming, advocacy, collection development, and developing technology and leadership skills.

2017-2019 Goals and Activities

- The Department hosted "Connect and Create Workshops for Public and School Librarians" at Hotel Marshfield in May, 2018. The project explored two topics for libraries serving youth and fostered collaboration between school and public library staff. The first day of the workshop focused on "Students as Creators: Connecting through STEM, Maker, Coding, and Hands-On Learning." The second day focused on "Students as Community Members: Connecting through Books, Collections, and Perspective Sharing."
- Attendees who completed the workshop could apply for a grant to fund a joint school and public library project based on the workshop topic. 15 of the nearly 50 grant proposals submitted were funded. A total of \$37,209 was awarded for nine projects in the "Students as Creators" category, and \$39,909 was awarded for six projects in the "Students as Community Members" category.