Channel

A Newsletter of the Wisconsin Division for Libraries, Technology, and Community Learning

Federal court overturns parts of Internet filtering law

by Peg Branson & Bob Bocher
DPI Public Library Development Team

A three-judge panel of the U.S. District Court for the Eastern District of Pennsylvania ruled May 31 that sections of the Children's Internet Protection Act (CIPA) are invalid under the First Amendment. The court enjoined the government from enforcing those provisions.

The sections found unconstitutional mandated that public libraries install Internet filters if they received Library Services and Technology Act (LSTA) funds to purchase computers used to access the Internet or to pay for costs associated with accessing the Internet, or if they used E-rate funds for Internet access or internal connections. With the court decision, this filter-ing mandate is now invalid. Public libraries and public library systems applying for LSTA funds for projects to take place in 2003 do not need to comply with CIPA. Similarly, libraries receiving E-rate discounts for any purpose need not filter.

The court decision did not address CIPA requirements as they apply to K-12 schools. Those requirements remain in effect, and schools will continue to be required to meet CIPA filtering requirements as defined by the law.

The Neighborhood Children's Internet Protection Act (NCIPA) is not affected by the court's decision and remains in effect. Thus, public libraries and schools receiving E-rate discount funds are still required to have an Internet safety policy. NCIPA requires that by the start of E-rate discounted services (July 1, 2002, for most applicants) a school or library adopt an Internet Safety Policy that addresses:
- access by minors to "inappropriate matter" (inappropriate matter is to be defined by the applicant);
- safety and security of minors when us-

Governor signs budget repair bill

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

Ending months of legislative negotiation, the conference committee sent a budget repair bill to Gov. Scott McCallum in early July, which he signed (with some vetoes) on July 26.

Library issues received significant attention during the long deliberations, which included the proposal to eliminate Wisconsin's long standing 1872 free library statute as well as the impact the suggested phaseout of shared revenues to municipalities would particularly have on local library budgets. Fortunately, the final budget version restored the free library language and shared revenues were retained, but may be modified several years in the future. While those two provisions were addressed to the benefit of library services, the debate received national attention in several library publications.

When final legislative action was concluded, library system aids were cut $533,200 for FY 02-03, which was a compromise between the Governor's and Assembly's proposed 5 percent reduction and the 2.5 percent cut passed by the State Senate. Likewise,

Cal Potter

BadgerLink gets a make-over

by James Leaver
BadgerLink Coordinator

For the past several months, the Reference and Loan Library has been working to overhaul the BadgerLink home page and auxiliary pages. While the former design has served its purpose well since the project's inception, several developments underscored the need for an upgrade to the site.

The first such factor is the recent development by the World Wide Web Consortium (W3C) of new guidelines for site accessibility. These recommendations combine existing best practices for site development with certain new design specifications to ensure that web content is accessible to all site visitors, regardless of their disabilities or special technologies employed (such as screen readers) to overcome those disabilities. Because the goal of BadgerLink is to provide access to quality information to all residents of Wisconsin, the department ranked the accessibility initiative as its highest priority driving the redesign of BadgerLink. DPI will continue to

Budget repair bill—*from front page*

the four library service contracts went through change during the budget debate. The original proposal was for a 5 percent cut for all four contracts, but a successful lobby of the Joint Committee on Finance brought a full restoration of the Regional Library for the Blind and Visually Handicapped which held in both the Assembly and Senate. The other three contacts (with Cooperative Children's Book Center, Milwaukee Public Library, and WiLS) were held at a 5 percent reduction in the Assembly, with the Senate at a 2.5 percent figure. The compromise conference committee version passed by the Legislature split the difference for a $15,600 total cut from the previous amount frozen in the original 2002-03 biennial budget bill. Service levels, whether through systems or the contracts, will continue to see cutbacks, as the reductions come on top of previous level funding amounts.

The TEACH Program, which has since its inception been located in the Department of Administration, was to be moved by agreement of the Assembly and Senate conferees to DPI as part of the budget review bill. Gov. McCallum vetoed that provision of the budget repair bill.

Other library programs appearing as debate topics in regular budget bills were not up for re-examination in the budget review bill as they are funded by non-general purpose revenue (GPR) sources. Included in that category was BadgerLink and Newsline for the Blind, both financed through the Universal Service Fund, and monies for materials for school library media centers, deriving its source from interest in the Common School Fund. State agencies that provide library services, such as the Department of Public Instruction and the Wisconsin Historical Society, experienced 6.5 percent cuts for the 02-03 fiscal year, and the University of Wisconsin System was reduced approximately $44 million. The Historical Society Library staffing level was particularly hard hit as a result of that agency meeting their budget reductions.

Estimates are that without a miraculous growth in state revenues in the next year, the 2003-05 biennial state budget will find a renewed debate over cuts, revenue sources, and service levels. In past years, healthy economic growth allowed state policy makers to allocate additional resources, such as the state pickup of two-thirds of the cost of K-12 education, without a great deal of trouble. Meeting that additional funding base is thus a challenge in times of lower economic activity. This renewed debate will be upon us soon as the governor presents the next biennial budget bill to a new legislative session in early February 2003.

The funding and revenue raising decisions faced by the next legislature and governor will be huge. It is vital that persons interested in library services be attentive to the positions held by candidates for the Legislature and governor leading to the fall general election on Nov. 5. All seats in the State Assembly and half of those in the State Senate are up for grabs this fall. Since it indeed matters who is elected to be our policy makers, wise library advocates will not sit on the sidelines during this very important election. ∎

Channel Contents

BadgerLink—*From front page*

comply with emerging accessibility standards, and will always regard these as the single greatest impetus for making site revisions.

The new BadgerLink site also facilitates better organization and maintenance of the index of links to sites external to DPI. As this list has grown over the years, the resource itself has nearly outgrown its usefulness, and the process of checking links for persistence and appropriateness of content has become burdensome. The redesign effort provided a good opportunity to review all such links and to reorganize the best of these into a structure that can be searched by subject and subcategory.

Lastly, the new design incorporates features requested by numerous BadgerLink enthusiasts. For example, users can now access the Wisconsin Newsstand at ProQuest or the Searchasaurus interface at EBSCO with a single click from the BadgerLink home page. Users also will find technical support and site registration forms just a single click from home.

Our hope is that these improvements will enhance BadgerLink users' online experience, thereby promoting increased use of the service. Currently, the BadgerLink site is undergoing internal testing. To preview the forthcoming changes, visit www.badgerlink. net/beta/. E-mail james.leaver@dpi.state.wi.us with your comments and suggestions for improvement. We always value your feedback and assistance in identifying potential improvements to this popular resource. ■

WCFLS—*from page 12*

thelibraries the option of conducting small classes in their libraries at times unavailable in the school districts. Libraries are connected to the Internet with a high capacity connection and then laptop computers are connected with a wireless transmitter. This allows for the creation of temporary training labs of seven to 24 computer stations in all 16 libraries in the county.

Communities Connect—Internet Training in Public Libraries

"Can you show me how to use the Internet?" became a familiar question to staff in public libraries throughout Waukesha County when the use of personal computers grew, as did the amount of information on the web. Library staff typically responded with anxiety and/or frustration: anxiety arose in staff members unfamiliar with the Internet while frustration was felt by most due to understaffing and the lack of time and resources to teach individuals.

According to Reference Librarian Nancy Fletcher, WCFLS brought together 13 public libraries in the county and nine school districts, and applied for a TEACH Wisconsin grant to train the public to use the Internet. The 1999-2000 Communities Connect project was awarded $191,575 for this purpose.

"A total of 205 Internet demonstrations took place in public libraries and 397 hands-on Internet training sessions were held in school computer labs," Fletcher said. "This was a first-of-its-kind collaboration between libraries and schools in Waukesha County." To implement the program, a team of representatives from public libraries and school districts developed a curriculum.

More information about the awards and related activities can be found on the WCFLS website at www.wcfls.lib.wi.us/. ■

Great Lakes Maritime History Digitization Project results available online

by **Sally Drew**, Director
Reference and Loan Library

Through the support of Library Services and Technology Act (LSTA) federal grant funds, and the involvement of multiple agencies and libraries, a project to digitize an estimated 1,100 images or items related to Wisconsin Great Lakes maritime history is now underway.

The Great Lakes Maritime History Project was funded by the Department of Public Instruction (DPI), Division for Libraries and Community Learning (DLTCL) using LSTA federal grant funds–$88,000 in 2000 and $10,000 in 2001. Sally Drew, Reference and Loan Library (R&LL), is responsible for overseeing the project. Lee Konrad and Sandra Paske, UW-Madison, coordinated this digitization effort with Memorial Library staff. When completed, the digitized images will be available on the project website.

Now available at http://digital.library.wisc.edu/1711.dl/GreatLakes, the Great Lakes Maritime History website contains brief information about Great Lakes shipping, describes the collections from which the images were derived, and provides for the searching of the images by keyword. Each image is accompanied by bibliographic and descriptive information, and the images can be viewed in three different sizes. All of the participating libraries have additional materials on these and other ships that can be accessed by contacting that library. Information about these collections (as well as contact information) is available online.

Participating Organizations

The Great Lakes Maritime History Project has been a collaborative project including the DLTCL, the UW-Madison Libraries, the Wisconsin Historical Society, the Milwaukee Public Library, UW-La Crosse Murphy Library Special Collections, UW-Superior, and the Door County Maritime Museum.

Project goals and agreement

Participants met numerous times to set goals and develop the processes needed to make the project successful. The intent of the collaboration was to:

• develop a planning, collaboration, and implementation process that could be used by other Wisconsin libraries to plan and carry out digitization projects and to document a portion of Wisconsin's history;

• select Great Lakes Maritime History materials from collections of the participating libraries;
• digitize materials in a variety of formats (text, photographs, video, sound, etc.);
• create metatag information for each digitized item;
• design and create a website that will bring digitized information together as a single site for the user; and
• document the collaborative process and publish informational materials for library staff in Wisconsin.

Staff in participating libraries developed a memorandum of understanding that described the role of each partner. The agreement outlined the role of each organization and discussed issues related to rights and use of materials in the development of a website. Each participating institution retained exclusive ownership of the master images created for the items contributed for the project. Contributing partners will receive a single, high-resolution copy of each image contributed to the project. Libraries can use these images for their own purposes.

Materials Selection

Selectors from the collaborating libraries assisted in the identification of the ships that are featured. Key selectors included Suzette Lopez and Virginia Schwartz, Milwaukee Public Library; Michael Edmonds, Wisconsin Historical Society; Laura Jacobs, UW-Superior; Paul Beck and Linda Sondreal, UW-La Crosse, and June Larson, Door County Maritime Museum. Committee members also were assisted by Charles Patrick Labadie, an independent expert on Great Lakes shipping who contributed valuable insight in identifying ship information and helped with terminology and writing introductory content for the website.

The contributing libraries identified approximately 160 ships and about a dozen lighthouses to feature. One of the challenges of the project revolved around the number of times that ships change names during their lifetime. The site, therefore, contains over 300 names associated with the ships, including pictures of some of the ships under different names. Criteria for selection of ships included an assessment of the amount of material available in the collections, popularity of specific collections (including special circumstances, notoriety, or a local relationship to Wisconsin communities), and appeal to both popular and scholarly use. Each participant selected a diverse set of items from the collection, including a variety of formats such as photo images,

COLAND meets in Ashland

by Larry Nix, Director
Public Library Development Team

The Council on Library and Network Development (COLAND) met in July at the Vaughn Public Library in Ashland, during which members elected officers for 2002-03. They are John Reid, president; Gyneth Slygh, vice-president; David Huebsch, secretary; and Gene Neyhart, director. The Council also appointed a committee to establish new COLAND goals for 2002-03.

Council members heard presentations from Jim Trojanowski, director of the Vaughn Public Library; Joan Airoldi, director of the Northern Waters Library Service; and Deb Nordgren, interim director of the UW-Superior Library. Trojanowski also made a presentation in behalf of Julia Trojanowski, director of the Dexter Library at Northland College in Ashland.

The Council also heard a presentation from a panel of tribal librarians from Northwest Wisconsin. The panel included Caryl Pfaff from the Lac Courte Oreilles College Community Library; Norma

Soulier from the Bad River Public Library; Maxine Babineau from the Red Cliff Public Library, and Barbara Olson from Ben Guthrie-Lac du Flambeau Public Library.

Also on the agenda were reports from staff of the Division for Libraries, Technology, and Community Learning (DLTCL) on a variety of topics including the state budget adjustment bill, the Task Force on Public Library Legislation and Funding,

the LSTA five-year plan and LSTA reauthorization, WISCAT, statewide delivery, the Gates Foundation public library technology grants, and the Veterans History Project of the Library of Congress.

The Council also will send a letter to Sen. Herb Kohl, who serves on the Senate Appropriations Committee, in support of the reauthorization of LSTA at the proposed Senate amount of $350 million. ▮▮

Jim Trojanowski (right), director of the Vaughn Library in Ashland, gives COLAND members a tour. Pictured left to right are: Kristi Williams, Miriam Erickson, Gene Neyhart, Deb Nordgren (UW-Superior Library Director), Janean Miller, Cal Potter, Kate Bugher, and Trojanowski. All are COLAND members except Nordgren, Potter, and Trojanowski.

Internet filtering—*from front page*

ing e-mail, chat rooms;
• unauthorized access, including hacking and other unlawful online activities by minors;
• unauthorized disclosure of personal identification information of minors; and
• measures to restrict minors' access to harmful materials.

Schools also must enforce a policy of Internet safety for minors (not necessarily filtering) that includes monitoring their online activities. The law does not provide any information about the extent to which any of these issues must be addressed in the policy.

NCIPA also requires that schools and libraries hold at least one meeting or hearing, with reasonable notice, to address the Internet safety policy. If in the past a school's or library's Internet Safety Policy was on a board agenda for discussion *and* if the meeting allowed for public comments, then libraries and schools met this requirement. If E-rate services start July 1, but the public hearing on the policy was not held, for example, until July 15, E-rate Form 486 must list July 15 as the start of services date.

The Schools and Libraries Division (SLD) is working closely with Federal Communications Commission (FCC) staff to review the court's decision and determine how it will affect libraries' E-rate discounts. The SLD will post information on this subject, including any changes in the requirements for completion of forms, on

the SLD website (www.sl.universalservice. org/) as soon as it becomes available.

One immediate impact of the court's decision is the need to revise several E-rate forms. The SLD and FCC are revising E-rate forms 486 and 479 that have the CIPA compliance statements that are now invalid. The CIPA compliant language on these two forms will be changed per the court decision. At this time the SLD and FCC recommend that, if possible, libraries wait until the forms are revised before they are filed with the SLD. The revised forms are expected to be available about Sept. 1, 2002. For most applicants the deadline for filing these forms is Oct. 28, 2002.

Readers should review the following sites for more information.
• The court decision (www.paed.uscourts.gov/documents/opinions/02D0415P.HTM)–The ruling provides considerable information on filtering issues and the broader role of public libraries in providing access to information.
• DPI's CIPA and NCIPA FAQ: (www.dpi.state.wi.us/dltcl/pld/cipafaq.html)–Has information on CIPA and NCIPA, including implications of the court's decision on the E-rate program.
• The Children's Internet Protection Act: The Recent District Court Decision in Context, for Librarians and Library Patrons (www.llrx.com/features/cipa.htm)–A good document, in a question and answer format, on how the court reached its decision and the impact of the decision on public libraries.
• The ALA's CIPA website (www.ala. org/cipa/)–Contains information on CIPA and the court decision. ▮▮

Implementation of the WISCAT Resource Sharing System

by Mary Clark
WISCAT Coordinator

The Division for Libraries, Technology, and Community Learning (DLTCL) has completed the migration of the statewide library union catalog (WISCAT) and interlibrary loan management (WISCAT ILL) to a new web-based environment.

While there still remains much work in customizing and adjusting the system to fit the needs of the Wisconsin resource sharing community, the implementation of the first two phases of the project are well underway. During 2001, DLTCL staff and a committee of representatives from the Wisconsin library community evaluated bid proposals for the implementation of a new web-based statewide resource sharing system to replace the existing WISCAT and QuILL programs. The evaluation committee chose to partner with two vendors to move toward a more integrated resource sharing environment, and contracts were signed in September 2001.

The first piece of the new resource sharing system to be implemented was the union catalog. The WISCAT union database, a 20-year investment in resource sharing, was transferred to the new vendor, Auto-Graphics of Pomona, CA, after which it was converted, de-duplicated, consolidated, and output to the new union catalog web interface. The servers that run the statewide catalog were physically moved from California to Wisconsin in November 2001, and WISCAT servers now reside at the DoIT computing center on the UW-Madison campus. The servers are managed and maintained by staff from the WISCAT project rather than being maintained by the vendor. This gives staff more flexibility in managing the data updates to this large union catalog.

Catalog Holdings

The new union catalog contains 6.9 million bibliographic records with 31.4 million holdings attached. The catalog contains the holdings of 1,254 Wisconsin libraries of all types, and in the four months since the web catalog went live, approximately 640 libraries have begun using the catalog in a staff mode.

The catalog is updated with new titles and holdings each month from OCLC and from a variety of other sources. Libraries also are able to add and maintain their own holdings interactively on existing bibliographic records in the catalog, a very popular feature of the new system. Libraries previously had to submit files of their new holdings on floppy disks to the Reference and Loan library (R&LL) for later addition to the catalog. Libraries have found the interactive updating to be easy and efficient.

The union catalog also allows libraries to download MARC records for use in local online catalogs, and to create and send electronic interlibrary loan forms to request the items they find in the catalog from the owning libraries.

The second piece of the new resource sharing system to be implemented was the interlibrary loan management software, referred to as WISCAT ILL. Created by Fretwell-Downing Inc., this product is used in several other statewide and regional projects, most notably in Colorado and Ohio. The WISCAT ILL software manages the interlibrary loan requests that libraries create from the union catalog. It creates an intelligent lender string of possible places to send the request, transmits the request to the owning library, tracks the request, and maintains statistics on those transactions.

Conclusion

After three months of operation, almost 400 libraries are using the new interlibrary loan management system at one level or another. This number substantially exceeds the 175 libraries that were participating directly in the previous QuILL interloan management system after six years. Traffic on the system so far has averaged around 20,000 requests per month.

Libraries are able to participate in the new interlibrary loan system at a number of levels. They may fully participate by being both a borrower and a lender; they may choose to request materials but have another library or agent monitor their incoming requests; or they may agree simply to lend materials to others on the system. Individual library patrons are able to monitor the status of their own requests. The DLTCL is investigating the possibility of expanding the interlibrary loan service in the future with patron-initiated requests.

The third phase of the new resource sharing system is still in the early implementation phase. The WISCAT ILL software has the functionality to operate as a Z39.50 gateway, often called a "virtual library." Linking libraries together through a gateway will allow library staff and patrons to enter a single search query,

Maritime History Digitization—*from page 4*

printed articles, brochures, post cards, ticket stubs and other materials. Film clips were selected by the underwater archeology office of the Wisconsin Historical Society, and sound was contributed by staff at UW-La Crosse. Text information was included using either an image format or by allowing users to "turn" the pages.

Staff also set criteria around practical aspects of project implementation. These included:

- the ability to process or display materials;
- copyright clearance or public domain nature of materials;
- ability to deliver from the contributing library to UW micro-imaging lab;
- ability to digitize without harm to the materials; and
- availability of information or bibliographic records for use in creating metadata.

Creation of bibliographic and descriptive information to accompany each image proved a major challenge. While the participating libraries had organized their collections for use, the individual images had not, in most cases, been previously cataloged. Milwaukee Public Library staff had previously created a bibliographic

record for specific ships and had included on "data cards" a great deal of information about each ship in their collections. Whenever possible a data card was included as one of the images to document information about a specific ship. The bibliographic records for these "data cards," which had been entered into OCLC, provided guidance on ship identification and on subject catalog entries.

Metatdata creation, website design

The selectors were responsible for documenting information on each item including type of material, name and date of ship or other object, description, physical attributes, and any other information about the item. They used forms specifically developed for the project by Sandy Paske and Steven Dast of the UW-Madison Micro-Imaging Laboratory. The forms were based on Dublin Core with a crosswalk to MARC that served as a reference in instructions for selectors filling out the forms. Micro-Imaging Laboratory staff also entered data related to the physical scanning aspects of the images such as the format and type of image, scanning date, owning library, scanning agency, and other information.

From a technical standpoint, staff cre-

ated XML (converted from HTML) records using a program called TagGen from Hiawatha Software. These records were sent to UW-Madison Memorial Library and were loaded into their software to create the information displayed with each image. R&LL staff members Nancy Bauman, Ann Hamon, and Shiela Pollock created metadata records and developed the ship list and subject authority lists to be used. Aaron Machotka helped manage the image files, conversion to XML, and worked with Dast on delivery of the files to UW-Madison.

The UW-Madison Micro-Imaging staff helped plan the processes to be used, developed forms to document information and the scanning workflow, provided the technical expertise to scan the materials, and monitored the process of data creation and use. Pat Tuchschere coordinated the scanning process and the file naming of the original item sent for scanning. She also tracked the check-in of the original items to the return of the original after completion of scanning and uploading the digital files. UW-Madison Memorial Library's Peter Gorman (who served as project architect), Charles Dean, and Steven Dast provided consultation on the forms, the Dublin Core-MARC crosswalk application, loaded the records and images, and created the website displays.

A number of UW-Madison Libraries staff worked on the website design, including Elly Burian, Sandy Paske, Steven Dast, Pat Tuchschere, Lee Konrad, and Amy Rudersdorf. The UW staff members plan to continue to host the website and make it accessible to the public.

Workshop planned

The project yielded a great deal of information on how to conduct a collaborative digitization effort. Numerous people–not all of whom are mentioned in this article–contributed many hours to the project. The DLTCL staff members plan to conduct a workshop in the fall on the issues, steps, processes and decisions that go into digitizing collections on both large and small scales. For more information on this workshop, contact Sally Drew, DPI, at (608) 224-6161 (sally.drew@ dpi.state.wi.us). ∎

WISCAT Resource Sharing—*from page 6*

have that query search multiple library OPACs or other types of databases, determine which libraries have particular items available, and facilitate the circulation and interlibrary loan of those items. In addition to the statewide union catalog, four other shared automated catalogs have been profiled for searching via the gateway. Other libraries or systems that wish to participate as targets in the Z39.50 gateway may contact DLTCL staff for a profiling questionnaire.

The gateway concept as implemented by the new resource sharing system utilizes several national standards in carrying out the linking process. The Z39.50 standard allows searching of one or more local library or system catalogs. The 3M Standard Interchange Protocol (SIP) and the emerging NISO Circulation Interchange Protocol (NCIP) will facilitate the link between interlibrary loan transactions and circulation processes.

The DLTCL has created manuals and provides technical support for all aspects of this project. All of the project documentation is available for downloading from the WISCAT website at www.wiscat.lib.wi.us. For more information about the project, contact Mary Clark, WISCAT coordinator, at (608) 224-6179 (mary.clark@dpi.state.wi.us). ∎

Users say 'Build the Collection'
netLibrary is a valuable library resource

by David Weinhold, Director
Eastern Shores Library System

The Wisconsin Public Library Consortium provides netLibrary e-books to 14 of the 17 public library systems and the Milwaukee Public Library. The collection of 7,000 titles is available to residents of the library systems through the netLibrary website and a password protected account created at a participating public library. The titles are available as an indexed and searchable electronic file on the user's computer at their home, work, or school. The collection includes titles in business, computers, literary criticism, finance, investments, health, gardening, etc. Although a small collection, it covers a broad range of topics.

At the end of 2000 and early in 2001, participating library staff were trained on how netLibrary accounts are created, how the titles are retrieved, and how the titles can be searched for specific information. netLibrary provided promotional materials and librarians encouraged users to try this new service.

However, the libraries discovered there was no way to know how the service was being used and whether the users were satisfied with the service. Once a user created an account at the public library, he or she could use it at home, work, or at school. The user would not necessarily use it at the library.

In order to find out how netLibrary is being used, the Consortium asked Josh Morrill, a research consultant from Madison, to create and conduct an end user survey of the netLibrary service. He sent out a web-based survey to current users of netLibrary, did some focus group surveys among users at two participating libraries and asked the Consortium partners about the success of the community partnerships.

Morrill sent e-mailed surveys to all 5,646 registered users of netLibrary and received responses from 736 individuals—a response rate of 13 percent, which was much better than expected. Of the 736 responses, 207 were librarians. In the following analysis, Morrill excluded the librarian group.

The survey respondents were evenly divided between male and female and the average age was 44 years, even though the respondent's ages ranged from 11 to 86 years. Most of the respondents came from a metropolitan area or on the border of a metropolitan area. Most use a dial-up

connection for their Internet access. Most of the netLibrary users are searching for a specific item or piece of information. Neither the speed of their Internet access nor their training on the use of netLibrary affected their use of netLibrary.

About 74 percent of the respondents agreed that netLibrary was a valuable resource. Morrill explains that usability and design of netLibrary's website influences a user's perception of the value of netLibrary. He found that even though users place a high value on netLibrary, many made comments about the website design and user interface.

As for the size of the collection, 58 percent of the respondents indicated that the collection was too small. Morrill recommends that the Consortium not allow the

collection to stagnate or remain underdeveloped. Simply put, the partners need to purchase more titles or work with netLibrary to make more titles available to the users.

Morrill also noted that after analyzing the 207 responses from librarians, there were only four areas of difference between the users' and the librarians' perceptions of netLibrary. Whereas the users agreed that the collection was too small, that the netLibrary web page is difficult to navigate, that they would use netLibrary more if they had better training, and that the netLibrary materials are not current, the librarians disagreed with those statements.

In the controlled focus group survey, Morrill found that young people were attracted to netLibrary resources. Even though this age group may not perceive libraries as essential or vital resources and may not be regular users of libraries, they did view netLibrary as a valuable resource, would recommend it to their friends, and agreed that libraries should continue to fund netLibrary services.

Also, the focus group brought out comments on the promotion of this resource among students and the general adult population. The group also challenged netLibrary to position itself as different from other online resources available to Internet users. The use of netLibrary as a reference tool was identified as a potential benefit for libraries and users.

In conclusion, Morrill's evaluation showed that the respondents view netLibrary as a valuable resource, that the Consortium should have a larger and more current collection, that netLibrary is a desired service by teenagers and young adults, and promotion of the service to students and organizations serving teenagers would be valuable. ∎

Trustee Corner
Use of petty cash funds explained

Many public libraries use a petty cash fund for the payment of relatively small expenditures such as postage, deliveries, or urgently needed supplies. Payment by check is not always possible or practical, so petty cash funds are established on an *imprest* basis to handle these small purchases. The *Governmental Accounting, Auditing and Financial Reporting* (GAAFR) definition of "imprest account" states in part that this is "an account into which a fixed amount of money is placed for minor disbursements...."

As a public agency, the library's internal control over the petty cash fund is important and should be conducted openly. The petty cash should be placed in the custody of a specific employee who is authorized to disburse the fund in accordance with stipulated restrictions as to maximum amount and purpose. The following recommendations should be considered regarding petty cash funds.

• The petty cash fund should be established by library board action. The board should approve a policy to authorize the maximum amount of the petty cash fund, the types of allowable disbursements, the method and frequency of replenishment, and the authorized custodian.

• On a periodic/monthly basis, the petty cash fund should be balanced and replenished by check to the original established amount.

• All cash received or collected by the library should be recorded as a receipt and deposited appropriately. It is not acceptable to replenish petty cash with miscellaneous library receipts such as fines or copy fees.

• Petty cash funds should not be used to cash personal checks.

• Payment receipts must support petty cash expenditures. For example, these could include postage receipts, cash register receipts, or other documentation to explain the item purchased.

This *Trustee Corner* was adapted with permission from the *Iowa Public Library Director's Handbook*, 2001, State Library of Iowa. For more information on the proper handling of public library funds see *Trustee Essential #8: Managing the Library's Money*, at www.dpi.state.wi.us/dltcl/pld/te9.html.

For more information, contact Mike Cross, DPI, at (608) 267-9225 (michael.cross@dpi.state.wi.us). ∎

Adult literacy in Wisconsin

by **Barbara Huntington**, Consultant
Public Library Youth and Special Services

U.S. literacy once was defined as the ability to read. But increases in the amount of information available and use of technology have forced changes in that definition.

The Workforce Investment Act of 1998 defined literacy as "the ability to read, write and speak English, compute and solve problems at levels of proficiency necessary to function on the job, in the family, and in society." Very few adults who have attended school in the U.S. can't read at all. However, nationally between 21 percent and 23 percent of the population has literacy skills at a Level 1, with another 25 percent to 28 percent at a Level 2. The National Institute for Literacy (NIFL) establishes literacy levels. Literacy experts believe that adults with Level 1 and 2 skills lack the basic skills to function in society. The illiteracy rates continue to rise, in part, because the level of skills needed to survive in society continues to rise.

The National Institute for Literacy estimates 14 percent of Wisconsin adults read at the very lowest levels (based on the 1992 literacy survey), but Wisconsin's 2000 Census figures indicate that the rate might be slightly higher. Fifteen percent of the adult popu-

Legislative task force recommendations to be submitted to Superintendent Burmaster

State Superintendent Elizabeth Burmaster appointed the Library Legislation and Funding Task Force to undertake a review of legislation and funding issues relating to public libraries and public library systems and to make recommendations to her for consideration in developing the Department of Public Instruction's 2003-2005 budget and legislative requests.

The Task Force met April 11, May 16, June 12, July 25, and Aug. 15, during which time members reviewed issue papers prepared by DLTCL staff and made numerous preliminary recommendations that were reviewed and finalized during the last two meetings. The Task Force also held a listening session at the WAPL Spring Conference and received additional comments from many members of the Wisconsin library community.

The Task Force's web page (www.dpi.state.wi.us/dltcl/pld/liblegis.html) includes summaries of the Task Force meetings, public comments to the Task Force, DLTCL issue papers, and other resources reviewed by the Task Force.

Questions, comments, or suggestions concerning the work of the Task Force can be directed to Cal Potter at (608) 266-2205 (calvin.potter@dpi.state.wi.us), Larry Nix at (608) 266-7270 (larry.nix@dpi. state.wi.us), or Mike Cross at (608) 267-9225 (michael.cross@dpi.state.wi.us). ∎

Human needs, technology coexist at public libraries

by Linda Lyke, President
Friends of Milton Public Library

I have pondered the role of technology in libraries before. But how do we combine technology with the "human element" that everyone looks for in a community library?

Just as libraries have been known as places for "free" access to books for all, we sometimes forget that there are computers available at the library as well. Computers certainly advance what libraries can do. The Internet is already taking research to unbelievable levels. And who better knows how to use this tool than a skilled research librarian?

What is the role of the library in this age of overwhelming information through technology? Library expert Dr. Paul Mosher says that "the role of the library in the electronic age will thus resemble in many ways the library of the paper age: It will acquire information, knowledge, and entertainment resources most appropriate for the patron community within the limits of the library budget. The library of the 21st century will have successfully bridged the gap between information (the ends) and technology (the means) to create a new and productive fusion... This...will create a new kind of library; one that will remain familiar, even though its tools...will change profoundly over the next two decades."

I believe the human aspects of a library will not go by the wayside. A recent article by Antoinette Bosco explained it well. "There's another place I find the human need for community, a place where personal touches and comfortable settings reign high: our local libraries," Bosco wrote. "While most now have the need for computers and the Internet, you also find a traditional friendliness and many new offerings geared to inform and even entertain those who come in. I've known one library that has 'Fireside Fridays' when people can come in, sit by the fire, have tea and cookies, read a book, or do their knitting. Libraries are showing that high tech and human needs and companionship can live compatibly side by side."

The Milton Public Library, I believe, serves these needs well. For example, technologically we have what I grew up with as the "card catalog" of library materials indexed on computer, a computer with Internet for public use, and a children's computer. We had two well-attended classes in Creating Your Own Web Page and we've had many other computer-related classes offered at the library (although I believe these classes themselves interweave the human and technology aspects together, since there is so much human interaction).

On the "human" side, we have a friendly and helpful staff, community volunteers, and coffee to sip while reading in a comfortable chair. Plus, we have the children's story times, classes like the recent Beginning Scrapbooking, Massage Therapy where massage techniques were demonstrated on a willing audience member, and the Antique Appraisal Night attended by 63 people.

At the Milton Public Library, technology, human needs, and a sense of community can indeed live compatibly side-by-side—and the result is a stronger community for all of us. ∎

Fees finalized for use of WISCAT/WISCAT ILL

The Division for Libraries, Technology, and Community Learning (DLTCL) has finalized the resource sharing fee structure for January-December 2003. The fee structure will apply to the use of the WISCAT union catalog and the WISCAT interlibrary loan management system and gateway to library resources.

The fee structure was developed by the WISCAT subcommittee of the Library Information Technology Advisory Committee (LITAC) and approved by the full LITAC on May 8. It also was discussed with a number of other groups including the Council on Library and Network Development (COLAND), public library system and resource library directors, interlibrary loan, and automation staff. Information was provided at Wisconsin Educational Media Association (WEMA) and the Wisconsin Association of Public Libraries (WAPL) spring meetings. In setting the 2003 budget, the DLTCL followed the advice of the Library Services and Technology Act (LSTA) Advisory Committee to raise a minimum of $80,000 through fees.

Beginning in January 2003, an annual cost of $150 per library will be charged for the use of any WISCAT/WISCAT ILL feature requiring a staff login/password for a specific library code. This includes staff login to the union catalog, the interlibrary loan management system, or the Z39.50 gateway. Each library will only be charged a single annual fee of $150 no matter how many of the functions are used or how many workstations within a library access the system. Services covered include customizing search and display screen options; adding, changing, or deleting holdings interactively in the web union catalog; downloading records from the union catalog; creating and submitting an electronic interlibrary loan request; creating and printing formatted interlibrary loan requests; managing interlibrary loan requests, including checking status of requests and maintaining statistics and reports; and authorizing patron-initiated interlibrary loan requests.

It is important to note that there will be no fee charged for some services or uses, including searching the WISCAT union catalog or databases using the WISCAT ILL Z39.50 gateway; checking the status of requests by patrons; batch updating of holdings from local automated systems and other sources; and profiling Z39.50 hosts for access through the WISCAT ILL gateway; and cutting and pasting information for other uses.

Additional charges also will be assessed for custom work related to extracting a copy of a library database, creation of union or title list reports, and setup of Standard Interchange Protocol (SIP) and NISO Circulation Interchange Protocol (NCIP) capabilities to link the interlibrary loan management system and local automated circulation system functions.

Questions concerning invoicing and payment should be directed to Mary Clark at (608) 224-6179 (mary.clark@dpi.state.wi.us). ∎

Drummond library uses LSTA grant to work with Title 1 children, teachers

by Barbara Huntington, Consultant
Public Library Youth and Special Services

Summer reading programs were held at public libraries throughout Wisconsin this summer, and an important element to these programs is an emphasis on reading for fun.

A recent study indicates that fun is a contributing factor to the improved reading scores of children. The National Assessment of Educational Progress (NAEP) tests fourth-grade students every year, and in 2000 their assessment indicated that reading for fun had a positive relationship to performance on reading scores. Of fourth-graders in 2000 who reported reading for fun on their own time once a month or more, 87 percent performed at a proficient level, while students who never or hardly ever read for fun performed at the basic level. Students who read for fun every day scored the highest. For more information on this study go to www.nifl.gov/nifl/facts/.

Reading fun was certainly important this summer at the Drummond Public Library, where a Library Services and Technology Act (LSTA) grant was being used to promote reading with Title 1 students and teachers. The public library staff discussed the importance of summer reading with staff at Drummond Elementary School last year. Title 1 staff members were especially interested in helping their students maintain their reading skills over the summer. They helped develop a list of reading materials for their students and trained the public librarian on techniques to help the students when they came to the public library's summer program.

The teachers were so supportive of the public library that they made up a volunteer schedule for themselves. These Title 1 teachers took turns each week helping out at the library and reinforcing the efforts of the children involved with the Title 1 program. The program included weekly performers, craft activities, and story times.

The grant allowed the library to reward the efforts of the children in Title 1 by giving each of them two free books to keep. They received one of the books when they were about half way to their reading goal, and the other when they reached their goal.

If the research proves true, these children returned to school in fall without losing their skill over the summer and may test higher than they did when school dismissed in spring. The cooperation of the teachers and the public library should make a big difference for these children in addressing their need for reading fun. The involvement of the Title 1 teachers with the summer reading program at the public library made this a unique LSTA project and summer reading program. ▮▮

'Wisconsin Directory of Children's Performers'

School district personnel, fine arts program directors, and parent-teacher associations may be interested in a performer directory maintained by the Division for Libraries, Technology, and Community Learning (DLTCL).

The Wisconsin Directory of Children's Performers is an annotated listing of adults who present educational and entertainment programs designed specifically for children and teens. The online directory was created to help public libraries hire performers and presenters for their children's programs, but the listing is also a great resource for schools as well. All of the people listed are professional and the directory includes references for each performer. General fees are indicated, but vary depending on travel costs and other factors.

The directory includes a subject listing so that people can find a listing of all the people who present a certain type of program—music, art, wildlife and animals, juggling, clowning, science, etc. The DLTCL does not endorse any of the performers and urges anyone using the directory to check the references for anyone they want to contact about a program.

The web address is www.dpi.state.wi.us/dpi/dltcl/pld/performers.html. ▮▮

Adult literacy
from page 9

lation over age 25, or about 518,417 people, did not complete high school and do not have an equivalency degree. Of those, 186,125 adults have less than nine years of formal education. At times, the lack of either a high school or equivalency diploma is used as a criterion to define illiteracy. Detailed information from the 2000 Census on literacy at the county and community level should be ready in fall 2002.

Three factors that contribute to the illiteracy rates in Wisconsin include:

• the young adults who drop out of school before earning a diploma;
• the number of immigrants coming into Wisconsin without completing high school, or who are not able to speak and read in English; and
• the fact that the standards for minimum survival skills in American society continue to rise.

The role public libraries play in trying to assist adults who are studying for their GED or HSED diplomas and in helping new immigrants increase their English skills is addressed in an upcoming resource and planning guide. The Division for Libraries, Technology, and Community Learning (DLTCL) plans to have the new publication ready by the end of 2002. The publication will address a number of areas involving services to adults with special needs, including literacy. Federal Library Services and Technology Act (LSTA) funding is being used to support the preparation and printing of this new tool. Coral Swanson and the System Special Needs Consultants are conducting interviews to collect data and suggestions for this publication. ▮▮

Waukesha library system recognized by NACO

Waukesha County Federated Library System (WCFLS) recently received three Achievement Awards in the library category from the National Association of Counties (NACO). "The Achievement Awards are made in 20 categories from Arts and Historic Preservation to Volunteerism," said WCFLS Director Tom Hennen. "Nationally there were awards to 123 counties in 29 states. The awards recognized customer service, cost efficiency, and service delivery."

Waukesha County Executive Dan Finley said, "There were just four awards given to all counties in Wisconsin in all 20 categories. Receiving three awards in just the library category for Waukesha County alone is really extraordinary."

The awards were as follows.
• Balancing Books and Bytes: Countywide Library Planning
• Mobile Wireless Training Labs
• Communities Connect–Internet Training in Public Libraries

Balancing Books and Bytes: Countywide Library Planning

This report summarizes the efforts of a federated library to assist local libraries in "Balancing Books and Bytes." Library staff, boards, municipal councils, and community members used WCFLS staff resources and technical assistance to chart a course for their libraries in the next decade. Modern libraries are confronted with the challenge of meeting the needs of their traditional print users while simultaneously and cost-effectively navigating the world of databases, e-books and Internet access. Balancing those demands takes careful planning. In March of 2000 a county-appointed planning committee urged WCFLS to make local planning efforts for member libraries a major priority in the next several years, especially for those member libraries that are presently below current state library standards.

"System staff led local library boards through four library-planning efforts between June 2000 and December 2001," said Hennen. "The results have been delivered to local municipal councils to set the stage for building programs, automation programs and service developments. All the communities have endorsed the plans." noted Hennen. The Waukesha County Library Plan 2001 and the individual local plans are available at www.wcfls.lib.wi.us/

Mukwonago's plan included the adoption of an impact fee policy for the village. Big Bend and Butler developed automation grants from the plans. Citizens from the Town of Merton overwhelmingly backed the Town Hall library recommendations about a new building.

Mobile Wireless Training Labs

"Waukesha County Federated Library System implemented three mobile wireless labs to be used for staff and public computer training in any of its 16 member libraries," said Mellanie Mercier, WCFLS automation coordinator. The labs give

Calendar

Sept. 11	Public library system certification/ce consultants annual meeting, Madison
Sept. 13	Council on Library and Network Development meeting, Boscobel.
Sept. 20	Library and Information Technology Advisory committee meeting, Madison.
Sept. 26	Delivery Services Advisory committee meeting (via video conference sites in Madison, Wausau, Green Bay, and La Crosse).
Oct. 8-10	Governor's Wisconsin Educational Technology Conference (GWETC), Madison.
Nov. 8	Council on Library and Network Development meeting, State Historical Society, Madison.
Nov. 13-14	Library Services and Technology Act Advisory Committee meeting, Madison.
Dec. 13	Library and Information Technology Advisory committee meeting, Madison.

For more details about specific meetings, see the WISDOM calendar at
www.dpi.state.wi.us/dpi/dltcl/pld/wisdom.html.

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