



State superintendent announces \$14 million in library system aids

By **Al Zimmerman**, Consultant
Public Library System Administration and Finance

State Superintendent Elizabeth Burmaster this week announced the first of two state aid payments to Wisconsin's 17 federated public library systems. The \$14,196,700 in state aid for 2004 operations is Wisconsin's primary program of support for public library service statewide.

"I am pleased to announce this support for cooperative local, regional, and state efforts to provide high-quality public library service throughout Wisconsin," Burmaster said. "State support is critical because public library service is essential to individual well-being as well as to the economic health of the entire state."

The benefits of public library system services are provided to state residents through the 387 independent public libraries that are members of public library systems. All counties and all public libraries in the state have voluntarily elected to join a public library system.

Through regional cooperation, public library systems help libraries provide higher levels of service while avoiding unnecessary service duplication.

Public library systems are regional library organizations created to improve public library services and to increase Wisconsin residents' access to library materials and services. System funds are expended according to plans developed and adopted by regional boards to meet the needs of each system area. Library system services include the following.

- Ensuring that system residents have complete access to all public libraries within the system area. Last year Wisconsin residents made 31 million visits to public libraries and checked out more than 53 million items.
- Coordinating the loan of library materials among participating libraries to meet user needs. Each year more than 3 million items are sent from one public library to another in response to users' requests. These are delivered by system-supported delivery networks.
- Training and continuing education for local library staff to help staff provide the best possible service to their communities.
- Cooperative planning for library technology. More than 70 percent of the state's public libraries now participate in shared computer systems, and all libraries provide Internet services for the public.

State Superintendent Burmaster said that although Wisconsin is facing severe fiscal constraints, its continued commitment to public library service is reflected in this biennial budget which maintains public library system aid at last year's level. Funding for this year will be partially provided by the Universal Service Fund.

"I want to thank the Legislature and Governor for approving this funding that will help public libraries provide the free access to knowledge, information, and the diversity of ideas essential to a democratic society," Burmaster said. "I also want to thank library and library system staff and trustees across the state for their dedicated efforts to provide every resident of the state with the best possible library service." ☼

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LSTA 2004 grants total \$2.9 million for state

By **Peg Branson**, Consultant
LSTA and Continuing Education

State Superintendent Elizabeth Burmaster has approved Library Services and Technology Act (LSTA) program grants totaling \$2.9 million for January through December 2004. The grants are contingent upon the availability of FY 2004 LSTA funds from Washington (Congress has not completed action on many of the FY 2004 federal appropriations bills, including the one for LSTA). The Wisconsin LSTA Advisory Committee met in Madison Nov. 13 to review the grant applications and make recommendations to the state superintendent on grant awards.

Among the LSTA projects to be funded in 2004 are projects involving adult, family, and early literacy; technology, including the expansion of shared automation systems in several areas of the state; delivery of library materials; and funds to allow public libraries and systems to study the feasibility of creating public library districts. Funds will be used for a variety of state-level library services including statewide interlibrary loan.

LSTA projects will take place in local communities, in public library systems, and on a statewide basis. Hundreds of libraries of all types around the state and the people they serve will benefit from these LSTA funds. The DLTCCL administers Wisconsin's yearly LSTA allocation from the Institute of Museum and Library Services (IMLS), a federal agency responsible for strengthening museums and libraries.

Highlights of the LSTA Program for 2004 are as follows:

- LSTA funds will be used on a temporary basis to support the statewide interloan contracts with Milwaukee Public Library (\$36,000) and UW campus libraries through WiLS (\$40,000).
- \$135,000 in LSTA funds will be used to subsidize delivery service for public library systems in 2004, an increase of \$74,800 over 2003. Of that amount, \$10,000 will be used on a temporary basis to extend statewide delivery service to Milwaukee County. \$15,000 will be used to extend delivery service to Northern Waters Library Service.
- Public library systems will receive \$472,149 on a noncompetitive formula basis for a variety of technology projects, an increase of \$127,949 over 2003. The funds can be used for shared system development and other technology projects. An additional \$100,000 in LSTA funds will help individual public libraries and public library systems develop new shared automated systems or add libraries to existing library systems.
- \$332,526 in LSTA funds will be used for Adult, Family, and Early Literacy projects. The funds will help public libraries, state institution libraries, and public library systems plan and implement adult, family, and early literacy programs. The category was

Please see LSTA grants approved — on page 3

State Aid for Public Library Systems 2004 <i>(from page one)</i>			
System	State Aid	System	State Aid
Arrowhead	\$414,754	Northern Waters	\$500,333
Eastern Shores	\$547,084	Outagamie Waupaca	\$574,478
Indianhead	\$1,063,932	South Central	\$1,945,489
Kenosha County	\$376,997	Southwest Wisconsin	\$343,583
Lakeshores	\$603,037	Waukesha County	\$906,506
Manitowoc-Calumet	\$295,140	Winding Rivers	\$725,954
Mid-Wisconsin	\$713,396	Winnefox	\$837,771
Milwaukee County	\$2,531,431	Wisconsin Valley	\$805,616
Nicolet	\$1,011,259		

Channel

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Audiovisual Wisconsin 2003, Part Two

By **Willeen Tretheway**, Audiovisual Services Librarian
Reference and Loan Library

Continued from the last issue of Channel, this annual column contains descriptions of some of the recent media programs produced about the people, places, and life in Wisconsin, and features programs that document and capture images of some of the state's human, cultural, and geographical richness and diversity.

These materials may be borrowed from the Reference and Loan Library (R&LL) through regular interlibrary loan channels. Optionally, libraries and library media centers may call or send requests for videos directly to Reference and Loan. Organizations and businesses, teachers at K-12 schools, faculty and staff at academic

institutions, and state agency employees may contact R&LL directly for videos, or send interlibrary loan

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competitive and the 18 grant applications with the highest reviewer ratings will be funded.

- LSTA funds will allow six public libraries and public library systems to study the feasibility of creating a public library district, pending passage of legislation allowing the creation of such districts.
- LSTA funds will be used to conduct a study of the relationship between public library system services and public library system geographic and population size. DLTCCL will contract with the UW-Madison, School of Library and Information Studies, to conduct the study.

For more information about the LSTA program, contact Peg Branson at (608) 266-2413 (peg.branson@dpi.state.wi.us). ☼

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Milwaukee Public Library/Interlibrary Loan

814 West Wisconsin Avenue, Milwaukee, WI 53233-2385
Brian Hannemann, Interlibrary Loan Librarian (414) 286-3082

WiLS/Interlibrary Loan

728 State Street, Rooms 464 and B106B, Madison, WI 53706-1494
schneid@wils.wisc.edu http://www.wils.wisc.edu/
Kathy Schneider, Director (608) 263-2773

Wisconsin Regional Library for the Blind and Physically Handicapped

813 West Wells Street, Milwaukee, WI 53233-1436
http://www.dpi.state.wi.us/dpi/dltcl/rll/lbphinfo.html
Marsha Valance, Regional Librarian (800) 242-8822

CCBC marks 40 years of service

By Megan Schliesman, Librarian
Children's Cooperative Book Center

In 2003, the Cooperative Children's Book Center (CCBC) marked its 40th anniversary of serving Wisconsin librarians, teachers and university students.

A Brief History of the CCBC

Today, the CCBC is a library of the School of Education at UW-Madison, with additional funding provided by the Wisconsin Department of Public Instruction through the Division for Libraries, Technology, and Community Learning.

The CCBC first opened its doors in 1963, in Room 411 West of the State Capitol, after two years of planning by Wisconsin library leaders and others. It was jointly funded by the University of Wisconsin Library School and School of Education, the Wisconsin Department of Public Instruction's Division of Instructional Services, and the Wisconsin Free Library Commission. Elizabeth Burr served as the CCBC's extraordinary first director.

The CCBC moved to its current location in Helen C. White Hall on the UW-Madison campus when the building opened in 1971.

Hands-On Book Examination

One of the CCBC's core roles has always been as a statewide book examination center. The library's Current Collection houses review copies of the new trade books published for children and young adults each year. Dozens of librarians use the CCBC annually in order to make best use of their collection budgets.

Outreach

CCBC librarians frequently travel around Wisconsin, most often to speak about the books recommended in their annual best-of-the-year list, *CCBC Choices*. In 2002, CCBC librarians provided hands-on exhibits and presentations to 1,805 librarians and teachers at 18 different events around Wisconsin. An additional 150 librarians and teachers arranged to come to the CCBC. The library reached another 250 people through distance education programming facilitated by the Four Lakes Distance Education Network in conjunction with other distance education networks around the state.

Intellectual Freedom Information Services

When Ginny Moore Kruse became the visionary director of the CCBC in 1976, she realized the library had access to many resources that would help Wisconsin librarians and teachers facing book challenges. Working



CCBC's first home was on the fourth floor of the Wisconsin State Capitol building.

closely with Dianne M. Hopkins, then of DPI, as well as faculty members from the School of Education and Library School, she developed the CCBC Intellectual Freedom Information Services.

Began in 1978, the service provides Wisconsin librarians and teachers with book-specific information, including reviews, award information, and resource articles, for titles that have been questioned or challenged in either the public or school library or the curriculum. The CCBC also provides referrals to DPI consultants. The recipient of numerous state and national awards, the service has been used hundreds of times since it began.

"40 Books About" is a monthly series of subject bibliographies in honor of the 40th Anniversary of the Cooperative Children's Book Center. Each month throughout 2003, a different topical bibliography was posted on the CCBC web site highlighting 40 books on the chosen subject. The bibliographies are available at <http://www.soemadison.wisc.edu/ccbc/bibs/40books/index.htm>

The CCBC is constantly striving to develop new ways to serve its constituency, from the topics chosen for discussion on CCBC-Net, the library's listserve that explores a different issue related to children's and young adult literature monthly, to providing ever-expanding resources on its web site. Currently, the site provides original book reviews and bibliographies,

Please see CCBC marks 40 — on page 5

DPI receives \$94,000 Gates Foundation grant

By **Bob Bocher**, Technology Consultant
Public Library Development Team

The DPI Division for Libraries, Technology, and Community learning recently received notice from the Bill & Melinda Gates Foundation that its Training Program Grant Application for \$94,050 was accepted. A summary of the grant is provided below and more details are in the complete grant application available at <http://www.dpi.state.wi.us/dltcl/pld/doc/traininggrant.doc>.

The Training Program grant is one of two grants available as the final component of the Bill & Melinda Gates Foundation U.S. Library State Partnership Program — the “Training Program Grant” and the “Staying Connected Grant.” For more information about the two grant programs, visit the DPI’s Gates grant training page at <http://www.dpi.state.wi.us/dltcl/pld/gatestrain.html>.

The Training Program Grant provides cash grants to qualifying state library agencies that use the funds to implement training programs of their own design. The state library agency had to submit an application that described how the proposed training plan would further expand access to information technology in their state’s public libraries.

The Division for Libraries, Technology, and Community Learning, the state library agency, submitted a Training Program Grant Application for \$94,050 to the Foundation on Nov. 24, 2003, and it was accepted by the Foundation Dec. 2. The DLTCL believes that of the \$94,050, \$75,200 can be best utilized by allocating it to the state’s regional library systems (see chart).

The remaining \$18,850 will be allocated to the state library. The regional systems are closely attuned to the needs of their member libraries and they already have well established technology programs and continuing education programs in the technology area.

As a result of the decision to allocate most of the grant funds to the systems, the state library staff worked with system technology and CE staff to craft the grant application to best meet the needs of the library systems and their member libraries. This dialogue produced a formula for determining how the Training Program Grant funds would be allocated among the 17 regional

systems. This allocation included a base amount of \$2,500 to each system, then a per Gates Library PC allocation. Thus, regional systems with more GLCs receive more training funds. It should be noted that Milwaukee Public Library, which was part of an earlier Gates Foundation grant for large urban libraries, is included in the Training Grant allocation as a member of the Milwaukee County library system because 31 percent of the total Wisconsin population living below the poverty level resides in the city of Milwaukee.

The grant funds will be available in January 2004 and library systems have all of 2004 to use the funding. ☼

Gates Training Grant Awards to Public Library Systems

System	Grant	System	Grant
Arrowhead	\$2,900	Northern Waters	\$5,000
Eastern Shores	\$2,700	Outagamie Waupaca	\$3,000
Indianhead	\$7,000	South Central	\$6,000
Kenosha County	\$3,200	Southwest Wisconsin	\$5,200
Lakeshores	\$2,900	Waukesha County	\$2,700
Manitowoc-Calumet	\$2,800	Winding Rivers	\$6,500
Mid-Wisconsin	\$3,000	Winnefox	\$4,500
Milwaukee County	\$6,700	Wisconsin Valley	\$5,300
Nicolet	\$5,800	System Total	\$75,200

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streaming video of CCBC-sponsored author presentations in Madison, and links to a wealth of children’s and young adult literature information available on the web. Plans are underway for an online directory of Wisconsin authors and artists for youth.

In these and other ways, the CCBC is a nationally unique resource with recognition and influence that go far beyond the borders of the state. Yet the library’s mission remains the same as always: to serve the librarians and teachers of Wisconsin.

For more information about the CCBC, visit the library’s web site at www.education.wisc.edu/ccbc/, or contact CCBC Director Kathleen T. Horning at horning@education.wisc.edu. ☼

Trustee Corner

Our city administrator would like to evaluate the library director. Is this acceptable?

By **Michael Cross**, Director
Public Library Development Team

Generally, it is not desirable for the city administrator, mayor, or any other city official to conduct a performance evaluation of the library director. Under Wisconsin law, the library board hires and supervises the library director. As part of the library board's supervisory responsibilities, it is recommended that the library board conduct an evaluation of the performance of the library director at least once a year. For the city administrator (or any other municipal official) to conduct an evaluation of the library director would signify that the city administrator also has supervisory authority over the library director. Essentially, this would place the library director in the difficult position of having two bosses and could undermine the authority and responsibility of the library board. For this reason, your library board may decide to discourage the librarian from participating in a formal performance evaluation conducted by the

city administrator or other municipal official.

Certainly, the library board would not want to discourage one-on-one communication between the library director and the city administrator (or any other municipal officials). Open communications and a good working relationship between the municipality and the library are important for the success of both organizations.

Your library board may decide to solicit outside input as part of the library board's process of evaluating the library director. This could include seeking the opinions of the city administrator, library staff, and/or other individuals who have regular work interactions with the library director. Outside opinions may be helpful in allowing the board to conduct a full evaluation of the library director's performance, but they should not substitute for, or erode, the responsibility of the library board to exercise supervisory authority over the library director. ☼

More information about evaluation of the library director is in Trustee Essential #6 (at <http://www.dpi.state.wi.us/dltcl/pld/te6.html>).

COLAND meets November 14 in Madison

By **Roslyn Wise**, Division for Libraries, Technology & Community Learning

The Council on Library and Network Development (COLAND) met November 14, 2003, in the Library/Media Center of Madison's Memorial High School. Memorial's principal, Pamela Nash, welcomed the group.

The Council heard reports on a variety of topics including the WLA annual conference, pending and proposed library legislation, and the November 13 LSTA Advisory Committee meeting. The Council heard a presentation on the Memorial High School library media center from Memorial librarians Kate Bugher and Kris Brown, and a presentation by Kenneth Frazier, director of the UW-Madison General Library System on the Strategic Vision of the UW Library System.

The Council also heard an update on the impact of cuts in statewide library contract funding on interlibrary loan services. Assistant Superintendent Richard Grobschmidt reported on a recommendation of the LSTA Advisory Committee that would provide a one-time-allocation of LSTA funds to allow interlibrary loans with Milwaukee Public Library and the academic libraries (WiLS) to continue on a limited basis for the next year, allowing time for the libraries and the division to come up alternate solutions to deal with the impact of the budget cuts. The Council did approve a motion to agree with the LSTA recommendation with a sunset provision after 18 months.

The Council also heard an update on the status of automated systems and Internet access in Wisconsin public libraries, and held a discussion on the

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ILL staff meet at Reference and Loan Library

By **Mary Struckmeyer**, Coordinator
Reference and Interlibrary Loan Services

The fall meeting for interlibrary loan staff from public library system headquarters and resource libraries was held at the Reference & Loan Library October 14.

Garrett Erickson, WISCAT technical support, and Terry Wilcox, interlibrary loan librarian, reviewed statistics available on the WISCAT website at <http://www.wiscat.lib.wi.us/stats.html>. Monthly reports show WISCAT usage and can be broken down by public library system and individual library.

Fill rate statistics for WISCAT ILL are available statewide, by library type, and by public library system as both a borrower and lender. As of October 14, the average number of referrals before a request was filled was 1.9.

Statewide statistics for both borrowing and lending of media materials are available as a semi-annual report, broken down into media format categories. Accuracy of the statistics depends on users correctly identifying the medium on WISCAT ILL blank request forms.

WISCAT ILL turn-around time statistics can be checked to get an idea of how long it may take to fill a request. Data has been compiled for six-month intervals and may be displayed to include turn-around time for items referred out of state or for in-state referrals only. Attendees were cautioned that these figures do not represent delivery times because they are based on the dates when the ILL system is updated and may not correspond to actual delivery dates. To assure accuracy, ILL staff were encouraged to update request status to "received" as promptly as possible.

One of the most popular features of the annual ILL meeting is a round table discussion, where participants submit local or statewide concerns to get feedback from the group. In response to a question about handling

materials returned to the wrong library by an in-state borrower, Terry Wilcox said that the items should be sent back to the location that sent it to the wrong library. For items sent from out-of-state lenders, Terry Wilcox should be contacted.

Policies to handle customers who request items via ILL but don't pick them up were discussed. One library charges a fine; another library revokes borrowing privileges for one year when three items are not picked up in a twelve-month period. It was suggested that customers be educated to cancel requests for items that they do not need.

After the first round table discussion, Sally Drew and Terry Wilcox presented results of a survey of public library system staff. This is the first step toward revising interlibrary loan guidelines which were last published in 1996.

One "hot topic" is requests for very current or popular materials. Because online systems can be more easily updated, these items are now more visible and libraries have been asked to loan materials they feel should be available for local users. One attendee explained that her library needs to boost circulation statistics and one way to do this is to have current materials available for browsing. Another pointed out that popular titles may be available at small libraries and, therefore, should be requested. The survey did not show consensus on any of the issues. RLL will survey other groups in the future.

Mary Clark reported on a pilot test of patron-initiated interlibrary loan requests. 394 requests were created; 50 were stopped when reviewed by ILL staff; and 344 were referred after being checked by ILL staff. The workload shifted from public service staff to ILL staff, but did not increase. RLL plans another, larger pilot project for January-June, 2003. In the first pilot, all requests were mediated by library staff. The Library and Technology Automation Committee (LITAC) would like unmediated requests to be included in the 2004 test.

Sally Drew reviewed the impact of reductions in the ILL contracts on service. Since more requests are being referred to out of state sources that will loan without charge, borrowing libraries will have to pay postage to return items. She stressed that public service staff should be aware that reductions in the contract do NOT mean that interlibrary loan service has been discontinued. Full-funding of all the contracts will be requested in the next biennial budget. ☺

COLAND — *from page 4*

purpose and criteria of future resource sharing systems in Wisconsin. Library teams from the DLTCL gave updates and reports on recent activity, and the Council tabled until the January meeting a discussion of COLAND's response to the bill allowing parental access to library records which recently passed the legislature with an age limit of 16. COLAND has previously endorsed a recommendation the legislation be amended to a lower age limit of 14. ☺

Automated Systems and Internet Access in Wisconsin Public Libraries



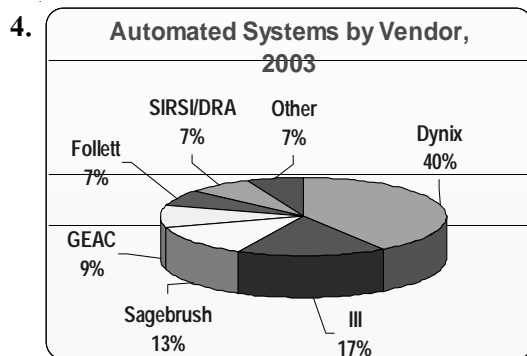
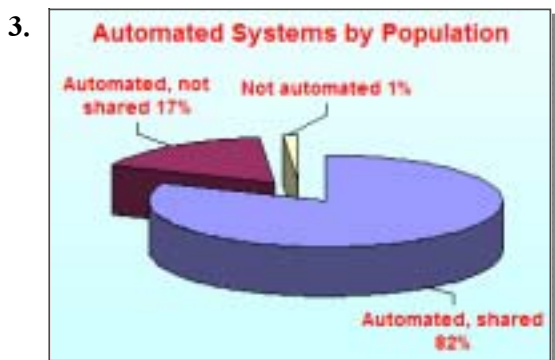
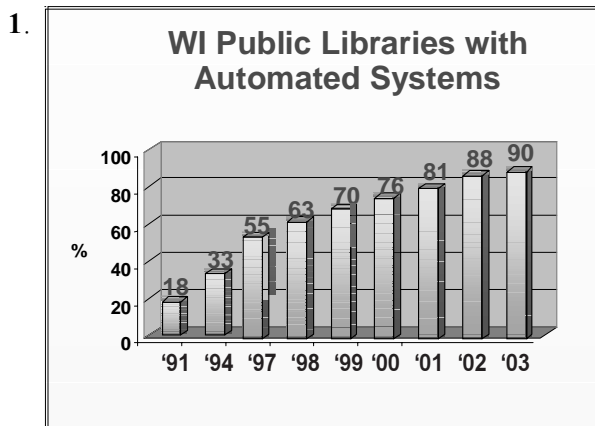
By **Bob Bocher**, Consultant
Public Library Development Team

The Division for Libraries, Technology, and Community Learning annually collects statistics from the state's public libraries. The statistics on this page are a summary of the state of automated systems and Internet access in Wisconsin's public libraries as of March 2003. There are time gaps in some charts below because surveys were not done in all years

and the survey data collected differed in some years. Some percentages do not add to 100 because of rounding. This information is on the Web at <http://www.dpi.state.wi.us/dltcl/pld/netauto.html>.

Automated Systems

As can be seen on the graphs below, Wisconsin's public libraries have made significant progress in implementing automated systems since 1991 (graph #1). The number of libraries in shared systems also continues to increase. Sixty-five percent of libraries are now in shared systems (#2) compared to just 45% in 2000. The increase in shared systems over the past several years is partially due to an increased allocation of LSTA funds for this purpose. Since 2000, seventy libraries have used LSTA funds to help them join a shared system and there are now shared systems in 16 of the state's 17 public library systems. The 90% of the state's public libraries with automated systems serve 99% of the state's population (#3). As can be seen in the 4th graph, Dynix (formerly epixtech) is the most popular vendor in the state, a position it has held for the past eight years.



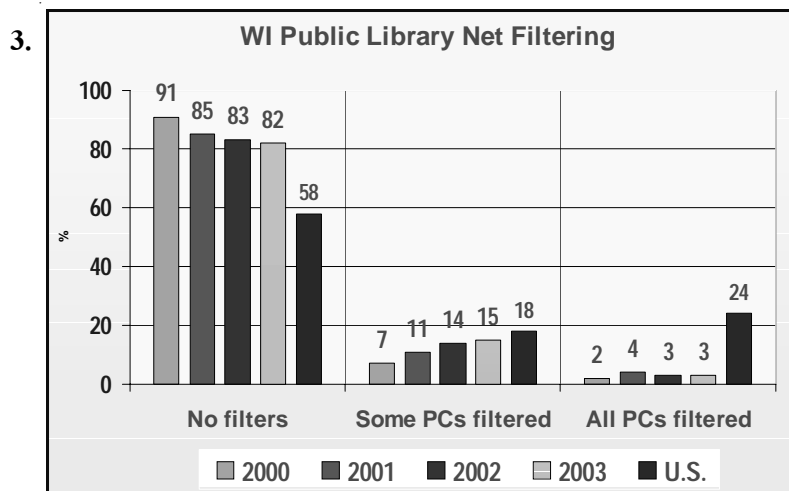
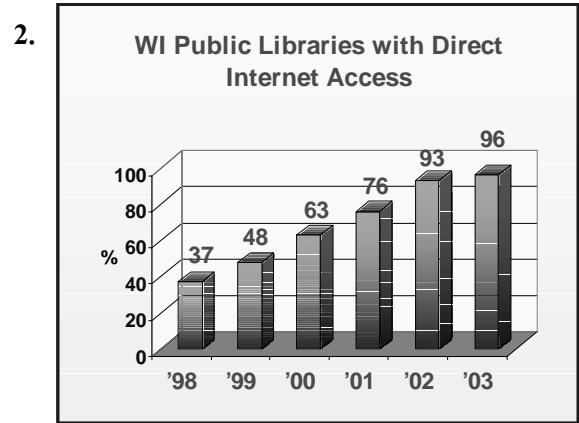
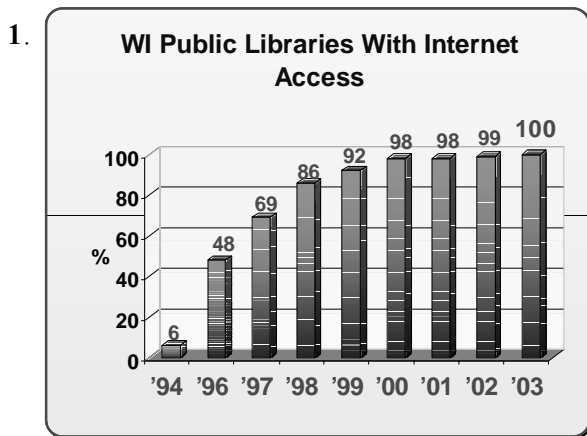
Please see *Automated* — on page 9

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Internet Access

The division is pleased to report that as of March 2003, all Wisconsin public libraries have Internet access, as shown in graph #1 below. Furthermore, 96 percent of the state's public libraries have broadband (high-speed) Internet access (#2). Most of this access is via T1 data lines subsidized by the state, although about 20 libraries have broadband access through their local cable provider or phone company. Much of the increase in broadband access over the past 18 months is a result of the REACH program. This program used funds from the former TEACH program and LSTA to subsidize initial costs for direct connectivity for 65 libraries.

In the area of Internet filtering (#3), there has been an increase in the number of libraries filtering at least some of their workstations since 2001. Some of the increase may be a result of the Children's Internet Protection Act (CIPA), which was found constitutional by the Supreme Court in June 2003. With 82 percent of Wisconsin public libraries using no filters, the state is above the national average of 58 percent as reported in *Public Libraries and the Internet 2002: Internet Connectivity and Networked Services* (www.ii.fsu.edu/Projects/2002pli/2002.plinternet.study.pdf). ☼



System reference librarians hold annual meeting at RLL

By **Mary Struckmeyer**, Coordinator
Reference and Interlibrary Loan Services

Seventeen librarians from public library system headquarters and resource libraries attended the annual reference meeting October 9 at the Reference and Loan Library.

Training reference staff, including paraprofessionals, was the first item on the agenda. Attendees compiled the following list of needs: reviewing materials in print format; customer service; reference interview; documentation needs when referring requests; resources available at the system resource library; keeping up with changing service possibilities; training experienced staff to use additional or more current sources and the Internet; getting staff to recognize reference questions and to offer reference service; managing reference in one person libraries; and cultivating reference service "attitudes."

Since virtual reference is now being offered by many public libraries, both computer competencies and skills for handling online questions are critical. Cheryl Becker of South Central Library System provided a list of "Core Competencies for Virtual Reference" adopted by the AskAway virtual reference service. Susan Pack of Milwaukee Public Library provided a "Computer Technology Training Checklist" developed for use at Milwaukee Public Library.

Attendees also discussed changes in their roles as reference librarians. At the top of the list was spending more time teaching. In addition to showing customers how to use print resources, the online library catalog, and other electronic resources, many libraries offer work stations with word processing and other software and staff are expected to help patrons use them. In one example, the reference librarian had to help a customer apply for a job where the only way to apply was online, using a computer.

Those present seemed to agree that where the reference desk used to be the beginning point for those doing research, it is now often the last resort. Customers report that they have already searched the Net and found nothing when they finally ask for help. This needs to be turned around again so that reference staff are seen as people to help at the beginning of the research process.

Librarians have the advantage of giving live help and should be seen as people to be trusted to pull together

reliable, accurate information. Many are struggling with the concept of the library as a popular materials center rather than as an information resource.

It was suggested that public library staff planning for the future analyze the experiences and expectations of high school and college graduates. As schools reduce the numbers of library media specialists, public libraries will be called on to fill in gaps for their users. Other activities identified as crucial to future success were securing financial support; asking users to advocate for continuing service; remaining flexible to cope with changes in budgets and technology; recruiting younger and more diverse staff; mingling more with customers by roaming "the floor;" and offering telephone reference from an office, not just at the front desk

The next brainstorming activity involved publicizing reference service. Suggestions for collaborative efforts to accomplish this included educating customers that this service is paid for by their tax dollars; publicizing reference service at system member libraries; creating "tip sheets" on reference service; creating posters; cooperating with other agencies to "advertise" reference (for example, museums, book stores, chambers of commerce, movie ads, placemats in restaurants); working with marketing people; partnering with public radio and television; developing a positive relationship with local newspapers and securing space for columns and ads.

Jill Hartmann of Racine Public Library gave several examples of successful use of newspaper columns and partnering with a local art museum when it opened. Crandon Public Library has initiated a program called "Especially for You," where special interest groups such as educators and the Chamber of Commerce are invited to visit the library and learn about resources pertinent to their interests.

Cheryl Becker reported on the AskAway virtual reference service offered by the South Central Library System since last May. They are collaborating with the Reference 24/7 national consortium. Mark Beatty described the AskWisconsin Librarians virtual reference consortium which has 24 member libraries, including publics, academics and technical schools. They are affiliated with the QuestionPoint Service, a cooperative venture of the Library of Congress and OCLC.

The group also discussed the value of having links to general Internet resources posted on a central location

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LITAC discusses WISCAT, shared systems at Dec. meeting

By **Bob Bocher**, Consultant, Public Library Development Team
and **Sally Drew**, Director, Reference and Loan Library

In 2000 the Department of Public Instruction established a permanent statewide Library Information Technology Advisory Committee (LITAC). The primary purpose of the committee is to advise the state superintendent and the department's Division for Libraries, Technology, and Community Learning on library and information technology issues and division technology programs and initiatives. LITAC has 23 members from libraries of all types. More information on the committee, including agendas, papers and a list of members, is on the Web at <http://www.dpi.state.wi.us/dltcl/pld/litac.html>

The committee has been meeting quarterly since its first meeting in June 2000. The past several meetings have focused on a number of technology issues including reviewing the role of automated systems and electronic collections in relation to resource sharing. The committee has also spent time discussing and reviewing different scenarios and options for automated resource sharing systems. Ultimately the goal is to help ensure that Wisconsin residents and library staff will be able to access a variety of library resources and commercially purchased information. Ideally, residents will be able to use the resources of any Wisconsin library and, following accepted protocols, request or reserve materials from libraries that will then be shipped to the patron's local library for pick-up.

At LITAC's September 2003 meeting the committee went through a brainstorming session to identify issues and activities on two topics that LITAC members had previously indicated were a priority. The two issues were 1) local and shared automated systems and 2) electronic collections. A draft of the committee's comments in these two areas is available on the LITAC Website. Committee members also identified issues and activities they would like to see discussed in more detail at future meetings. Another topic the committee discussed was the types of statistics available based on usage of WISCAT and WISCAT ILL. There are considerable statistics that division staff can access from use of WISCAT and WISCAT ILL. These include such data as interlibrary loan requests created (as borrower), WISCAT records downloaded, and types of searches done on WISCAT (e.g., word searches, term searches, etc.). Sally Drew and Mary Clark presented information on the status of Z39.50 standard implementation and the results of the experiment with patron generated requests. The committee

recommended that the Division continue with a longer test of patron generated requests after January, 2004.

At LITAC's December meeting committee members went through a priority setting exercise in relation to defining the purpose and criteria of any future resource sharing system in the state, including the role of WISCAT in any such system. This document, available on the LITAC Website, lists over 40 criteria related to accessing information held by libraries in print format and information available in electronic format. The results of this exercise will help give the division some direction on what features and functions are needed in any system or systems used to enhance resource sharing. This information will also be used to help an outside consultant/facilitator assist in a needs assessment and planning process related to interlibrary loan, WISCAT, and WISCATILL. This assessment and planning process, funded by an LSTA grant, will take place later in 2004.

Several other topics were presented to the committee for their information at December's meeting. These included the division's award by the Gates Foundation of a Training Program Grant for \$94,050 (see related article in this Channel) and the ongoing work of the Wisconsin Education Network Collaboration Committee in the rebid of the BadgerNet network. ☼

For more information on LITAC, including link to more background information on the topics the committee has addressed at its past several meetings, go to the LITAC Website at <http://www.dpi.state.wi.us/dltcl/pld/litac.html>.

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such as the BadgerLink homepage. Consensus was that it would be nice to have links to local Wisconsin resources and information at a central site. Digitized resources and genealogical information such as obituaries and city directories would be a good place to start. It was also recommended that these sites be cataloged in WISCAT.

Attendees talked about their implementation of Gates Grants and Mary Struckmeyer provided an update on the 2-1-1 service in Wisconsin. Federal bioterrorism dollars will be used to set up a "telecommunications backbone" so that 2-1-1 could be used if there were bioterrorist attacks/events in Wisconsin. ☼

E-rate program begins seventh year

By **Bob Bocher**, Consultant
Public Library Development Team

The E-rate program is heading into its seventh year of service with the start of the July 1, 2004 funding year. On Wednesday, November 5, the filing window to submit the important E-rate Form 471 for services starting July 1, 2004 was opened. The deadline for submitting the Form 471 is February 4, 2004

Before schools and libraries can file their 471, they must have access to October 2003 data on the number of students eligible for the free or reduced-price lunch program because E-rate discounts are based on eligibility for this program. The DPI collects lunch data via the Web and the deadline for entering lunch data is December 5, 2004. About two weeks after this deadline, the DPI will post out on the Web a spreadsheet of school lunch data. Libraries and others that need the data can then get access to it and file their 471 form.

Changes in Eligible Services for 2004

For 2004 the Federal Communications Commission has taken a more open position on building eligibility. It is now presumed that activities on school or library property, not necessarily in a school building, meet the standard for E-rate eligibility. For example, administrative buildings and maintenance buildings now are generally eligible. More information on this is available in the SLD's "Administrative Offices and Buildings Fact Sheet" at <http://www.sl.universalservice.org/reference/AOBFactSheet.asp>.

In October the Schools and Libraries Division released an updated Eligible Services List (ESL). The 36 page list details what services are, and are not, eligible for E-rate discounts. Here are a few key changes from last year's ESL. Note: In some circumstances an eligible service may be used in an ineligible manner. Readers are strongly encouraged to review the more specific language in the ESL.

- Voice Mail is now eligible. Voice mail may be requested in either the Telecommunications Services category (if the service provider is a telecommunications provider) or in the Internet Access category of service. End-user products, such as phones and answering machines, are not eligible for discounts.



- Firewall is now eligible. A firewall is a combination of hardware and software that resides at the boundary between a school or library's network and the outside world.
- Web Hosting is now eligible. Web Hosting is a service provided by a school or library's Internet Service Provider (ISP). Eligibility is limited to the hosting service only, and not the creation or modification of content.
- Dark Fiber is now ineligible. Dark fiber refers to fiber optic cable which is currently not being used and it thus "dark". The Federal Communications Commission has not decided whether dark fiber is a telecommunications service. Pending resolution of this issue, it is not eligible for funding for 2004.
- Voice over IP (VoIP) Service is now ineligible. The Federal Communications Commission has not determined whether VoIP is a telecommunications service or an unregulated information service. Pending resolution of this issue, VoIP service is not eligible for 2004.

DPI E-rate Resources

The DPI's Division for Libraries, Technology, and Community Learning has maintained an E-rate Website (<http://www.dpi.state.wi.us/dltcl/pld/erate.html>) since 1997. In addition, it also maintains an E-rate email list. Any school or library staff with an interest or responsibility for the E-rate program should be subscribed to this list. Subscription information is at <http://www.dpi.state.wi.us/dltcl/pld/wieratelist.html>. School staff with E-rate question can contact Stephen Sanders, 608 266-7112, stephen.sanders@dpi.state.wi.us. Library staff can contact Bob Bocher, 608 266-2127, robert.bocher@dpi.state.wi.us. ☺

Census Bureau updates income data for NCLB, Title II Part D grant eligibility

The Eligibility for the No Child Left Behind (NCLB), Title II Part D, Enhancing Education Through Technology (Ed Tech), competitive grant is, in part based on US Census data. The Census Bureau updated the income data used for this determination in November of 2003.

Based on the following criteria Local Education Agencies (LEA) are eligible to apply independently for competitive funds from Title II Part D of NCLB. Any consortia applying must include one of these LEAs as a member.

- 1) LEAs in the State with the highest numbers or percentages of children from families with incomes below the poverty line; (the Wisconsin average is nine percent) and
- 2) Serves one or more schools identified for improvement or

corrective action under section 1116 of the ESEA, or has a substantial need for assistance in acquiring and using technology.

For purposes of this program, the term "poverty line" means the poverty line (as defined by the Office of Management and Budget and revised annually in accordance with section 673(2) of the Community Services Block Grant Act) applicable to a family of the size involved (ESEA Section 9101(33)). (See the U.S. Census website at <http://www.census.gov/hhes/www/saipe/schooltoc.html>.)

For a complete list of Wisconsin's eligible LEAs go to <http://www.dpi.state.wi.us/dpi/dltcl/imt/nclbindex.html>

Application materials for the 2004 – 2005 Ed Tech competitive grants should be available in early March. ☼

Voter registration available at some Wisconsin public libraries

Individuals can register to vote at a number of Wisconsin public libraries including those in Appleton, Cedarburg, Greenfield, Kenosha, Madison, Middleton, Muskego, New Berlin, Sun Prairie, Verona, and probably many others. To become qualified to register voters, public library staff must be trained by municipal officials. Contact your municipal clerk if your library is interested in registering voters.



Libraries that do not wish to offer voter registration service can still make the voter registration application forms available in paper form and/or electronically (through the library's web page). Instructions indicating how to register to vote in Wisconsin are on the State Election Board's web site at <http://elections.state.wi.us/sebpage32.html>.

A downloadable registration form is available from that web page, or is directly available at <http://elections.state.wi.us/pdf/EB-131%20Voter%20Registration%20App.pdf>. ☼

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requests through their libraries. Other users should request materials through their library.

The R&LL phone number for direct video requests and further information is (888) 542-5543, ext. 3 or (608) 224-6169; the fax number is (608) 224-6178; the email address is rlill@dpi.state.wi.us.

There are four additional titles in the *Native American Educational Series* from DeltaVision Entertainment, a division of Discover Wisconsin Productions, bringing this series to fourteen currently available programs. The series is intended to increase awareness and understanding of Native Americans and their culture by providing information and insight on their history, beliefs, traditions, and customs. Earlier titles in this series about tribes in Wisconsin and the Native American experience in the region, as well as some other materials on Native Americans, are described in the Reference and Loan Library's mediagraphy entitled "Native Americans," located on the Web at <http://www.dpi.state.wi.us/dltcl/rl/pdf/nativeamericansav.pdf>. (DeltaVision Entertainment, 8158 Half Mile Road, P.O. Box 460, St. Germain, WI 54558-0460; phone 715-542-3975; email: delta@newnorth.net)

Lac Courte Oreille Band of Lake superior Chippewa: The Pride of the Ojibway (2002; 40 minutes) introduces the Lac Courte Oreilles Band of Lake Superior Chippewa

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Indians, one of the six bands of the Ojibway Nation who settled in Wisconsin, and whose reservation is located in the northwestern part of the state. The program is divided into four chapters and looks at their history and their current lifestyle which incorporates traditional beliefs and aspects of their culture. (VHS V-7375 (025925))

Native American Tribes in Wisconsin (2002; 30 minutes) features a nine-year-old Mohican girl who explains that there are eleven Indian nations in Wisconsin and leads an introduction to some of their history and traditional and contemporary customs. The program tells what today's Indian children are learning about, including the relations between the Indians and early settlers, the importance of nature and respect for plants and animals, wild rice harvesting, traditional crafts and celebrations, and their native languages. The program was designed for the 4th grade curriculum. (VHS V-7376 (025926))

Our Voice, Our Culture— Our Language (2001; 25 minutes) tells of the loss of Native American languages when Indian children were sent to boarding schools and forced to abandon their language, customs, and way of life. It explains the importance of language to the preservation of cultures and describes current efforts by tribes in Wisconsin to revive their languages. (VHS V-7393 (025945))

The Stockbridge-Munsee Mohican Nation: Our People, Our Culture (2001; 30 minutes) presents a history of the Stockbridge-Munsee band of the Mohican Indian Nation whose reservation is located in northeastern Wisconsin. It is a look at their struggle to survive and to find a home, and at their community and life on the reservation today. (VHS V-7392 (025942))

The following new titles from Wisconsin Public Television include programs on history, gardening, and beautiful places in the state. All are on VHS videocassette and two of the programs are on both VHS and DVD. The videocassettes are closed captioned and the DVDs have optional English subtitles. (Wisconsin Public Television, Program Marketing, 821 University Avenue, Madison, WI 53706; (608) 263-4575; <http://www.wpt.org>)

Old World Stories (2003; 60 minutes) presents a visit to Old World Wisconsin, an historic site located near Eagle, Wisconsin, operated by the Wisconsin Historical Society. It is the country's largest outdoor museum of rural life and it accurately depicts Wisconsin pioneer and farm life of the nineteenth and early twentieth

century. Curators and working interpreters in authentic dress in a setting of historic buildings and recreated and operational homesteads, farms, schools, churches, and businesses, show and describe how life was lived then. They share the stories of individuals and of various ethnic groups that settled in the state, and they tell about some of the behind the scenes operation of the museum. This program was produced together with the Wisconsin Historical Society. (VHS V-7395 (025945))

Up North (VHS and DVD) (2003; 60 minutes) is a tranquil celebration tour of Wisconsin's beautiful north woods. There are views of the natural landscape and of outdoor recreational activity and life in areas including in the Apostle Islands and around the Brule and St. Croix Rivers. Visitors and people who live there tell what "up north" means to them and describe it as a state of mind and a place in heart as well as a physical location. (VHS V-7391 (025941)) and (DVD V-45 (D50045))

Wild Places (2002 (VHS), 2003 (DVD); 60 minutes) describes the Wisconsin State Natural Areas Program, begun about 50 years ago following the urging of conservationist Aldo Leopold, that preserves and protects land, animals, and plants in nearly 400 places. This video presentation offers a relaxed paced view of some of these beautiful, remote, and diverse natural sanctuaries totaling over 150,000 acres in the state. The wild places are home to rare plants and threatened and endangered animal species, and serve as laboratories for research and ecological study. Some represent the last remnants of what Wisconsin was like before white settlement. Included are comments from representatives of the Wisconsin Department of Natural Resources on the natural areas and on the State Natural Areas Program. The DVD version has two extra video shorts: "A Conversation with Photographer Bob Rashid & Videographer Chuck France on Nature Photography," and "The Crew Behind the Credits" which is about the making of the program. (VHS V-7389 (025939)) and (DVD V-42 (D50042))

Wisconsin World War II Stories, Part One: Struggle (2002) is the first in a projected series of five programs documenting the Wisconsin homefront during World War II and Wisconsin's people who fought in that war. In this program, some of the veterans who returned home to Wisconsin afterwards use their own words to share war memories and experiences, and to speak of

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those who didn't come back. These were men who were at Pearl Harbor, who were among the first called up, who supplied the troops, who were in Buna, Africa, or Europe, who were in special forces, who were prisoners of war. This series is produced in partnership with the Wisconsin Historical Society and the Wisconsin Department of Veterans Affairs. (VHS V-7390 (025940))

Five new segments bring Wisconsin Public Television's *Wisconsin Gardener* series to a total of 40 programs available on VHS videocassette. The series is hosted by master gardener Shelley Ryan and has been produced since 1992. Ryan and guest experts on a wide variety of topics visit Wisconsin gardens and present gardening and related information especially suitable for Wisconsin gardeners. Each program is 30 minutes long and is closed captioned. The earlier programs in the series are described in the statewide union catalog, WISCAT.

Garden Style (2003) shows an old fashioned country garden, an office rooftop garden, a bonsai garden, and a

grid garden, and demonstrates how to make a small pond in a portable container. (VHS V-7385 (025935))

The Root of the Problem (2003) examines the problems of root rot and Japanese beetles, and includes a visit to Rotary Gardens in Janesville, Wisconsin, to look at alliums. (VHS V-7394 (025944))

Spring Games (2002) visits the Rotary Gardens in Janesville and the University of Wisconsin—Madison Arboretum to look at unusual garden plants and shade trees, shows how to pea stake perennials and how to use prunings and plants to build a playhouse, and gives buying tips for shrubs and trees. (VHS V-386 (025936))

Weep No More (2002) shows a variety of garden plants and trees including ornamental willows and weeping trees, tells about keeping birch trees healthy and breeding daylilies, and visits a garden designed for those in wheelchairs. (VHS V-7387 (025938))

Winter Interest (2002) looks at trees and shrubs with colorful bark that brighten up winter gardens, tells about winter pruning of trees, diseases of evergreens, and amaranth. (VHS V-7388 (025938))☼

DLTCL news

Division fills PLDT director, consultant positions

By **Richard A. Grobschmidt**, Administrator,
Division for Libraries, Technology, and Community Learning



Richard Grobschmidt

State Superintendent Elizabeth Burmaster has named Michael Cross as the new director of the Public Library Development Team in the Division for Libraries, Technology, and Community Learning. Mike has been the acting director since the retirement of Larry Nix in May 2003. He has worked for the DPI

since 1998 as consultant for Public Library Administration and Funding. Before coming to the DPI he served as the director of the Arrowhead Library System from 1994-97 and director of the Northern

Waters Library Service from 1990-94. Mike holds a bachelor of arts degree in Economics and Political Science and a master's degree in Library and Information Science from the University of Wisconsin-Madison, and he has been active in a number of professional organizations. Mike brings a wealth of knowledge and experience to his new position serving the public library community.



Michael Cross

Donna Steffan has joined the Instructional Media and Technology Team as an Education Consultant-

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Distributions in April

Common School Fund library aid figures announced

Each year school districts receive common school funds (library aid) to be used to purchase library books and other instructional materials. This aid is funded by income generated from the state's common school fund (CSF), which is primarily derived from interest payments on loans made from the fund to municipalities and school districts by the Board of Commissioners of Public Lands (BCPL). Under the state Constitution, revenues from certain fines and forfeitures and the sale of public lands are also deposited in the CSF.

The CSF payment to districts for the 2003-2004 school year will be \$15.98 per census child. Census students are those ages 4-20 residing in your district, not necessarily enrolled in any school. This new figure is based on the new BCPL estimate of approximately \$20.25 million being available for distribution as of April 15, 2004. The Department of Public Instruction will make payments to districts on April 26, 2004.

The specific amount for each district for 2003-2004 can be found at <http://www.dpi.state.wi.us/dpi/dfm/sfms/comsch.html>.

The allocation must be expended by June 30, 2004. ☼

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Technology. Donna has a great deal of education and experience and a wealth of knowledge in the library media technology field. Before joining DPI she was a district library media technology director at Beaver Dam Schools and also held a similar position in Illinois. She received her MLS from Rosary College and holds certification as an elementary and secondary library media specialist, audio-visual coordinator, K-9 teaching, and the supervisor license for instructional library media. Donna has been active in several professional organizations including serving on the WEMA board and on the WLA Library Development and Legislation Committee.

Also new to the Instructional Media Technology team are Ralph Annina, Education Consultant-Evaluation

Grant Manager for the new Evaluating State Educational Technology Program grant, and Janet Mielke, program assistant. Ralph has a broad background in education and has also worked in private business. Jan will assist on the project.



Donna Steffan

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