

Wisconsin awarded federal broadband grant; will bring fiber to 467 libraries and schools in state

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

The American Recovery and Reinvestment Act (ARRA) includes \$7.2 billion to help build the nation's broadband infrastructure and improve broadband to community anchor institutions, like our schools and public libraries. In August 2009 the state Department of Administration (DOA) submitted a \$28.7 million ARRA broadband grant to bring fiber to 467 schools and libraries that are on the state's BadgerNet network but still have limited, copper circuits. Following a lengthy review process the

federal Department of Commerce notified the state in mid-February that the grant had been approved. The announcement was made at a press conference in Green Bay by federal officials and Governor Doyle. Department of Public Instruction (DPI) staff assisted the DOA in writing the grant and in the follow-up

"The compelling problem our project addresses is that the current physical (copper) infrastructure our libraries and schools now have limits their broadband connectivity. And where the current infrastructure is still sufficient, it will not be so in the near future." —From the grant's Project Purpose.

review process. Updates on this important project will be on the DPI's website at <http://dpi.wi.gov/pld/arrabbfunding.html> and in Channel Weekly.

Public libraries are the quintessential community anchor institutions. All Wisconsin public libraries offer free (tax-supported) Internet access. A 2008 American Library Association survey showed that 72% of the state's libraries offered the only free access to the Internet in their communities. But this same survey documented that 66% of our public libraries reported insufficient bandwidth, which frustrates both staff and patrons. The critical need for increased bandwidth is driven by several factors, including the interactive Web 2.0 environment and libraries offering wireless Internet access for patrons with laptops—a very popular service. For example, 89% of our public libraries now offer wireless access vs. just 26% in 2005.

From a school perspective, limited bandwidth often requires our schools to craft their Internet use policies based on this limitation rather than based

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State superintendent approves 2010 LSTA grant awards

By **Terrie Howe**, LSTA and Continuing Education Consultant
Public Library Development Team

State Superintendent Tony Evers has approved Library Services and Technology Act (LSTA) program grants totaling more than \$3,207,000 for 2010. The grant applications were reviewed by the Wisconsin LSTA Advisory Committee at their meeting in Madison on November 11-12, 2009, and the committee submitted their recommendations to the State Superintendent. Grant award letters were sent out in late January.

Following is a summary of the LSTA grant applications that were approved for funding:

NEW Competitive Category: Job Search and Employment Support – \$214,190 has been awarded to assist the public library community in responding to the difficult economic situation that has affected families and individuals across the state. Applicants will use the funding to serve people who are unemployed, underemployed, and/or seeking to improve their job skills. Libraries will collaborate with local, regional, and state agencies that are already working to help the targeted populations. Applicants must identify collaborating partners at the system and/or local levels.

Accessibility – \$150,000 has been awarded to ensure convenient access to a wide range of quality library and information services for all Wisconsin residents, including those who have difficulty using a library because of limited literacy

and language skills, educational or socioeconomic barriers, or a disability. This is one of the purposes described in the 2008-2012 Five-Year LSTA Plan for Wisconsin. The grants have been distributed to the seventeen library systems to target libraries having difficulty providing accessible services to underserved urban and rural communities, including children (birth through 17) from families with incomes below the poverty line. *Non-competitive category.*

Delivery – \$90,000 has been awarded to help support the statewide delivery service backbone structure and to support delivery service to the libraries in the very northern part of the state. *Non-competitive category*

Digitization of Local Resources – \$30,660 has been awarded to allow public libraries to digitize resources that may be of unique or local interest and make them available on the web to all citizens of the state. *Competitive category*

NEW: Digitization: Large Libraries – \$29,440 has been awarded to three large Wisconsin libraries in communities with populations greater than 100,000. This category was created to give these larger libraries an opportunity to digitize larger collections on their own library equipment or through the University of Wisconsin Digital Collections Center (UWDCC). *Competitive category*

Innovative Uses of Technology – \$62,460 has been awarded to

assist public libraries and public library systems to implement programs or services that demonstrate an innovative or interesting use of technology in the library. Such programs or services must be targeted at enhancing library services to patrons. *Competitive category*

Library System Technology Projects – \$350,000 has been

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awarded to systems on a formula basis for technology projects based on the needs of the systems and member libraries. The formula takes into account system area and population. *Non-competitive category*

Literacy – \$96,360 has been awarded to promote and demonstrate the role of public libraries in improving literacy and reading skills for people having difficulty using libraries because of their educational, cultural, or socioeconomic background. *Competitive category*

NEW: School Media Staffing Summit - \$35,000 to sponsor a statewide visioning/strategic planning summit to address the ongoing issues related to staffing school library media centers with certified teacher librarians/library media specialists in the state of Wisconsin. School district funding concerns and a shortage of certified library media specialists has caused staffing levels in Wisconsin to decline for more than four years. This summit will be a collaborative venture between the Council on Library and Network Development (COLAND), the State Superintendent of Public Instruction and the Division for Libraries, Technology, and Community Learning. *Non-competitive category*

Virtual Reference – \$83,000 has been made available for the fifth year of a statewide contract for virtual reference services available to Wisconsin residents 24/7. *Non-competitive category*

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Statewide Resource Contacts

Cooperative Children's Book Center

4290 Helen C. White Hall, 600 N. Park St., Madison, WI 53706
ccbcinfo@education.wisc.edu 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
schneider@wils.wisc.edu http://www.wils.wisc.edu/
Kathy Schneider, Director (608) 263-2773

Wisconsin Talking Book and Braille Library

813 West Wells Street, Milwaukee, WI 53233-1436
http://www.dpi.wi.gov/rll/wrlbph/index.html
Enid Gruska, Library Director (800) 242-8822

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David Sleasman, Team Leader
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(Vacant)

Audiovisual and Technical Services 224-6171

(Vacant)

Interlibrary Loan Services 224-6163

Vickie Long
WISCAT User Support 224-5394

Wisconsin Child Care Information Center

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

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firstname.lastname@dpi.wi.gov

Trustee Corner

Is it improper for library trustees to be exempt from paying overdue fines?

By Mike Cross, Director
Public Library Development Team

Wisconsin's Code of Ethics for Local Government Officials (Wisconsin Statutes s. 19.59) prohibits public officials from receiving any financial gain because of their public position. The Code of Ethics for Local Government Officials applies to local elected officials, and local government officials who are either appointed to serve for a specified term of office or who serve at the pleasure of the appointing authority. According to the Wisconsin Government Accountability Board, this generally means that members of local government boards (who serve for specified terms of office) and top managers of local government agencies and departments (who either serve at the pleasure of the appointing authority or who serve pursuant to a contract for a specified

number of years) are local public officials covered by the law.

Therefore, it is probably improper for library trustees to be exempt from paying overdue fines. It may also be improper for library directors to be exempt from paying overdue fines. While the DLTCL does not endorse the practice, it may be allowable for a library board to approve an exemption from library fines for library employees other than the director.

If you have further questions, you may wish to consult your municipal attorney, the Government Accountability Board: <http://ethics.state.wi.us/>, or John DeBacher, Public Library Administration Consultant at john.debacher@dpi.wi.gov. ☺

Many public libraries in Wisconsin using LSTA funds to address community unemployment issues

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

Twelve (12) Library Services and Technology Grant (LSTA) JOBS projects have been approved for 2010. The projects involve 56% of all Wisconsin public libraries. Many other libraries are also providing services to people who are unemployed or who want to improve their job skills using local funding. A wide variety of services are planned using federal LSTA funding. A total of \$214,000 in federal LSTA funding was allocated for Wisconsin's 2010 JOBS projects.

Around the state, social service and charitable organizations report record numbers of clients and skyrocketing food pantry use. Most Wisconsin Job Centers indicate to their local libraries that they welcome any assistance public libraries can give them. The demand for help finding jobs is beyond their capacity. In addition, their hours are often limited to business hours on weekdays, leaving people who only have evenings and weekends without access. In rural areas transportation is an especially significant barrier to accessing Job Center offices. The Job Centers struggle with clients who have few or no computer skills. Libraries have stepped forward to expand the scope of their services to help people struggling with unemployment or underemployment.

Many of the 2010 LSTA project applications indicated that local unemployment rates doubled from 2008 to 2009. Many workers who have lost their jobs lack the skills they need for 21st century jobs. In a letter of support for the Southwest Wisconsin Library System from the Wisconsin Farm Center, Director Mike Exum explained that farmers have been hit particularly hard by the economy. They are experiencing historically low prices for their

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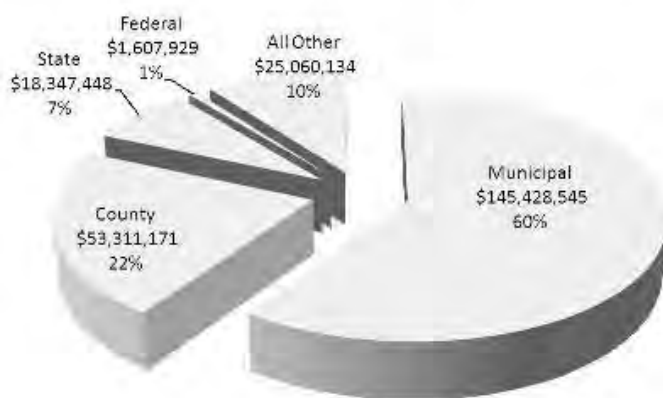
Wisconsin public library service income and expenditures in 2008

Editor's note: this article is a continuation of the article on 2008 Wisconsin public library service trends in the Autumn, 2009 issue of *Channel*.

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

Total Wisconsin public library income increased by 3.1 percent to \$ 243.7 million in 2008. The statewide average per capita local and county tax

Public Library Service Income by Source - 2008



support for public library service in 2008 was \$35.02, a 3.8 percent increase over 2007. 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 \$39.27 per capita for public library service in 2008, a 3.5 percent increase. The range of local support varied greatly, from under \$10 per capita to over \$100 per capita. Residents living in communities without a local public library pay a county tax for public library service. The 2008 state average public library service tax levy rate decreased 0.6 percent to 0.412 per \$1,000 equalized assessed value.

Wisconsin ranks 21st nationally in local and county tax support and 23rd in total per capita public library operating revenue. In 2008, municipalities provided 60 percent of all public library and public library system operating income, while counties contributed 22 percent. State and federal income

accounted for eight percent of all revenue. The remaining ten percent came from service contracts, gifts, fines, endowments, funds carried over from the previous year, and other income.

Salaries, wages, and benefits accounted for 70.5 percent of all operating expenditures, library materials expenditures for 11.5 percent, and all other operating expenditures for 18 percent of the total expended. Staff costs, including salaries, wages and benefits, increased to \$158.2 million, a 3.5 percent increase over 2008. Wisconsin ranks 19th in public library salary and wages per capita and 18th in total staff expenditures per capita. Statewide, total expenditures for public library materials totaled \$25.8 million, an increase of 2.8 percent from 2008. Wisconsin ranks 25th nationally in collection expenditures per capita. Total operating expenditures for public library service in Wisconsin, including expenditures at the municipal, county, and public library system level, were \$ 224.5 million for 2008, an increase of 3.9

2008 Public Library Service Expenditures by Type



percent over 2008. Wisconsin ranks 19th in total operating expenditures per capita. Total capital outlays were \$18.2 million for 2008. Most capital expenditures were from local sources, with 70 percent coming from local and county taxes and 27 percent from nontax sources. State and local grants accounted for three percent of total capital expenditures. ✪

DLTCL reports on progress of work toward new strategic directions

By Mike Cross, Director
Public Library Development Team

As reported previously in *Channel*, a Strategic Visioning Summit was convened in 2008 by the State Superintendent and the Council on Library and Network Development (COLAND), with a mission to discuss and develop a vision of the future of Wisconsin libraries.

The Division for Libraries, Technology, and Community Learning (DLTCL) is working to move Wisconsin libraries toward some of the strategic directions identified at the Summit. Below is a brief progress report on some of the DLTCL activities that respond to Summit outcomes:

- DLTCL has collaborated with the Wisconsin Department of Administration (DOA) and others to seek American Recovery and Reinvestment Act (ARRA) grant funds to bring fiber to every Wisconsin public library and school district on BadgerNet. The Division continues to work with DOA and the TEACH program on options to ensure adequate library and school bandwidth at affordable costs.
- DLTCL convened a work group that has made recommendations for updating the Wisconsin public librarian certification rules and guidelines to reflect the knowledge and skills needed to run today's public library, with an emphasis on the need for continuing education in the expanded use of technology in the library.
- DLTCL is examining technical solutions, protocols, and guidelines to increase statewide access to library service. A work group has been appointed to plan for expanded statewide access to library service and a possible statewide library card.
- A statewide summit will be held in early 2010 to make recommendations that address the crisis in school library media staffing.
- BadgerLink content public information and training opportunities have been expanded.

Business, health, education, literature, genealogy, and K-12 resources have been greatly increased. A BadgerLink publicity campaign will begin in early 2010 which will include radio spots and a website with downloadable publicity materials. DLTCL staff are working to measure the economic value of BadgerLink.

- AskAway 24/7 reference service is collaborating with more libraries to expand service and extend access to schools.
- In cooperation with the University of Wisconsin and the State Historical Society, DLTCL is using LSTA grant funding to expand access to Wisconsin digital information. The Reference and Loan Library rolled out the new website "Found in Wisconsin" which has links to sites that are about Wisconsin or by Wisconsin authors. This site is a work in progress and can be found on the BadgerLink page.

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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NEW: *Web Conferencing software* - \$18,000 will enable library systems and the Division for Libraries, Technology, and Community Learning (DLTCL) to demonstrate a uniform software platform for continuing education and meetings. This common application will help to minimize travel time as well as costs for small and large staff training and meetings. \$1,000 has been allocated for each system and for the DLTCL to go toward the purchase of a user license. This will provide libraries of all sizes the ability to participate in regional or statewide meetings or workshops by using VoIP (voice over IP) and integrated phone conferencing software and enable visual sharing of materials for one year. *Non-competitive category* ✧

What's Happening in Wisconsin's Libraries

Libraries participate in Operation Military Kids Read

The Department of Public Instruction and Wisconsin's public libraries and library systems partnered with the University of Wisconsin Extension Service to provide twenty deployment related books to the seventeen library system regions as part of Wisconsin's Operation Military Kids Read. Each of the state's public libraries will have access to the publications and received a summary of each book, compiled to provide families a quick reference to address their particular need. The intent of this collection of books is to provide resources for families and children experiencing deployment and to build understanding about deployment and its affect on children in the impacted communities.

Books for the program are housed in libraries located in Abbotsford, Appleton, Onalaska, Ashland, Fort Atkinson, Wisconsin Rapids, Janesville, Rice Lake, Racine, Richland Center, Fond Du Lac, Green Bay, Sussex, Kenosha, Milwaukee, Waupun, Plymouth, and Lester. These communities and the surrounding communities have a concentration of military families and/or have recently experienced the deployment of a local unit. Statewide, these resources are available through interlibrary loan.

The books are for a range of ages. A list of the books is available at <http://www.uwex.edu/ces/4h/omk/documents/WIOMKBookList.doc>

Operation Military Kids is a program designed to support the families of deployed service members. Before 9/11, National Guard and Reserve members were gone for short periods of time, but now many are activated and leave home for over a year. During this time families often feel their lives have been turned upside down. Operation Military Kids builds capacity in local communities and throughout Wisconsin to address issues that these children may be facing.

Wisconsin has almost 15,000 military kids, and they live in every county of the state. Because they are geographically dispersed, these children often feel isolated. They feel that their peers do not understand what it is like to have a parent who is serving in another county. They worry about the safety of their parent, and the extensive media coverage of military operations creates daily anxiety. ✧

LITAC tackles a broad range of issues

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

Established in June 2000, the primary purpose of the State Superintendent's Library Information Technology Advisory Committee (LITAC) is to advise the state superintendent and the Department of Public Instruction's Division for Libraries, Technology, and Community Learning (DLTCL) on library and information technology issues and division technology programs and initiatives.

Some specific purposes of the committee are to:

- Periodically review the Wisconsin Library Technology Strategic Plan
- Assist and advise the division in developing priorities on the use of federal LSTA funds for technology-

related grant categories and projects

- Assist and advise the division in developing priorities and proposals for state funding requests related to technology
- Work in subcommittees to provide advice and assistance on specific division projects and programs (subcommittees may have some members not on LITAC)
- Work in cooperation with library constituencies and organizations that may have their own technology planning processes
- Work to promote awareness of and support for technology-related programs and initiatives among the library community, key stakeholders, and the public

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products and rapidly increasing costs for production. Many farmers are looking for ways to save the family farm and are looking to off-farm work.

Several 2010 projects will offer one-on-one assistance to people coming for job assistance. Some individuals need to learn how to use a computer to fill out an on-line application; others want help with creating a resume or cover letter. Others using library services have good computer skills but can no longer afford Internet access in their homes so they come to the library and use their lap tops or a library computer to look for a new job.

Many libraries will be offering computer and employment support classes this year. Topics include introductory and advanced computer classes, Microsoft Office Suite, Internet classes, setting up and using email accounts, completing on-line applications, and sending attachments. Among the employment related classes offered by libraries will be courses on how to perform a job search, improve interviewing skills, write a resume and cover letters, explore career options, keep and advance within a job, learn workplace etiquette and ethics, learn how to network, learn what to do when a person is fired, and learn how to start a new business.

All of the LSTA JOBS projects involve partnering agencies. The most frequent partners are technical colleges, and Job Centers and Workforce Development/Investment Boards. Libraries are also partnering with area universities and social service agencies. Other partners include Chambers of Commerce, community centers, community foundations, United Migrant Opportunity Service (UMOS), Community Action Programs (CAP), Small Business Centers, Wisconsin Farm Center, and Wisconsin Women's Business Initiative Corporation.

The public libraries and library systems in Wisconsin involved with the 2010 JOBS projects have stepped beyond offering traditional services to address community needs in a very difficult economic environment. Librarians are standing shoulder to shoulder with social service agencies and trying to do what they can to help in this economic emergency. ✨

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The committee members represent the state's library community and other key stakeholders. The committee usually meets three times annually, and all meetings are open to the library community and the general public. Meetings are held at the Reference and Loan Library in Madison.

During late 2008 and 2009, LITAC completed work on issue papers which covered topics listed below. The issue papers can be found on the LITAC website at <http://www.dpi.wi.gov/litac/issues.html>

Information Literacy: Wisconsin's 21st Century Libraries

In a technologically sophisticated, knowledge-driven society, it is crucial that all citizens of Wisconsin are able to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information. This issue paper authored by Division staff

Donna Steffan provides detailed background of the work of national and state associations and groups to define and present the need for literacy activities. The issue paper outlines activities needed to achieve four goals:

- Defining Information Literacy for All Wisconsin Libraries
- Identification of Best Practices
- Designing a 21st Century Wisconsin Information Literacy Program
- Implementation of a Wisconsin Information Literacy Program

Virtual Reference Services

The statewide virtual reference service began in 2006 and provides all Wisconsin residents with 24/7 online reference service through a global consortium. Patrons can

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access the service through a logo at their local library or through a central website. This issue paper authored by DLTCL staff member Martha Berninger outlines the initial implementation of AskAway and makes five recommendations for the program.

- Provide state support for AskAway with non-mandatory staffing requirements for libraries. Additional staff time may need to be committed by Reference and Loan.
- Study and identify the reasons that more libraries are willing to become paying participants than are willing to devote staff to chat coverage. Once the reasons are identified, work with libraries, LITAC, other organizations in the state to develop viable outcomes that may require changing the fee structure and service model.
- Focus on attracting more potential users in key groups like the students at all levels, business community, home-schoolers, shut-ins, and the visually-impaired. Urge QuestionPoint to partner with Yahoo, Google, and other web-based answer sites and/or social networking sites to increase the visibility of AskAway.
- Investigate virtual reference technologies other than AskAway being used in Wisconsin to determine how they can compliment AskAway.
- Raise awareness of and improve the access to virtual reference services for school children in Wisconsin, and expand the AskAway school trial program.

The DLTCL agreed to explore a funding option that does not require fees, which was discussed with the Library Services and Technology Act (LSTA) Advisory Committee, and to begin implementation of a state supported program using \$83,000 in LSTA funding for 2010. The Reference and Loan Library has agreed to staff as many virtual reference hours as possible and 17 other libraries provide staffing. There are currently no mandatory staffing requirements. Reference and Loan Library staff has worked to include more schools in the program.

Wisconsin Digital Archives

The Wisconsin Digital Archives was established in 2004 to identify a way that long-term reliable access could be provided to state government information available on state agency web pages and to provide state agencies a

way to continue to fulfill their statutory obligation to participate in the Wisconsin Document Depository Program with electronic formats. This issue paper authored by DLTCL staff member Abby Swanton explains how the program works, discusses trends, describes integration with WISCAT, WorldCat, and library catalogs, and explains the advantages and limitations of current digital preservation technology. It also makes recommendations related to four issues.

- How can the Wisconsin Digital Archives achieve long-term stability and sustainability as a program?
- What are the best ways to assure continued easy and direct access to digital archives records?
- What additional content should be archived?
- How can the DLTCL and library staff improve outreach and public relations in support of the Wisconsin Digital Archive?

Downloadable audio/video

LITAC committee members Stef Morrill (South Central Library System) and Cathy Markwiese (Milwaukee Public Library) authored this paper which was printed in two parts in the Autumn 2008 and Winter/Spring 2009 issues of Channel. The paper describes the current status of and issues related to collection development for libraries related to downloadable audio and video resources.

Shared Integrated Library Systems

This issue paper authored by Bob Bocher describes the steady growth of shared integrated library systems (ILS) in Wisconsin libraries. The paper makes five recommendations.

- 1) In relation to the 11% of public libraries not in shared systems, the DLTCL should:
 - Encourage systems to provide initial incentive funding.
 - Encourage systems to consider some type of ILS membership targeted at smaller libraries.
- 2) In relation to merging shared ILSs, the DLTCL should:
 - Encourage current public library shared ILSs to review or consider possibly merging, especially with adjacent shared ILSs and provide LSTA planning grants to stimulate merger planning and discussions.

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- Provide LSTA grants for merging two or more shared ILS.
- 3) In relation to shared public library ILSs and other types of libraries, the DLTCL should:
- Track the current LSTA funded project in CESA 10 to implement a shared ILS among several schools. Consider further action based in part on the final evaluation of this project.
 - Encourage current public library shared ILSs to expand or to consider offering membership to other types of libraries.
- 4) In relation to open source ILSs, the DLTCL should:
- Track current developments in this area and disseminate information accordingly.
 - Track the implementation of the open-source ILS (Koha/Lib Lime) in the South Central library system.
 - Continue to be part of the coalition, coordinated by the Ohio State Library, which seeks regional or state contracts for an open-source ILS.
- 5) In relation to delivery costs, the division should:
- Work to ensure adequate funding of public library systems.
 - Work to ensure some state funding for delivery services and continue with current LSTA funding until adequate state funding is achieved.
 - Work to ensure adequate funding of delivery services for public K-12 schools that participate in shared ILSs.
 - Periodically review the state's interlibrary guidelines to ensure the most efficient use of resource sharing.
 - Track changes in technology and formats that facilitate alternative delivery methods (e.g., ebooks).
 - Continue working closely with the South Central Library System and the division's Statewide Delivery Service Advisory Committee to address delivery issues as needed.

Wisconsin Heritage Online

For the past four years, Wisconsin Heritage Online (WHO) has been a formal project of Wisconsin Library Services (WiLS), jointly funded with contributed partner services from WiLS, Wisconsin Historical Society (WHS), University of Wisconsin-Madison, Milwaukee

Public Museum, and the DLTCL. This issue paper authored by Josh Ranger, University of Wisconsin-Oshkosh Archives, describes WHO accomplishments and outlines current issues. The paper outlines the recommendation of the WHO Board at their meeting in June, 2009, for the DLTCL to take over the administrative tasks associated with the Wisconsin Heritage Online and acknowledges that this presents several issues:

- Is it within the mission of the DLTCL to take over for WiLS in the administration of WHO?
- How would the costs associated with this new role be supported?
- What if it becomes necessary for DPI, in time, to support the other aspects of the WHO program currently handled by other partners?
- How would WHO best be integrated with DPI's other resources such as BadgerLink and Wisconsin Digital Archives?

Other issues

LITAC also explored a number of other issues, developing draft issue papers or documenting discussion on issues for the following potential programs.

Statewide library access

LITAC discussed statewide library access programs in other states, the potential purposes of a Wisconsin program, and the potential for technology to make implementation more efficient.

Electronic delivery of library materials

LITAC and the Delivery Services Advisory Committee worked jointly on an issue paper authored by Sally Drew and discussed the purposes and forms of electronic delivery of materials among libraries and the relationship to interlibrary loan. The issue paper also discusses workflow, copyright, and bandwidth considerations, and software or automated systems used.

Issues for 2010

During 2009, LITAC members held a brainstorming session to determine what issues they wanted to consider

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EETT competitive projects support *Every Child a Graduate*

By **Donna Steffan**, Education Technology Consultant
Instructional Media and Technology Team

Wisconsin district and CESA consortiums and individual school districts will share \$5.2 million in federal No Child Left Behind (NCLB) Enhancing Education Through Technology (EETT) Title IID competitive awards. The Department of Public Instruction's Instructional Media and Technology Team (IMTT) distributed these awards through two funding cycles: the annual FY2009 projects awarded in July 2009 and the American Recovery and Reinvestment projects awarded in December 2009.

The purpose of these educational technology projects is two-fold:

- First, use innovative educational strategies to build 21st century classrooms and school libraries through technology-enhanced instruction, to facilitate teaching and learning that improves student academic achievement, and to prepare every graduate for future success in today's global world.
- Second, effectively integrate educational technology and information processing resources and systems into daily instruction and learning through ongoing and sustained professional development that focuses on research-based curriculum design and builds capacity for best practices that can be widely replicated to foster success for all students.

These 54 projects spread across the state, impacting 304 school districts, their interested private schools, 2R Charter Schools, and all twelve Cooperative Educational Service Areas. In total, 304 school districts (with several of them participating in two projects) are supported by these competitive projects. (See Wisconsin Department of Public Instruction News Release at <http://www.dpi.wi.gov/eis>.) Each consortium or single district addresses the needs of Wisconsin's high poverty districts as defined by the 2007 Census. The special needs of all schools in need of improvement within each EETT project are specifically targeted through project design and activities.

EETT competitive projects focus upon ongoing and sustained professional development for educator teams that learn to embed educational technology into the daily instruction and learning in Wisconsin classrooms and school libraries. This professional development serves as a catalyst for changing instructional design and practice throughout and beyond the life of the grant, so all students become graduates with the essential skills for success in education beyond grade twelve and as a global citizen in our 21st century world.

These grant projects assist every student in becoming technologically literate by the end of eighth grade, a national goal of No Child Left Behind. Data analyzed at the closure of past projects show that EETT competitive projects result in students developing higher level thinking skills through effectively applying relevant educational technologies to pose learning problems and to access and critically process core content and new information. These students also use 21st century educational technology to create their new ideas and products with their peers and to communicate them with others in their learning community at home and across the world.

In the end these projects assist Wisconsin school districts to effectively use education technology in elementary and secondary public schools to improve professional practice and student academic achievement and to foster acquisition of 21st century skills needed in future education and Wisconsin's workplace. ☼

Wisconsin Digital Archives looks back on six years of service

By **Abbigail Swanton**, Wisconsin Document Depository Librarian
Reference and Loan Library

As the Wisconsin Digital Archives celebrates its 6th anniversary in 2010, it's very satisfying to reflect back to see how what started out as a pilot project in 2004 has been able to breathe new life into the Wisconsin Document Depository Program.

The Wisconsin Digital Archives started as a pilot project in 2004 as a means to enable state agencies to continue to participate in the statutorily mandated Wisconsin Document Depository Program with the increasing number of electronic state documents being made available on state agency websites. Our commitment to developing strategies for providing long-term preservation and access to electronic state documents has resulted in monthly distributions of fully cataloged digital archive records since October 2005 and the ability to serve all libraries regardless of depository status. All libraries are encouraged to upload digital archive catalog records from WorldCat and WISCAT into their local OPACs. In 2009, Eastern Shores Library System (ESLS), <http://www.esls.lib.wi.us>, decided to add all digital archives catalog records provided by the Wisconsin Digital Archives to their library system's shared automated catalog, EasiCat, <http://www.easicat.net>. ESLS staff felt this was an easy way to make more quality material conveniently accessible to patrons without having to worry about dead links cluttering their catalog. We hope that many more libraries will follow ESLS's lead.

In 2009, the percentage of documents distributed in electronic format grew to 42% of the total distribution for the year. Although an impressive statistic, it is important to realize that the majority of what is still distributed through the depository program is still in print format. By no means is print obsolete. But without the Wisconsin Digital Archives, a significant amount of state documents would potentially be lost. For more statistics about document distribution through the Document Depository Program go to http://www.dpi.wi.gov/rll/pdf/cumulative_depository_stats.pdf.

Below are a variety of ways that you can benefit from the work being done by the Wisconsin Document Depository Program. We invite you to get involved!

Search for and Access State Documents

WISCAT Online Catalog: Search WISCAT, <http://www.wiscat.net>, to access a full historical range of state documents available in both print and electronic formats. Discover full-text access to many documents provided through persistent URLs located within the catalog record that direct users to the Wisconsin Digital Archives.

Wisconsin Digital Archives: Search or browse a growing collection of digitally archived state documents available in full-text at <http://www.wistatedocuments.org>. Documents are primarily from 2001 to current. Not all documents are yet available but requests can be made for documents to be included in the collection by emailing statedocuments@dpi.wi.gov.

Borrow State Documents

Depository Libraries: Wisconsin citizens have walk-in access to documents by visiting designated depository libraries located throughout the state. (Lending policies vary by library.) Find a depository library near you at <http://www.dpi.wi.gov/rll/liblist.html>.

Interlibrary Loan: Borrow state documents by placing an Interlibrary Loan request through your local public library. For more information go to <http://dpi.wi.gov/rll/wiscat/illhelp.html>.

Receive Notification of What's New

RSS Feed: Receive notifications about new state documents being added to WISCAT and the Wisconsin Digital Archives, <http://dpi.wi.gov/eis/newsfeeds.html>.

Shipping/Distribution Lists (2000-Current): Browse monthly lists of print and electronic documents that have been cataloged and distributed to depository libraries, <http://salcat.dpi.wi.gov/refloan/indship.asp>.

New Shipping List Notification: Sign up to receive an email notification when a new shipping list of state documents is posted online.

- Email: statedocuments@dpi.wi.gov
- Put "Shipping List Notification" in the subject line

For more information contact Abby Swanton, Document Depository Librarian, at abbigail.swanton@dpi.wi.gov. ☼

2010 marks fourth year of service for AskAway

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

The AskAway statewide reference service begins its fourth year of service this year. The service and the roles of participating libraries and leadership organizations is evolving in response to changes in patron expectations and the needs and wishes of stakeholders.

Beginning in January 2010, the Reference and Loan Library assumed responsibility for scheduling and coordinating Best Practice Sessions and Public Relations team meetings, and for updating the AskAway wiki, found at <http://askaway.pbworks.com/>. The Reference and Loan Library will take a more active role in training new AskAway librarians and providing technical support.

Wisconsin Library Services will continue to manage invoicing and it will provide some training and technical support. Mark Beatty will continue to be the primary contact between Wisconsin and QuestionPoint management. Mark will continue to work with Minnesota and Illinois to support their use of the QuestionPoint service.

Recommendations gathered during a summer meeting of AskAway stakeholders, and a subsequent survey of AskAway administrators and librarians are being implemented this year. Changes supported by these stakeholders include a revised schedule for AskAway best practice sessions. The sessions will last one hour and they will be held at 10:00 a.m. CST the third Thursday of every other month, rather than monthly. Wisconsin, Minnesota and Illinois will alternate leadership of the Best Practice Sessions.

The Wisconsin AskAway public relations team will focus on direct outreach to and support of librarians,

libraries and patrons. The working group will meet via webinar in months when Wisconsin is not leading the Best Practice Session. For more information on Best Practice or public relations activities please check the AskAway wiki or contact Martha Berninger (martha.berninger@dpi.wi.gov or 608-224-6168) or Allison Coshenet (allison.coshenet@dpi.wi.gov or 608-224-5393).



Stakeholders recommended that Wisconsin attempt to identify more Spanish-speaking librarians in order to allow us to add a Spanish language queue to the service. Reference and Loan

will be working with libraries and library directors to identify Spanish speaking librarians and train them on AskAway.

Stakeholders also endorsed an outreach to youth services librarians. Youth services librarians are more likely than ever to be interacting with AskAway patrons as more Wisconsin schools add links to AskAway. Training sessions designed to introduce youth services librarians to AskAway will be scheduled during the first half of 2010. School students in grades five and up already comprise a large portion of the audience for AskAway chat, and this trend will likely continue.

Outreach to schools and library media specialists will continue to be a focus during 2010. A total of 30 Wisconsin high schools or middle schools now feature links to the AskAway chat service on their library media center website. School library media specialists have been trained on the basics of the service and how to train students and colleagues on appropriate use of AskAway. All Wisconsin schools are welcome to make use of this valuable virtual reference service. Please contact Martha Berninger (Martha.berninger@dpi.wi.gov or 608-224-6168) for more information. ☺

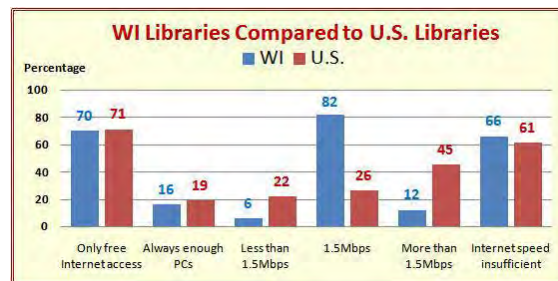
Public library technology survey: Comparing Wisconsin and libraries nationwide

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

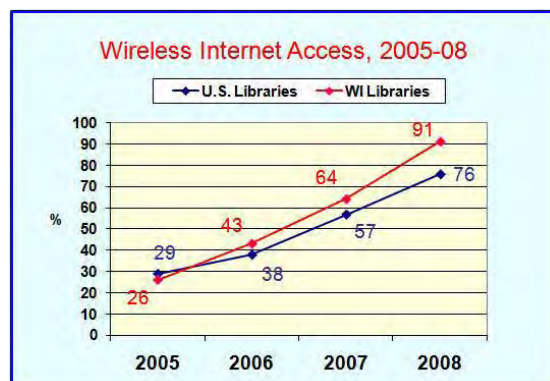
Starting in 1994 the American Library Association (ALA) has been sponsoring surveys on public library Internet access and use. And since that time considerable progress has been made in the provision of Internet access in the nation's public libraries. For example, in the 1994 survey only 12.7% of libraries offered Internet access to the public. This figure has been at 99% since the 2004 survey. The ALA's Office for Research and Statistics is the unit within ALA that manages the survey process and each year the state library division works with the research office to encourage the selected Wisconsin libraries to complete the survey. ALA and other library organizations use the survey results to highlight the critical role that libraries have in providing Internet access and to advocate before legislative bodies and key stakeholders on the need to adequately fund public libraries.

The results from the latest survey titled *Libraries Connect Communities*, were released last fall and include survey data collected from libraries in late 2008. The complete report, including several summaries and press releases, is available at http://www.ala.org/ala/research/initiatives/plftas/2008_2009/index.cfm.

Seventy four per cent of the state's public libraries requested to complete the 2008 survey did so. This completion rate was one of the highest in the country. The charts and graphs to the right and below illustrate some of survey responses comparing the state's public libraries to the responses from libraries nationwide.



- *Only free Internet access:* This represents the percentage of libraries which offer the only free access to the Internet in their respective communities. For many rural communities this figure is close to 80% both in Wisconsin and nationwide.
- *Always enough PCs:* This represents the percentage of libraries which reported that they always had a sufficient number of PCs (e.g., workstations) available and never had patrons waiting to use the PCs. As can be seen, a large percentage of libraries in the state and nationwide do not have enough PCs to meet patron demand. Because of this, 96% of Wisconsin libraries have time limits on how long a patron can use the Internet and the national figure is almost the same, 94%. Related to this issue, in 2010 and 2011 the DPI library division will distribute \$738,400 in grant funds from the Bill & Melinda Gates Foundation to enable 100 Wisconsin public libraries to purchase 470 PCs.
- *Less than 1.5Mbps; 1.5Mbps; More than 1.5Mbps:* This is the bandwidth the library has available for Internet access. In late 2008 all Wisconsin public libraries on the state's BadgerNet network that were below 1.5Mbps were brought up to this speed.
- *Internet speed insufficient:* This represents the percentage of libraries who replied that the bandwidth they had for Internet access was insufficient to meet staff or patron needs either some or all of the time.

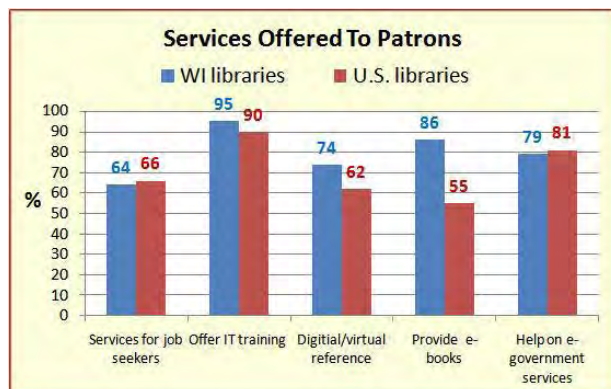


Wireless Internet access—most often used by patrons with laptops—has increased considerably over the past five years,

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both in Wisconsin and nationwide. As shown in the graph, when this question first appeared on the 2005 survey, libraries in the state were behind the national average by three percentage points. However, within a year Wisconsin's public libraries surpassed the nationwide average and have been ahead of it since that time. In 2008 the division awarded \$56,335 in LSTA funds to help eighty-five libraries implement wireless access. This was likely one factor in the increase from 64% in 2004 to 91% in 2008. While wireless access is a popular service, it does place additional pressure on a library's bandwidth. In 70% of Wisconsin libraries offering wireless access, this access shares the same Internet bandwidth as the library's wired workstations. The national average for shared bandwidth is 75%.



As can be seen in the chart at left, libraries in Wisconsin and nationwide provide a wide variety of information services, besides just basic Internet access.

- *Services for job seekers:* Many employers now require job applicants to file applications online. Some libraries have dedicated a specific number of workstations just for patrons completing job applications, working on resumes or similar job-related activities.
- *Offer IT training:* A very high number of libraries provide some type of patron training or workshops related to using technology in the library.
- *Digital/virtual reference:* While traditional desk reference services have remained flat or even declined, libraries are increasingly offering this service via the web. Wisconsin libraries participate in Ask?Away, a service provided 24/7 by a consortium of librarians throughout the state and nationally. Patrons can enter into an interactive chat or submit a question via a more traditional medium, like email. (http://dpi.wi.gov/rl/qp_form.html)
- *Provide e-books:* Wisconsin is well above the national average in providing e-books to patrons. Much of this e-book access is coordinated through the Wisconsin Public Library Consortium (WPLC, <http://www.wplc.info>).
- *Help on e-government services:* As can be seen in the responses to this question, a high percentage of libraries take a proactive role in assisting patrons in finding online resources and services offered by government agencies at all levels. In addition, library staff regularly assist patrons to locate government publications, many of which are "born digital" and only available via the web.

If you have any questions on the above statistics, please contact Bob Bocher. The next annual ALA technology survey will take place in September and October. As in previous years, the DLTCL always encourages those libraries selected to take the survey to do so. ✨

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in the future. For 2010, members plan to continue or begin discussion on the following topics:

- Statistics for online resources
- Collection development: balancing print and online resources and fiction and non-fiction resources
- Use of mobile devices for information delivery
- Accessibility of library website information
- Library privacy
- Internet security
- Technology training
- Broadband Internet access
- Use of Web 2.0 tools ✨


 The logo features a red banner with the text "BadgerLunch Webinar Series" in white. The word "Lunch" is partially enclosed by a blue, wavy-edged shape that resembles a badger's head or a stylized letter 'L'.

BadgerLunch Webinar Series

Schedule for Spring 2010 BadgerLunch webinar series announced

The Wisconsin Department of Public Instruction, Reference and Loan Library, has announced the Spring 2010 schedule for BadgerLunch, the webinar series which debuted in the fall of 2010 to help folks make better use of BadgerLink. This series of learning sessions will explore BadgerLink's rich collection of information tools. Each session covers one resource, database, or interface. All sessions are open to anyone who wants to learn. Topics include a description of the information/learning resource, searching techniques, and helpful features. All sessions are **Thursdays at noon** and last 30-45 minutes. An archive of previous sessions is found at <http://www.badgerlink.net/training.html>.

Spanish Language Materials

January 14 -- Spanish K12 Books and TeachingBooks.net

TO REGISTER: <http://tinyurl.com/ykdvp5r>

NOTE: No advance registration necessary

January 21 -- Spanish Language Resources from Britannica Online School Edition TO REGISTER:

<https://www1.gotomeeting.com/register/474609832>

January 28 -- Spanish Language Resources from EBSCO

TO REGISTER: <http://tinyurl.com/yg8olqa>

Books and Literature

February 4 -- LitFinder for Help Finding Poems, Stories, and More! TO REGISTER: <http://www.meetme.net/anytime>

NOTE: No advance registration, Passcode: 8548664

February 11 -- Novelist: Readers' Advisory Made Easy

TO REGISTER: <http://tinyurl.com/ykp5y4z>

February 18 -- K12 Literature Resources from Britannica Online TO REGISTER:

<https://www1.gotomeeting.com/register/449007736>

February 25 -- Literary Reference Center from EBSCO

TO REGISTER: <http://tinyurl.com/yfqqc3n>

March 4 -- K12 Learning Tools from TeachingBooks.net

TO REGISTER: <http://tinyurl.com/yz8gf5r>

NOTE: No advance registration necessary

Health and Medicine

March 11 -- Consumer Health Complete

TO REGISTER: <http://tinyurl.com/yfrztkts>

March 18 -- Health Resources from Britannica Online

TO REGISTER:

<https://www1.gotomeeting.com/register/960603880>

March 25 -- Nursing Collection/AltHealthWatch/Medline from EBSCO TO REGISTER: <http://tinyurl.com/yjbbdmt>

Ecology and the Environment

April 8 -- Learning & Teaching Tools in Student Research Center TO REGISTER: <http://tinyurl.com/yg8t785>

April 15 -- GreenFile and Other Ecology Resources from EBSCO TO REGISTER: <http://tinyurl.com/ykm7cjp>

April 22 -- Environmental Resources from Britannica Online TO REGISTER:

<https://www1.gotomeeting.com/register/422072200>

BadgerLunch Basic Information

What is BadgerLink?

BadgerLink is a project of the Wisconsin Department of Public Instruction (DPI), Division for Libraries, Technology, and Community Learning. Its goal is to provide access to quality online information resources for Wisconsin residents. Users can search approximately 20,000 full-text magazines, journals, newspapers, reference materials and other specialized information sources. Included are over 8,000 full text magazines and journals, over 1,500 newspapers and newswires, and approximately 6,800 full text books. Full text articles are taken from 2,900

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historical newspaper titles. In addition the BadgerLink vendors provide access to automobile repair manuals, company profiles, country economic reports, industrial reports and yearbooks, biographies, primary historical documents, charts, images, schematics, maps, poems, essays, speeches, plays, short stories, author audio programs and book readings, author video programs, book reviews or discussion guides, and many other full text resources not available through regular internet search engines.

What do I need to participate?

Generally speaking the requirements include a reliably fast internet connection, a recent version of a web browser, speakers on your computer or headphones to listen to the presenter. A telephone isn't strictly required. Users can type instant messages to ask questions. Each vendor's webinar system may have specific requirements. DPI strongly suggests checking for additional requirements when registering.

Do I need to register in advance?

Yes, we strongly suggest you register in advance.

Who is presenting?

For most of the series, a professional trainer from each of product vendors will host each session. The session on access and authentication is hosted by Lisa Reale, BadgerLink Coordinator.

I am not a librarian or a teacher. Does that matter? May I sign up?

Badgerlink is available to all Wisconsin residents and the BadgerLunch series is also. No prior knowledge of the resource is required. We want all Wisconsin residents to understand and use these information resources.

I can't make that time. Will the sessions be recorded?

Yes, we will record these sessions and try to make them available on the BadgerLink homepage.

Who do I contact for more with my questions about this series?

Contact the BadgerLink Coordinator, Lisa Reale, at DPIBadgerLi@dpi.wi.gov OR complete the contact form at http://dpi.wi.gov/rll/wiscat/bl_sup.asp If you have other comments regarding the series or suggestions, please contact Lisa with those as well.

Should I log into a session early?

Yes, since each session is short, please log into the webinar a few minutes early so as not to disrupt the other participants. If you have little experience with webinars, then give yourself some extra time and log in a few minutes earlier.

Who can help me to get access to BadgerLink?

Contact the BadgerLink Coordinator, Lisa Reale, at DPIBadgerLi@dpi.wi.gov or complete the contact form at http://dpi.wi.gov/rll/wiscat/bl_sup.asp

I am a librarian. Can I get Continuing Education (CE) credits for these sessions?

Yes. If you are a librarian in a public library you can accrue .5 CE credit for each 30 minute session attended.

What about school library media specialists, teachers and administrators?

These folks can use sessions for their PDP's (Professional Development Plans) if it fits with established goals.

Is there an email announcement list for BadgerLink?

Yes! Visit <http://www.badgerlink.net/list.html> to learn more.

Is there an archive of previous sessions?

Yes! An archive of previous sessions is found at <http://www.badgerlink.net/training.html> .

Governor's office announces COLAND appointments

Governor Doyle's office recently announced two new appointments and six reappointments to the Council on Library and Network Development (COLAND). Created by the Wisconsin State Legislature in 1979, COLAND advises the State Superintendent of Public Instruction to ensure that all state citizens have access to library and information services. Council findings are communicated as advisory recommendations to the state superintendent, governor, and Legislature.

New member Nita Burke of Darlington was appointed on November 6 to a term expiring July 1, 2010. She fills the professional seat previously held by Kris Adams Wendt of Rhinelander, who was appointed to a vacant public seat. New member Jessica MacPhail of Racine was appointed on December 7, filling the professional term previously held by Barbara Arnold of Madison, who was also moved to a vacant public seat. Other reappointments to professional seats expiring in July 2012 are Catherine Hansen of Shorewood and Lisa Jewell of Madison. Calvin Potter

of Sheboygan Falls and Douglas Lay of Suamico were reappointed to public terms ending July 2012. The other members of COLAND are Michael Bahr, Germantown; Mary Bayorgeon, Appleton; Frances Cherney, Milladore; Miriam Erickson, Fish Creek; Bob Koechley, Fitchburg; Sandra Melcher, Milwaukee; Kathy Pletcher, Green Bay; Susan Reynolds, Cable; Annette Smith, Milton; Lisa Sterrett, Viroqua; and Kristi Williams, Cottage Grove.

The 19-member council functions as a forum through which librarians and members of the public identify, study, and collect public testimony on issues affecting Wisconsin libraries and other information services. Members serve three-year terms. Membership includes ten professional members who represent various public and private libraries as well as library educators. The remaining nine council positions are held by public members with a demonstrated interest in libraries or other types of information services. ✪

Broadband — from page 1

student and teacher needs. Applications—like interactive distance education and virtual field trips—take considerable bandwidth. Another application growing in popularity is the streaming of school events, like music concerts. It is often impossible to offer these services without fiber as the communication medium.

Not only will this grant provide fiber connectivity, it will offer considerably more bandwidth at very affordable costs. All public libraries on BadgerNet will receive a minimum 20Mbps circuit for \$100/month and library systems and schools will get 100Mbps for \$250/month. This will be more than a 10-fold increase in the bandwidth most libraries and schools now have. These circuit costs are subsidized by state and federal universal service funds managed by the state's TEACH program.

The Department of Administration is now working on all of the project logistics, including scheduling the installation of the fiber. The DPI's library division is

working with DOA and the state's seventeen regional library systems to help coordinate this process. Needing to do this for all 467 sites is a major task. Each library and school will have a site visit by their local telecommunications company before any work is done. Fiber installation will begin in April as soon as the frost is out of the ground. Most sites will be done by late November with installation to any remaining sites completed in spring 2011. It is important to note that trenching fiber cannot be done without causing some local disruption. For most sites the fiber installation will take 1-3 days. The actual time the Internet is unavailable will often be only 1-2 hours.

The opportunity to use federal stimulus funds to bring fiber to our schools and libraries is an investment that will pay dividends for decades. To quote the American Library Association: "Fiber gets our libraries [and schools] to the future, faster." If you have any questions on this project see the above referenced website or contact Bob Bocher, DPI Library Technology Consultant at 608-266-2127 or robert.bocher@dpi.wi.gov. ✪