

## DLTCL begins work toward new strategic directions

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

As reported in the last edition of Channel, a Strategic Visioning Summit was held May 5-6, 2008, to begin the process of planning for the future of Wisconsin's libraries. The Strategic Visioning Summit on the Future of the Library was convened by State Superintendent of Public Instruction Elizabeth Burmaster and the Council on Library and Network Development (COLAND) with a mission to discuss and develop a vision of the future of Wisconsin libraries.

While the "Beginnings Report" of Summit findings is currently being refined, the Division for Libraries, Technology, and Community Learning (DLTCL) has started planning activities that would move Wisconsin libraries toward some of the strategic directions identified at the Summit. Below are some of the initial DLTCL activities that respond to Summit outcomes:

- The "Beginnings Report" will recommend expanded BadgerLink content. DLTCL has proposed and COLAND has endorsed funding in the next biennial budget for expanded BadgerLink content for purposes of promoting literacy and statewide economic growth.
- The "Beginnings Report" will recommend that Wisconsin implement a statewide library card. DLTCL will initially work with the statewide Library Information Technology Advisory Committee (LITAC) to begin to study the steps needed to implement a statewide library card.
- The "Beginnings Report" will recommend that consideration be given to additional studies measuring the value of Wisconsin libraries. DLTCL will be working to measure the value of a significant Wisconsin multi-type library resource --

BadgerLink -- that is available to all Wisconsin residents.

- The "Beginnings Report" will recommend that all Wisconsin libraries have sufficient bandwidth to meet constantly growing library user demands. The DPI has recommended to the Department of Administration that funding be available in the next biennial budget to meet library needs.
- The "Beginnings Report" will recommend that public librarian certification rules be updated. DLTCL plans to appoint a task force to study this issue next year.

DLTCL staff welcome input from the Wisconsin library community as we work toward some of the strategic directions identified at the Summit. ✪

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## *The library as an important place: Ontario Public Library*

By **Marcia Sarnowski**

Winding Rivers Library System

with **Laurie Erickson**

Ontario Public Library

**(Editor's Note: The following article was originally published in *Whirlpools*, newsletter of the Winding Rivers Library System. It is reprinted by permission from the author.)**

The Ontario Public Library, in the village of Ontario (population 476) in Vernon County, is located on the village's main street in the community center, which also houses the village police station. The lower level is used by the library for programs for adults and children, and when it is needed, this space becomes a storm shelter, one of its intended uses. It was built on one of the higher spots in the community, and on the wet stormy night of June 8, it was warm and dry, thanks to the continuous operation of its sump pump and the steady power supply which kept it going.

It was about 6pm on Sunday, June 8, that the Ontario village policeman noticed the water was rising far beyond the predicted levels. He

realized that some area residents would have to leave their homes to be safe. They would need the community shelter, aka the lower level of the Ontario Public Library. He made the requisite phone calls, and soon members of the National Guard and Red Cross volunteers arrived with supplies of food, cots, and bedding. The shelter was open to anyone who could get there. A sign was placed on the door, and the regional media were notified. Volunteers went in a bus to the local mobile home park to assist the residents to the shelter. Ten people, including four children, spent the night there. The community helpers stayed also; a bilingual policeman offered reassurance in Spanish and English. By Monday morning, the water had receded enough that people could return to their homes.

Newspapers reported that 24 people had to be evacuated from Ontario Sunday night, but at least 10 residents were safe in the community/library space.

Throughout the WRLS region, libraries were affected by the flooding. Water came into the

buildings in Wonewoc, Sparta, and Onalaska. The libraries in Elroy, La Farge, and Readstown were very nearly "islands" as the water flowed through their communities, but fortunately the libraries stayed dry. Most of our directors were at their posts on Monday morning, though some had experienced damage to their own homes and property. They knew people would be looking for access to the internet, so they could start the process of finding and applying for assistance to help them recover from the flood.

On Monday morning in Ontario, the residents who had used the shelter were gone by the time the library opened for business. As they were across the region, the computers were soon all in use. But this library had provided more than internet access for its residents. It had been a place of rest and safety, a critical community partner during a stressful time. ☼



*Ontario Community Center, which houses the Ontario Public Library*

## Channel

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## Nancy Anderson joins IMT Team as School Library Media Consultant

Nancy Anderson has joined the Department of Public Instruction's Instructional Media and Technology (IMT) Team as the School Library Media Consultant, the position previously held by Kate Bugher who retired in July after 36 years in the field. Nancy will be responsible for overseeing school library standards, staffing, certification, and funding (Common School Fund) issues. Before joining the IMT team, she coordinated the Wisconsin Reading First grant for DPI and will continue to work with the Reading First team to ensure school



*Nancy Anderson*

library collaboration with the grant schools' reading instruction. Nancy's previous work experiences provided her with opportunities to work with local, regional, state and federal education entities. She has experience as a K-12 library media specialist, an elementary classroom teacher, an instructional technology consultant for a CESA, as well as providing

professional development for struggling schools as part of the federally funded Comprehensive Center –Region VI. Nancy can be contacted by phone at 608-267-9287 or by email at [nancy.anderson@dpi.wi.gov](mailto:nancy.anderson@dpi.wi.gov).

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### Wisconsin Child Care Information Center

**Lita Haddal**, Director ..... (800) 362-7353 or (608) 224-5388

To send e-mail, use the following format (all lowercase letters):  
firstname.lastname@dpi.wi.gov

## Statewide Resource Contacts

### Cooperative Children's Book Center

4290 Helen C. White Hall, 600 N. Park St., Madison, WI 53706  
[ccbcinfo@education.wisc.edu](mailto:ccbcinfo@education.wisc.edu) ..... [www.education.wisc.edu/ccbc/](http://www.education.wisc.edu/ccbc/)  
Kathleen Horning, Director ..... (608) 263-3720

### Milwaukee Public Library/Interlibrary Loan

814 West Wisconsin Avenue, Milwaukee, WI 53233-2385  
Brian Hannemann, Interlibrary Loan Librarian ..... (414) 286-6064

### WiLS/Interlibrary Loan

728 State Street, Rooms 464 and B106B, Madison, WI 53706-1494  
[schneid@wils.wisc.edu](mailto: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.wi.gov/rll/wrlbph/index.html>  
Marsha Valance, Regional Librarian ..... (800) 242-8822

## Wisconsin public library service: 2007 state summary

By **Al Zimmerman**, Administration and Finance Consultant  
Public Library Development Team

Annually, Wisconsin's 388 public libraries and 17 library systems are statutorily required to submit reports to the Division for Libraries, Technology, and Community Learning. These reports provide data on library holdings, financing, staffing, and services provided.

### Public Library Services

Public library annual reports for 2007 show a year of modest but continued growth in most service levels. Wisconsin's public library circulation was 59.9 million, a slight increase over 2006. Adult circulation grew 1.7 percent, while check outs of children's and young adult materials remained at last year's level. For public libraries reporting for both 2006 and 2007, the number of visits to public libraries increased 1.3 percent to 33.3 million visits annually. Attendance at library programs continued to grow, increasing 1.3 percent to a statewide total of over 1.7 million. Public libraries also reported 7.6 million users of public Internet computers in the library in 2007. Annual counts of interlibrary loans continued substantial growth, increasing 13 percent, with over 7.2 million items loaned by public libraries to other libraries to fill user requests. Although many library service levels increased in 2007, public library staffing remained near 2006 levels. In addition, the number of public librarians with master's degrees from an ALA accredited program dropped to 678 full time equivalents, the lowest level since the year 2000.

2007 was down nearly 5% to 4.4 million. Over 50% of all libraries reported a decrease from last year or the same level of service. The continued reduction in the number of reference transaction may be attributable to direct use of Internet connected computers in the library by users. Many of these users may have searched online to seek answers to questions previously asked of the reference librarian.

Use of public libraries by children and young adults is a substantial portion of total use with 35 percent of all circulation, 20.8 million items, consisting of children's materials. Children's material circulation and attendance at library programs for children were at 2006 levels. Most library programming, 80 percent, is provided for children and young adults. Libraries reported Summer Reading Program registration of 169,359, with 44,904 of these children age 5 or younger. Total Summer Reading Program attendance for 2007 was 444,057.

Use of public libraries by Wisconsin residents ranks high nationally. The National Center for Education Statistics (NCES) per capita rankings for 2005, the latest year available, place Wisconsin 12th in public library visits per capita, 8th in circulation per capita, and 1st in interlibrary loans per capita. The state ranks 21st in reference transactions per capita. An estimated 3.4 million residents, nearly 60 percent of Wisconsin's population, are registered public library users.

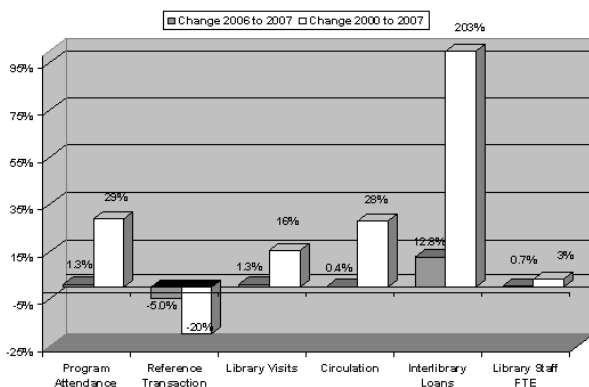
### Public Library Demographics and Service to Library Community Nonresidents

Wisconsin has 388 public libraries. Of these, 338 are municipal public libraries, 27 are joint municipal libraries (combinations of cities, villages, and towns), 3 are joint city-county libraries, and 6 are tribal libraries. In addition, there are 8 consolidated county libraries with the county library providing public library services within the county. Consolidated counties are Adams, Brown, Door, Florence, La Crosse, Marathon, Marinette, and Portage. Six counties supplement local library service with a county library service organization. These counties are Barron, Dane, Dodge, Pierce, Polk, and Price.

Of all public libraries, 18 libraries list a total of 79 branches. Within the state, 6 public libraries and 1 regional library system operate a total of 9 bookmobiles. In addition, 7

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Service and Staff Level Changes 2000 - 2007



For public libraries reporting for both 2006 and 2007, reference transactions showed a 3.2 percent statewide decrease. However, because fewer libraries reported reference transaction counts, the state's reported total for

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libraries and 1 system provide books by mail service to their residents. All of Wisconsin’s public libraries and counties have elected to participate as a member of one of the 17 public library systems. Public library systems are single-county or multi-county library organizations created to improve public library services and to provide area users with access to all library materials and services available within the region.

Interlibrary Loan	1	Serial Subscriptions	6
Circulation	8	Total Staff FTE	21
Visits	12	Staff FTE with ALA-MLS	17
Reference	21	Local and County Tax Support	16
Public Use Internet Terminals	18	Total Operating Revenue	19
Print Materials	20	Total Staff Expenditures	17
Audio Materials	6	Total Operating Expenditures	17
Video Materials	4		

Nearly three-fourths of the state’s population resides in communities with a local or county public library. These residents pay library property taxes specifically for their local or county library. The remaining 27% of the population do not have a local or county public library and they instead pay a county library property tax that is used to reimburse public libraries that provide them with service. Library communities generally qualify for exemption from these county library taxes.

Wisconsin statutes require that counties reimburse all public libraries within their county a minimum of 70 percent of the cost of providing public library service to their county residents without a library. Beginning in 2008, public libraries will receive reimbursement from adjacent counties for serving those county’s residents who do not have a local public library.

The percent of circulation to nonresidents is used to measure library use for county reimbursement purposes. Of the nearly 60 million items circulated in 2007, just over one third (20.2 million) were to persons who reside outside the library’s home community. Approximately 20 percent of all checkouts—11.8 million circulations—were to residents from the library’s home county who do not have a local library. About 8 percent of all use is by residents who have a local public library in the county, but who choose to use another public library within the county. Of the remaining 6 percent of the circulation, 5.5 percent is to persons in neighboring counties or within the library’s public library system area.

Statewide, libraries reported that about 0.5 percent of use was by out-of-state residents or state residents living outside the system or farther than one county away from the library. Nonresident use patterns vary greatly among the state’s public libraries and while statewide 33 percent of all use is by nonresidents, it is not unusual for libraries to report over 50 percent nonresident use.

### Public Library Service and Technology

The number of Internet-connected public use computers available at libraries, 4,380, remained at approximately last year’s level. Wisconsin’s ranks 33rd in the average public use Internet terminals per stationary outlet (main libraries and branches) and 18th in public use Internet terminals per capita. However, 65 percent of libraries, serving nearly 90% of Wisconsin’s population, now provide wireless Internet access. It is anticipated that by the end of 2008, 97 percent of the state’s population will have wireless access through a local public library.

All Wisconsin public libraries now have broadband Internet access. Informational databases such as those provided statewide through BadgerLink continue to be available to all state residents through their local library, as well as in homes, schools, and places of work. This access is often supplemented by public library system regional and local library licensing of additional databases.

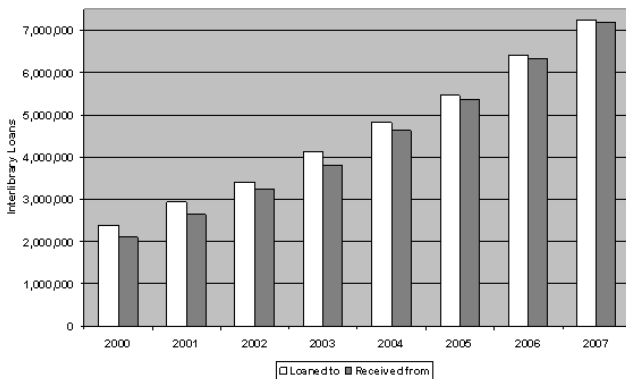
The development of regional shared automation systems by Wisconsin’s public library systems has greatly contributed to the support of resource sharing. Currently, 90 percent of Wisconsin residents are served by the 344 public library system members participating in shared automation systems. Shared integrated systems have greatly improved the library user’s ability to access materials not available locally but held by other public library system members. Interlibrary loans (requests sent from one library to another for materials not available locally but wanted by a library user) continued the double-digit annual growth that began in the mid-1990s.

For 2007, total interlibrary loan traffic increased 12.8 percent, with over 7.2 million items loaned by public libraries to other libraries. Items borrowed by these public libraries from other libraries at the request of their users also increased 13.5 percent to nearly 7.2 million items. This increase in interlibrary loans (resource sharing) has

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caused a corresponding expansion of interlibrary delivery services, an activity heavily supported by public library systems.

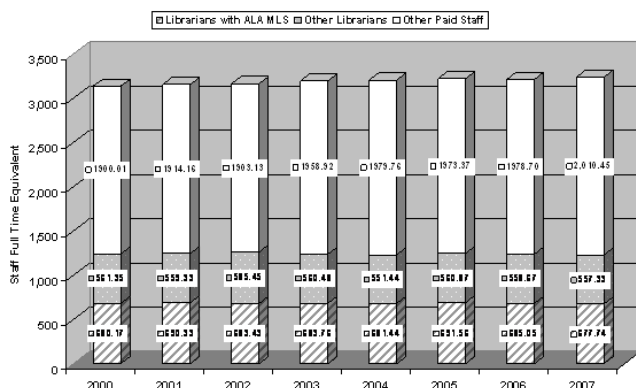
Wisconsin Public Library ILL 2000 - 2007



### Staffing and Collection

For 2007 there was little change in total public library and system staffing. Systems and public libraries reported 3,245 full time equivalent (FTE) employees, a 0.7 percent increase over 2006. Of all staff, 678 FTEs held master's degrees from a program of library and information studies accredited by the American Library Association. This is a 1.1 percent decrease from the prior year's professional librarian staffing level and the lowest level reported since 2000. Including those with master's degrees, 1,235 FTE staff held the title of librarian, a 0.7 percent decrease from 2006. Positions reported as support staff increased 1.6 percent to 2,010.45 FTEs. Wisconsin ranks 17th nationally in ALA MLS staff per capita and 21st in total public library staff per capita.

Public Library & System Staffing FTE 2000 - 2007



Staff costs, including salaries, wages and benefits, increased to \$152.8 million, a 2.9 percent increase over 2006. Wisconsin

ranks 18th in public library salary and wages per capita and 17th in total staff expenditures per capita.

Statewide, changes from 2007 in public library collections were somewhat mixed. Total print volumes owned dropped by nearly 2 percent to 19.8 million. Likewise, the number of print periodical subscriptions decreased slightly to 51,000. Wisconsin ranks 20th nationally in print book and serial volumes per capita and 6th in current print serial subscriptions. However, audio materials owned increased 3 percent to near 1.3 million items (6th per capita nationally) and video materials owned grew 4 percent to 1.5 million (4th per capita nationally).

The availability of electronic resources continued to increase in 2007. Nearly 83 percent of all libraries reported audio downloadable books available for users, and 86 percent reported the availability of electronic books. These libraries serve approximately 90 percent of the state's population. In addition, on average local libraries have available about 35 informational databases for users. Most are provided through a statewide contract administered by the Wisconsin Department of Public Instruction. Regional library system and individual public libraries provide databases selected to meet additional local and regional needs.

Statewide, total expenditures for public library materials totaled \$25.1 million, an increase of .6 percent from 2006. Wisconsin ranks 24th nationally in collection expenditures per capita.

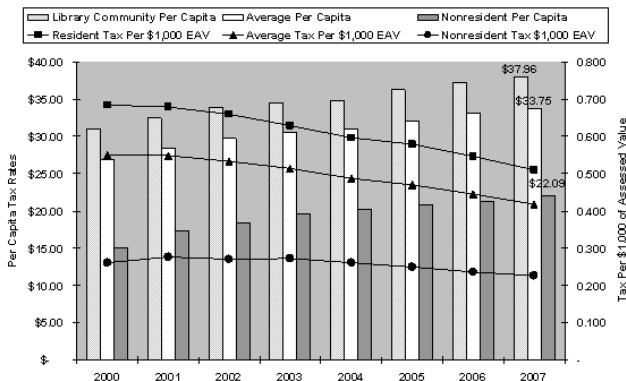
### Income and Expenditures

Total library income increased by 2.8 percent to \$236.5 million in 2007. The statewide average per capita local and county tax support for public library service in 2007 was \$33.75, a 2.1% increase over 2006. Nearly three-fourths of the state's population resides in communities that have established a local or county library. These residents paid an average of \$37.96 per capita for public library service in 2007, a 1.6% increase. The range of local support varied greatly, from \$4 per capita to over \$100 per capita. Residents living in communities without a local public library pay a county tax for public library service. These residents paid an average of \$22.09 per capita, up 3.8 percent from 2006. The 2007 state average public library service tax levy rate decreased 6.2 percent to 0.418 per \$1000 equalized assessed value (EAV).

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Estimated Tax Rates for Wisconsin Public Libraries



Likewise, library community tax levy rates also showed a 6.8 percent decline to 0.510 per \$1000 EAV. Nonresident tax levy rates decreased 4.4 percent to 0.226 per \$1000 EAV. Wisconsin ranks 16th nationally in local and county tax support and 19th in total per capita public library operating revenue. In 2007 municipalities provided 59

percent of all public library and public library system operating income, while counties contributed 21 percent. State and federal income accounted for 8 percent of all revenue. The remaining 12 percent came from service contracts, gifts, endowments, funds carried over from the previous year, and other income.

Salaries, wages, and benefits accounted for 71 percent of all operating expenditures, library materials expenditures for 12 percent, and all other operating expenditures for 17 percent of the total expended. Total operating expenditures for public library service in Wisconsin, including expenditures at the municipal, county, and public library system level, were \$216 million for 2007, an increase of 2.7 percent over 2006. Wisconsin ranks 17th in total operating expenditures per capita. Total capital outlays were \$12.2 million for 2007, a 7% decrease from 2006. Most capital expenditures were from local sources with 55 percent coming from local and county taxes and 40 percent from non-tax sources sources, such as private donations. ✪

**Trustee Corner**

*The library director was told by the village administrator that next year's appropriation for the library will have to be reduced by 20 percent. Can they cut the budget this much?*

By **John DeBacher**, Public Library Administration Consultant  
Public Library Development Team

Yes, but such a drastic reduction may have undesirable consequences. While the municipal governing body (the city council, village or town board, tribal council, or county board) is not required to grant the amount requested by the library board, there are funding levels that must be met for the library to be eligible to participate in a regional library system, or for the municipality to apply for exemption from the county library tax.

Wisconsin Statutes 43.15 (4) (c) establishes requirements that a municipal, county or joint public library must meet to participate in a public library system. One

requirement is that the total amount of funding received from its governing body or, for a joint public library, its governing bodies, is not less than the average of such funding received for the previous 3 years. Consequently, the library director, library board and the municipal governing body should all give due consideration to this requirement for system membership, referred to as "maintenance of effort" (MOE). Failure to comply with MOE could lead to penalties and eventual expulsion of the library from the library system as required by state law.

In addition, if the library's municipality has in the past applied to the county for exemption from the county library tax under Wis. Stats. 43.64 (2) (b), the municipal governing

body should ensure that its appropriation for library operations is sufficient to exceed the equivalent county tax levy. If not, then the property owners within the municipality will be taxed for both local and county library services and experience an increase in the county portion of their property tax bill.

More information on public library budget preparation can be found in the chapters on developing the library budget in Trustee Essential 8, <http://dpi.wi.gov/pld/te8.html> and Administrative Essential 13, <http://dpi.wi.gov/pld/ae13.html>. Information on library system services and requirements can be found in the chapters on

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## *Finding songs new and old has never been easier*

By **Martha Berninger**, Reference and Interlibrary Loan Supervisor  
Reference and Loan Library

Struggling to find the music for that perfect song for a wedding or a half-remembered song from your childhood? Be sure to check the BadgerLink Songbook Database. It includes 42,000 unique entries on songs new and old that are part of the Wisconsin Reference and Loan Library's extensive collection of songbooks and sheet music.

The Reference and Loan Library created and hosts the BadgerLink Songbook Database, an easy to use tool for finding that old favorite song. Link into it at:

<http://songbase.badgerlink.net/> or navigate to it from the BadgerLink home page at <http://www.badgerlink.net/index.html>.

You can search by song title, composer, lyricist, and publication date or date range. The results page displays the title of any songbook in the Reference and Loan collection that includes your song. Songbook titles are linked to the corresponding entry in the statewide WISCAT resource sharing system, so you can see all WISCAT libraries that own the songbook you need. Next step? Just submit an interlibrary loan request for the songbook and the music for your song is on its way to you.

The Songbook Database can help, whether you're searching for old time favorites like "You are my Sunshine" or contemporary hits like "Control". Sure, it's easy to find lyrics to songs on the internet. But getting the full sheet music and lyrics

together for free - not so easy - except with the BadgerLink Songbook Database. Try it today!

For more information on the BadgerLink Songbook Database, contact Steve Fischer at 608-224-6175 or [steve.fischer@dpi.wi.gov](mailto:steve.fischer@dpi.wi.gov).

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## Easy access to statewide virtual reference statistics

By **Martha Berninger**, Reference and Interlibrary Loan Supervisor  
Reference and Loan Library

<http://www.dpi.wi.gov/rll/reports.html>.

A new statistical report released by the Reference and Loan Library shows that Wisconsin residents make frequent use of the AskAway virtual reference service. Statewide request activity reached 18,609 during the first six months of the year, which represents a slight increase in activity over last year.

The report shows activity for both the chat and email components of the AskAway statewide virtual reference service broken down by library/library system. Only the current activity reports show the library affiliation of patrons and librarians using the AskAway service.

AskAway is staffed by the AskAway Consortium, which is comprised of participating libraries and systems in Wisconsin. AskAway is part of the national QuestionPoint virtual reference cooperative, which is staffed by hundreds of libraries nationwide. It allows Wisconsin residents to get research and reference help by chat or email anytime day or night.

The AskAway statistics for the January to June period and the July to December period will be released each year. AskAway is made possible by an LSTA grant administered by the Wisconsin Department of Public Instruction and the Wisconsin Library Services.

To see the report for January 2008 to June 2008 go to

For more information on AskAway statistics, or to see monthly activity reports please contact Martha Berninger at 608-224-6168 or [Martha.berninger@dpi.wi.gov](mailto:Martha.berninger@dpi.wi.gov).

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membership in a library system, Trustee Essential 17, <http://dpi.wi.gov/pld/te17.html> and Administrative Essential 17, <http://dpi.wi.gov/pld/ae17.html>. If you have additional questions, please contact your library system headquarters (<http://dpi.wi.gov/pld/wisysdir.html>),

or contact John DeBacher, Public Library Administrative Consultant at 608-266-7270 or [john.debacher@dpi.wi.gov](mailto:john.debacher@dpi.wi.gov), or Al Zimmerman, Public Library System Administration and Finance, 608-266-3939 or [alan.zimmerman@dpi.wi.gov](mailto:alan.zimmerman@dpi.wi.gov).



# BadgerLink introduces new functionality

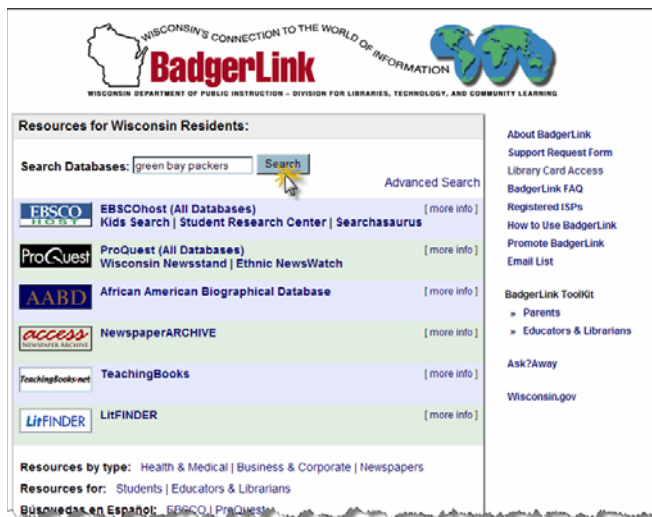
By **Sally Drew**, Director  
Reference and Loan Library  
and

**David Sleasman**, Resource Sharing Technology Supervisor  
Reference and Loan Library

Reference and Loan Library staff continues to improve BadgerLink. Two exciting new features will be available August 25, 2008. Users will now be able to search multiple BadgerLink databases simultaneously! And, the authentication process has been redesigned using a user-centered approach. The authentication is now more streamlined and intuitive.

## Federated searching

Federated searching will allow BadgerLink users to search multiple vendor databases at one time by entering search terms in a single search box from the BadgerLink website. This feature frees users from searching each vendor individually to collect the widest possible search results. Users will be able to search EBSCO, ProQuest, and LitFinder databases simultaneously in this way.



After a search, a single list of full citations will be displayed on the right side of the results page presented by vendor and interface. Results with full text are marked with an **F** icon. Results will be listed in the order that each are returned from the vendor's server. Once a citation is selected, users will be taken to the vendor's native interface for the full text of the article. On the left side of the search results page, the Resource Summary section displays the number of results for each database.

Those users who want to select the specific vendor to be searched can still click on the vendor icon or the links on

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## Tips for using federated searching...

Do you want to search many databases from different vendors at once? Enter search terms in the box at the top of the BadgerLink website.

Do you want to search databases from just one vendor? Click on the vendor icon or the vendor interface link following the icon.

Do you want to use a specific interface? EBSCO has different interfaces for different age groups: Searchasaurus, Kids Search, Student Research Center. If you want to use a specific interface after conducting a federated search, click on the vendor interface name on the left menu.

TeachingBooks and Newspaper Archive are not yet available for federated searching. You must click on the separate icons or links to use these services.

When you want to search a specific phrase where word order is important, place parentheses around the phrase (i.e., "organic farming"). The results will be more precise.

If you want to include book citations as well as magazine, newspaper, and other full text materials in your search results, click on Advance Search and check the WISCAT box. Citations from the WISCAT union catalog results will generally be displayed first.

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the BadgerLink home page. Those users who want to select a specific subset of databases to be searched can use the Advanced Search feature to select the specific databases to be accessed through the federated search methodology.

### Authentication

The process of authenticating users for BadgerLink access has also been improved. The new process allows for a single point of authentication to access all BadgerLink resources. The change improves service to BadgerLink users as well as boosts the efficiency of the BadgerLink staff as they support and management these services. Currently, Reference and Loan Library staff works with each vendor separately to provide authentication through IP address and library card number. The new system will centrally administer authentication via a single interface. It will provide a streamlined process of authentication and will improve the consistency of a user's experience.

When users initiate a search the IP address of his/her computer is matched directly to the new system automatically. When a match is made the search results are displayed directly. If users cannot be authenticated with an IP address, they will be prompted to select their local library and enter their library card. The prompt and the instructions will be the same regardless of whether they are conducting a federated search or a search within a single vendor database or interface.

When it is not possible to authenticate users by either of the above processes, Library ID and Passwords will be made available on an individual basis when Wisconsin residence can be confirmed. Contact BadgerLink staff at [http://dpi.wi.gov/rll/wiscat/bl\\_sup.asp](http://dpi.wi.gov/rll/wiscat/bl_sup.asp) for help with these issues.

**WISCAT users also benefit from these changes!**

From within WISCAT, federated searching allows for simultaneous searching of the WISCAT union catalog, individual library catalogs, and the BadgerLink databases. With one search users have direct access to approximately 4,000 periodical titles, 700 newspapers (including Wisconsin newspapers), children's and adult literature, business, medical, and education sources, in addition to the 7,320,115 book and periodicals records in WISCAT and 42 library Z39.50 searchable catalogs representing over 400 libraries. That is a lot of information at your fingertips! ☺

## Vibeke Lehmann to retire after 24 years with DOC

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

Vibeke Lehmann will retire in September 2008 after over 24 years with the Department of Corrections as a Library Consultant. Vibeke worked tirelessly to establish and improve library services to adult and juvenile inmates in minimum and maximum security correctional institutions and health institutes and centers for the developmentally disabled. She was responsible for statewide coordination, planning, development, implementation, and evaluation of

library and educational technology programs. Vibeke was instrumental in setting up and maintaining library collections, including legal collections, establishing policies and practices for resource sharing, and in implementing an integrated library system for all correctional institutions. During her tenure, 13 new correctional institution libraries were established in Wisconsin. The advent of the Internet and web based services for libraries introduced a new challenge due to necessary security restrictions in correctional institutions.

Vibeke served on Division for Libraries, Technology, and

*Please see Lehmann — on page 11*



**Vibeke Lehmann**

## Results of ALA survey on public library technology announced

By Bob Bocher, Technology Consultant

Public Library Development Team

The American Library Association's (ALA) Office for Research and Statistics and Florida State University recently published *Libraries Connect Communities: Public Library Funding & Technology Access Study 2007-2008*. This annual report provides national and state-level data from surveys completed by 5,400 public libraries. Wisconsin had one of the nation's highest completion rates (77 percent) for the 2007 survey that resulted in this latest report.

The newly released report reinforces an important finding from the 2006 report. That is, library infrastructure (e.g., staffing, space, budgets, bandwidth) is being stretched to the maximum. This is illustrated by the fact that since 2000 there has been an 86 percent increase in the number of computers in libraries and an 18.6 percent increase in library visits. Yet the number of full-time equivalent (FTE) staff grew by only 6 percent. The staffing issue is even more acute in smaller libraries. Libraries serving fewer than 1,000 residents saw the greatest increase in the number of public computers (up 98 percent), but these libraries actually saw a 3 percent *decline* in the number of FTE staff. In Wisconsin 23 percent of our public libraries are in communities of under 1,000 population.

While many libraries confront staffing and budgets issues related to technology, the nation's public libraries continue to use many forms of technology to offer an ever wider array of services to their patrons. Some of the key findings of the 2007 survey include the following.

- Libraries reported double-digit growth in many online services including: Audio content (up 33 percent), video (up 32 percent), homework resources (up 15 percent), e-books (up 14 percent) and digitized special collections (up almost 13 percent).
- Library staff surveyed considered their most critical role as providing education resources and databases for K-12 students (79 percent), followed by services for job seekers (62 percent). Other key services included providing access to government information (56 percent); education resources and databases for adults/continuing education students (47 percent).
- Subscription databases are the most common Internet service—available in 88 percent of all libraries. In Wisconsin all libraries have access, at no direct local cost, to the many periodical and information databases available via BadgerLink.
- Seventy-three percent of all libraries—and 83 percent of rural libraries—report they are the only source of free public access to computers and the Internet in their communities.
- More than three-quarters of libraries (78 percent) reported that space limitations are a key factor when considering adding public access computers. Another 36 percent reported the lack of availability of electrical outlets, cabling or other infrastructure as a barrier—up from 31 percent in 2006. (Most libraries were built long before technology became such a critical factor in the provision of services.)

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### Lehmann — from page 10

Community Learning committees during her career, including the Library Information Technology Advisory Committee, the Delivery Services Advisory Committee, and various committees providing advice on interlibrary loan issues and WISCAT development. She met regularly with the special needs consultants for public library systems. For many years, the Division subsidized her position through compensation to DOC using Library Services and Technology Act funds.

During her career, Vibeke developed a national and international reputation and was a mentor and inspiration for many other librarians. Vibeke received her Ph.D. in Comparative Literature in 1973 and her MLS in 1975 both from the University of Maryland. From 1976 to 1979, she worked as Chief Librarian at the US Congressional Budget Office. In 1984, she became the Library Services Coordinator at Wisconsin's Department of Corrections. Vibeke co-authored *Library Standards for Adult Corrections Institutions*,

published by the American Library Association (ALA) in 1992 and *Guidelines for Library Services to Prisoners* published by the International Federation of Library Associations and Institutions (IFLA) in 2005. She has also written numerous articles and book reviews published in the United States and the United Kingdom. She held offices and was active in the Wisconsin Library Association (WLA), ALA, and IFLA and has regularly made presentations at workshops, conferences, and professional meetings. ☼

## DLTCL announces web page on Adolescent Literacy Initiative

By **Barbara Huntington**, Youth and Special Needs Consultant  
Public Library Development Team

The Division for Libraries, Technology, and Community Learning (DLTCL) has posted a new web page focusing on issues of adolescent literacy related to public libraries. To view the new page go to <http://www.dpi.wi.gov/pld/adolit.html>. The Adolescent Literacy Initiative for Public Libraries is carried out in conjunction with State Superintendent Elizabeth Burmaster's focus on adolescent literacy. The initiative will focus on teens who:

- Use English as a second language
- Are parents
- Are part of the foster care system
- Live in detention facilities, jails, or prison
- Are living in homeless shelters, on the street, or who have run away
- Have been expelled from their local school

The web page includes the dates of ten upcoming training opportunities that will be offered regionally by public library systems to help public librarians understand the broader issues of adolescent literacy and teen

brain development. These training sessions are open to public librarians, as well as middle school and high school staff.

The page also includes links to handouts distributed at the May 2008 Adolescent Literacy Leadership Conference; baseline data on teen services now offered by public libraries in Wisconsin; relevant Wisconsin student testing data; and summaries of information on various aspects of videogaming and public libraries. Additional resources will be added frequently. ⚙

- Live in poverty
- Are members of an ethnic minority group
- Have disabilities, especially learning disabilities, or who are enrolled in special education classes or alternative high school programs

### Survey — from page 11

The full report contains over 70 graphs and charts covering all aspects of technology including staffing, funding and the provision of specific services. Nancy Ashmore, director of the Prairie du Chien Memorial Library, and Bob Bocher, Technology Consultant for the Department of Public Instruction's Public Library Development Team, are members of the report's Advisory Committee. The final report is available at <http://www.ala.org/ala/aboutala/offices/ors/plftas/0708report.cfm>. ⚙



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