



About 150 participate

## Library Legislative Day a success

by Cal Potter, Administrator  
Division for Libraries, Technology, and  
Community Learning

Approximately 150 librarians, trustees, and friends traveled to Madison on Jan. 29 from all areas of Wisconsin to lobby their legislators on issues facing libraries.

Library Legislative Day was indeed a successful event for which the cosponsors—the Wisconsin Library Association (WLA) and Wisconsin Educational Media Association (WEMA)—should be commended. A special word of appreciation should be extended to the Legislative Day Committee for all its planning and implementation efforts, all ably chaired by Greg Crews.

The event began with a breakfast, followed by two preparation sessions before attendees began their legislative office visits. The first of the sessions saw briefings by Paul Nelson, chair of WLA's Library Development and Legislative Committee; Madge Klais, WEMA's legislative coordinator; Tony Dreissen, WLA's lobbyist; and Mike Blumenfeld, lobbyist for



Tom Hennen, director of the Waukesha Federated Library System (front), and others attended Library Legislative Day in Madison. The Jan. 29 event drew more than 150 library representatives statewide.

WEMA, focusing on the issues up for legislative deliberation, as well as techniques on how best to address those topics.

A second session saw a welcome and introductions by WLA President Steve

Proces, and presentations by State Superintendent Elizabeth Burmaster, State Senator Jon Erpenbach, and State Representative John Gard. Burmaster empha-

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More than 160 from districts, CESAs

## Educators participate in enGauge training sessions

by Stuart Ciske, Technology Consultant  
Instructional Technology Planning & Integration

Representing a minimum of 30 school districts and 10 CESAs, more than 160 teachers, library media specialists, principals, district administrators, and school board members participated in four days of professional development designed to help them and their districts implement the enGauge process in Spring 2002.

enGauge, a new web-based framework designed to help districts plan and evaluate the systemwide use of educational technology, was developed by North Central Regional Educational Laboratory (NCREL) and North Central Regional Tech-

nology in Education Consortium (NCRTEC), along with the DPI and CESAs.

The enGauge process provides a comprehensive view of six essential conditions—vision, effective practice, equity, systems and leadership, access, and educator proficiency—in an educational system that strongly influences the effectiveness of educational technology.

Through the efforts of NCREL, NCRTEC, DPI and CESAs, Wisconsin piloted enGauge in spring 2001 and fall 2002 with participants from 17 school districts.

NCRTEC, through their work with state teams, alliances

*Please see enGauge training—on page 11*

# Congressional committees working on LSTA reauthorization

by Peg Branson, Consultant  
LSTA and Continuing Education

The Library Services and Technology Act (LSTA) program needs to be reauthorized by Congress in 2002 for it to continue in 2003 and beyond. As with other federal programs, LSTA was authorized for a five-year period in 1997. That period will end Sept. 30, 2002.

The LSTA reauthorization process began Feb. 14 with a hearing before the House Subcommittee on Select Education, chaired by Congressman Peter Hoekstra (Michigan). After the hearing Hoekstra and Congressman Tim Roemer (Indiana), the ranking minority member of the subcommittee, agreed to sponsor the LSTA bill.

The bill is named the Museum and Library Services Act of 2002 and its number is H.R. 3784. The bill was introduced in

the House of Representatives on Feb. 27 and referred to the House Committee on Education and the Workforce for consideration on March 6.

Testifying on behalf of the Institute of Museum and Library Services (IMLS) at the Feb. 14 hearing was Robert Martin, director. Appearing on behalf of libraries were Linda Yoder, director of the Nappanee Indiana Public Library, and Lucille Thomas, vice chairman of the Brooklyn Public library Board of Trustees. Yoder described an LSTA grant that her library participated in that allowed a consortium of 10 small libraries in northern Indiana to hire technical assistance, sharing the same service provider among the participating libraries. She said that without the grant her library might still be years away from using technology. Thomas detailed the many programs her large

Brooklyn Public Library system provides to the community. In terms of the summer reading program, supported by LSTA funds, she said, "For most children in Brooklyn, there is no summer camp. It's the library." She stressed that summer reading programs keep children's reading skill levels from dropping over the summer. Both witnesses requested a speedy reauthorization with the funding level set at \$500 million.

As introduced Feb. 27, the LSTA bill has 26 cosponsors, including representatives Tom Petri and Mark Green from Wisconsin. Wisconsin has two congressional representatives serving in key positions in terms of LSTA reauthorization. Representative Petri serves on the Subcommittee on Select Education, and Representative Ron Kind (Wisconsin's 3rd Congressional district) serves with Petri on the Committee on Education and the Workforce that is considering LSTA reauthorization. ■

## COLAND meets March 8 in Madison

The Council on Library and Network Development (COLAND) met March 8 at the UW-Madison School of Library and Information Studies (SLIS). Louise Robbins, director of SLIS, welcomed Council members and led a presentation on the school and its programs. Also participating in the presentation were Professor Dianne McAfee Hopkins and Jane Pearlmutter, SLIS associate director.

Carolyn Winters Folke reported to the Council on the Intellectual Freedom Leadership Institute held in Wausau on Feb. 4. Folke served as chair of the planning committee for the institute, which was sponsored by the Wisconsin Library Association Foundation and brought together library leaders and leaders from a variety of other organizations with an interest in intellectual freedom. The participants came up with a

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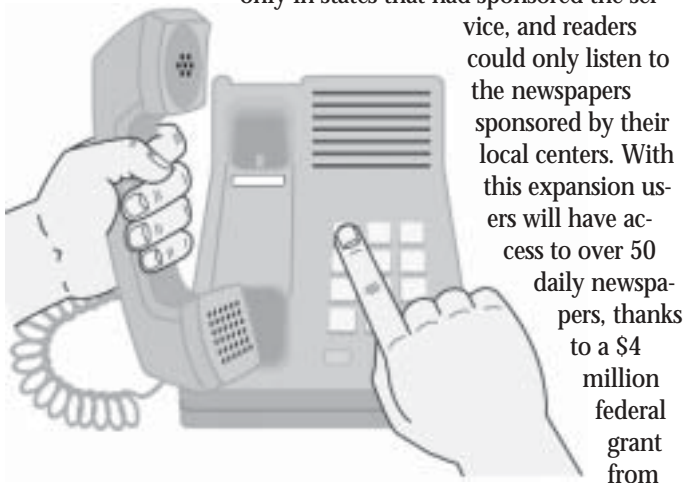
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# National Expansion of NFB-NEWSLINE

National Federation of the Blind NEWSLINE® is a toll-free service that uses synthesized speech to deliver an audio version of newspaper text through the telephone to those who are blind or visually impaired. The National Federation of the Blind (NFB) recently changed the name of the service to NFB-NEWSLINE and expanded the service nationwide.

Beginning March 1 the service was centralized at the NFB headquarters in Baltimore with one toll-free number to access the service—(888) 882-1629. Previously, the service was available only in states that had sponsored the service, and readers could only listen to the newspapers sponsored by their local centers. With this expansion users will have access to over 50 daily newspapers, thanks to a \$4 million federal grant from



the Institute of Museum and Library Services (IMLS). National coverage includes the Chicago Tribune, Los Angeles Times, New York Times, Toronto Globe and Mail, USA Today, Wall Street Journal, and Washington Post. All local papers added in other states also will be available to all users. Currently, Wisconsin users have access to the Wisconsin State Journal, The Milwaukee Journal Sentinel, and The Capital Times. Staff at the Reference and Loan Library is working to add up to five additional Wisconsin newspapers in 2002.

“No special skills or equipment are needed to use the NFB-NEWSLINE® system,” said Marc Maurer, President of the National Federation of the Blind. “To access the NFB-NEWSLINE® service one only needs a touch-tone telephone.”

This service is available 24 hours a day, seven days a week. The synthesized speech allows NFB-NEWSLINE® to offer such features as: advance one article; go back one article; advance a sentence; go back a sentence; slow down the voice; change the voice tone; spell a word or phrase; search for a specific word; and more.

Applications are available for Wisconsin residents through the Regional Library for the Blind and Physically Handicapped at (800) 242-8822, the Wisconsin Reference and Loan Library at (888) 543-5543, or from the National Federation of the Blind at (410) 659-9314. Applications and other information also are available at the NFB website at [www.nfb.org](http://www.nfb.org). ■

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- Wisconsin Child Care Information Center
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- Cooperative Children’s Book Center  
4290 Helen C. White Hall, 600 N. Park St., Madison, WI 53706  
[ccbcinfo@education.wisc.edu](mailto:ccbcinfo@education.wisc.edu) [www.education.wisc.edu/ccbc/](http://www.education.wisc.edu/ccbc/)
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# Focus groups address reference service perceptions

by Mary Struckmeyer, Coordinator  
Reference and Interloan

Reference service in all types of libraries is undergoing tremendous changes, according to both anecdotal and statistical reports. Articles in professional journals and discussion list exchanges describe declining usage statistics for traditional face-to-face reference services; increased user demand for instruction in the use of technology; declining resources to purchase materials; and inflated expectations for service standards.

To find out what changes are taking place in reference service in Wisconsin's public libraries, Reference and Loan Library (R&LL) staff organized two focus groups at their annual fall reference meeting last October. Ethelene Whitmire, assistant professor at the UW-Madison School of Library and Information Studies, facilitated the focus groups, with assistance from Reference and Loan Library's (R&LL's) practicum student Laurie Petrie. Following is a summary of the focus group responses.

## Changes in Reference Services

In response to the question "How is your library being used differently from five years ago?" one person responded that five years seems "like a lifetime ago." Not unexpectedly, technology has had a significant impact on both general library usage and reference service. Online circulation systems as well as interlibrary loan software have made it easier for both patrons and librarians to locate titles on specific topics. Instead of placing reference requests, both groups identify titles through keyword searches and then place interlibrary loan requests for the items. Technology also has improved the speed of delivery for some types of materials, which in turn increases customers' expectations.

The Internet, full-text databases, and electronic book collections also have improved both library users' and librarians' abilities to locate information. In some cases, public library system staff are able to fill reference requests without having access to a library collection. Small libraries now have access to resources that previously were available only to "the big guys." Other advantages of using electronic resources include locating up-to-date information and being able to verify previously unverifiable information and resources.

There also is concern for educating customers and fellow librarians about the limitations of electronic resources. Students and the general public may value time over quality of information—if they can't get exactly what they want immediately, they will settle for what is available. If an article is not available in full text, students will say that they don't need it. Some customers value information found on the Internet over information in print resources.

One participant pointed out that it's not just change that has

had a significant effect on reference service, but the pace of change. Staff must deal with materials in a variety of formats that may or may not be around in the future. More time and effort are required to select reference resources, including print, nonprint, and electronic formats. Current awareness is very important; and keeping up with e-mail is a major challenge.

Troubleshooting computer systems and teaching patrons how to use electronic resources, both one-on-one and in classes, are taking up more of the reference staff's time and requiring them to cultivate instructional skills.

System staff are spending time developing links to reference resources on their websites, and they also are helping member libraries develop websites and select electronic resources. Evaluating websites and pointing patrons to reliable Internet resources now

occupies more staff time, and libraries are now attempting to market resources to customers seeking information from their homes.

Several people described reference questions as more difficult than in the past, although one system's staff felt they were no longer challenged by the types of requests patrons asked. Focus group participants generally agreed that more time is spent on all types of

questions because there are more resources to check and there's a feeling that the answer will be found "just around the corner on the web."

Others mentioned that staff have so many responsibilities that they don't have time to explore all of the resources available, yet are reluctant to refer requests because they don't want to bother someone else or don't want to admit that they could not locate an answer themselves. Specific areas mentioned where requests have declined are business and patent searches.

E-mail has greatly improved the ability to communicate with one's colleagues, since many people can be reached with a single message—if recipients have time to read their messages. Many libraries are experimenting with providing reference service via e-mail.

Participants listed the following general barriers to providing answers to reference questions asked by library or system customers.

- Bad reference interviews—because requests are down, staff don't have the opportunity to practice doing reference interviews.
- Lack of time available for staff in small libraries to handle reference; feeling of being "overwhelmed."
- Staff need more training in doing the reference interview but it may have to be called something else to combat the "I've



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## Reference service—*from page 4*

been doing this for 10 years, why do I have to take a class on reference interviews?" attitude.

- Smaller libraries see themselves as a "popular library" and don't define themselves as an information portal.

### Publicizing Reference Services

Policies or actions taken for revenue purposes do not encourage reference service. If the library is being reimbursed based on circulation statistics, the mission will be to maximize circulation. Since electronic sources and reference services do not significantly increase circulation, they lose priority in the eyes of the administration.

Because both circulation and the number of reference requests is declining, staff must consider new ways of quantifying what they are doing and defend their budgets. Measuring the use of electronic resources is a new challenge, as is marketing library services. One person expressed the need for libraries to "blow away patrons" by dazzling them with their services.

When asked how they currently publicize or market reference services, focus group participants said that at the system level staff are informed about new resources at monthly meetings, by e-mail, in newsletters, and at workshops. Many libraries have developed webpages featuring reference resources. There was general agreement that reference service should be more widely promoted.

Participants had many creative ideas for publicizing reference service in public libraries statewide. Among them were:

- using billboards and newspapers to advertise library services, placing an "Ask-a-Librarian" link on governmental resource pages, encouraging the American Library Association to sponsor more public service announcements, and placing a reference question on a lottery ticket;
- marketing the library through other community groups. When outside agencies use meeting rooms at the library, staff have a captive audience and could use this as an opportunity to describe services that the library provides;
- working with schools and teaching children to value lifelong learning by

making their visits pleasant and rewarding; and

- finding a sponsor such as an assembly member or senator to take the cause "under their wing" to market it statewide was also mentioned.

### Conclusion

To determine whether the reference referral system is being used, participants were asked whether library staff members are aware of the statewide referral network. Most seemed to agree that more could be done to inform staff about referral options. Staff turnover, other responsibilities that take precedence over making referrals, and lack of training in referral options were cited as factors that need to be overcome.

When questioned about their desires to expand or add new services, several participants mentioned chat reference and 24/7 reference service. Some expressed a need to provide reference service to patrons of small libraries with limited hours during the times that the libraries are closed.

Being able to afford more electronic databases and a wider variety, perhaps through a consortium, also was mentioned. Expanding BadgerLink resources would be highly desirable. Having "dependable" electronic products and more standardization of search protocols was also discussed.

Many training needs were identified, including database training (since most staff have to learn it "on the fly"); how to do public relations for reference services; how to do reference using a variety of sources and how to integrate these sources into the big picture of reference; and interpersonal communication with other reference staff.

Legal, medical, and genealogy were identified as specific areas of reference where more training would be helpful. One person suggested that current graduates of library schools are more familiar with electronic resources and could use a review of print sources.

It also was suggested that staff from several libraries get together more often to share strategies for handling reference service.

Finally, participants were asked, "What is your vision for public library reference

service in Wisconsin 5 years from now?"

One person said that he would like to see it continue to exist. Others hope to see fewer variations between regions of the state; more statewide library services and more cooperative purchasing. "'Ask A Librarian' everywhere outside of the library" is one person's dream, while others hope for partnerships with libraries to be integrated into all aspects of patrons' lives. ■

## Coland—*from page 2*

variety of preliminary recommendations for promoting intellectual freedom in Wisconsin. A follow up meeting of the participants was held April 9.

John Thompson, chair of the Library PR Committee of the Wisconsin Library Association, briefed the Council on past and present activities of the committee for promoting libraries in Wisconsin. He presented information on the "@ your library™" campaign of the American Library Association. Council members provided a number of additional suggestions for promoting libraries.

Megan Schliesman, librarian of the Cooperative Children's Book Center (CCBC), gave the Council and overview of the programs of the CCBC and distributed copies of "CCBC Choices 2002."

Cal Potter briefed the Council on the current state budget situation as it relates to libraries, and members heard a variety of reports from the staff of DLTC on current division activities.

The Council passed a motion to send a letter to TEACH Wisconsin in support of the use of any remaining AmeriTech settlement money to support the expansion of shared automated systems in public libraries in Wisconsin. Funding from this source is being used to fund the REACH program.

The next meeting of the Council will be May 10 at the West Bend Public Library. ■

## Library Legislative Day

from front page

sized that libraries are an integral part of our state's education system which serve the very young to the very old and involve whole families through the services they provide. Sen. Erpenbach and Rep. Gard both stated that the budget review bill was a work in progress and would be modified based upon public input.

The Legislative Day agenda in a nonbiennial state budget year is usually a bit shorter, but that was not the case this year. Participants were given, by way of the Governor's budget review bill, proposed cuts that would seriously impact upon libraries. The proposal to phase out state shared revenue payments to municipalities and counties placed libraries in a threatening situation, particularly when faced with competition for limited resources with other services such as police, fire, and garbage collection. Library system aid, previously frozen in the state budget bill, was now proposed to be cut 5 percent or \$735,000, thereby placing al-



*Pictured during Library Legislative Day are: (l-r) Paul Nelson, chair, WLA Library Development and Legislation Committee; Madge Klais, WEMA legislative coordinator; and Mike Blumenfeld, WEMA lobbyist.*

ready financially stressed system service budgets in a dire under-funding situation.

The four library service contracts also were proposed to have a 5 percent reduction in the budget review bill. These cuts would be particularly hard on the Regional Library for the Blind and Physically Handicapped because this is the biggest of the four contracts, and focuses on the purchase of patron services. Materials for the Regional Library are provided by the Library of Congress, postage by the federal government, and space by the Milwaukee Public Library, and thus staff reductions as a result of inadequate funding of this contract greatly impact the

ability of staff to serve patrons. The three other contracts impacted by the cut are with the Cooperative Children's Book Center (CCBC), Wisconsin Library Services (WiLS), and Milwaukee Public Library.

The number and magnitude of the budget issues facing policymakers this year truly added an important task dimension for the attendees of Library Legislative Day 2002. If you missed this year's event, and you find the very important task of interacting with elected officials of interest, consider becoming part of the library Capitol visitation team when Legislative Day 2003 is held early next year. ■■



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*Richard Nelson, director of the North Shore Public Library (left), and Jim Trojanowski, director of the Vaughn Public Library in Ashland, shared some laughs during Library Legislative Day. The annual event is cosponsored by the Wisconsin Library Association (WLA) and Wisconsin Educational Media Association (WEMA).*

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## UW-Madison libraries launch virtual reference service

by Bob Sessions & Steven Frye  
UW-Madison Libraries

'Live Help,' a virtual reference service from the UW-Madison libraries, went online Jan. 22 using the Convey Systems' OnDemand software to provide real-time 'text-chat' messaging and much, much more.



After installing the OnDemand browser plug-in, library users are able to connect with librarians by clicking on the 'Live Help' call button. The plug-in has been installed on most of the 600 public workstations located within UW-Madison libraries. The plug-in also is available for download to office and personal computers for all UW-Madison students, staff, and faculty.

The OnDemand plug-in places a locally designed call button on the right hand corner of the top browser menu bar whenever the library user is accessing a Web page or Web domain that has been registered with Convey. In this way, our 'Live Help' call button is persistent throughout most library webpages, our library catalog (MadCat), and licensed resources such as Proquest, Academic Search (Ebsco), Lexis-Nexis, SilverPlatter, WilsonWeb, etc. No matter how deep a library user goes into the libraries' catalog or a licensed web resource, the 'Live Help' call button is always present. Library assistance is available at the point-of-need and is only a click away.

Librarians use the OnDemand Agent application to accept calls, enable call features, and interact with library users. The "Text-Chat" feature allows the librarian and library user to communicate in real-time by typing messages to each other. The "Digital Photo" feature allows the librarian to transmit a picture of the library or librarian to the upper left-hand corner of the caller's screen.

The librarian can enable the "Application Share/Browser Share" feature to see a picture of the caller's screen. This image changes whenever the caller's screen changes. Using this feature, librarians can 'text-chat' a caller through a database or catalog search while monitoring this search from afar. The "URL Share" feature allows the librarian to take a caller to a particular web resource or library page, such as a licensed database, library catalog, or library service page. The "Audio" feature allows the librarian and library user to talk with each other over the Internet using Voice Over IP technology. The Agent Console includes the ability for librarians to create digital photo, text-chat, and URL Share scripts, which are extremely useful because they cut down on the need for librarians to type recurring messages and recurring

web page URLs.

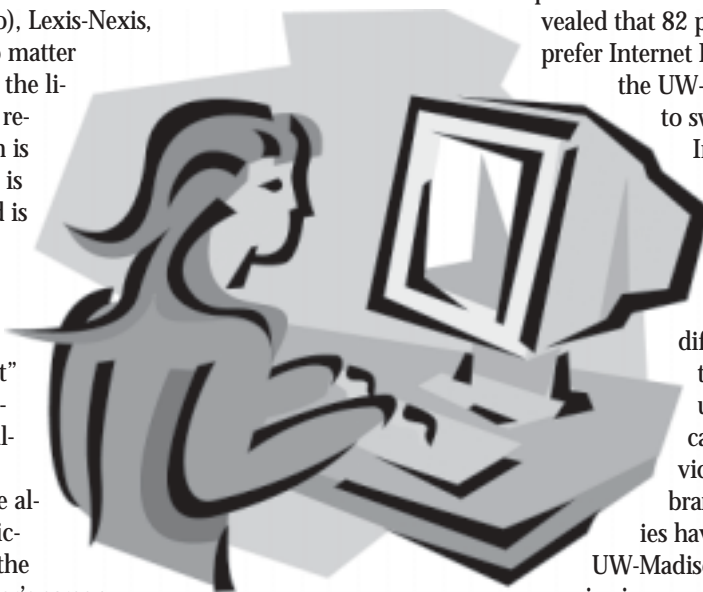
This project was scheduled to begin in the fall of 2001, but there were some call-stability and plug-in stability issues that delayed its launch. Since then, we have worked closely with Convey Systems to develop a more stable and user-friendly product. When John Wanserski, associate director of Wendt Library, first encountered Convey Systems, they were focused on developing call center software for Internet Explorer users only. After talking with John, Convey Systems began to develop a similar product for Netscape users since UW-Madison Libraries currently support Netscape 4.x browsers. The Netscape 4.x plug-in requires that Internet Explorer be installed on the caller's computer. Even if the caller is using Netscape 4.x, the OnDemand plug-in requires proprietary dynamic-link library files (.dll) that are included within Microsoft's Internet Explorer browser. As of this writing, Convey Systems has created a browser plug-in for Netscape 4.x and IE 5.0 and above. Convey is not planning to develop a plug-in for Netscape 6.x users. Currently, only computers running Windows operating systems can use this product, but Convey is working on a browser plug-in for Macintosh users of Internet Explorer. It

is important to note that a recent campus survey revealed that 82 percent of UW-Madison students prefer Internet Explorer over Netscape. This fall, the UW-Madison libraries are planning to switch from using Netscape 4.x to Internet Explorer on library public access computers and staff workstations.

The UW-Madison Libraries are comprised of over 45 different libraries that fall under different administrative jurisdictions. Therefore, it was quite an undertaking to establish a campuswide virtual reference service. More than 50 reference librarians from eight different libraries have volunteered to staff the UW-Madison virtual reference desk. The service is currently available Monday through

Thursday from 1 to 5 and 7 to 9 p.m., Friday from 1 to 5 p.m., and Sundays from 7 to 9 p.m. Some libraries are staffing the virtual reference desk from their staff workstations while others are monitoring calls from their reference desks. The Agent Console can be left on in the background while a librarian works on other projects, such as planning for a class, e-mail, etc. When a call comes in, the Agent Console pops up to the front and 'rings'. The librarian can then accept the call and begin communicating with the caller.

For more information, contact Bob Sessions at (608) 263-2385 (rsessions@library.wisc.edu) or Steven Frye at (608) 262-6713 (sfrye@library.wisc.edu). More information also is available at [www.library.wisc.edu/libraries/reference/livehelp/](http://www.library.wisc.edu/libraries/reference/livehelp/). ■



## AV Notes

# Videos and 9/11/2001

by Willeen Tretheway, Audiovisual Services Librarian  
Reference and Loan Library

Following the world-changing events of Sept. 11, 2001, many libraries experienced demand for materials and information that could help provide some insight, perspective, and historical context for what had happened.

Teachers, students, groups, and individuals were trying to understand and cope in the aftermath of the terrorist attacks. They asked for videos and information in subject areas such as Islam and the Islamic world, Arab culture, the Middle East, terrorism, hate, and grief. Some recent additions to the Reference and Loan Library's (R&LL's) collection on these topics, or related to them, include the VHS videocassettes and the DVD listed below.

Many more videos on these subjects owned by the Reference and Loan Library and other Wisconsin libraries may be identified in WISCAT, Wisconsin's statewide database of library holdings. WISCAT is available free at [www.wiscat.net](http://www.wiscat.net). R&LL's titles also may be identified in SALCAT, the State Agency Library Catalog, which contains descriptions of materials in five state agency libraries including the Reference and Loan Library. SALCAT is available free at [salcat.dpi.state.wi.us](http://salcat.dpi.state.wi.us).

*Access to Arabic, A Complete Self-Study Course for Beginners: Script Video* (Skan Productions/Audio-Forum, 1994. 1 videocassette (102 minutes), 2 sound cassettes, 1 book) presents 20 units of instruction on how to write, read, and pronounce the letters of the Arabic alphabet. Instruction is based on the principle that it is better to learn the Arabic script before learning the language. This program combines video, audio, and book material to teach the adult self-study learner. (VHS V-7283 (025780))

*Good Kurds, Bad Kurds: No Friends But the Mountains* (Access Productions, 2000; 79 minutes) is a documentary by investigative journalist Kevin McKiernan presenting a history of the Kurds, an ethnic people who have inhabited Iran, Iraq, and Turkey since ancient times and are without a homeland of their own. This program looks at the political and cultural persecution of the Kurdish people, and at their modern struggle for independence. The insurgent Kurdistan Workers Party (PKK) is described, as is the inconsistency in U.S. foreign policy which views the Kurds as "good" when they are Saddam Hussein's victims and "bad" when they are waging a war for independence against America's ally, Turkey. (VHS V-7212 (025668))

*Hate.Com: Extremists on the Internet* (Home Box Office/Southern Poverty Law Center/Films for the Humanities, 2000. 42 min-

utes) addresses how the Internet is used to spread messages of hate and violence. Founders of such groups as Stormfront, World Church of the Creator, Aryan Nations and Christian Identity, and National Alliance expound on their doctrines, tactics, and goals. The program includes profiles of individuals who are incited to commit violence and bias crimes. (VHS V-7279 (025776))

*Islam, Empire of Faith* (PBS DVD, 2001; DVD; closed captioned; 163 minutes) describes the rise and growth of Islam throughout the world, from the birth of the Prophet Muhammad in the 6th century through the peak of the Ottoman Empire 1,000 years later. The documentary looks at the impact of Islamic civilization on world history and culture, and includes historical re-enactments and interviews with scholars. The three program parts are entitled "The Messenger," "The Awakening," and "The Ottomans." Two bonus features contained on the DVD provide a behind-the-scenes look at the making of the program and an examination of Islamic architecture, both with commentary by program producer Robert Gardner. (DVD V-38 (D50038))

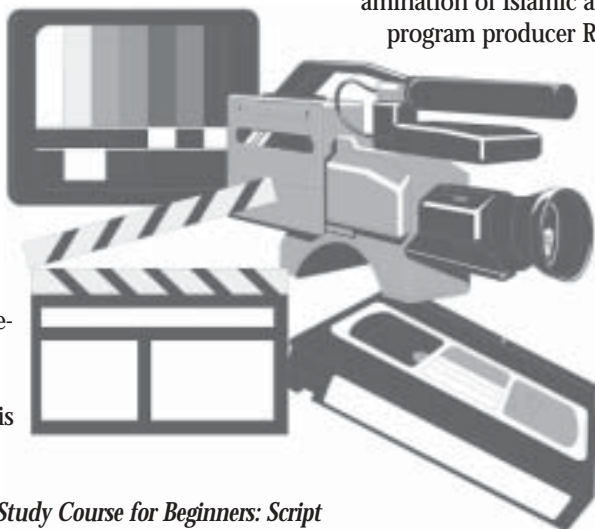
*Muhammad: The Voice of God* (Atlantis-Film Berlin/Films for the Humanities, 2000. 43 minutes) presents a biography of Muhammad, a merchant from Mecca, reported to have been called by Allah to be his prophet and spread the Muslim faith. The program shows holy sites and rituals of Islam, and scenes of modern desert life in Saudi Arabia, which in many ways has changed little since the time of Muhammad. It examines why Islam was so readily accepted by so many, the appeal of Islam, and why so many non-Muslims fear the religion's spread. (VHS V-7282 (025779))

*Shackled Women*. (Journeyman Pictures/Films for the Humanities & Sciences, 1999. 41 minutes) describes abuses of women's rights by the male establishment in the second and third worlds. It also looks at how female collaboration sometimes contributes to the perpetuation of abuses. The program includes comments from feminist Taslima Nasreen and others, and considers such topics as dowry deaths, female circumcision, the Islamic zina (illicit sex) law, the rules of hijab (veiling), and child prostitution. (VHS V-7281 (025778))

*Suicide Bombers: Secrets of the Shaheed* (Shaheed: The Making of a Suicide Bomber) (Set Productions/Direct Cinema, 1998. 52 minutes) tries to provide a look into the minds of suicide bombers who spearhead the psychological war of terror in the Middle East. In interviews, young men tell how they justify sacrificing their lives to become human bombs and explain their quest to become "Shaheed," or in English, "holy martyr." (VHS V-7278 (025775))

*Terrorists Among Us: Jihad! In America* (SAE Productions/Ventura Distribution, 2001; 63 minutes) features clips from videos of militants' meetings in the United States, interviews with

*Please see AV Notes—on page 9*





## Gates Foundation survey—from page 16

people with disabilities who use the computers. Only 77 percent of people surveyed who have disabilities use computers in libraries, and 77 percent of homemakers use them. Retired people have the lowest percentage of reported use of computers, 62 percent.

### Use of Computers by Ethnic Group

A higher percentage of members of an ethnic minority group completing the survey indicate they use the computers at the library, than did reporting Euro-Americans:

- African Americans (93 percent);
- Asians (94 percent);

- Hispanics (91 percent);
- Native Americans (85 percent); and
- Euro-Americans (78 percent).

### Use of Library Computers by Educational Level

People with less education were more likely to report their only access is at public libraries:

- did not complete high school (91 percent);
- completed high school but did not have a higher degree (83 percent); and
- college degree (78 percent).

The report states, "The library com-

puter users...may be considered 'strivers,' seeking to 'better' themselves, complete degrees, gain employment, etc. In this sense they are among the 'ready to be helped' and PA (public access) computing provides an important opportunity or additional opportunity for them."

### Patron Satisfaction

Survey results indicate patrons who use computers at libraries are very satisfied with the service. They agree strongly that librarians helped when they requested assistance and the librarians were knowledgeable. They agree the computers are powerful enough to do what they want, and the software is up-to-date. They indicate they rarely encounter computers that

*Please see Gates Foundation—on page 15*

## AV Notes—from page 8

law enforcement and government officials, and discussions about the civil liberties issues our society faces in dealing with the threat of terrorism. The documentary was produced by journalist Steven Emerson and directed by Frank Koughan, and was originally broadcast on PBS in 1994. This video is an updated version containing introductory and closing segments hosted by correspondent Len Sherman that were added following Sept. 11, 2001. (VHS V-7272 (025769))

*Under One Sky—Arab Women in North America Talk About the Hijab* (National Film Board of Canada/Films for the Humanities & Sciences, 2000. 44 minutes; closed captioned). Arab women living in North America talk about the hijab, the veil associated with Muslim women, and what it represents to them. They describe ideologies behind the veil and talk about the views held by people in both the East and West. Images found in advertisements and movies are used to illustrate historical perceptions of Arab women from the days of early colonial missions to the present. (VHS V-7280 (025777))

"Understanding Terrorism"

(Ambrose Video Publishing, 2001) is a series of five programs that describe the evolution of world terrorism over the past 30 years and the special forces of world's elite counter-terrorism organizations.

- *Afghanistan: The Lost Generation* (30 minutes) uses the personal stories of three people to look at the atrocities of war and the struggle to survive in an Afghanistan under a terrorist regime. (VHS V-7284/V.1 (025781))
- *Badges Without Borders: Inside the Diplomatic Security Service* (47 minutes) looks at the U.S. State Department's Diplomatic Security service and its elite Mobile Security Division. It describes their involvement in the capture of the suspects behind the 1993 bombing of the World Trade Center and the ensuing hunt for Osama Bin Laden. (VHS V-7284/V.2 (025782))
- *The Brotherhood of Arms: The Global Fight Against Terrorism* (47 minutes) looks at some operations of the Germany's GSG-9 (Grenzschutzgruppe 9), Spain's GEO (Grupos Antiterroristas de Liberacion), Great Britain's Special Air Service, and the elite forces of the U.S. Army. (VHS V-7284/V.3 (025783))
- *The Thin Blue Line: Law Enforcement*

*Against Terrorism* (47 minutes) visits police special operation units in Israel, Austria, and New York City. (VHS V-7284/V.4 (025784))

- *Operation Thunderbolt: The Entebbe Hostage Rescue* (54 minutes) looks at the Israeli Defense Force and their involvement in the rescue of hostages on the hijacked Air France Airline in Entebbe, Uganda, in 1976. (VHS V-7284/V.5 (025785))

Libraries and library media centers of all types may call or send requests for videocassettes directly to the R&LL or they may send them through regular interlibrary loan channels. Organizations and businesses, teachers at kindergarten through 12<sup>th</sup> grade schools, faculty and staff at academic institutions, and state agency employees may contact R&LL directly or send interloan requests through their libraries.

The R&LL phone number for direct video requests is (608) 224-6169 or (888) 542-5543. The fax number is (608) 224-6178 and the e-mail address is rllill@dpi.state.wi.us. All other users, including individual borrowers, must request materials on interlibrary loan through their public library. ■■

## DLTCL manages electronic discussion lists

by Peg Branson, Consultant  
LSTA and Continuing Education

The Division for Libraries, Technology, and Community Learning (DLTCL) manages a number of electronic discussion lists to keep the Wisconsin library community up to date and informed on issues and matters of concern to libraries. Some of the lists are general in nature and cover a number of topics; others are more specific and focus on a particular topic or service.

**WISPUBLIB** ([www.dpi.state.wi.us/dltcl/pld/wispublish.html](http://www.dpi.state.wi.us/dltcl/pld/wispublish.html))—In 1994 the DLTCL established an e-mail discussion list called LIBSYS. This list focused on facilitating communication between the division and staff in the state's 17 public library systems. In 1995 the LIBSYS list name was changed and the list was opened to anyone in the state's public libraries or anyone who had an interest in public library issues. The list's name is now WISPUBLIB reflecting this wider purpose.

The Division actively encourages any public library or library system staff, as well as anyone with an interest in public library issues (e.g., trustees) to subscribe to and participate in WISPUBLIB. (Over 600 people are subscribed to the list.) WISPUBLIB is an open, unmoderated list. You must subscribe to the list to post and receive messages.



Examples of information posted on WISPUBLIB include: announcements; notices of meetings, workshops, programs and other activities; and updates and alerts on state and federal programs and legislative activities.

**WEMA-L** ([www.dpi.state.wi.us/dltcl/imt/wemal.html](http://www.dpi.state.wi.us/dltcl/imt/wemal.html))—The Wisconsin Educational Media Association, in coordination with the Wisconsin Department of Public Instruction (DPI), provides an e-mail discussion list as a venue for WEMA members and others interested in educational media issues. The list serves as a technological extension of the printed WEMA Dispatch, and the interpersonal networking and coordinated efforts that occur at conferences, workshops, board meetings, and in committee work.

WEMA-L is an open, unmoderated list, meaning that messages are not screened before they are posted to everyone. You must subscribe to the list to post and receive messages. You may ask questions, make announcements, and share suggestions. Any message sent to the list will be seen by all subscribers.

**WISCAT-L** ([www.wiscat.lib.wi.us/wiscatl.html](http://www.wiscat.lib.wi.us/wiscatl.html))—WISCAT-L is a list designed to provide a forum for news and discussion regarding the WISCAT project. It is an open, unmoderated list, and anyone associated with Wisconsin libraries may join. Library or system staff might use this list to ask general or policy-related WISCAT questions of interest to the group, initiate a discussion about WISCAT use, setup, etc., report on a WISCAT technical or setup problem that you solved, and report on a success story in using WISCAT in your community or district. You must subscribe to the list to post and receive messages.

The DLTCL uses this list to send out newsletters and occasional information about the project, send out notice of workshops or other WISCAT training opportunities, communicate deadline dates for record transmission and extractions, and announce new features of the catalog.

*Please see DLTCL discussion lists—on page 15*

## Trustee Corner

### *Can our library charge fees to users of our library computers?*

No. Wisconsin law requires that almost all public library services be provided free of charge. A public library in Wisconsin cannot pass on the cost of access to information to library users, whether that cost is called a rental charge, insurance charge, postage fee, or anything else. This is required by Wisconsin Statutes Section 43.52(2) and has been required by Wisconsin law since the 1800's.

Since your library is a member of a public library system, the requirement that library service be provided free of charge is extended to all residents of the library system. [Wisconsin Statutes Section 43.15(4)(c)(4)]

The Wisconsin Attorney General has opined that it is legal to charge a rental fee for duplicate copies of book or video titles that are in addition to a "reasonable number" of copies of that title available for free. In addition, the Wisconsin Attorney General is of the opinion that it is allowable to charge for certain services tangential to a library's inherent information-providing function, such as the rental of audiovisual equipment.

The statutory requirement that public library service be provided free of charge ensures that everyone can have the benefit of access to the information and ideas essential to individual and societal well-being.

Additional questions can be directed to your library system staff, or to Mike Cross, DPI, at (608) 267-9225, or send e-mail to [michael.cross@dpi.state.wi.us](mailto:michael.cross@dpi.state.wi.us). ■

## enGauge—from front page

and stakeholders, created the enGauge professional development program that supports the enGauge website. The enGauge website—[www.ncrel.org/engage](http://www.ncrel.org/engage)—provides a comprehensive research-based view of the critical factors in the educational system that strongly influence the effectiveness of learning technology.

The enGauge process consists of two main components:

- an online survey of stakeholders, which is part of the overall enGauge website; and
- an onsite peer evaluation.

A final report profile, which is based on the enGauge indicators using data taken from both the online surveys and the onsite visits and observations, is then presented to the district. Participants emerge not only with a comprehensive report, but also with new knowledge and skills in the effective use of technology, evaluation, and systems thinking.

Districts that sent teams for training were: Benton, Big Foot Area Schools Association (Big Foot, Walworth, Linn Joint 6, Fontana, Sharon Joint 1), D.C. Everest, Eau Claire, Edgar, Elmbrook, Evansville,

Hillsboro, Ithaca, La Farge, Little Chute, Madison, Mequon-Thiensville, Merrill, Milton, Montello, Necedah, Neillsville, Parkview, Pittsville, Rice Lake, Richland, River Ridge, Seneca, Southwestern,

Stoughton, Sun Prairie, Waterloo, Wau-paca, and Wonewoc Center.

Representatives from DPI, NCRTEC and the CESAs were present and assisted in the training. ■



*Participants at the enGauge training took time to explore the enGauge website ([www.ncrel.org/engage](http://www.ncrel.org/engage)) and examine the questions that make up the online surveys for educators, administrators, students, and others. Here, Mequon-Thiensville's Sue Zellmann and Sue Joynt join Connie Jaeger, district technology coordinator, in reading the background of the Six Essential Conditions that constitute enGauge.*



*Todd Bloom of North Central Regional Technology in Education Consortium (NCRtec), second from left, points out to Hillsboro's John Willey, Carol Wolfenden and Teresa Krajco how to take data collected during the onsite visit and turn them into evidence statements to support placing a district at different parts on the enGauge continuum for a particular Essential Condition. Part of the enGauge process is a peer onsite data collection where district exchange teams of evaluators to assist in collecting and analyzing data designed to determine the effectiveness of using technology to increase student achievement.*

## 2001 Library of the Year

# WLA honors West Bend Community Memorial Library

by Michael Tyree, Director  
West Bend Community Memorial Library

The key word within the name of the library in West Bend is community. Just as it took many years of community effort to build the new library that opened in January 2000, so too did it take that very same public interest and response to have our library selected as the 2001 WLA Library of the Year.

Those of us who work here are fortunate to be associated with the people who live within our city and our county. They are our partners, our co-recipients of this award. If it were not for them, none of this would be possible.

There's been more than a century of library service in West Bend. What began in a single room above City Hall's horse stables has evolved into a 60,000-plus square foot institution that still exists to serve all who wish to use its facilities and resources. As would be expected, the times and the expectation levels have changed considerably; in a field that is seemingly in perpetual evolution, the one constant that has remained has been service.

To fulfill that mission, we have forged partnerships and good working relations with a diverse group of people and organizations. Some of those alliances are:

- Our Outreach Services program that essentially brings the library to more than 22 facilities and 15 homebound clients. The assisted living centers, senior housing, and nursing homes have large print books, videos, books on



West Bend Community Memorial Library staff members are pictured here after the announcement that the library received the 2001 Library of the Year from the Wisconsin Library Association. Community leaders wrote enthusiastically in support of this award, citing the welcoming staff and service to all in the community.

tape, magazines, and Bi-Folkal kits provided for their residents and activity departments. Equally important is that the librarian, library assistant, and volunteers who make this program happen are able to make time to find out the specific interests and needs of their patrons.

- The children's programming that had been allowed to blossom because of the library's expansion became even better after the area's Kiwanis group took notice. Their financial assistance has allowed us to regularly have specialty story hours and programming that we could formerly never afford.

- To be able to work in concert with school library media specialists, the local technical college and UW-Center li-

brarians, and homeschoolers has been of great benefit to us all, but particularly to the students of all ages who frequent the library.

- Together, the libraries of Germantown, Hartford, and West

Bend cofounded a shared online catalog known as the Washington County Consortium of Online Libraries (WACCOOL). That created a patron base of nearly 80,000 registered borrowers who have access to more than 407,000 items with daily van delivery service to accommodate their requests.

- Being the resource library for the Mid-Wisconsin Federated Library System made it certain that we need to always work in tandem with the other 26 libraries in our three-county system. This allows all of us to best meet the needs of our collective and individual communities.

- The excellent connections that we have built and maintained with our city administration, the Washington County Board, County Library Services Board, and the civic, business, and service organizations in our city and in the surrounding communities. In addition, the best and most fulfilling partnerships we have are those with our patrons.

So besides having a guaranteed table at the WLA Awards Banquet, what did being named WLA Library of the Year really mean? After the newspaper articles began

*Please see West Bend—on page 13*



West Bend Community Memorial Library

Read It—Share It

## What if everyone read the same book at the same time?

by Julie Chase, Director  
Dane County Library Service

This is a question Seattle first asked five years ago, and other cities and even states have begun asking more recently. It's a question that seems to have many answers—most of them positive—for public libraries and for communities. Would such a project reconnect people with the joy of reading literature? Would it bring new people into libraries? Could it actually encourage conversation and discussion about literature?

After the media-rich "One Chicago One Book" experience with Harper Lee's *To Kill a Mockingbird* last fall, librarians in Dane County decided to see how the program would work on a county level, with 26 libraries involved.

### First Steps

The book editor of a local daily newspaper was very interested in the project, and WISC-TV and PrintTech (a media production company) signed on as sponsors. Other early activities involved nam-

ing the project (Read It. Share It.) and choosing the book (*Caucasia* by Danzy Senna). Neither of these was simple and the latter caused many librarians nightmares.

The committee, recognizing that there is no perfect book for such a project, did have selection criteria. At the core of these criteria was that the book be able to elicit and sustain discussion among a wide range of people from high school age to senior citizens. It had to be available in paperback at a reasonable price and in large quantities. It couldn't be too long, and wouldn't be one everyone had read in high school. The author needed to be available and willing to come for a visit. Ideally the book would be in multiple formats and other languages. Sadly, while *Caucasia* has been translated into 5 languages, Spanish is not one of them. It also is not available in large print, nor in a commercially-recorded version. Here, one of our partners came through for us. Wisconsin Public Radio's Chapter-A-Day

*Please see Read It—Share It—on page 14*



Julie Chase, director, Dane County Library Service (left), and Liz Amundson, Library Assistant, Monroe Street Branch, Madison Public Library, are pictured with copies of *Caucasia*. The photo was taken by Craig Schreiner of the Wisconsin State Journal.

## West Bend from page 12

to fade and the congratulations completely diminished, what were we here at the library in West Bend doing? We were having the most phenomenal year imaginable! In 2001, the five libraries in Washington County circulated more than 1 million items; West Bend accounted for more than 527,000 of those transactions, which was an 11 percent increase over the previous year. In a time when conventional wisdom has it that "everything is available on the Internet," we seem to be going against the grain. We've never been busier. In addition to the circulation numbers, we set records for online catalog connections, people applying for new library cards, the number of weekly users of the Internet and other electronic resources, summer reading program participation, and hits on our website. The number of people that we have visiting our library has also grown significantly.

All in all, the effect of being the recipient library of WLA's award was most amazing. What we have discovered here is that success, like notoriety, can frequently breed further expectations of the same. Or, as someone recently said to me, "What are you guys going to do for an encore?"

As it turns out, 2002 has become the year that budget cuts are being hotly discussed throughout our state. If they prove to be implemented, then we are going to be very hard pressed to continue to provide our patrons with the services, hours of operation, and the number of library employees that they have become accustomed to. In short, an encore could well be completely out of the question as we find ourselves in the untenable position of going from the penthouse to the out-house in the course of one year.

Partnerships, community building, and cooperation are what helped change the West Bend library into what it has become. If we are to remain an integral and vibrant force in the lives of the people we serve, it is going to be those very building blocks that will assist us in continuing this transformation during these most challenging of times. ■■

## Read It–Share It —from page 13

is reading the book and they received permission to make us copies of the recording to check out to our audio readers.

### The Project Gets Underway

December was filled with the logistics of purchasing books, notifying bookstores, high schools, and others who needed to know the title in advance, arranging the author's appearance, scheduling book discussions in all libraries, designing and printing 10,000 book discussion guides, hundreds of posters, and last (but my personal favorite) getting 10,000 lapel pins for project participants to wear. The title was scheduled to be released Jan. 13 with the project commencing Feb. 1 and concluding with the author's visit to Madison on April 4.

Anticipation of the title announcement ran high and despite our best efforts, a competing television station released the title days in advance of the official re-

lease. Luckily the story was positive. Once the official announcement was made on the front page of the *Wisconsin State Journal*, librarians reported people waiting for



Author Danzy Senna

the doors to open that day. The 1,300 copies purchased were checked out within two days and the hold list quickly built to 900. Bookstores, despite early notice, exhausted their supplies quickly and eventually had to wait for the publisher to go back to press.

Librarians appeared on Wisconsin Public Radio, WORT, and WISC-TV and the project continued to generate interest. The "Read It Share It" webpage proved to be one of the most visited library webpages in February and contains much information about the project and about the book. For more information, visit [www.scls.lib.wi.us/madison/readshare.html](http://www.scls.lib.wi.us/madison/readshare.html).

### No "Oprah Government"

Not all media, and not all reactions were positive. Some talk show hosts made assumptions regarding the program's funding and decried it as a waste of tax dollars. Some library users suggested that buying 1,300 copies of the same title must mean that the libraries were forgoing the purchase of 1,299 unique titles. Others believed that it wasn't librarians' place to "tell people what to read." At the extreme, it was suggested on air that people picket the library, and even beyond that—that the book be burned. As the weeks went on, the choice of *Caucasia* also caused some disagreement. But the transition from concerns about the project itself to the book chosen was a welcome one—discussing the book was, after all, at the core of this project.

### Discussions and other events

By the middle of February, libraries began hosting book discussions. Nearly 35 different discussions were scheduled between Feb. 11 and March 30. Attendance at the early discussions ranged from 20 to 25 participants. Weekly book discussions on the morning show of the television sponsor in February continued to generate additional reserves on the book. Evidence of informal discussions of the book is by nature anecdotal, but librarians have had reports or made observations of many conversations held in grocery store lines or on city busses. High school English classes have embraced the project, asking for multiple copies of the discussion guide and pins for their students. Bookstores are hosting their own discussions and many—maybe even most—of the hundreds of book clubs in the area have put this book on their reading lists.

### The End—and The Beginning

Danzy Senna came to Madison to discuss her book and her writing on April 4 at the Monona Terrace Convention Center. And on April 5, libraries started thinking about Read It. Share It. 2003! In addition to evaluating our own experience, we'll be looking forward to learning from other Wisconsin communities that have undertaken similar projects. ■

## enGauge Project



Not only does the enGauge project enjoy support from DPI and North Central Regional Technology in Education Consortium (NCRtec), but from the twelve CESAs as well. Don Viegut, director of curriculum for the Merrill Area School District, works with CESA 9 Staff Yvonne Vandenberg, professional development director, and Faye DeMarte, director of instruction, on a plan for CESA 9 to assist Merrill on their enGauge project.

## Gates Foundation survey—from page 9

are out of service.

Two-thirds of the respondents indicate they ask librarians for help. The requests for librarian assistance rose with the ages of the people responding. Fifty-one percent of patrons ages 18-25 asked a librarian for assistance, while 80 percent of the patrons over age 65 asked for help. In general, people whose only access to computers is in public libraries need assistance from librarians more often, and more kinds of assistance, than those who use computers at home or work.

Forty-nine percent of the patrons report they are able to find the information they want on the Internet most of the time. Seventeen percent of patrons who use computers in libraries report they need help finding what they want on the Internet, while 10 percent of the patrons with access to computers outside the library report needing help.

Seventeen percent of the patrons who use computers at a library report that a librarian had taught them to use a computer, while 10 percent who do not have computers in their home indicate they learned to use a computer in a class sponsored by the library.

### Why People Don't Use Computers In Libraries:

- Time limits are too short (27 percent);
- Wait is too long (26 percent);
- Pressure by others waiting to use the computers (14 percent);
- More convenient to use them somewhere else (14 percent);
- Don't know how to use a computer (12 percent); and
- Cost of printing is too high (10 percent). Typically the printing costs are 10-25 cents per page for regular printing and \$1 per page for color.

Patron dissatisfaction relates to the number of computers available and not having enough time on the computers. Very few people had negative comments about computers in libraries. Two percent of the people surveyed report they

hate computers, and 3 percent report computer areas are too noisy.

One surprising response to the survey is that patrons who don't use library computers feel it is a highly important service for libraries to offer for people in

the community who did not own computers. They value computer access in public libraries almost as highly as the patrons who do use them.

A copy of the full report can be found at [www.gatesfoundation.org/libraries/uslibraryprogram/evaluation/patron\\_501.pdf](http://www.gatesfoundation.org/libraries/uslibraryprogram/evaluation/patron_501.pdf). ■

## DLTCL discussion lists—from page 10

**BADGERLINK-L** ([www.badgerlink.net/listserv.html](http://www.badgerlink.net/listserv.html))—BadgerLink users may subscribe to the BADGERLINK-L e-mail discussion list to stay informed of technical issues, site enhancements, and training opportunities. The list is designed to facilitate communication between DPI staff working on the BadgerLink program and users in schools, academic institutions, and libraries. This is a closed, moderated list.

**Channel Weekly** ([www.dpi.state.wi.us/dltcl/eis/chweekly.html](http://www.dpi.state.wi.us/dltcl/eis/chweekly.html))—The DLTCL produces an electronic publication called Channel Weekly. Introduced in January 1999, Channel Weekly is an online newsletter designed to provide timely and brief information and announcements from the division on topics of interest and significance to all types of libraries in the state.

Channel Weekly is available free via e-mail subscription, with back issues available on the web. It is published every Thursday. The e-mail subscription is a closed list and subscribers receive only one message per week, the Channel Weekly newsletter. Over 1,200 library staff and supporters receive the e-mail version of Channel Weekly.

**WIERATE** ([www.dpi.state.wi.us/dltcl/pld/eratelist.html](http://www.dpi.state.wi.us/dltcl/pld/eratelist.html))—The DLTCL has created a statewide E-rate e-mail discussion list called WIERATE. The list is used by DPI/DLTCL and TEACH Wisconsin staff to keep the state's school and library communities informed about E-rate issues and activities. List members also can use the list to discuss E-rate related issues. This list is targeted at the state's K-12 schools and public libraries, but is open to anyone with an interest in E-rate issues. Over the past three years Wisconsin schools and libraries on average have received annually a total of \$22 million in telecommunications-related discounts through the E-rate program. You must subscribe to the list to post and receive messages. ■

## Calendar

April 17-19	WEMA Conference, La Crosse.
April 17-19	Wisconsin Association of Academic Librarians (WAAL) Spring Conference, Green Lake.
April 22	LSTA 2003 Grant Information Session via ETN
April 23-24	TLCF Conference, Wisconsin Rapids.
May 1-3	Wisconsin Association of Public Librarians (WAPL) Conference, Wausau.
May 6	ALA Legislative Day
May 10	Council on Library and Network Development meeting, West Bend.
June 13-19	ALA Annual Conference, Atlanta.
June 17-19	NECC, San Antonio.
July 31-Aug. 1	WiLSWorld Conference, Pyle Center, UW-Madison.

For more details about specific meetings, see the WISDOM calendar at [www.dpi.state.wi.us/dpi/dltcl/pld/wisdom.html](http://www.dpi.state.wi.us/dpi/dltcl/pld/wisdom.html).

## Gates Foundation surveys patrons on use of computers in public libraries

The Bill and Melinda Gates Foundation recently released a report on the use of public library computers. Titled "Library Patrons Heavily Use Public Access Computers and Other Library Services and Want More," the report surveyed 10,000 patrons in five states on their use and opinions of public library computers and Internet access.

Overall, the survey results indicate patrons, who use computers at libraries:

- come to the library more than twice as often as non users;
- stay more than twice as long;
- use many library services while they are there;
- want the library to be open on more days and for more hours;
- usually turn to the librarians as their primary source of help, and more often indicate they learned how to use computers with a librarian's assistance;
- generally are satisfied with public-access computers; and
- want more time on the computers and want more computers

Twenty percent of the people completing the survey indicate they do not have computers at home, and 30 percent say they do not have Internet access at home. Overall, library computer users tend to be

younger than nonusers, and 64 percent of the people completing the survey were women. Patrons who use computers in libraries report that on average they spent about two hours a week in the library, and that rose to two and a half hours for patrons who did not have computers at home.

### Why patrons in general use library computers:

- Internet access (78 percent);
- e-mail (54 percent);
- access to printers (47 percent);
- educational or learning programs (37 percent);
- word processing (37 percent), which declines as library patrons get older; and
- games (2 percent).

### Why patrons who have computer access outside the library use them at the library:

- to look something up, reserve or renew materials (35 percent);
- Internet Access (33 percent);

- access to a printer (21 percent);
- access to a faster Internet speed (15 percent); and
- access to software they did not have outside the library (11 percent).

Survey results indicate library computer use is higher among those with lower incomes and among younger respondents, ethnic minorities, students and people who are unemployed. Sixty-eight percent of the people with lower incomes report they do not have computers at home, while 38 percent of the people with higher incomes report they don't own a computer.

Students and people who are unemployed are the largest groups of computer users. Among the people responding to the survey, 95 percent of adult students use computers in libraries; 94 percent of people seeking employment use them, as do 85 percent of the people who have jobs. This is higher than the percentage of

*Please see Gates Foundation—on page 9*

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