Channel

A Newsletter of the Wisconsin Division for Libraries and Community Learning   Volume 34, Number 4/December 1998

$2.8 million in LSTA grants awarded for '99

by PEG BRANSON
LSTA Program Coordinator

Library Services and Technology Act (LSTA) program grants in excess of $2.8 million for 1999 were announced in late November. Wisconsin's LSTA allocation went to a wide variety of statewide, regional, and local projects involving all types of libraries throughout the state.

Among the statewide projects to be supported with LSTA in 1999 are the BadgerLink full-text database project begun in 1998 and a new Linked Systems project in the planning stages.

Regional projects to be supported by LSTA funds include public library system projects to improve services through technology, including funds for Internet access and shared automated systems.

The LSTA funds also will enable public libraries, in cooperation with a variety of community agencies and schools, to provide library services for youth with special needs and provide adult literacy and job information services.

A complete list of LSTA projects for 1999 is available on the DLCL website. Information on BadgerLink is available at: http://www.dpi.state.wi.us/badgerlink, and information on the Linked Systems

BadgerLink receives more than 2 million hits since July release

Quick and easy access to information often is a central theme in discussions about library and school technology needs, and the Department of Public Instruction (DPI) has stepped to the forefront with a dramatic service—BadgerLink.

Since its inception in July, there have been more than 2 million searches conducted through BadgerLink and the two companies that give access to newspapers (UMI Proquest Direct) and magazines/journals (EBSCOhost). About 1 million of those searches were conducted in November.

In support of this free service, Reference and Loan Library (R&LL) staff have registered more than 900 libraries to ensure access for patrons. R&LL staff also have contacted nearly 150 Wisconsin-based Internet Service Providers (ISPs) and have entered more than 2.3 million Internet Protocol (IP) addresses. This effort ensures that most Wisconsin residents can, from their homes, access this valuable full-text database service. If you are unable to connect, contact your ISP.

"Through our discussions with library staff statewide, we believed the services incorporated in BadgerLink would be valuable to all Wisconsin residents," said State Superintendent John T. Benson. "But the early usage numbers are more than a pleasant surprise. They confirm what we knew. People are hungry for information and BadgerLink is the sort of service we should be providing."

In addition to free access to full-text databases of 41 newspapers and more than 2,000 magazines/journals, users can access WISCAT—the Wisconsin statewide library catalog listing nearly 6 million titles from 1,137 contributing libraries—and the R&LL's VHS List—a searchable version of the Reference and

Changes are Coming

Beginning with the first issue of 1999, *Channel* will be changing. See article on page 6.

LSTA Update

LSTA grants announced for 1999—*from front page*

project is available at: http://www.dpi.state.wi.us/dlcl/pld/linksys.html

The LSTA Advisory Committee met in Madison on November 11-12, 1998, to discuss and make recommendations on LSTA grant awards for projects to take place in 1999. As a part of the meeting, the committee also gave preliminary consideration to grant categories for the year 2000. Final recommendations on grant categories for the year 2000 will be made at the next meeting of the advisory committee in the spring of 1999.

The Department of Public Instruction's Division for Libraries and Community Learning administers Wisconsin's yearly LSTA allocation, made available through the United States Institute of Museum and Library Services. Wisconsin's FY 1999 federal

LSTA funds are being distributed to public libraries, public library systems, and other agencies statewide. Because a number of projects being implemented involve groups of libraries in areas of the state, or are statewide, libraries of all types across the state are LSTA beneficiaries. A list of 1999 grant awards will be available in the next issue of Channel. An overview of LSTA grant awards by grant categories is available below.

Members of the LSTA Advisory Committee are: Lynn Bellehumeur, Milwaukee Public Library; Kathy Gosz, Waukesha; David Hines, Oshkosh Correctional Institution; James Trojanowski, Vaughn Public Library, Ashland; Barbara Cummings, Northcentral Technical College; Rose Mary Leaver, Arrowhead Library System, Janesville; Jan Munson, La Crosse Public Library; Rick Krumwiede, Outagamie Waupaca Li-

brary System; Greg Crews, trustee, South Central Library System, Madison; Betty Dahl, CESA 11, Turtle Lake; Tom Hennen, Lakeshores Library System, Racine; and Connie Meyer, Dwight Foster Public Library, Fort Atkinson. Rick Krumwiede chaired the committee in 1997 and 1998.

The 12 members of the committee serve three-year rotating terms. Bellehumeur, Gosz, Hines, and Trojanowski will complete their terms on the committee at the end of 1998. ∎

1999 LSTA Grants Overview

Categories	Dollars
A. Technology	
Statewide Projects DLCL	$291,900
WISCAT	535,000
BadgerLink (full-text)	300,000
Linked Systems Project	150,000
System Technology Projects	425,300
B. Resource Sharing	
Statewide Projects DLCL	172,600
Delivery—Northern Waters	40,000
Delivery—Advisory Committee	15,000
C. Targeted Services	
Statewide Projects DLCL	155,200
State Institution Coordination	35,000
Special Needs Youth Initiative Follow-up	5,000
Adult Literacy/Job Information	324,322
Special Needs Youth	310,983
D. LSTA Administration	102,700
Total	**2,863,005**

BadgerLink

Loan VHS Videocassette Catalog, which includes over 7,000 titles available for borrowing.

BadgerLink users have taken the opportunity to share how they use the new service. Gerri Gribi, a folk artist and writer from Green Bay says, "I use BadgerLink on an almost daily basis, for professional and personal tasks. Having WISCAT at my fingertips is a godsend. In pre-BadgerLink days, I'd read about a book that interested me, then I'd have to remember to look for it the next time I went to the library. Now, I can hop on my computer, find the book on WISCAT, print out the information, and call my library, all within the span of about five minutes. I'm especially grateful for the VHS section.…I never realized that I could interloan videos, and I was delighted to discover that I could interloan the entire "American Visions" series and other great PBS offerings.

> *"The magazines and periodicals are an absolute gold mine."*
> **—Gerri Gribi**

"The magazines and periodicals are an absolute gold mine. For example, just this morning I read a reference to the Harvard Health Letter, went to their site to see if the article was still online, then learned I'd have to order it for $5. I used BadgerLink and had the article within minutes…and discovered that it was only 2 paragraphs long, which means I'd have been pretty disappointed to have spent $5 and waited weeks to get it. As a writer, it's important to know whether the topic I'm submitting has already been covered. I can do this with a quick keyword search. I've also used BadgerLink to access the market section of Writer's Digest and other periodicals."

Vonna Pitel, Cedarburg High School librarian, said, "Students in a Future Problem Solving Class receive a list of magazine articles to use for research. The IMC staff helped the students locate the magazine articles, but we found over half were not indexed in our local database. We used BadgerLink and all but one article was found in EBSCOhost. This is an excellent example of how using BadgerLink assisted our students to access information quickly for their research."

To access BadgerLink on the Internet, go to http://www.dpi.state.wi.us/badgerlink. For more information, contact Sally Drew, DPI Reference and Loan Library, 2109 South Stoughton Road, Madison, WI 53716; (608) 224-6160. Send e-mail to drewsj@mail.state.wi.us. ∎

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   To send e-mail, use the letters that appear in parentheses after staff members' names and add @mail.state.wi.us

Customer service, technology top video list

Customer service, technology, service to the handicapped, and trustee responsibilities are the topics of several recent video-based programs now available for loan from the Reference and Loan Library. Also of interest to library staff and trustees are the audiocassette recordings of the programs recorded at the 1998 annual conference of the American Library Association.

Customer Friendly Libraries in a High-Tech Age (Baltimore County Public Library/ Library Video Network, 1998. 23 minutes; closed-captioned) (VHS V-6646 (025071)) tells public service staff the importance of maintaining good customer service in libraries while keeping up with rapidly changing technology. Four vignettes are presented with pauses for discussion, covering such issues as staff training needs, techniques to help staff help customers using computers, new policies for managing public use of computers, and preparing for potential problems. A discussion guide printed on the container liner includes an outline for using the tape in a 60-minute training workshop.

Reaching Out (American Foundation for the Blind, 1997; 25 minutes; with book) (VHS V-6667 (025099)) shows how libraries, museums, companies, and other sites open to the public can make exhibits and cultural programs accessible to people who are blind or visually handicapped. Part one is entitled "Access, A Critical Concept," and shows examples of accessible programming and how visually impaired visitors interact with the environments in libraries, museums, and other cultural sites. Part two is entitled "How to Ensure Access: Training Your Staff and Volunteers for a More Accessible Environment" and describes how to use technology, visual aids, and techniques such as descriptive language to help people with visual impairments enjoy an exhibit or program.

Universal Access: Electronic Resources in Libraries: Presentation Materials (DO-IT Project at the University of Washington/Distributed by American Library Association, 1997) (VHS V-6669 (025101)) is a kit containing presentation materials for developing a training program to help library staff and volunteers become more aware of the issues, needs, and concerns of people with disabilities in accessing electronic resources. The binder includes a sample presentation script, resource materials, handout templates, overhead transparency templates, and an open-captioned VHS videocassette. The videocassette contains two programs: "Working Together: People with Disabilities & Computer Technology" (14 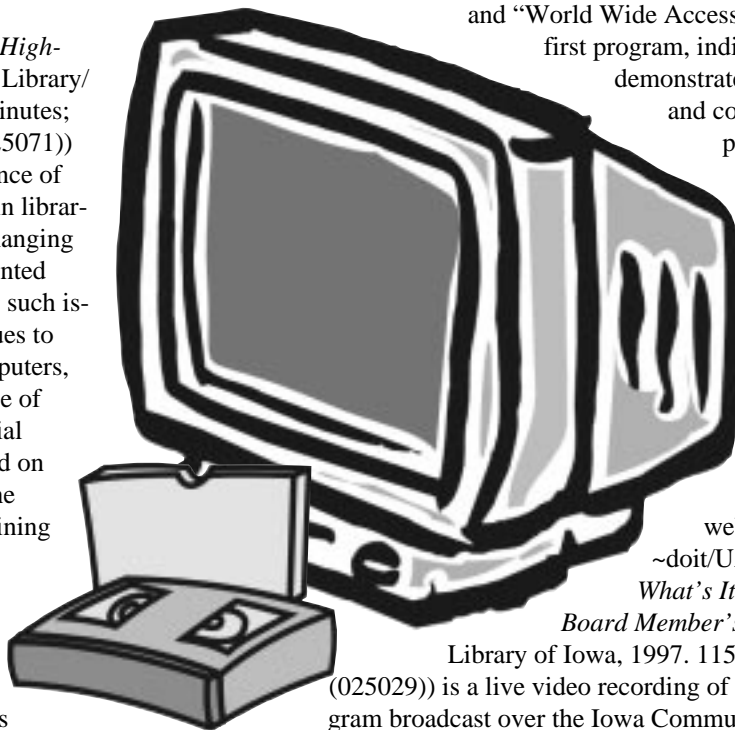minutes) and "World Wide Access" (11 minutes). In the first program, individuals with disabilities demonstrate adaptive technology and computer applications for people with various physical and learning disabilities. In the second program, library users with disabilities describe difficulties they encounter on the World Wide Web. An electronic version of the presentation materials is available at: http:// weber.u.washington.edu/ ~doit/UA/

What's It All About? The Library Board Member's Job Description (State Library of Iowa, 1997. 115 minutes) (VHS V-6605 (025029)) is a live video recording of a teleconference program broadcast over the Iowa Communication Network system at the Iowa State Library Sept. 3, 1997. Iowa State Librarian Sharman B. Smith, and Bonnie McKewon, administrator of the Northwest Regional Library in Sioux City, talk about the roles and responsibilities of public library trustees. The program is intended to reinforce what it means to be a library trustee, to promote an understanding of the impact of library trustees on library services, to identify tools to assist boards in making difficult decisions, and to expose trustees to new ideas and underscore basic principles of library service.

American Library Association
1998 Annual Conference Cassettes

The Reference and Loan Library has available for loan audiocassettes of the 68 programs selected for recording at the 117th American Library Association annual conference held in Washington, D.C., in June 1998. Programs deal with many

Committee continues exploration of statewide delivery

Based upon the recommendation of the Library Services and Technology Act (LSTA) Advisory Committee, State Superintendent John T. Benson recently appointed a statewide Delivery Services Advisory Committee.

In addition to the advisory committee's recommendation, the group also recommended allocating $15,000 to fund the work of the new committee after reviewing the report "Delivery of Library Materials in Wisconsin," completed by Ruth Bessant in 1997.

The Delivery Services Advisory Committee will review trends in delivery services at the system and state level, evaluate the impact of automation activities on delivery services, and develop a vision for statewide delivery services. Members also will determine how libraries in unserved areas can be connected to the delivery services, review various ways of funding statewide delivery services, and evaluate the effectiveness of delivery services.

Committee members are: David Weinhold, Eastern Shores Library System; Peter Hamon, South Central Library System; Joan Airoldi, Northern Waters Library Service; Doris Nix, Milwaukee County Federated Library System; John Hempstead, Viterbo College; Terry Dawson, Appleton Public Library; Diana Anderson, Eagle River Public Library; Ed Meachen, UW-Madison Office of Learning & Information Technology; Kathy Pletcher, UW-Green Bay, Richard Pifer, State Archives; Vibeke Lehmann, Department of Corrections, Mary Williamson, Wisconsin Interlibrary Services; Barbara Cummings, North Central Technical College; and Terry Iverson, CESA #3. Also working with the committee are Sally Drew and Terry Wilcox, Reference and Loan Library, and Bob Blitzke, South Central Library System. The committee will hold its next meeting January 15, 1999.

The first meeting was held in November, and members gathered through the use of videoconference technology. David Weinhold convened the first meeting and following the adoption of bylaws was elected chair of the committee. The committee elected Mary Williamson as vice-chair and Joan Airoldi as secretary. The committee will meet a minimum of three times per year.

Hamon provided information on the budget and funding for the statewide service and Blitzke told the committee about the level of use of the service and how the service was organized. Bessant briefed the committee on her 1997 study, on potential criteria for evaluating delivery services, on potential funding models, and other issues.

The Division for Libraries and Community Learning also allocated $40,000 to the Northern Waters Library Service to allow the public library system to provide systemwide van delivery service for the first time. Northern Waters has contracted with Watco Inc. to provide delivery services three days each week to system libraries. Watco also delivers to Wisconsin Valley Library Service in Wausau those materials being loaned to libraries outside the system. These can then be picked up by the South Central Library System.

For more information about the work of the committee, contact Sally Drew, DPI Reference and Loan Library, 2109 South Stoughton Road, Madison, WI 53716; (608) 224-6160. Send e-mail to drewsj@mail.state.wi.us. ∎∎

AV Notes
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topics, including client/server technology, collection development planning, libraries and new readers, diversity, organizational change, selecting a library director, reference services, metadata, the Internet, outsourcing, acquisitions, and more. A complete list of titles can be found on the web at http://www.dpi.state.wi.us/dpi/dlcl/rll/avala98.html. A list may also be requested from Willeen Tretheway at Reference and Loan by calling (608) 224-6171 or sending an e-mail message to trethwk@mail.state.wi.

Libraries and media centers of all types may call or send requests for videocassettes directly to the Reference and Loan Library or they may send them through regular interlibrary loan channels. Organizations and businesses, teachers at kindergarten through 12th grade schools, faculty and staff at academic institutions, and state agency employees also may choose between contacting R&LL directly or sending interloan requests through their libraries. The Reference and Loan telephone number for direct video requests is (608) 224-6169 and the fax number is (608) 224-6178.

All other uses, including individual borrowers, should request materials on interlibrary loan through their public library rather than contacting Reference and Loan directly. The call numbers and booking system numbers included in the citations in this column may be referred to when requesting videocassettes from Reference and Loan. ∎∎

Summer Library Program

Going Global in 1999
January delivery planned for SLP Manual

Librarians who have ordered copies of the 1999 Summer Library Program (SLP) manual—based on the theme "Go Global: Read!"—can expect delivery in early January 1999. Production of the manuals has been slowed as DPI copes with reduced staff.

Shipment of the manuals and 1999 SLP posters will probably be postponed until after the heavy holiday pressure on delivery services has eased. We regret this delay, but hope librarians will benefit from receiving the manual well in advance of the March 2, 1999, ETN session.

If you have questions, please contact Jane Roeber, Department of Public Instruction, P.O. Box 7841, Madison, WI 53707-7841; (608) 267-5077 or e-mail to roebeja@mail.state.wi.us. ∎∎

A Gift for the New Year

Editor's Note: *Jane Roeber, Summer Library Program coordinator, recently received a call from Karen Hartman, a Campbellsport author, storyteller, publisher, and poet who is listed in the 1999 Summer Library Program Manual roster of performing artists.*

Hartman, whose heritage is Cherokee and Chinese, offered the poem below as a gift to Wisconsin librarians in schools and public libraries. She wrote it after reflecting on her public presentations during the "Make Waves: Read!" summer program, but its sentiment is timeless.

Please feel free to use the poem in a variety of ways—post it, include it in handouts, encourage young people to illustrate it, or read it aloud to children and parents. Always remember to acknowledge the poet's copyright.

Where the Current Begins
by Karen Hartman

READING
　　Where the current begins...
　　　　Knowledge is like droplets of water
　　　　　That make up the springs
　　　　　　The springs feed the rivers
　　　　　　　　The rivers connect and run into the ocean
　　　　　　　　　Where the current begins...
　　　　　　　So, make a wave and READ
　　　　　　As you read think of the water, see the droplets
　　　　Where the current begins...
　　　　　The more you READ
　　　　　　The more you will appreciate all of nature's gifts
　　　　　　　Where the current begins...
　　　　　The more we share our knowledge
　　　　The bigger the springs, that feed the rivers
　　That run into the ocean
That makes the waves
　　Where the current begins...
　　　　Everyone we touch will be a droplet of water
　　　　　Who in turn will share knowledge
　　　　　　Where the current begins...

Channel changes coming
Electronic and print documents to work together

To better communicate with our readers, and to provide more timely information, changes will be implemented in *Channel* beginning in 1999.

Responding to the results of a survey included in the September *Channel*, staff within the Division for Libraries and Community Learning have decided to reduce the frequency of the printed *Channel* to six times yearly, while at the same time implementing a weekly electronic newsletter.

While all the details have not yet been finalized—such as a name—the plan is to create a list of e-mail addresses from our current library discussion groups. This will form the basic subscriber list, which then can be expanded as needed.

Because the new weekly newsletter will be electronic, anyone with an interest in library issues can subscribe.

The printed *Channel* will continue to be mailed to those currently receiving it.

More details will be provided in the next issue. ∎∎

Technology

Project Update

Linked System Project to explore better resource sharing

In an effort to determine if linking library and information systems is a viable means to enhance resource sharing, the Division for Libraries and Community Learning (DLCL) is initiating a Linked Systems Project using $150,000 in LSTA funds. The concept of linking library systems was discussed at the Library Technology Conference in February 1998. This project will help implement specific goals and objectives in the Wisconsin Library Technology Strategic Plan.

The goals of the project are: (1) to plan and initiate a limited pilot project linking several automated library systems and WISCAT; and (2) to review the broader, long-term impact of implementing such a project on a wider, statewide basis.

Participants will likely include about four to six public library systems or libraries with automated systems. These libraries and other test libraries without automated systems also will be able to use WISCAT to identify holdings and either use traditional interlibrary loan procedures or place holds on materials located in participating libraries with automated systems. As currently planned, current interlibrary loan protocols will apply.
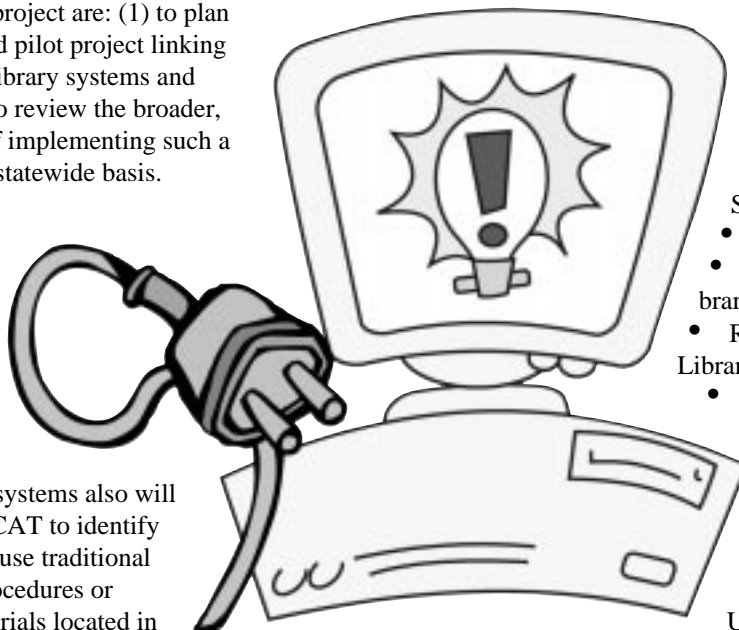
From the automated library system perspective, linking is defined as the ability of staff to enter one search query and have that query search participating library online public access catalogs (OPACs), determine which libraries have the item and its shelf status, and allow staff to place a hold on that item. Interlibrary loan (ILL) protocols will require libraries to clear their own service area before forwarding a request to a participating pilot test library outside their service area. Participating libraries will have considerable input during the pilot project to help insure that any increase in ILL requests can be sustained and are equitably distributed among participants. Libraries interested in participating in the pilot test should contact the division by Jan. 31, 1999.

Because of the size of this project, staff will develop a formal Request for Proposal (RFP). It is anticipated that the RFP will be released in March 1999, and a vendor selected in June. The project's tentative start date is August 1999 and the first phase will extend through December 1999. It is anticipated that a second year of the pilot project will begin in 2000.

In September, Division for Libraries and Community Learning Administrator Cal Potter announced formation of a Linked System Advisory Committee to help advise the division on implementing this project. Committee members are:

- Mary Bayorgeon, Affinity Health System, Appleton
- Lynn Bellehumeur, Milwaukee Public
- Lee Blahnik, Oshkosh Area School
- Karen Boehning, Winnefox Library System
- Peter Hamon, South Central
- Nancy Hunt, Indianhead Federated Library System
- Rick Krumwiede, Outagamie Waupaca Library
- Ed Meachen, Office of Learning and Information Technology, UW System
- Linda Orcutt, Wisconsin Valley Library Service
- Steve Platteter, Southwest Library System
- Nolan Pope, Memorial Library, UW-Madison
- David Weinberg-Kinsey, Mount Mary College, Milwaukee

Since its formation the committee has met twice, in October and December. Members have reviewed the scope of the project and recommended criteria for participating libraries with automated systems. The criteria are on the Linked Systems web page at http://www.dpi.state.wi.us/dpi/dlcl/pld/linksys.html.

At the December meeting two vendors, OCLC and CPS Inc., gave demonstrations of their respective programs for linking systems. The next meeting of the committee will be Jan. 19, 1999, at the Reference and Loan Library in Madison. The meetings are open to anyone.

For more information on the Linked Systems Project, visit the web page or contact the project coordinators, Bob Bocher (bocherf@mail.state.wi.us 608-266-2127) or Sally Drew (drewsj@mail.state.wi.us 608-224-6161). ∎

Around Wisconsin

People

Polly Forsell is the new technical services/AV librarian at the Sun Prairie Public Library.

Ron Gorsegner, who served as the director of the Nicolet Library system from 1977 to 1995, died Sept. 21, 1998, in Mississippi. Since October 1995 he was the Director of the Carnegie Public Library and the Delta Blues Museum in Clarksdale, Mississippi.

Ken Hall is the new coordinator of the Winnefox Library System. He served previously as the director of the Two Rivers Public Library.

Nan Hughes is the new director of the Fall River Schools Library. She was a former youth librarian at the Columbus Public Library.

Don Litzer is the new head of Adult Services at the McMillan Memorial Library in Wisconsin Rapids.

Ann Wilcox is the new youth librarian at the Columbus Public Library. She replaces **Julie Fuller**, who resigned to become the new IMC director of the Columbus Elementary and Middle Schools.

Bonnie Rae is the new youth librarian at the Oregon Public Library.

Alice Sedgwick, director of the Frank L. Weyenberg Library of Mequon-Thiensville, retired.

Places

The **Manitowoc-Calumet Library System** is now located in new offices in the new Manitowoc Public Library, 707 Quay Street, Manitowoc, WI 54220. Phone numbers include: Alan Engelbert, System Director, (920) 683-4863 ext. 337; Carol Gibson, System Coordinator, (920) 683-4870 ext. 333; and MCLS Interlibrary Loan, (920) 683-4870 ext. 8 or 683-4863 ext. 311. The fax number remains (920) 683-4873.

Park Falls Public Library held an open house and official dedication of its newly remodeled facility on Saturday October 17, 1998. The $1.1 million project repaired, updated, and made the library accessible to all citizens.

Awards

The Wisconsin Library Association (WLA) Awards and Honors Committee has named **Mohammed M. Aman** Librarian of the Year. Aman, who has been the Dean of the School of Library and Information Science at UW-Milwaukee since 1979, was selected for his outstanding local, state, national, and international achievements in library education.

Robert Keen, Brodhead, has been named the Trustee of the Year by the WLA. He has served on the South Central Library System board since 1987 and on the Green County Library Board for most of the same period. He was selected for his breadth of experience at the local, regional, and state levels.

Virginia Bryan, director of the New Glarus Public Library, is the recipient of the Muriel Fuller award from the WLA. She was recognized for her outstanding service to her library and community, but especially for her successful efforts to bring the New Glarus Library into the automated LINK system of the South Central Library System. She also was recognized for the development of an outstanding collection of materials and for her work toward establishing a Friends group. ▮▮

AASL launches 'FamiliesConnect'

ICONnect, a technology initiative of the American Association of School Libraries (AASL), has added a new component called "FamiliesConnect" to help families learn about the Internet and use it together.

"FamiliesConnect" is a compilation of resources that helps families provide safe, guided Internet use by children. The adress is http://www.ala.org/ICONN/familiesconnect.html. ▮▮

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