

Library Services and Technology Act

LSTA

Five-Year Evaluation for Wisconsin

2008-2012

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Division for Libraries and Technology

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Evaluation Summary

The Division for Libraries and Technology used *LSTA Purposes (2003-2009)* of the Library Services and Technology Act to evaluate the Wisconsin LSTA Five-Year Plan for 2008-2012.

LSTA Purposes (2003-2009)

- *Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks*
- *Providing electronic and other linkages among and between all types of libraries*
- *Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills*
- *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level*
- *Developing public and private partnerships with other agencies and community-based organizations*
- *Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages*

The state library administrative agency (SLAA) is the Wisconsin Division for Libraries and Technology (hereafter referred to as the "Division" or DLT). The library division is one of five in Wisconsin's state educational organization known in Wisconsin as the Wisconsin Department of Public Instruction. The agency was required to develop an evaluation of the five-year LSTA plan for 2008-2012. This is a summary of the Library Services and Technology Act (LSTA) evaluation of the state's plan to meet Wisconsin's library needs with the awarded federal funds to Division for Libraries and Technology. The Institute of Museum and Library Services (IMLS) required the Division to evaluate the activities funded through LSTA prior to the end of the five-year period.

Wisconsin has a population of almost 5,687,000 according to the 2010 census. There are 386 public libraries in the state and all are members of one of 17 regional public library systems. The Division works very closely with the regional public library system personnel; these persons provide individual member libraries consultant and direct services to equalize improvements and benefits for library patrons throughout the state. The primary law concerning the establishment and operation of Wisconsin public libraries and public library systems is Wisconsin Statutes Chapter 43 and Chapter PI6 of the state Administrative Code.

In April 2008 the Legislative Audit Bureau, a nonpartisan legislative service agency responsible for conducting financial and program evaluation audits of state agencies, developed best practices for library systems, public libraries, library boards, and local governing bodies. The Bureau's purpose is to provide assurance to the Wisconsin Legislature that financial transaction and management decisions are made effectively, efficiently, and in compliance with state law and that state agencies carry out the policies of the Legislature and the Governor.

The following are among the best practices recommended for cooperative library systems:

- encourage all member libraries to participate in system wide online catalogs of library materials;
- assist their member libraries in maintaining current information technology;
- identify services needed by member libraries' patrons;
- explore additional opportunities for collaboration with other systems that can lead to more efficient and lower-cost delivery of services

Wisconsin identified two primary goals in its 2008-2012 LSTA plans and it is through the nine objectives and subsequent 26 activities that we addressed in answering the major questions.

1. *Did public libraries and public library systems succeed in utilizing technology to improve services and facilitate access to materials and information resources in Wisconsin libraries and from other sources for the benefit of all Wisconsin residents?*
2. *Did libraries ensure access for all Wisconsin residents who have difficulty using a library because of limited literacy and language skills, educational or socioeconomic barriers, or disability?*

The Division used a variety of reports, surveys, focus group reports, and other information sources for evaluating the LSTA program from 2008-2012, including periodic evaluations begun in 2008, existing data and reports, surveys, group meetings and hearings. A wide variety of library-related groups was involved in assessing the LSTA program, including the LSTA Advisory Committee and the Council on Library and Network Development (COLAND). Key public library system staff, the regional public library system and resource library directors, public library system special needs and youth consultants, public library system information technology consultants, and public library system continuing education consultants were also involved.

In early 2011, the Division developed an online survey to gather and analyze information on the 26 LSTA program activities that were subdivided further to equal 53 initiatives. The purpose of the survey was to acquire feedback from the Wisconsin library community about the perceived importance of each initiative supported by LSTA funds from 2008-2012, and the potential use of LSTA funds for new initiatives in 2013-2017. The Division distributed the survey link in major email lists encouraging completion of the survey by librarians in public, academic, school and special libraries and by library trustees. The survey results and comments are located in the Appendices of this report.

In addition, the Division developed a *Survey of Library Services to Adults with Special Needs* to Wisconsin public libraries. Response rate for the 2011 Special Needs Survey was almost 87%: 338 of 386 libraries. Response rate for a similar survey in 2001 was 77% (293 of 380 libraries—the number of libraries in 2001). Responding libraries offered Jobs computer classes with Workforce Development representatives; library spaces, doors and computers became accessible; libraries offered literacy services to English language learners, prisoners and those in detention facilities; libraries offered services to those with vision and hearing loss, mental illness and cognitive disabilities; libraries offered services to seniors with special needs.

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Public library system technology grants were vital to the successful implementation of “...library services that provide all users access to information through local, state, regional, national, and international electronic networks.” The LSTA grants were effective in creating the networks and providing more robust bandwidth for improved integrated library systems and the services that they support. 362 public libraries of the 386 (94%) are part of a shared integrated library system (ILS). Regional library cooperative systems facilitate the sharing of library materials among their member libraries through delivery networks, and interlibrary loan providing patrons access to library materials that are not available at their local libraries.

Providing electronic and other linkages among and between all types of libraries

LSTA grants further assisted facilitation of access through improved regional shared online catalogs that provide member libraries with easy access to materials available at other libraries within their systems. Online catalogs are particularly important for rural and smaller libraries because they greatly expand the materials available to patrons. LSTA funds are crucial to this effort and to the physical delivery of materials that “[provided] electronic and other linkages among and between all types of libraries.” The Wisconsin Catalog (WISCAT) is a state resource-sharing tool that provided the access of statewide library resources for education and information in a variety of formats. It is widely used and has been supported with LSTA funds for many years. Many feel a resource like WISCAT still needs to exist for those library patrons whose information resources are limited by

their location. Others believe that Wisconsin has been very successful in resource-sharing (ranking number one per capita in interlibrary loan throughout the country) through the development of regional, shared public library catalogs. For this reason, however, others feel that WISCAT has served its purpose and that LSTA funds need re-direction.

Reference services are also in transition. Coordination of access to resources occurred on the state level through Resources for Libraries and Lifelong Learning (formerly known as the “*Reference and Loan Library*”) as well as through the collaboration of the regional library systems and public partnerships. Formats (e-content) of information are changing and the expansion of information resources created the need to plan more closely as a state to provide access to all library patrons. With the aid of technology consultant services and state level planning, access to information and links among and between libraries were strengthened.

Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Increased wireless connections (97%) furthered this priority in Wisconsin public libraries; the expansion of access to electronic resources and materials in electronic format (including downloadable audio, video and text); through the digitization of unique local resources providing access through online connections; through the exploration of innovative and enhanced uses of technology to improve library services; through convenient and affordable remote access to training of library staff and patrons using web conferencing software; through training opportunities providing continuing education of library directors, staff and library trustees, and in meeting the developing information needs in jobs, health and library improvement.

Developing public and private partnerships with other agencies and community-based organizations

To expand access to electronic resources, librarians from the Resources for Libraries and Lifelong Learning negotiated the contract for BadgerLink, working and providing training with other public and private agencies. *BadgerLink* is a suite of statewide electronic databases licensed with **state funds** for use by all residents of Wisconsin. Staff services are paid with LSTA funding. In addition, regional public library systems developed partnerships across the state and with Wisconsin Interlibrary Services (WiLS) to provide e-book access to all public library patrons in Wisconsin. The University of Wisconsin Digital Collections Center was an essential partner in providing access to a number of libraries’ digital collections using LSTA funds. Statewide leadership worked in conjunction with representatives of all types of libraries in many communities to disseminate information of importance to libraries in Wisconsin, especially the economic impact study regarding return on investment of public library service and the e-Book Summit to create an opportunity to gather librarians of all types together to develop a mechanism to fund e-book content as a state.

Literacy, Accessibility, Job Support, Health Information, and Multi-type Collaboration are also categories in which grant recipients all had partnering agencies.

Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills

Public libraries and regional cooperative public library systems created accessibility projects that helped libraries improve library services to persons with language barriers or limited mobility. The special needs consultant provided planning assistance to the library community in targeting the needs of those persons with limited information skills. This was especially evident during the economic downturn that rapidly increased the number of unemployed and underemployed in many communities throughout the state.

Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level

LSTA projects through the coordinated summer reading programs in libraries throughout the state targeted the underserved urban and rural communities needs; and in the statewide adolescent literacy initiative promoting improved library services to adolescents in families with incomes below the poverty level, in families of incarcerated persons, or in families having difficulty using the library because of cultural or socioeconomic background.

Key Findings

1. Continue to support more affordable broadband access for libraries in the state.
2. Continue to provide delivery of materials to libraries throughout the state.
3. Continue to support regional public library system technology projects.
4. Continue to provide electronic database and information support staff for training of digital materials for the public and library staff.
5. Continue to provide state level leadership for public library improvement in library service.
6. Continue to support literacy services to persons of all ages and abilities, including seniors.
7. Continue to plan for developing library services to meet evolving societal needs.
8. Continue to provide access to electronic resources of local, state, national, and international information for all persons in Wisconsin, including those persons with disabilities.
9. Continue to support digital access to resources licensed throughout the state for the information needs of all Wisconsin's citizens.
10. Provide alternative and affordable access to materials when replacing WISCAT.
11. Study the viability and efficiency of developing a statewide-integrated library system (ILS).
12. Develop a mechanism for delivery of virtual library staff training opportunities.
13. Support the use of social media tools in Wisconsin libraries.

Retrospective Activities and Priorities

Goal 1 To ensure that libraries and library systems utilize technology to improve services and facilitate access to materials and information resources in Wisconsin libraries and from other sources for the benefit of all Wisconsin residents.

Objective 1A Ensure improved telecommunications in public libraries and public library systems for convenient and affordable access to electronic materials and information.

1.1 Support public library and public library system access to affordable and adequate access to data lines, WANS, and bandwidth.

Funds awarded: \$547,283

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

Providing electronic and other linkages among and between all types of libraries

Results related to priority: The 17 regional public library systems in the state receive a proportionate non-competitive grant to assist member libraries with technology needs identified in their system. Several systems used a portion of the grant funds annually to pay telecommunication costs on behalf of member libraries or subsidized the cost to provide affordable access for member libraries to a shared wide area network and integrated library system. In providing these funds, systems helped provide member libraries electronic linkages between the libraries enabling affordable access to library information services. Funds also helped to facilitate collaborative networks. Systems listed Broadband as the most important service in the 2011 LSTA survey of topics of perceived importance.

1.2 Increase the number of public libraries in the state with wireless connections.

Funds awarded: \$66,835

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Results related to priority: Data collected by the public library development team through the public library annual report showed that 345 Wisconsin libraries, serving 97 percent of the state's population offered free wireless Internet access at the end of 2008. The department's goal was for 100 percent of Wisconsin residents to have access to free wireless at their libraries. To that end, in 2008 the agency began targeting LSTA funding to help libraries add wireless Internet. In 2008, 123 libraries in 9 public library systems added wireless Internet service. In 2009, 19 libraries in four regional public library systems added wireless Internet access service with the assistance of LSTA funds bringing the total number of libraries offering wireless access to 374 libraries—97% of Wisconsin public libraries serving 99.6% of the state's population. Wireless access initiative ranked 3rd in perceived importance as an activity supported by LSTA funds. This service enabled greater learning and access to information and educational resources for individuals of all ages.

- 1.3 Assist public library systems in their efforts to provide IT consulting and trouble-shooting for system member libraries.

Funds awarded: \$66,875

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Providing electronic and other linkages among and between all types of libraries

Results related to priority: Most of the 17 regional public library systems currently have a staff member responsible for technology consultation and support for the member public libraries. However, in the few that do not have sufficient expertise for library operations, LSTA funds were used as part of the public library system technology grants to provide this service to member libraries. One of the possible uses of funds in this category is: "...technology consulting and troubleshooting services for member libraries," stated in the LSTA Information and Guidelines for Wisconsin during 2008-2011. Consultation and troubleshooting technology is part of the priority to establish or enhance electronic and other linkages as well as to coordinate among the libraries for the purpose of improving the quality of and access to library and information services. The library staff cannot adequately address the information needs of users without assistance and technical support (installing routers for example).

Implementation and Benefit

Objective 1A Ensure improved telecommunications in public libraries and public library systems for convenient and affordable access to electronic materials and information.

- 1.1 Support public library and public library system access to affordable and adequate access to data lines, WANs, and bandwidth.
- 1.2 Increase the number of public libraries in the state with wireless connections.
- 1.3 Assist public library systems in their efforts to provide IT consulting and trouble-shooting for system member libraries.

The staff of DLTC and the LSTA Advisory Committee supported this priority through allocation of non-competitive technology funds made available to the regional library systems based on a population and system area formula each year. Systems then had the ability to decide how to best address the technology needs of the member libraries. Uses of funds in the category supported data lines for increasing bandwidth on the BadgerNet or other networks, system WAN upgrades, or library LAN upgrades. Most library systems did not choose to use the LSTA funding for faster Internet access because of the Children's Internet Protection Act (CIPA) requirement to filter.

There also was a small amount of non-competitive funding set aside by staff to provide extra wiring or hardware as part of a fiber broadband connection to the automated systems. A federal broadband grant was written by staff in conjunction with another Wisconsin state agency; the grant was funded by the federal government providing greater broadband access to schools and libraries. However, this same grant awarded to the state for \$23 million was subsequently declined in 2010 by the new administration in the Governor's office. Progress was made in this category with the assistance of LSTA funds. However, the needs for bandwidth have exceeded the capacity that had been required five years ago; greater data and live streaming has been slowed considerably without the substantial financial assistance of the federal broadband grant for schools and libraries. Overall, 163 (41%) libraries will get some bandwidth increase through state negotiated contracts; 231 (59%) will stay the same.

Greater bandwidth is considered by the library community to be the number one priority for future services.

Most public libraries within the state offer wireless access. It is a service that communities have come to expect. A few library systems used funds to provide IT consulting and trouble-shooting assistance on behalf of member libraries. All systems provide technical support for member libraries but ones that used the LSTA technology block grant funds usually could not afford to hire permanent staff to provide the consulting assistance needed by member libraries.

The overall objective was to “Ensure improved telecommunications in public libraries and public library systems for convenient and affordable access to electronic materials and information.” The benefit to the libraries was the ability to offer patrons a great selection of all types of materials by connecting them to the world of information rather than just the world limited to the walls of the library. Broadband, wide area networks, wireless connections and IT consulting and trouble-shooting are background services that create the environment for the staff and enable patrons to easily and seamlessly access the information. For many, the library access is the only method available to these materials since some do not have these connections in their homes.

Objective 1B Encourage libraries to provide electronic content and information

- 1.4 Facilitate expanded access to electronic databases and materials in various electronic formats, including downloadable audio and video.

Funds awarded: \$1,370,815

Priority: Developing public and private partnerships with other agencies and community-based organizations

Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Results related to priority: The public library system technology projects included funding to provide access to educational electronic resources for individuals of all ages in order to support individuals’ needs for education, life-long learning, and workforce development. Regional public library systems purchased database access to the following electronic resources: Learning Express Library, Heritage Quest, Literature & Biography Resource, WorldCat, Ancestry Library Edition, Chilton Library, Mango Languages, Opposing Viewpoints, Biography & Literature Resource, Tumblebooks and Learn a Test. In addition, in 2011-2012, \$400,000 of LSTA funds was allocated in grants to library systems to partially fund e-books for users of all public libraries throughout the state.

The Wisconsin Public Library Consortium (WPLC), a group that established a contractual agreement between and among Wisconsin public libraries and Wisconsin public library systems as partners, provided services such as access to a collection of electronically published materials in a wide range of subjects and formats. Membership in WPLC provided all public library systems access to additional databases at lower costs than each system could obtain individually. The consortium maintains a decision-making and fiscal model for public library cooperation that allows libraries to collaborate, to explore and implement new information technologies and issues, sharing the costs as well as the knowledge and resources.

- 1.5 Facilitate the digitization of unique local resources to provide access to these resources through local, regional, and state portals.

Funds awarded: \$154,000

Priority: Developing public and private partnerships with other agencies and community-based organizations

Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Results related to priority: LSTA dollars funded 32 projects written by libraries and library systems on behalf of member libraries. Collaboration of the libraries and regional public library systems with the University of Wisconsin Digital Collections Center (UWDCC) established a partnership to implement the digitization of local, historical and unique resources. The UWDCC established a minimum and maximum amount of material for project submission; more than one library was often part of the project. Grants awards required recipients to work with the Division for Libraries and the UWDCC, whose staff scanned

materials; created metadata for text based materials, formatted information for web display, and hosted the web site. Digitized materials were then placed on the UWDC's web site as part of the UWDC's State of Wisconsin collection. Libraries and state government agencies also received high resolution copies of digitized images for local use as a part of the project. In 2010 three libraries with community sizes of greater than 100,000 people received funds to seek digitization assistance from UWDC or digitized their own materials. Applicants complied with the standards for "harvesting" metadata about the material by a digital source named Wisconsin Heritage Online (WHO) that indexed digital resources around the state. In addition, LSTA funds also funded the transfer of access to the Wisconsin Heritage Online (WHO) information of digitized materials located in many libraries around the state. This transfer was a one-time fee (\$7,200).

- 1.6 Demonstrate enhanced and expanded reference services, including through collaborative virtual reference arrangements among libraries.

Funds awarded: \$304,700

Priority: Developing public and private partnerships with other agencies and community-based organizations

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: The Division provided virtual reference service, otherwise known as "AskAway" for four (4) years. From 2008-2011 access to 24/7 reference library service established public partnerships with school libraries, public libraries and academic libraries. This service provided access to extensive networks; at times reference questions were being answered via chat 24 hours a day, 7 days a week by persons in a different part of the country or another part of the world. A statewide public relations committee increased efforts to train and enlist more chat librarians. Members of the committee built awareness of the service through conference presentations, best practice sessions, online tools, staff training opportunities and outreach to schools of library and information science and school libraries.

- 1.7 Facilitate the exploration of innovative uses of technology to improve services.

Funds awarded: \$297,000

Priority: Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Results related to priority: Demonstration of innovative or interesting uses of technology in libraries received LSTA funds and allowed implementation of new services for library patrons. Programs offered included: Gaming projects to encourage young adults to use the library, podcasting and vodcasting (video), online catalog developed for mobile devices, text messaging services for patrons, federated searching of other library systems' catalogs, open source content management system (CMS) for blogging, as well as kindles and iPads with newspaper content. These educational and life-long learning services provided an expansion of learning opportunities.

- 1.8 Assist libraries in the exploration of ways to improve and manage access to multiple sites with electronic resources. *No funds were attached to this activity.*

- 1.9 Ensure convenient and affordable remote access to electronic content and information for training of library staff and patrons.

Funds awarded: \$17,000

Priority: Providing electronic and other linkages among and between all types of libraries

Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Results related to priority: Demonstration of a uniform software platform for continuing education and meetings was the purpose of the activity between regional public library systems and the state Division for Libraries. Access to training opportunities and improved coordination between libraries through web conferencing software licenses provided incentive to offer webinars to library staff around the state. Most regional public library systems continued to utilize webinar software for meetings and continuing education.

Implementation and Benefit

Objective 1B Encourage libraries to provide electronic content and information

- 1.4 Facilitate expanded access to electronic databases and materials in various electronic formats, including downloadable audio and video.
- 1.5 Facilitate the digitization of unique local resources to provide access to these resources through local, regional, and state portals.
- 1.6 Demonstrate enhanced and expanded reference services, including through collaborative virtual reference arrangements among libraries.
- 1.7 Facilitate the exploration of innovative uses of technology to improve services.
- 1.8 Assist libraries in the exploration of ways to improve and manage access to multiple sites with electronic resources.
- 1.9 Ensure convenient and affordable remote access to electronic content and information for training of library staff and patrons.

Electronic Resources

Electronic content and information purchased by the regional their library systems exceeded expectations. Many of the systems used their technology block grant funding to supplement the BadgerLink electronic resources by adding databases to their online public access catalogs. All 17 regional public library systems are WPLC members and each has a member on the “board.” The Wisconsin Public Library Consortium (WPLC) provided members the ability to try innovative technologies. With the assistance of LSTA dollars, pooled funding enabled WPLC members the cooperative ability to purchase a greater volume of licenses to meet the rapidly growing e-book demands in libraries. The Wisconsin library community wanted to impress upon e-book vendors that the state’s public libraries worked cooperatively and sought agreements through this statewide group instead of individual libraries.

Digitization

The UW Digital Collections Center (UWDCC) digitized content of local interest and importance to many communities throughout the state. UWDCC has been very pleased with the public library relationships and the content additions made to the “**State of Wisconsin**” collection. University staff helped create interest in the collection, and substantially increased the number of times the collection was visited. Most of the digitization grants recipients were very pleased with the process and product. Few public library staff is available to digitize library collections. The UWDCC created an outstanding “product” and all participants received TIFF files in the event that libraries created access to the digitized materials in their local automated systems.

LSTA grant category restrictions have not pleased everyone, however. The standardized methods used for award consideration and the need to meet the demands of the UWDCC (especially a minimum number of items to be digitized before a collection was considered appropriate for award) meant that some potential collections were not digitized.

In the table below, you will see statistics for the State of Wisconsin collection as well as figures from the University of Wisconsin Digital Collections Center's (UWDCC) website for another heavily-used collection, the UW Collection. The State of Wisconsin collection is the broad category incorporating public library projects; not all of the State of Wisconsin projects were funded with LSTA funds. 38 of them were funded with LSTA funds since 2005. There were 32 projects funded during 2008-2012 with LSTA dollars. Three (3) projects are being completed in 2012 that were awarded originally in 2011. One (1) recipient withdrew participation in the digitization process. The last line of the table below shows total statistics for 76 of UWDCC's major collections.

UWDCC Collection Name	FY12	FY11	FY10	FY09	FY08	FY07
State of WI Collection	262,192	1,041,360	1,904,409	708,076	1,590,892	753,792
UW Collection	117,734	263,492	709,846	191,488	495,057	144,852
Usage for all collections	2,447,804	7,362,142	18,508,649	6,863,591	7,268,171	4,640,193

AskAway - Virtual Reference

In 2011 the Wisconsin Library Services Technology Act Advisory Committee recommended defunding the virtual reference service, named "AskAway." The service received a poor rating from members of the library community in the 2011 LSTA-funded program survey. Use of the service was fairly steady between 2008 and 2011. Support for the program was impacted by the declining number of reference librarians in Wisconsin libraries, the decrease in the volume of overall reference traffic and the lack of strong commitment to staffing and promoting the virtual reference service. Beginning in 2008, the 24/7 virtual reference service was offered to school library media centers across the state. It was eagerly embraced by a variety of school districts, but schools were unable to provide staff to administer or participate in responding to questions from school students.

Virtual Reference (AskAway) Statistics

Year	Questions Asked	Questions Answered
2008	17,569	15,768
2009	19,745	18,521
2010	1,8294	15,349
2011	19,377	13,718
TOTAL 2008-2011	74,985	63,356

Reference Statistics

Public Library System Annual Reports

Year	Total Reference Questions	Response Rate
2008	4,324,647	85.1%
2009	4,623,686	95.9%
2010	4,583,030	77.7%

Total 2008-2011 = 13,531,363 through Integrated Library Systems

Innovative and Enhanced Use of Technology

Results of projects were mixed in these categories; the perceived importance of the innovative or enhanced uses of technology was very strong. Innovative or Enhanced uses of technology ranked 14th of 53 initiatives funded with LSTA dollars in 5 years. Individual libraries valued the ability to "test" new technologies. There were also few categories for which single libraries could apply for LSTA awards. Innovative or enhanced uses of technology enabled 29 projects to reach new audiences. Wireless connection in a bookmobile did not meet expectations because there was a lack of technical support for the project. Gaming in a number of the libraries certainly acquired the attention of young adults; an audience for which libraries tried to increase programming. One of the systems, however, got off to such a late start that implementation was minimal. Participation in the Podcasting, Vodcasting and digital photo sharing projects was much lower than the recipient library agency had hoped. With all the services that libraries currently offered, some librarians underestimated setup and implementation time to learn new service capabilities.

Web Conferencing

Implementation of the web conferencing initiative did not meet expectations; there was not a dramatic increase in collaboration of staff amongst different library systems through the use of web conferencing software. Those systems who were already using the software continued its use and others who had not been using webinar software prior to the grant year did not embrace the initiative readily. It was an initiative that for some was an extra service that certain systems were not ready or interested in offering to their libraries' staff. This service was ranked number 40 in perceived importance of 53 LSTA activities.

Objective 1C Facilitate the development and improvement of shared integrated library systems at the regional level.

- 1.10 Continue to assess the availability, quality, and development of shared integrated library systems and equipment and the services they support.

Funds awarded: \$477,000

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Providing electronic and other linkages among and between all types of libraries

Results related to priority: The regional public library system's non-competitive technology funds advanced this priority annually. Many of the library systems used funds to upgrade automated system software and hardware and provided integrated library system modules for improving the quality of and access to library and information services. For example, the online public access catalog was enhanced each year by the purchase of Syndetic Solutions to provide descriptive book content information, cover art and book reviews.

- 1.11 Encourage school participation in public library shared systems and/or school shared systems to enhance resource sharing if studies indicate such participation is feasible and appropriate.

Funds awarded: \$63,680

Priority: Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: A pilot shared school automated system was implemented to study outcomes providing greater access to information and educational resources by the cooperative educational service agency (CESA 10) in the northwestern area of Wisconsin.

- 1.12 Support efforts to encourage the formation of fewer and larger shared integrated library systems.

Funds awarded: \$145,500

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Providing electronic and other linkages among and between all types of libraries

Results related to priority: This priority was implemented in the non-competitive category called "Joining Shared Automated Systems" in 2011. This category enabled smaller libraries to join larger shared automated systems to improve quality of service and access to information than single libraries had established on their own. A few large libraries could not or would not join shared automated systems during the first round of shared automated systems offered several years ago. LSTA dollars

funded more libraries joining or merging larger shared public library system catalogs. Of the 386 public libraries in Wisconsin, 362 of them (94%) are part of a larger shared automated system.

Implementation and Benefit

Objective 1C Facilitate the development and improvement of shared integrated library systems at the regional level.

- 1.10 Continue to assess the availability, quality, and development of shared integrated library systems and equipment and the services they support.
- 1.11 Encourage school participation in public library shared systems and/or school shared systems to enhance resource sharing if studies indicate such participation is feasible and appropriate.
- 1.12 Support efforts to encourage the formation of fewer and larger shared integrated library systems.

Shared Integrated Library Systems

362 public libraries of the 386 (94%) are part of a shared integrated library system (ILS). The remaining libraries assimilated into regional ILSs through LSTA funding incentives; ongoing costs or the political environment of the region were factors in the decision to forego the LSTA funds for that grant cycle. The funds were then reallocated to other LSTA expenses in the following grant cycle. Since the end of 2011, the feasibility and desire amongst the 17 library systems to share one statewide integrated library system has been discussed among different groups and will be explored in 2012-2013. The decreasing funds available to maintain 17 integrated library systems and vendor hardware and software upgrade costs forced systems to review technology developments for all member libraries. In addition, library systems that serve a smaller population do not feel they can obtain the same quality and quantity of materials from other libraries with denser populations.

An automated system with other schools to promote greater resource sharing was piloted in a rural area. Benefits of the shared ILS in the school environment were less transparent because library staff needed more time to convince the teachers of its ease of use and necessity to support the curriculum and assignments in the schools. Teachers did not have the time, during the pilot project, to become familiar with the new catalog capabilities.

There were many benefits from developments and improvements to the shared ILS' within regions to the public library patrons including software developments to enhance the experience; holds notification by email; the addition of cover art to the catalog that enabled the public to view the material and read a brief summary; database and e-book access through larger shared ILS' became easier; staff ability to maintain many public workstations more efficiently when computers were on the same system provided a good experience for the library customers. According to the Legislative Audit Bureau's assessment of Wisconsin public libraries and public library systems, more than one-half of the libraries surveyed indicated that an online catalog is the most valuable service provided by their system. Easily the most important benefit of the shared automated systems, however, was the access to a larger number of resources through viewing many libraries' resources; patrons could borrow materials through interlibrary loan from the owning library and have items delivered to their home library at no charge.

Objective 1D Facilitate the sharing of library materials and information resources throughout the state and beyond.

- 1.13 Support statewide delivery services among public library systems in the state.

Funds awarded: \$435,000

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Providing electronic and other linkages among and between all types of libraries

Results related to priority: All 17 public library systems provide access to library and information services through the delivery system coordinated by the South Central Library System. The total cost for statewide delivery service provided by SCLS to public library systems from 2008 to 2012 is \$1,875,249. This includes the subcontracted costs SCLS incurred to provide service to Wisconsin Valley Library Service for all 5 years and to Northern Waters Library Service beginning mid-year 2008. The library systems paid \$1,515,249 (80.8%) of this amount and LSTA funding subsidized \$360,000 (19.2%) of this amount owed to South Central Library System (SCLS). Northern Waters Library Service received an LSTA award to subsidize the cost of higher delivery service fees due to distance from the Madison hub. The delivery system is a very highly regarded service in the state. It has facilitated the transport of materials shared by all types of libraries throughout the state.

- 1.14 Provide or coordinate access to statewide resource sharing tools to ensure timely and convenient access to needed materials and information.

Funds awarded: \$2,900,000

Priority: Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Providing electronic and other linkages among and between all types of libraries

Results related to priority: The state level interlibrary loan tool, WISCAT which is short for the Wisconsin Catalog, provided lending access to approximately 550 licensed library entities annually. Between 2008 and 2012, the number of libraries purchasing WISCAT licenses decreased by 51. Wisconsin school districts purchased licenses on the district level rather than for each school building in the district after 2009. This led to a reduction in the number of licenses purchased. The significant decline in the number of librarians working in Wisconsin schools has made it difficult for schools to fully participate in interlibrary loan. In addition, the state interlibrary loan system provides access to information in libraries found outside of the state with which there are collaborations.

The WISCAT expenditures included the WISCAT contract for 5 years. The vendor cost for the WISCAT software was held at 2010 levels for 2011, and will be reduced by nearly \$9,000 for each of the next four subsequent years.

Personnel Costs for approximately 3 FTE (full time equivalent) positions; includes salaries, fringe benefits, materials and supplies, fixed and information technology costs for network services.

- 1.15 Provide or coordinate access to state level interlibrary loan and reference services.

Funds awarded: \$3,549,000

Priority: Providing electronic and other linkages among and between all types of libraries

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: *BadgerLink* is a suite of statewide electronic databases licensed with **state funds** for use by all residents of Wisconsin. *BadgerLink* staff worked to resolve issues and managed the federated searching service, provided technical support and trained patrons and librarians, created and maintained the *BadgerLink* website and developed Wisconsin-related specialty databases to supplement resources.

Staff members developed new patron outreach programs including the *BadgerLunch* and *BadgerLatte* training series for public and school librarians and members of the public, development of *Facebook* and *Twitter* online accounts for *BadgerLink*, *Found in Wisconsin* and the *Wisconsin Digital Archive*. *Found in Wisconsin* was redesigned beginning in 2009. It is a web-based searchable database that allowed users to search for digital collections about Wisconsin that are hosted by Wisconsin libraries, museums and local historical societies.

BadgerLearn was introduced during this time period. It is a new statewide service designed to help librarians increase their ability to assist patrons exploring and using new technology including eBooks, I-Pads, SmartPhones, I-Phones and other digital devices. BadgerLearn delivers training screencasts, YouTube videos and tips for librarians and patrons. Resources for Libraries and Lifelong Learning staff work with partners from the Wisconsin library community, including Wisconsin Library Services (WiLS) and the South Central Library System (SCLS), to deliver BadgerLearn resources.

Wisconsin Digital Archive: Staff distributes state government publications to Wisconsin depository libraries. This program delivers state documents that were “born digital” to libraries around the state. This program requires a collaborative workflow that involves libraries in all three branches of state government. The state library community is embracing this program and the more efficient way it makes state agency documents discoverable and usable online.

BadgerLink includes the following databases: Access Newspaper Archive (Heritage Microfilm), Ebsco, Wisconsin Educational Communications Board (ECB) Video Link, Encyclopedia Britannica, HeritageQuest Online, Learning Express (partially funded through LSTA), LitFinder, TeachingBooks.net, Soundzabound (made available to Wisconsin residents at no cost by agreement with the Wisconsin ECB), Wisconsin Newspaper Digital Research Site (Wisconsin Newspaper Association).

Personnel Costs Expenditures included salaries, fringe benefits, materials and supplies, fixed and information technology costs for network services per person for approximately 8.25 FTE positions. These positions included information technology support, administration of contracts and supervision of staff, development, procurement, management and operation of an automated system, including project budgeting, management of the request for proposal (RFP) and bid processes, recruitment and management of staff and coordination and communication with statewide advisory committees and the statewide library community. Staff responsibilities included development, management, and use of technology to provide interlibrary loan and reference services; database support services; the document depository and Digital Archive programs; for the statewide virtual reference service, and the operation and maintenance of the automated systems, including the statewide library directory, the circulation system, a library portal page, and the team website.

Implementation and Benefit

Objective 1D Facilitate the sharing of library materials and information resources throughout the state and beyond.

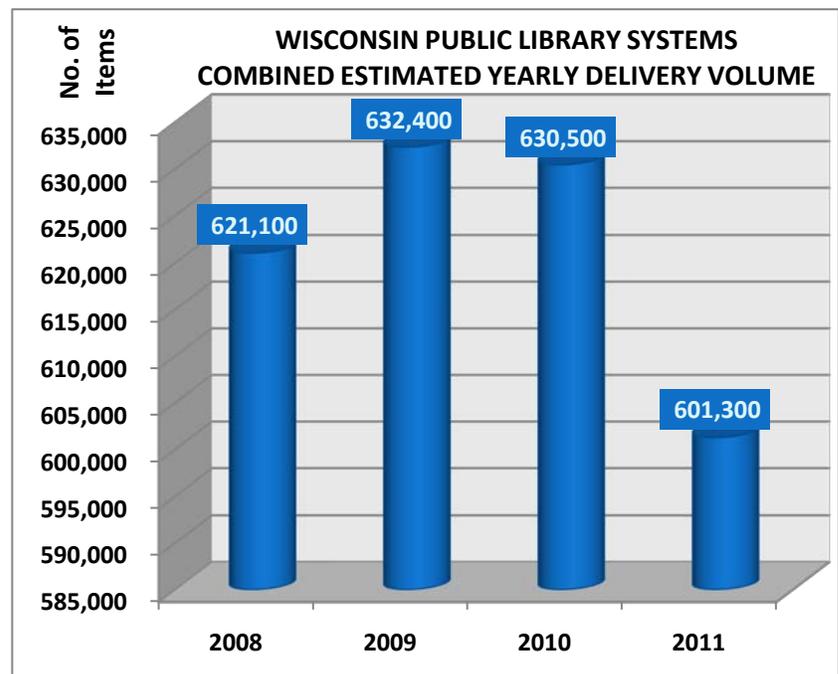
- 1.13 Support statewide delivery services among public library systems in the state.
- 1.14 Provide or coordinate access to statewide resource sharing tools to ensure timely and convenient access to needed materials and information.
- 1.15 Provide or coordinate access to state level interlibrary loan and reference services.

Delivery

Delivery ranked second (2nd) in the LSTA survey of project importance. Delivery frequency was determined by each library system depending largely on the volume of interlibrary loans. Delivery to colleges and universities is the greater part of statewide delivery. Late in 2011 the administrators of the delivery service developed different cost scenarios that depended upon whether the University of Wisconsin (UW) libraries had to downsize deliveries to the UW System campuses in light of very large budget reductions to the UW System services in the state budget. Costs of delivery to the regional public library systems would have increased well beyond the library system budgets. However, the UW libraries continued statewide delivery five days a week; a number of the library systems, nonetheless, opted to reduce delivery from five to four days to reduce costs.

WISCAT

The Wisconsin Catalog (WISCAT), the statewide resource sharing tool, and staff were funded with LSTA dollars. The functionality of the software has been significantly enhanced during the past four years. 63 catalogs have been added to WISCAT, using Z39.50 protocol, facilitating real-time shelf-status checking of library collections. ISO connections were created between Resources for Libraries and Lifelong Learning and the two (2) key interlibrary loan partners, the University of Wisconsin-Madison and the South Central Library System. This connection made referral requests possible to and from WISCAT directly to the installations at the lending libraries, reducing the turnaround time on requests. WISCAT is the only tool in place that allows residents who are not patrons of the college and university libraries and the few large libraries that use OCLC to borrow materials held by libraries out of state.



Public Library Systems	2008	2009	2010	2011
Arrowhead	51,000	47,400	45,900	40,300
Eastern Shores	36,700	42,800	43,300	42,800
Indianhead	45,400	46,900	46,400	42,800
Kenosha County	16,800	16,300	15,800	15,800
Lakeshores	30,100	26,000	29,000	28,500
Manitowoc-Calumet	28,500	29,600	28,000	31,600
Mid-Wisconsin	50,500	53,500	48,900	46,900
Milwaukee County	20,900	19,400	20,900	25,500
Nicolet	22,400	24,500	24,000	22,400
Northern Waters	23,000	25,000	32,600	30,100
Outagamie-Waupaca	18,300	15,300	15,300	15,300
South Central	47,400	54,500	51,100	45,900
Southwest Wisconsin	43,300	40,800	38,200	38,200
Waukesha County	47,400	53,000	46,900	46,900
Winding Rivers	70,300	62,700	67,800	64,200
Winnefox	32,600	35,700	33,600	30,600
Wisconsin Valley	36,500	39,200	42,800	33,600
TOTALS	621,100	632,400	630,500	601,300

The number of interlibrary loan requests handled through the WISCAT system increased steadily since 2008, as shown in the table below.

Year	WISCAT Library System Requests
2008	303,720
2009	312,334
2010	344,866
2011	375,968
Total	1,336,888

The public library systems managed their interlibrary loan requests within their integrated library systems, and then used WISCAT, OCLC or both to seek materials outside of their shared ILS. Each year the libraries and public library systems submitted interlibrary loan transaction statistics in their annual reports to the Division for Libraries. The 2011 statistics are not yet available but a table below shows the number of interlibrary loans requested and filled for all 17 public library systems reflecting requests inside and outside of their shared integrated systems.

Interlibrary Loans Reported by Public Library Systems in Annual Reports

Year	Loaned to	Received From
2008	7,982,165	7,934,605
2009	8,769,425	8,787,296
2010	9,310,669	9,236,945
2011	9,275,423	9,255,063
Total	35,337,682	35,213,909

Library Types and Number of Libraries with WISCAT Licenses

Library Type	2008	2009	2010	2011	2012
Private Academic Libraries	11	11	13	15	15
Technical Colleges	21	21	20	20	19
Public Library Systems*	17	19	19	21	19
Public Libraries	247	252	249	264	262
Schools - CESAs	2	2	2	2	2
School Districts	40	42	40	37	33
Schools – Elementary	52	50	43	41	34
Schools – High	105	101	99	94	83
Schools - Middle	26	22	20	18	16
Private Schools	9	7	6	5	5
State Schools	3	4	2	2	2
Special Libraries - Corporate	1	1	1	1	1
Special Libraries - Correctional Institutions	17	17	16	15	11
Special Libraries - Medical	10	10	11	10	10
Special Libraries - Other	3	3	2	3	3
Special Libraries - State Agencies	10	10	10	9	8
State Libraries	2	2	2	2	2
Total Licenses	576	574	555	559	525

*There are 17 public library systems, but there are multiple codes for certain public library systems in WISCAT.

WISCAT rankings of perceived importance in the LSTA survey out of 53 projects.

Topic	Overall Rank
Interlibrary Loan (ILL) management system of WISCAT	22
Interface of WISCAT and OCLC for ILL purposes	27
Overall WISCAT program	28
Virtual catalog part of WISCAT	38
WISCAT training, documentation and technical support	45
Patron initiated ILL through WISCAT	48
Physical union catalog part of WISCAT	51
Method of downloading MARC records through WISCAT	52

Objective 1E Provide state-level leadership, planning, and coordination of technology services throughout the state

- 1.16 Provide consultant services to assist libraries and systems in using technology and to coordinate the use of technology statewide, including participation in such programs as the federal E-rate program.

Funds awarded: \$653,410

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.

Results related to priority: The consultant in this position coordinated broadband rates on a state level for public libraries, public library systems and schools; assisted libraries, schools and state agencies to obtain e-rate discounts, coordinated the e-book summit and coordinated focus of technology initiatives in the public libraries in Wisconsin. The person in this position also wrote a multi-million dollar grant in conjunction with another state agency; the grant was funded by the federal government for better broadband connections for schools and libraries. The grant was subsequently refused by the Governor of the state. This person also wrote and coordinated various hardware grants on behalf of libraries with the Gates Foundation; coordinated and consulted with state agencies, public, school and academic libraries on all technology issues coming before the Wisconsin state legislature and the federal government.

Personnel Costs Expenditures included salary, materials and supplies, fixed and information technology costs for network services, travel for one (1) FTE position. Funds in this position also included reimbursement costs of committee meetings for the Public Library System Information Technology Consultants

- 1.17 Facilitate statewide planning and studies related to the uses of technology.

Funds awarded: \$183,570

Priority: Developing public and private partnerships with other agencies and community-based organizations

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: Funds in this category were spent on planning initiatives to benefit all libraries. The E-Content summit dealt with public and private partners addressing the library patron demand for e-books and e-content in general. School libraries, public libraries, public library systems, universities and a national collaboration of state librarians collaborated to develop a plan to provide users with better access to materials in this format.

The school library media specialists (school librarians) have been in a very difficult position staffing schools around the state because of extreme financial difficulties created by budget cuts. A summit was convened amongst libraries to develop strategies to deal with the issues created with fewer librarians staffing school buildings. From that study there has been continued planning to help provide the best access to information for students and staff.

The statewide library access initiative developed out of a two-day meeting of all types of librarians and community members to see if a universal library card was desired by those users surveyed to get direct access to all libraries around the state

Implementation and Benefit

Objective 1E Provide state-level leadership, planning, and coordination of technology services throughout the state

1.16 Provide consultant services to assist libraries and systems in using technology and coordinate the use of technology statewide, including participation in the federal E-rate program.

1.17 Facilitate statewide planning and studies related to the uses of technology

Technology Leadership Services

The following was a comment from the LSTA survey: "State level leadership and consultant positions: Centralized leadership decreases duplication of effort, generally gives better focus to goals and objectives, and can motivate those involved toward completion of some very fine, well-orchestrated programs and projects." The technology consultant position ranked 21st of 53 projects in the LSTA survey.

The leadership at the Division developed the technology guidelines with input from many groups for the competitive and non-competitive technology categories. The most diverse category of projects was the Library System Technology grants that touched on many of the 2008-2012 technology objectives within the LSTA plan. These grants allowed systems flexibility within their region to best meet the needs of patrons of all system member libraries. The benefits to the patrons included investment in the best negotiated price for more robust bandwidth to provide quicker access to all library materials and electronic databases; upgraded software and hardware for 17 shared automated systems; purchase of relevant supplementary databases for specialized needs of customers that included Tumblebooks for the very young and Ancestry for those with genealogical interest; and technical support.

Goal 2 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.

Objective 2A Encourage public libraries to provide the materials and information needed by Wisconsin residents to enrich their quality of life and enable them to contribute in a democratic society.

2.1 Assist public libraries in their efforts to provide improved library services and meet state service standards.

Funds awarded: \$360,764

Priority: Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills

Results related to priority: To assist member libraries in making their facilities more accessible to persons having difficulty using libraries for whatever reason, concentrated efforts provided library systems two years of non-competitive grant funding. In the third and fourth year of accessibility grants, libraries or systems applied for grants competitively. Many library boards considered devices and special equipment for persons with disabilities unaffordable and difficult to justify the expense. The regional Public Library System Special Needs consultants felt the accessibility of public libraries was a very important priority but often difficult to fund by individual small public libraries. This category was developed to help the libraries progress sooner toward providing all people with physical disability access to the services of the libraries.

2.2 Coordinate a statewide summer library program for libraries in the state.

Funds awarded: \$37,500

Priority: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level

Results related to priority: The Division's Youth & Special Needs consultant coordinated the ordering and distribution of the Children's Summer Library Program material for 17 public library systems. \$7500 per year for 5 years was allocated to provide materials to library systems in order to offer the national summer library program in libraries throughout the state. Many of the participating children in the summer reading program lived in underserved urban and rural communities with children from families with incomes below the poverty line.

2.3 Support a statewide initiative promoting public library services to improve adolescent literacy.

Funds awarded: \$20,000

Priority: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level

Results related to priority: An Adolescent Literacy initiative targeting adolescents was held in 2008 because reading tests showed a drop-off in reading skills by many adolescents. Representatives from all 17 library systems, young adult librarians, students and faculty from the university attended a workshop with information about adolescent brain development. Librarians learned methods for engaging this age group in services offered at the library. Following the workshop, all 17 public library systems received a small amount of funds to implement their own adolescent literacy programs.

Implementation and Benefit

Objective 2A Encourage public libraries to provide the materials and information needed by Wisconsin residents to enrich their quality of life and enable them to contribute in a democratic society.

2.1 Assist public libraries in their efforts to provide improved library services and meet state service standards.

2.2 Coordinate a statewide summer library program for libraries in the state.

2.3 Support a statewide initiative promoting public library services to improve adolescent literacy.

Accessibility of Libraries

The public libraries had some great successes in accommodating the physical needs of library patrons. The switch to competitive grant applications eliminated the difficulty some systems had in developing a need for a non-competitive grant where a need did not necessarily exist.

Highlights from the Special Needs Survey results:

- Only 5% (16) libraries in Wisconsin do not have an accessible entrance, down from 14% (53)
- In 2001, 14% (48) of libraries have a non-accessible, bathroom (22), floor (17), meeting room (11), or are so crowded a person who uses a wheelchair cannot move throughout the library (8), compared to 19% (74) in 2001.

LSTA grants provided better accessibility in libraries was implemented successfully in some areas of the state. The benefits were described by one librarian as follows: *"The funds for these projects have enabled public libraries of all sizes to make their libraries accessible, find agency partners, and provide significant services to their users. Many of the initiatives which seemed very specialized and only beneficial to a small population have actually improved access and services to much larger groups."*

In other libraries, the staff felt that this particular category deserved less focus. "All of this is important, but I'm thinking that accessibility modifications are so hugely expensive, and they benefit only a few, so library staff could help with all the special needs, like opening doors for wheelchairs, if the money would then be available for helping larger numbers of people." OR "LSTA funds should not be used for things that libraries should be expected to get on their own. Small amounts spent on accessibility tools are feel-good attempts."

LSTA funded initiative - Accessibility	Rank
Adaptive accessible computer workstations	26
Retrofitting doors with electronic openers	30
Accessible aids; e.g., wheelchairs, walkers, magnification devices, sound systems	35

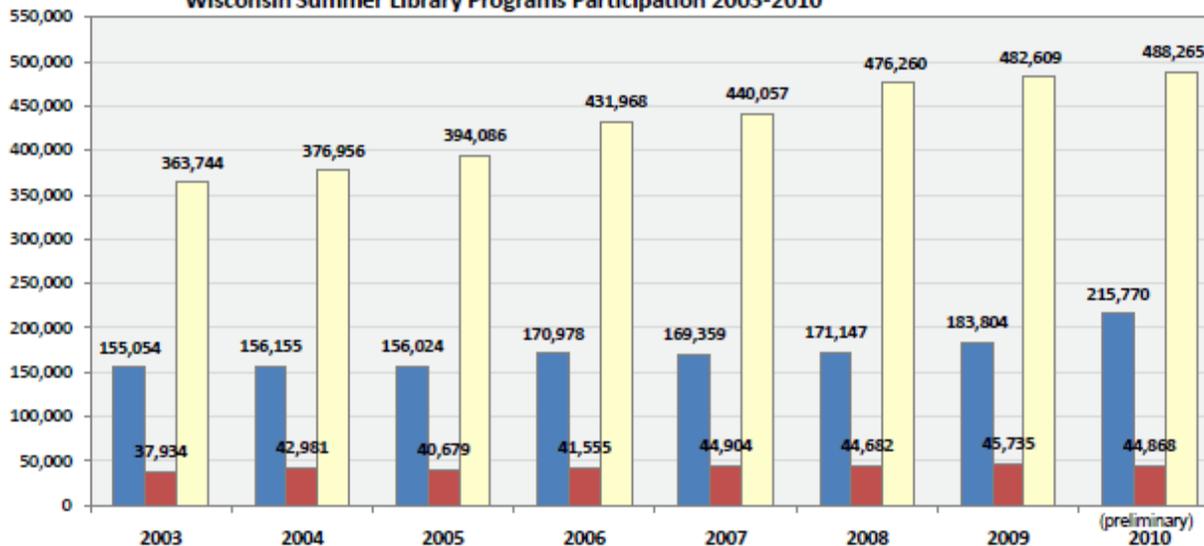
Collaborative Summer Library Program (CSLP)

Wisconsin is a member of the Collaborative Summer Library Program (CSLP). Most libraries have multiple partners for their summer program, including business sponsors who provided prizes or funding for unallowable costs, such as food. The coordination of the summer reading program is ranked 17th out of 53 projects funded through LSTA. This LSTA supported initiative has strong support; *"Without support at the state level, the summer reading programs that public libraries offer would be much more labor intensive for each library. Having a manual and suggestions for best practices allows youth services staff to tailor the Summer Library Program (SLP) without starting from scratch each and every summer."* Likewise, there are also those who maintained that LSTA funding to support the SLP was non-essential: *"I consider summer reading programs important, but if there were no statewide coordination, our talented staff would do just fine."*

Wisconsin Summer Library Programs Participation 2003-2010

	2003	2004	2005	2006	2007	2008	2009	2010
Number of registered / participating children	155,054	156,155	156,024	170,978	169,359	171,147	183,804	215,770
Number of children ages 5 years and younger	37,934	42,981	40,679	41,555	44,904	44,682	45,735	44,868
Total attendance at children's programs	363,744	376,956	394,086	431,968	440,057	476,260	482,609	488,265
Reg. Change		0.71%	-0.08%	8.75%	-0.96%	1.04%	6.89%	14.81%
< 6 Change		11.74%	-5.66%	2.11%	7.46%	-0.50%	2.30%	-1.93%
Total Change		3.50%	4.35%	8.77%	1.84%	7.60%	1.32%	1.16%

Wisconsin Summer Library Programs Participation 2003-2010



■ Number of registered / participating children ■ Number of children ages 5 years and younger □ Total attendance at children's programs

Adolescent Literacy

Statewide assessments of reading achievement showed that the proportion of students proficient in reading declined as they moved from elementary and middle school to high school. In May 2008, the Division for Libraries, Technology and Community Learning launched a multi-year initiative that will champion high-quality teen services and build momentum behind Wisconsin's drive to create the most literate, well-educated citizenry and workforce in the nation. This Initiative began with a leadership conference on May 15, 2008. The Leadership Conference included system and resource library directors, system youth services liaisons, and teen services librarians, as well as DPI staff and other invited guests.

Following the Leadership Conference, the Division for Libraries worked with the regional library systems in Wisconsin to arrange for training workshops that addresses the broad issues of adolescent literacy. The training sessions took place between July 2008 and June 2009. In addition the Division used a web page to keep librarians around the state up to date on issues related to adolescent literacy and teen services that support school efforts.

Primary Targeted Groups were adolescents who:

- Lived in poverty.
- Were members of an ethnic minority group;
- Had disabilities, especially learning disabilities;
- Were enrolled in special education classes or alternative high school programs
- Used English as a second language.

Secondary Targeted Groups were adolescents who:

- Were parents.
- Were part of the foster care system, especially those who were approaching the age at which they would leave the system.
- Were involved with the juvenile justice system; inmates in county jails or detention facilities, state juvenile detention facilities, and/or state or federal prisons.
- Had run away or who had been "thrown away" by their families, or were homeless with their families
- Had been expelled from their school.

The Adolescent Library Initiative for Public Libraries was intended to complement the State Superintendent's Adolescent Literacy Plan. (http://dpi.wi.gov/cal/pdf/ad_lit_plan_web.pdf) 

A number of LSTA projects developed as a result of the Adolescent Literacy initiative. The Kenosha County Library System was part of a multi-System 2008 LSTA Innovative Technology grant with Manitowoc-Calumet, Eastern Shores, and Lakeshores systems. They used funding from the grant to purchase the electronic gaming equipment to help encourage teens at risk to visit the library. Kenosha has a gamers' blog that includes pictures of their gaming events. To visit the blog, go to <http://kclsgamers.wordpress.com>. There were no statistics to report for this grant. Bandwidth issues prevented the four systems from pursuing the gaming across public library system boundaries.

The Manitowoc-Calumet Library System used 2008 LSTA funds to purchase gaming equipment as part of their efforts to reach teens at risk of illiteracy. Libraries in the System used the funding to purchase Wiis, projectors, and related equipment in an effort to encourage teens who would not typically visit a public library to at least check things out in terms of the gaming events. The intent is to then interest the teens in other library materials as well. Photos of the gaming tournament at the Lester Public Library in Two Rivers are available at: www.flickr.com/photos/lesterpubliclibrary/sets/72157607885083794.

LSTA Projects Serving Teens At-Risk

Indianhead Federated Library System (<http://www.dpi.wi.gov/pld/adolit-ifls.html>)— Reaching Out to Youth At-Risk:

- Barron Public Library--Collaboration with an Alternative High School
- Frederic Public Library--Book Discussion Group in a Mental Health Treatment Center for Teen Girls
- Polk County--Working with Teen Parents

The Adolescent Literacy Initiative ranked 12th of 53 LSTA supported initiatives funded (2007-2011).

Objective 2B Encourage public libraries and public library systems to provide training opportunities for staff, trustees, and patrons.

- 2.4 Support the provision of training opportunities and equipment for the education and continuing education of library directors, library staff, and library and system trustees.

Funds awarded: \$581,000

Priority: Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all

Results related to priority: The funds awarded included the following categories: *Job Search, Support and Training, Library Improvement Training, Health Information, and Multi-type Planning and Collaboration*. The economic decline in the state prompted the Jobs initiative. There were many unemployed persons in Wisconsin; many librarians needed training to assist patrons in acquiring computer skills, learning how to search for jobs, completing forms, and resumes. A number of the library systems acquired computer labs and established partnerships with workforce development agencies in their areas to help meet demands in the communities.

Library improvement training grants were competitive grant opportunities primarily used by library systems to collaborate in hiring a major speaker for the benefit of many librarians. The competitive health information and awareness grants required partnerships with health service agencies and library professionals. They were an opportunity for librarians to learn about essential health related resources in their area to enable the librarians to provide patrons a direction in finding the best health resources and information. The Multi-type planning and collaboration grants enabled recipients to partner with libraries of all types in their regional areas and brainstorm about sharing opportunities.

Implementation and Benefit

Objective 2B Encourage public libraries and public library systems to provide training opportunities for staff, trustees, and patrons.

- 2.4 Support the provision of training opportunities and equipment for the education and continuing education of library directors, library staff, and library and system trustees.

Library Improvement Training

A small amount of funding in this category provided librarians and library system trustees opportunities to provide workshops for larger groups within their regions on a variety of topics including customer needs and satisfaction, technology, leadership, library services and programs for patrons of all ages, diverse customs and cultures appropriate to the community, foreign languages, disaster planning and training, space needs planning, safety and security for staff and patrons, conducting effective library board meetings, or the roles of library staff and boards. Several regional public library systems chose to collaboratively share the cost of a major speaker on safety and security for staff and patrons. A 2012 grant is currently being implemented to bring directors of medium and small public libraries together for orientation on topics of public library administration so new directors can successfully perform their jobs and be aware of both resources available to public libraries, as well

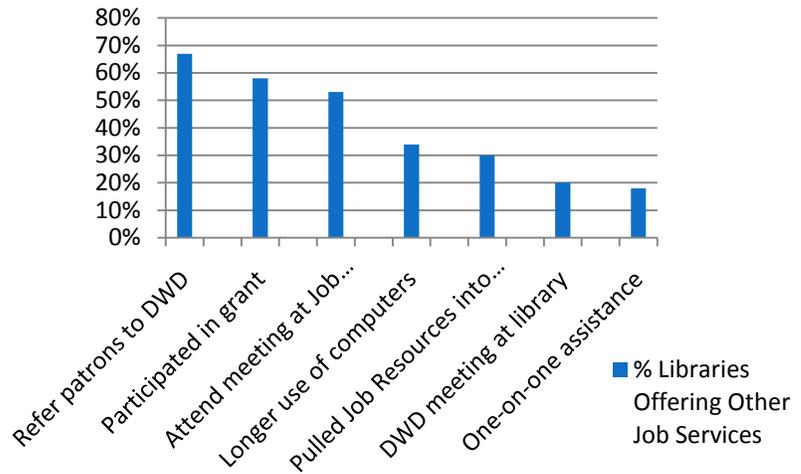
as requirements for legal operation and participation in a regional public library system. The workshops will be conducted collaboratively by staff from various systems and the Division, providing a model that can be further developed and replicated in the future.

Job Search, Support, and Training

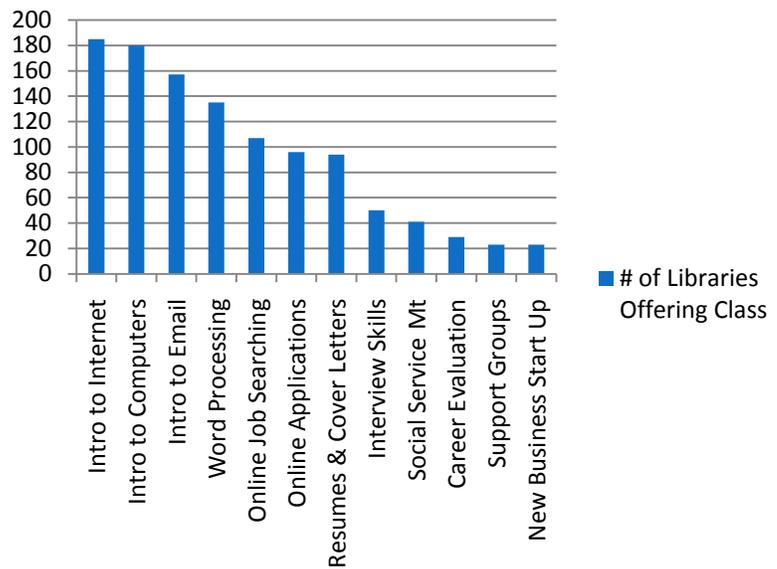
Funding in this category was made available on an emergency basis in 2009 to the 17 regional public library systems in a non-competitive category. There was a great number of unemployed throughout the state after 2008. In consultation with the regional public library systems and the Division staff, a decision was made to dedicate this funding to help address the needs of Wisconsin workers who were most affected by the economic circumstances. The funds were available because of lapsed funds in other LSTA accounts from the previous year. Funding was distributed on a population formula. The purpose of the category was to help the public library community respond quickly to the economic conditions that affected families and individuals across the state. The systems, in cooperation with their member libraries and other organizations, used the funding to serve people who were unemployed, underemployed, and/or seeking to improve their job skills. The intent of this funding was to encourage systems and libraries to collaborate with local, regional, and state agencies that are already working to help the targeted population (i.e. Department of Workforce Development). In 2010 and 2011 the category became competitive and open to both public libraries and regional public library systems.

Four systems used the funding to purchase laptop computers to create portable labs that moved from library to library for training purposes. Instructors taught a variety of free computer classes using these labs. One system purchased laptops for participating libraries that were reserved for people working on job-related activities such as resume writing. Often a user cannot complete work on a resume in the half hour typically allotted on public workstations. Other classes included resume writing and Internet job searches. The Jobs category funding assisted public libraries that worked in collaboration with agencies already providing services to people who had lost jobs or who were trying to improve their skills in the uncertain job market. The projects complemented

Percent of Libraries Offering Other Job Services



Number off Libraries Offering Class



what the agencies were doing and allowed libraries to increase their efforts to meet the needs of job seekers in their local communities.

Health Information and Multi-type Planning and Collaboration

These two initiatives were training grant categories to establish community partnerships and collaborations enabling librarians to learn about the resources in their regions in order to better serve their library patrons. Health information partnerships were fostered between the libraries and major health institutions in certain regions of the state. However, librarians were reluctant to create the impression that the library was endorsing “the best” health resources. The Multi-type planning grants were opportunities to share and network with all types of libraries in a region. They were primarily informational workshop presentations to library staff to share resources that may benefit library patrons. There were few agencies that applied for both categories over a two year period. Health Information ranked #50 of 53 initiatives and Multi-Type Planning was 41 of 53 in ranked perceived importance.

Objective 2C Promote and support learning and literacy activities in public libraries and state institutions libraries for people with special needs.

- 2.5 Support the efforts of public libraries in improving the literacy and reading skills of people who have difficulty using libraries because of their educational, cultural or socioeconomic background.

Funds awarded: \$746,170

Priority: Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills

Results related to priority: More than 40 competitive literacy projects were awarded funds targeting library services to individuals with limited functional literacy or information skills due to diverse geographic, cultural, and socioeconomic backgrounds. Literacy projects targeted the jailed and families of the incarcerated, youth at risk, those with limited language skills and families of lower socioeconomic background.

The number of literacy grant projects decreased over the five year period partially because of the introduction of the Jobs grant category in 2010. Special needs consultants who primarily implemented the literacy grant could only focus, in some situations, on one LSTA grant category at a time since implementation was a portion of their employment responsibilities. In survey results, early learning projects ranked 11 of 53 and adult & family literacy projects ranked **10th of 53** LSTA initiatives.

- 2.6. Promote the role of public libraries in meeting the information needs for people with sensory and mobility disabilities, including seniors.

Funds awarded: \$96,026

Priority: Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills

Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level

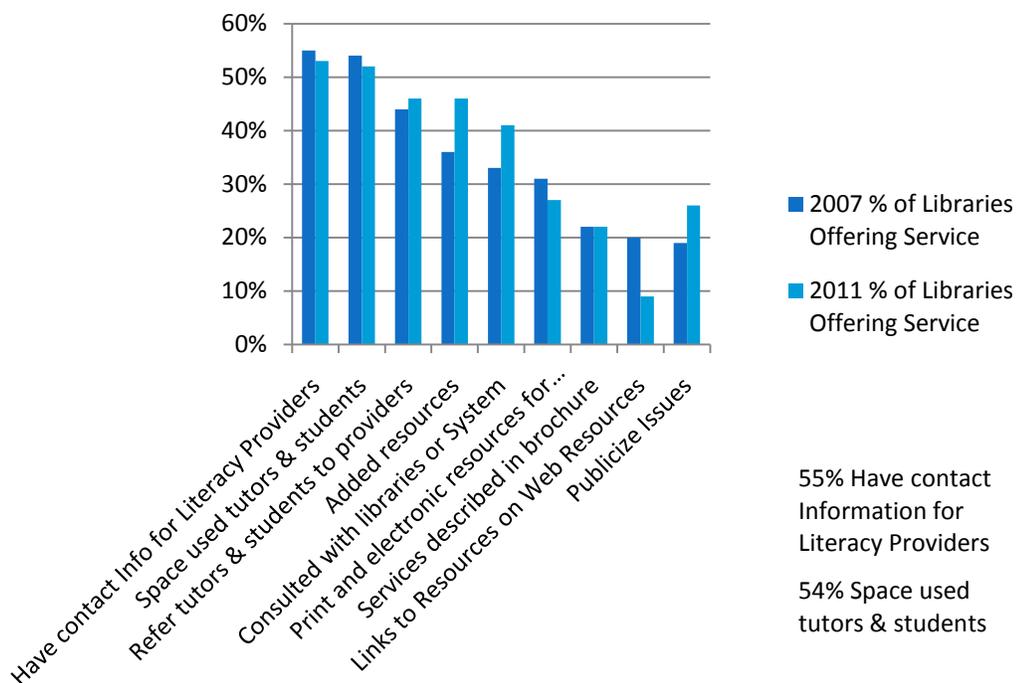
Results related to priority: In 2008 and 2009 this category awarded 7 grants to libraries or library systems targeting library services to individuals with disabilities, and in particular to those having difficulty using a library. Grants provided outreach collection services to seniors in nursing homes, persons with mental illness, caregivers for seniors with special needs, families and children dealing with autism.

Implementation and Benefit

Objective 2C Promote and support learning and literacy activities in public libraries and state institutions libraries for people with special needs.

- 2.5 Support the efforts of public libraries in improving the literacy and reading skills of people who have difficulty using libraries because of their educational, cultural or socioeconomic background.
- 2.6 Promote the role of public libraries in meeting the information needs of people with sensory and mobility disabilities, including seniors.

Literacy



Persons responding to the LSTA Survey ranking all 53 initiatives ranked Literacy 10 and 11.

LSTA funded initiative - Literacy	Rank
Adult and family literacy projects	10
Early learning projects	11

Many persons expressed opinions about literacy services to prisons and detention facilities that were both positive and negative.

“Library services to detention facilities, jails and prisons seem to be a low priority in Wisconsin. An outsider might believe that the absence of library services or restriction of library services was a deliberately punitive measure.”

“I think we sometimes forget about people who have special needs. They require access to learning just as we do. One of the most neglected groups is found in detention facilities.”

“For many people with physical handicaps or who are incarcerated in jails or prisons, library service is the *only* service that provides them with reading material they can use.”

“For those individuals already incarcerated, becoming educated is often the greatest advantage toward not returning to jail upon release. Providing library services is a significant factor in that educational process.”

“The library services in detention facilities, jails and prisons should not take a priority since the people there are incarcerated for a reason. Yes, if possible, services can be done. However, prisoners are not living in normal society since they are being punished for a crime they committed. These services should be considered last.”

“I guess I'd say law abiding people deserve services more than those who have already broken the law and harmed their community. I'd rather that same community focused the resources on youth before they turn into criminals.”

Objective 2D Provide state-level leadership, planning, and coordination for the improvement of libraries throughout the state.

2.7 Provide leadership services for the improvement of public library service by engaging in statewide planning for public library services and funding, and collecting and disseminating information of interest and importance to libraries in Wisconsin.

Funds awarded: \$1,168,500

Priority: Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages

Providing electronic and other linkages among and between all types of libraries

Developing public and private partnerships with other agencies and community-based organizations

Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: This objective funds the 80% Director of Public Library Development (PLD); a limited term employment position; electronic forms; Travel; part-time financial consultant. Annual meetings were held to convene groups the public library system consultants for certification and continuing education, special needs, and youth services. The perceived importance of state level leadership, development and improvement of public library service was ranked 7th in the 2011 LSTA Survey results.

Personnel Costs Expenditures included salary, fringe benefits, materials and supplies, fixed and information technology costs for network services for 1.8 positions. Funds in this priority also included reimbursement costs of committee meetings for the Public Library System Continuing Education/Certification Consultants, Public Library System Youth Consultants, Public Library System Special Needs Consultants, meetings and travel for staff, limited term employment for an office assistant with no benefits and form software for statistics.

2.8 Provide consulting and planning assistance to public libraries and systems, including consultant services for youth services and special needs populations.

Funds awarded: \$434,200

Priority: Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills

Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level.

Results related to priority: This objective funded the Public Library Youth and Special Services Consultant position addressing the LSTA priorities that kept the library and library system community

focused on targeting the needs of youth and special needs. This position advised the LSTA Advisory Committee of the library and information services for persons having difficulty using a library. The person in this position also coordinated the Summer Reading Program at the state level in conjunction with other states.

Personnel Costs Expenditures included salary, materials and supplies, fixed and information technology costs for network services and travel for one (1) FTE position.

2.9 Collaborate with state and national library organizations in statewide planning and studies.

Funds awarded: \$153,000

Priority: Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks

Results related to priority: The need to provide state leadership for development and improvement of public library services required communication and planning as well as interaction among libraries, library groups, the education community and other organizations within and outside of the state. Groups included Chief Officers of State Library Agencies (COSLA), Wisconsin Library Association, COLAND (Council of Library and Network Development), American Library Association, Literacy staff at the Department of Public Instruction, etc.

Funding in this objective also included the *Visioning Summit* which took place at the urging of COLAND in 2009. During the summit, participants were assigned to break-out groups to discuss the following topics:

- economic development and financial vision for libraries
- education and literacy role of libraries
- organizational collaborations needed for future libraries
- library infrastructure and technology needs
- services that libraries will want to provide the public and the roles that librarians should play in their communities

Implementation and Benefit

Objective 2D Provide state-level leadership, planning, and coordination for the improvement of libraries throughout the state.

- 2.7 Provide leadership services for the improvement of Wisconsin public libraries by engaging in statewide planning for public library services and funding, and collecting and disseminating information of interest and importance to libraries in Wisconsin.
- 2.8 Provide consulting and planning assistance to public libraries and systems, including consultant services for youth services and special needs populations.
- 2.9 Collaborate with state and national library organizations in statewide planning and studies.

State-Level Leadership and Consultants

The person in this position established long-range goals for public library services in cooperation with library associations and organizations in the state. The person in this leadership role provided reviews and updates of statutory and administrative code language relating to public libraries and public library systems; provided leadership in developing state funding policies for public library and public library system services; provided coordination, leadership and management of the federal Library Services and Technology Act program to comply with federal requirements, and make the most effective use of funds to meet Wisconsin library objectives and maintain Wisconsin eligibility for federal funds allocation. The person in this position also provided leadership, with the statewide Public Library Technology Consultant, for statewide library technology programs.

According to a comment from the LSTA Survey, “State level leadership and consultant positions: Centralized leadership decreases duplication of effort, generally gives better focus to goals and objectives, and can motivate those involved toward completion of some very fine, well-orchestrated programs and projects.”

Statewide Planning and Summits

LSTA Funded Initiative	Rank
Statewide visioning planning summit	43
COLAND meetings and travel costs	53

Not everyone felt the same way about the benefits of state leadership, however. “Statewide leadership is crucial and thus important, but it has not been bold enough or brave enough to meet the needs and challenges of the statewide library network.”

Youth and Special Needs Consultant

LSTA Funded Initiative	Rank
State consultant services for youth/workshops	37
State level consultant services for persons with special needs/workshops	39

Several comments from the LSTA Survey were less than complimentary...

“Not sure if the visioning summit actually accomplished what it intended to do because I think the end result was not as "visionary" as many of us had hoped it would be.”

“COLAND meetings--do they need to meet face-to-face? Could they do it over the ITV network to save travel costs?”

“DPI should cover costs for summits and not LSTA.”

“Hard to see value in summits when no results are later seen. The ideas are good, but do they make any difference?”

“COLAND meets its statutory charge and I do not fault it in that context. But like the division, it is too seldom a source of true leadership.”

Library Administration

Funds enabled the Division and the Department of Public Instruction to administer the LSTA program in accordance with federal regulations. The administration funds supported the LSTA Advisory Committee meetings, the grant review and award process, administration of grant program and fiscal records.

Personnel Costs Expenditures included salary and fringe benefits, materials, supplies, fixed and information technology costs for network services for .1 FTE position.

Retrospective Strategies

To what extent were these results due to choices made in the selection of strategies?

Wisconsin used the LSTA program 2008-2012, which set out the goals and objectives for implementation. The strategies for implementing the plan were decided primarily by the staff of three teams within the Division for Libraries, Technology and Community Learning at the Department of Public Instruction and the LSTA Advisory Committee which meets twice annually. The teams were: Public Library Development, Resources for Libraries and Lifelong Learning (formerly known as Reference & Loan Library) and Instructional Media and Technology. There were staff meetings in March each year to review the budget and discuss the status of grant categories for the following year. Staff is asked to indicate significant category changes from the previous year and to bring any new grant categories for consideration to this meeting. Another meeting is scheduled prior to the LSTA Advisory Committee meeting in April. Staff must submit category descriptions tied to the Five year LSTA Plan.

At the fall meeting of the Librarian's Advisory Committee, division staff presents all categories with recommendations. The committee has the opportunity to propose, discuss and vote on category and application funding. The committee will sometimes agree with staff recommendations; at other times there may be lengthy discussion about continuing a grant category OR funding more or less grant applications than proposed by the staff. It is rare when the final recommendations of the LSTA Advisory Committee are not also proposed and followed by the State Superintendent of the Department of Public Instruction.

State and federal budget situations also factored into the selection of strategies used while implementing the plan. For example, **Jobs: Search, Support and Training** category was not part of the original plan. This category developed as a result of the large population in Wisconsin of unemployed and underemployed following the economic crisis in 2008. By May of 2009 the Division had funds from lapses of past grants to distribute to the 17 public library systems to assist the public library community respond quickly to the economic situation that has affected families and individuals across the state. The block grants were distributed based on a population formula. The funds needed to be used in cooperation with area libraries and other organizations to serve people who were unemployed, underemployed, and/or seeking to improve their job skills. The intent was to facilitate and encourage systems and libraries to collaborate with local, regional, and state agencies that were already working to help the targeted population. Systems receiving funding had to identify collaborating partners at the system and/or local levels. The first two years of the category (2009-2010) were funded non-competitively; in 2011 this became a competitive grant category.

Process Questions

Were modifications made to the SLAA's plan?

The Wisconsin State Library Administrative Agency (SLAA) did not make modifications to the 2008-2012 LSTA Plan.

How have performance metrics been used to guide policy and managerial decisions affecting the SLAA's LSTA supported programs and services?

The mission of the Wisconsin Division for Libraries and Technology is to provide leadership, assistance, planning, coordination, and funding for the improvement of public libraries and public library systems so that all Wisconsin residents have equitable access to information and knowledge resources. These principles, grant recipient performance and allocated funds from IMLS to states guided Wisconsin's policy and managerial decisions.

Prior to the spring meeting of the LSTA Advisory Committee meeting, Division staff gathers to discuss the categories that took place in the previous year and that are currently being implemented. Policy and funding decisions are discussed; in addition consultants weigh in with grant category recommendations for the following year based on discussions they have had with public library system youth, special needs, information technology consultants. Level of interest of potential grant recipients and the quality of past project results helped guide policy and decisions about supported programs. For example, Innovative Use of Technology was a competitive grant category that consistently attracted a large number of applicants. Awards were made based originally on a project's innovation or unique ability to provide a service for the library patrons. Project results and outputs at some point were no longer "innovative." However, some staff and the Advisory Committee decided to allow the category to evolve and become one that sought to award recipients for "enhanced" technologies to provide better patron services. The category continued to attract interest from public libraries and the regional public library systems.

In this category as well as in Health Awareness and Multi-type Collaboration, however, the lack of measurable outputs and outcomes guided the SLAA to recommend discontinuation of these awards.

Virtual Reference, a statewide reference service, was discontinued because usage was minimal. The service that was no longer used was not considered valuable to the library patron.

What have been important challenges to using outcome-based data to guide policy and managerial decisions over the past five years?

Determining project impact on the targeted audience was often not conclusive. In some cases, partnering agencies written into projects withdrew their assistance and collaboration. There is little that can be done when an agency has been awarded a grant and there are staff changes in the library. Planning for adequate time for library staff to implement a project can be challenging especially when staff numbers and hours are diminishing.

Grant awards are distributed on a calendar year to match the library funding cycle. Applications are accepted in September, reviewed in October-November; projects are funded and implemented January-December. Through no fault of IMLS, during the past several years, funds have arrived late; recipients have not had a full year to implement projects. This is often not enough time to obtain outcome-based results.

Prospective

How does the SLAA plan to share performance metrics and other evaluation-related information within and outside of the SLAA to inform policy and administrative decisions during the next five years?

The state library agency (SLAA) in Wisconsin consists of three teams within the Division for Libraries and Technology that contributed to the implementation of the plan. The evaluation will be reviewed with these teams and provide a focus for the 2013-2017 LSTA plan.

- Instructional Media and Technology (IMT)
- Public Library Development (PLD)
- Resources for Libraries and Lifelong Learning (RL&LL)

The Division will share the evaluation-related information with the LSTA Advisory Committee; seek its advice and feedback on future plans, policy and administrative decisions. Membership on the Advisory committee includes representatives from public libraries, public library systems, school and academic librarians. It is the intent to try and represent different sizes of libraries and various geographic areas of the state. Committee members are appointed by the State Superintendent of Public Instructions to serve staggered 3-year terms. The committee meets twice a year (in the spring and fall). The primary responsibility of the committee is to advise the Division staff and the State Superintendent on the following issues: development of the long-range plan and evaluation, establishment of annual grant criteria, priorities, and categories; grant applications and recommendations for grant awards. As a part of each LSTA Advisory Committee meeting, time is set aside for a public hearing where other persons interested in the LSTA program may make comments, suggestions, and recommend categories.

Information on the LSTA evaluation will be made available to librarians and library users through various methods, including Division publications, email lists, the LSTA web page, the Public Library Development Facebook page and other appropriate means. A key source of information and reports on the LSTA program is the Division's newsletter, *Channel Weekly*. *Channel Weekly* has approximately 1200 subscribers from all types of libraries, including trustees and others interested in library issues.

The Division has an extensive web presence that includes a site focused on the LSTA program (<http://dpi.wi.gov/pld/lsta.html>). The Division hosts email discussion lists for schools and one for public libraries; information will be made available via these lists. The public library email list is WISPUBLIB and has approximately 1300 subscribers. In addition, the Division will share results with the committees and groups whose input was requested during the evaluation process. These focus groups included:

- Council on Library and Network Development (COLAND)
- Public Library Systems' Youth Consultants
- Public Library Systems' Special Needs Consultants
- Public Library Systems' Information Technology Consultants
- Public Library Systems' Continuing Education & Certification Consultants
- System and Resource Library Administrators' Association of Wisconsin (SRLAAW)

In addition, a committee will be selected this year by the Division for Libraries and Technology to review the statutes governing libraries and library systems in the state. This evaluation will be a resource for that committee's work.

How can the performance data collected and analyzed be used to identify benchmarks in the upcoming five-year plan?

There were 489 respondents to the online **2011 LSTA Survey**. Responses represented a cross section of individuals from all types of libraries; persons chose to select LSTA initiatives funded 2007-2011 by their perceived importance. There were also 344 responses from 378 libraries to the **2010 Survey of Library Services to Adults with Special Needs**.

The data collected through the surveys and the focus groups will be used as a foundation for identifying benchmarks in the upcoming 2013-2017 LSTA plan. Analyzing the areas that were most favorably rated in the surveys will be essential in establishing standards.

In addition, the Legislative Audit Bureau, a nonpartisan legislative service agency responsible for conducting financial and program evaluation audits of state agencies, conducted a study of Wisconsin libraries and library systems in 2007-2008. The Bureau's purpose is to provide assurance to the Legislature that financial transactions and management decisions are made effectively, efficiently, and in compliance with state law and that state agencies carry out the policies of the Legislature and the Governor. The changing philosophical and financial environment at the state level must be taken into consideration; the resources available to the state from the Institute for Museum and Library Services will also influence identified benchmarks.

What key lessons has the SLAA learned about using outcome-based evaluation that other States could benefit from knowing?

Grant applicants provided measurable criteria for their project objectives and stated project accomplishments or community changes. Project administrators provided six-month and final project evaluations that included details on the results or outcomes of projects. A training session was offered for potential grant applicants with examples of outcome evaluation possibilities as well as other evaluation methods and activities. Training was provided through webinars on the importance of gathering consistent and reliable data on various service measures and then reporting it in ways that were meaningful to local boards and funding bodies. The Division for Libraries tried to do the same at the state level and annual statewide reports; the status of various library services and technology were published throughout the state and used by local libraries and systems to promote and support their services. Most of our LSTA grant applicants were more comfortable evaluating their projects in terms of evaluation outputs, and that type of evaluation was considered to be appropriate. Many of the project administrators did an excellent job of managing their LSTA projects and the projects made significant improvements in the services provided to the targeted audiences. The project administrators tried to measure the impact of their projects on their library users. Some had a better grasp of this process than others and Division staff worked with project administrators to encourage them to focus their evaluation efforts on outcomes.

Final project evaluations from project recipients varied. Some provided good outputs and outcomes; output measures were more common and anecdotes were part of special needs grants final evaluations almost exclusively. Project outcomes varied; there were literacy grants for the very young children, families, adolescents, elderly and the incarcerated. In every literacy or accessibility project, partnerships or collaborating agencies were always part of the project plan and implementation. Outcomes for the targeted audiences often relied on anecdotal stories because projects did not actually begin implementation until awards were received. It was often late in the year when projects were completed in many communities where immediate impact was not apparent. It was often considered a successful project if there was significant attendance at a sponsored program, persons returned regularly to the library after a program, or in the case of the incarcerated, if the young persons in the detention facility welcomed the addition of reading material into their daily routines. The outcomes in the special services affected fewer persons (as with a hearing loop system) but were certainly significant for those for whom the service was intended.

The Jobs Support funding in its earliest stages was distributed throughout the state with the assumption that all areas of the state had a significant number of unemployed or underemployed persons. After the initial assistance to the 17 library systems throughout the state, the outcomes of the grants were much more significant once the category became competitive. Libraries and library systems submitted grants because a need still existed. Classes were filling on a regular basis for computer assistance on everything from how to use the computer to how to complete a resume.

Technology grants to the library systems were difficult to report outcome-based evaluations; yet these grants were considered by several of the focus groups to be very valuable for library patrons. It was with these grants that electronic resources were purchased to supplement online catalogs for the library patrons providing greater access to library materials. Collaborative projects were developed amongst the library systems to provide access to e-books that libraries could not afford on their own. The enhancements to the shared automated systems, however, had significant influence on the abilities of the 17 library systems to share so much material and provided the public with the resources needed. In addition, the shared delivery in the state was the conveyor of the materials that persons throughout the state were seeking.

Evaluation Methodology

Identify how the SLAA implemented the selection of an independent evaluation using the criteria described in the next section of this guidance document.

Mike Cross, the former Director of Public Library Development for the Division for Libraries and Technology, selected Don Smith from the Wisconsin Department of Public Instruction's Policy and Budget team to guide the Five Year LSTA Evaluation. Don performs budget and policy analysis as well as budget, legislative, and federal-state planning functions for the Wisconsin Department of Public Instruction. Responsibilities of the team include developing the agency's education agenda/budget initiatives; coordinating agency policy development; analyzing and monitoring key legislation affecting schools, libraries, and the department; coordinating and recommending administrative rule development; coordinating the department's federal grant application process; coordinating the payroll management information system; and providing technical assistance in management planning and resource development.

Explain who was involved in conducting the various stages of the evaluation. What stakeholders provided and interpreted evaluation data?

The evaluation process included staff from the Public Library Development team: Mike Cross, Terrie Howe, Al Zimmerman, John DeBacher, Bob Bocher, Barb Huntington, and Jamie McCanless. Resources for Libraries and Lifelong Learning staff included Martha Berninger and Lisa Weichert. The Instructional Media and Technology team and Don Smith from the Department of Public Instruction's Policy and Budget team were involved. Early in 2011, a Special Needs Survey was sent to 379 public libraries. The response rate for 2011 Special Needs Survey was almost 90%—338 of 379 libraries.

In February 2011, two messages were sent from the Public Library Development team director to two statewide library email lists requesting participation in the LSTA Survey. The first email alerted recipients of the message to watch for the web address to the survey. The participants in the Wisconsin Educational & Media Technology Association (WEMTA) list were school library media specialists (approximately 650). The second list consisted of public librarians, public library system librarians, library board members, and librarians from academic and special libraries totaling more than 1300 addresses.

Several focus groups received informational handouts that provided feedback on Wisconsin's LSTA Plan. The focus groups were:

- | | |
|--|-----------------------------|
| a) Public Library System Youth Consultants | <i>September 22, 2011</i> |
| b) Public Library System Continuing Education and Certification Consultants | <i>September 23, 2011</i> |
| c) System and Resource Library Administrators' Association of Wisconsin (SRLAAW) | <i>November 1, 2011</i> |
| d) Council on Library and Network Development | <i>November 11, 2011</i> |
| e) Library Services and Technology Act (LSTA) Advisory Committee | <i>November 16-17, 2011</i> |
| f) Public Library System Information Technology Consultants | <i>December 1, 2011</i> |

Handouts included the two major goals for improving library services in Wisconsin with the use of LSTA funds during 2008-2012, the funds spent during the five years with references to appropriate objectives from the LSTA Plan, the three questions that we would discuss at each focus group meeting, and the LSTA purposes. The group was asked for feedback on the following three questions:

- 1. Were there any of the LSTA projects/grant categories particularly noteworthy or valuable?**
- 2. Were there any of the LSTA projects/grant categories that were not so valuable?**
- 3. Are there any statewide library service needs that could be addressed with LSTA funds?**

Don Smith was present for 3 of the 6 meetings.

Describe the types of statistical and qualitative methods used in conducting the evaluation. Include administrative information as well.

Statistical data was gathered from review of the following resources:

- Public Library Special Needs Survey 2011 results
- LSTA Survey Results: Perceived importance for each of the initiatives supported by LSTA from 2007-2011
- Review of grant evaluations related to fund use
- Budgets and LSTA grant award documentation approved by the State Superintendent
- Statistics from the South Central Library System's Statewide Delivery Service
- Annual Report data submitted to the Division for Libraries and Technology
- Resources for Libraries and Lifelong Learning statistics for interlibrary loan and reference

Qualitative methods

- Review of the State Program Reports to IMLS annually
- Review of the LSTA Information and Guidelines for Wisconsin 2008-2012
- Review of LSTA Grant Evaluations
- Focus group feedback from the six focus groups held September-December 2011
- Review of LSTA Advisory Committee meeting minutes
- Review of the LSTA Survey Comments (2011)
- Review of the Special Needs Survey 2011 comments

Tradeoffs of selected evaluation methods

The focus groups as well as the surveys provided positive and negative feedback in accompanying comments. Incorporating all opinions concerning librarians' perception initiatives importance was challenging; views were influenced by the type of library a person represented.

While input from the library communities was broadly invited, comments were limited from patrons who used the libraries. Final project evaluations from project recipients varied. Some provided good outputs and outcomes in final project evaluations. Output measures were more common than outcome-based evaluations. Anecdotes were often part of special needs grants final evaluations. There were no visits to libraries awarded LSTA awards with the exception of a visit from IMLS Project Officer, James Lonergan, since travel was restricted in Wisconsin.

Discuss strategies used for disseminating and communicating the key findings and recommendations.

There are email lists for each of the individual focus groups that will be used to convey findings and recommendations as well as to the larger statewide lists that include WISPUBLIB and WEMTA. Links will be posted to Facebook and Twitter accounts linked to the Public Library Development's web page as well as on the LSTA web page. Summary information and links will be incorporated in our newsletter, *Channel Weekly*. In the development of the 2013-2017 LSTA Plan, the evaluation results will also be shared.

Assess the validity and reliability of the data used for conducting this evaluation study.

IMLS provides for an award period of two years to spend the funds. LSTA budgets fluctuated several times during the implementation year. The budgeted amounts spent on the objectives do not exactly match the awarded amounts because every year there are grants that either do not completely spend all awarded funds, or the awarded agency may have lost staff, illness prevented the implementation of the grant, etc. In the case of merging shared automated systems, parties involved in merging or joining shared systems were unable to meet grant requirements. The funds then carried over to the following grant cycle.

The state library agency visited only three (3) projects in progress while the program officer from Washington DC was in Madison. Travel was very limited during the 5-year period.

2011 LSTA Survey Comments by Library Type

Position	Technology
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current technology initiatives?
	<p>State should have gone with OCLC WorldCat option....much more user friendly and all the technology issues are resolved & working well. WISCAT should be replaced & use WorldCat instead.</p>
	<p>I think the best use of LSTA funds will result when competition between libraries is maximized. Competition between systems and individual libraries is also good, but competition between systems is of marginal value. A blanket allocation to systems is probably the least effective use of the funds. The systems would get part of the funds in either of the first two scenarios because libraries cannot function without them, but allowing systems to determine what is best for individual libraries is not the best approach. They are often too removed from day-to-day operations to know what is best at the library level.</p>
Academic library staff	<p>It is well past the time for WISCAT to stand on its own or cease to exist. It should not be funded with LSTA grant money after all these years.</p>
Academic library staff	<p>WISCAT needs to go. All libraries need to be on one system and this is OCLC.</p>
Academic library staff	<p>WISCAT was a much better system when it was linked with OCLC. When that was dropped, many academic libraries (including mine) no longer sent records to WISCAT. I know budget cuts needed to be made, but I truly believe that this was a step backwards for all libraries in the state and the students/researchers that system serves. Until we can get academic records back into WISCAT, it is a diminished system and cannot reach its full potential.</p> <p>However, linking OCLC to the WISCAT is going to help WISCAT reach its full potential.</p>
Academic library staff	<p>I would like to see WISCAT merged into WorldCat for Interlibrary loan and reference. If there are not going to be enough employees to handle batch loading into WISCAT, let's look at WorldCat for our state needs.</p>
Other: Both a trustee and a full-time independent library consultant	<p>Some of the items ranked are interconnected. WISCAT is only important in the absence of universal participation in shared automation systems that are linked together.</p>
Other: Consultant	<p>Some systems handle block grants well; too many use them to fund programs they should fund with system funding. If it means getting more administrative help to do more grants to individual libraries, then so be it. The argument that it is more efficient to funnel the funding through the systems only emphasizes the reluctance of Department of Public Instruction to promote and administer the program in a different way.</p> <p>Alternately, use the funds to pay for new electronic resources and content, such as downloadable books and streaming content. Maybe one big statewide program is better than 17 individual ones, especially if half of the 17 are lame.</p>

Position	Technology
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current technology initiatives?
Other: DPI	<p>The document depository and digital archive should be an element of the State Historical Museum.</p> <p>The public library systems have at least three sources of funding, in addition to their allocations from the state budget. More of the LSTA funds should support local public, school, and academic libraries, instead of the regional systems. The delivery system should include all state funded libraries and not just the public libraries. Perhaps some of the state level funds that are awarded to public library systems should be used to support a delivery system for all publically funded libraries.</p>
Other: Hospital	I think it is very important for libraries to share and collaborate on resources. Please do not forget there are corporate and hospital libraries out there. I have a limited budget, but if were included in things like Overdrive (e-books) - I would be willing to pay for that opportunity.
Other: Retired gov't librarian	I think that (Resources for Libraries and Lifelong Learning) RL&LL is doing a tremendous job of making resources available through a central service. Without RL&LL there would be duplication of services and expenses at a time when many libraries cannot afford to take on further responsibilities or costs. RL&LL is vital to the survival of small public libraries. As state agencies are forced to cut services, RL&LL's coordination of the government documents program and providing services through the state portal are also vital.
Other: Unemployed but looking for a public library job	<p>I won an LSTA grant for digital collection project a few years ago and was extremely impressed with the entire process, from initial "how to apply for this grant?" seminar to the day our collection went live. The people at UWDC (University of Wisconsin Digital Collections Center) were especially helpful. It was so great for my library to be assigned a mentor who could walk us through all the steps and serve as an invaluable resource.</p> <p>LSTA funds are extremely valuable for library service in Wisconsin. I hope the state can maintain funding at current levels. It is one of the best investments the federal (with assistance from the state) government can make. Ultimately it enhances and expands access to vital information resources. It changes lives.</p>
Public library staff	I think that local digital projects and Badgerlink initiatives have offered state citizens some unique data and material not otherwise widely available -- I would be lost in helping patrons were it not for Access Newspaper Archive and WISCAT and INTERLIBRARY LOAN possibilities.
Public library staff	Future technology initiatives are vital to libraries. I am very concerned about them with the change in Wisconsin government leadership.
Public library staff	Our New Glarus Public Library is thrilled to be among the digitization projects that have been announced for 2011! This project involves several local partners and will be incredibly important to promoting our community's heritage worldwide.
Public library staff	Increasing broadband should be a top technology priority.
Public library staff	LSTA funding was instrumental in our joining a larger shared public library system in our area.
Public library staff	We should not have duplicate interlibrary loan systems in Wisconsin. It is a huge waste of resources.

Position What position best reflects your current library responsibilities?	Technology What, if any, comments would you like to make about the past/current technology initiatives?
Public library staff	BadgerLink databases are used on a regular basis here in Tomahawk.
Public library staff	BadgerLink is a great resource, but is still EXTREMELY hard to use and teach patrons to find anything they need. BadgerLink interface needs to be more user-friendly and simplified in order to find all of the great resources that are available. Because if we can't find them - it's a waste of money to have them.
Public library staff	The past technology initiatives are based on solid research and good intentions, but it seems that it is always "dropped" because Internet Service providers (ISP) have secular interests, other than libraries providing access to the unserved.
Public library staff	Unfortunate that we had to return \$23 million instead of improve broadband infrastructure. Thank you to Bob Bocher and all who tried very hard to move forward. We need to continue to be future driven.
Public library staff	Because we have copper wire for transmissions, some programs and activities are difficult to receive.
Public library staff	It is time to get rid of WISCAT, and simply use OCLC. Since WISCAT is no longer a real union catalog, I see no good reason to expend any state resources on it.
Public library staff	<p>The E-book Summit (2011) would have been more useful 1-2 years ago. I hope that something concrete comes of it; the issue is important but if the summit consists of just talking about it, the issue is important but if the summit consists of just talking about it, and no cohesive group action with vendors, it will be useless.</p> <p>AskAway (Virtual Reference) is still understaffed, which leads to a service that is more harmful than helpful. People who want to use a chat reference service expect to chat immediately, not to wait 5 minutes. If we can't offer this service well, we would do ourselves a favor to protect our image and not offer it at all.</p> <p>LSTA grants for technology-related initiatives allow us to try new things and to get over the hump of start-up costs for new and important services.</p>
Public library staff	<p>Webinars will be an important educational tool as libraries start to cut continuing education budgets.</p> <p>Now that we are part of a consortium and materials are available to download we don't use WISCAT as much as we used to. Is it worth the cost?</p>
Public library staff	I would really like to see Wisconsin head toward a state wide catalog; having only one interface to borrow anything with in the state. This would help save libraries and library systems a ton of money, with cataloging, and just maintenance of the catalog. Also, it would save staff time because we would not have to log into a separate catalog to request something not owned by our library.
Public library staff	We need a statewide ILS to share resources, lend and borrow materials, and spend our dollars more efficiently and effectively. WISCAT is outdated.

Position	Technology
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current technology initiatives?
Public library staff	Public library service all over the state has been enhanced immeasurably--and in ways local communities could never afford on their own--by the technology initiatives carried out through LSTA funding. Providing state residents with the most current information from thousands of popular and/or specialized periodicals and newspapers through Badgerlink, connecting library patrons with rich local history sources through Access Newspaper Archives and photographs associated with LSTA's local digitization projects, and providing library users with access to high-speed computers through which they can apply for jobs or unemployment benefits and food stamps, keep in touch with family and friends, and discover and explore information through electronic resources that they would not have access to in any other way are just a few of the major accomplishments of these initiatives.
Public library staff	Time to let WISCAT go and use that money for other initiatives.
Public library staff	For the INTERLIBRARY LOAN operations, WISCAT is very important since we would lose the ability to see what other libraries own if they are only using WISCAT. On the reference side, we are using Open Worldcat and WISCAT would not be missed. We have big concerns about what would replace WISCAT--there's strong support here for using OCLC in its place and for subsidizing those libraries who can't afford to pay for it. We would also like to see more consideration of merging Wisconsin Interlibrary Services (WiLS) and the INTERLIBRARY LOAN services provided to Public libraries by Resources for Lifelong Learning (RL&LL). We would find the virtual catalog part of WISCAT to be more important if the functionality could be improved. Z39.50 searches for ISBN# yields pretty good results, but not so much for keyword searching--this is another reason why we favor OCLC. Regarding the interface between WISCAT and OCLC, it is faster for us to go right into OCLC--again, the functionality of this would need to be improved. Overall, we find OCLC to be more efficient for INTERLIBRARY LOAN purposes.
Public library system staff	While WISCAT was at one time an innovative and important program I think its day has passed. OCLC has a much larger database, and the last time I checked it tended to be more current. I think Resources for Lifelong Learning (RL&LL) importance for reference and INTERLIBRARY LOAN has waned as technology has advanced (in the same way the importance of system resource libraries has).
Public library system staff	First, there needs to be a choice between Very Important and Slightly Important (in the survey); for the responses above, if the initiative was not Very Important it went to Slightly Important, though it might actually have been perceived as "Moderately Important". Second, responses were made within the historical context, thus "Physical WISCAT" is not in these responses being compared to "Virtual WISCAT", but rather each initiative is rated based on its importance at the time.
Public library system staff	I put a lot of emphasis on WISCAT since in my job I have seen the importance of having an affordable INTERLIBRARY LOAN system, especially to small libraries of all types. WISCAT is often the only link these libraries have to the larger world and is a cost effective way to share materials. Too often LSTA money goes to projects that are well-intentioned but produce few tangible results. WISCAT, on the other hand, puts items in the hands of patrons; this is, after all, the reason libraries exist. WISCAT shows tangible results every day.

Position	Technology
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current technology initiatives?
Public library system staff	Having a bias from the system standpoint, the block grants for technology have been incredibly useful. Other technology initiatives, such as the digital projects, are important too. Adding libraries to shared systems has really run its course -- if by now a library is on the fence about joining a shared system, then that library has lost its chance to get LSTA funds.
Public library system staff	All of these initiatives are important, but unsure if all of them should be funded with LSTA funds. RL&LL reference & INTERLIBRARY LOAN services & collection are important but should be state funded.
Public library system staff	Our public library system uses OCLC WorldCat for INTERLIBRARY LOAN, and prefers it over WISCAT.
Public library system staff	Ref and Loan (RLL&LL) has received an astronomical amount of money for WISCAT over the years and they have a very poor product to show for it. When are we ever going to quit duplicating services and link the catalogs already in existence? I know that for some very small public libraries and schools, this is as good as it gets, but as a database/catalog it is an embarrassment.
Public library trustee	<p>I haven't worked as a librarian for more than 10 years, though I have been a trustee for the last 8 years. I don't presently have a close understanding of what LSTA is providing to our library and/or system--other than reading grant announcements in the Channel Newsletter which appears from time to time in our board packets. LSTA money supports services provided to our library and system, but as trustees we are pretty foggy about what is LSTA funded or system funded. For example, there are now small shopping carts that can be used almost like walkers in the library, but I don't know how they were purchased (LSTA special needs money?); just that it was not local money or the board would have approved the bill. LSTA does not get "plugged" very often by our library director, and I doubt if most board members know of its existence, much less how much their opportunities to use a shared system, union catalog, etc., etc., have depended on LSTA initiatives.</p> <p>I have not used some services that seem admirable, such as AskAway, preferring to search on my own online as a matter of habit and because Google is right at hand. But I did try to use it as a result of taking this survey and I didn't find it particularly user-friendly. My question was: Can you provide usage statistics for the AskAway reference service?</p> <p>In regard to the web portal for state government--worth spending money on if it is better than wisconsin.gov.</p>
School library staff	Focus on projects that impact Public, Academic, and School libraries.
School library staff	As a school librarian at the elementary level for most of the time between 2007-11, I found that many of the services you provide can be accessed at our level. WISCAT does not typically fit this range in my view; that was the only reason that I marked them lower for our building use.
School library staff	<p>With recent retirements in Ref. & Loan (RL&LL) do we need all those services anymore? Public Library Systems offer them and Ref. & Loan (RL&LL) seems to be an overlap/duplication. Keep WISCAT and Interlibrary Loan.</p> <p>Statewide van delivery system should have a set dollar budget. Any increases due to wages, fuel costs, van replacement, etc. should not come from LSTA money!</p>

Position	Technology
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current technology initiatives?
School library staff	The grant opportunities that are available are great for libraries to be able to expand services and materials.
School library staff	Everything is important so it is hard to differentiate. The strength of our WI library systems is the very system aspects and technology makes it work! BadgerLink and the System Delivery Systems help every type of library and every patron in Wisconsin.
School library staff	Look at how WILS works with DPI. We pay services to CESA, WILS, the public library system. How can we get the best bang for our buck that is disappearing?
School library staff	Badgerlink is a VERY important resource for our school districts. It is used heavily for research projects in the schools.
School library staff	My community was disappointed to find out that cable infrastructure towards WiFi projects was recently abandoned in Wisconsin.
School library staff	I love the AskAway and Badgerlink support. Thank you.
Special library staff	<p>Certainly the technology initiatives are very important. Also, many projects in this realm cannot be financed individually. It is difficult in this current economic/political situation to justify, even the most basic of services. Yet now, the needs of technology infrastructure, programs, and easy access to information; is more important than ever. Local level</p> <p>libraries will be under more pressure to cut back on their collections and services. It is important to have as much infrastructure and networks in place to be able to continue to serve the each library's customers/users.</p> <p>LSTA grants and its predecessor, LSCA, provided the foundation for many libraries to develop their collections and collaborate with one another in order to best serve their patrons. LSTA has enabled these libraries to go the next step and share resources with one another via networks that can bring the information and knowledge together to serve their diverse customers.</p>

Position	Special Needs
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current special needs initiatives?
	Library services to detention facilities, jails and prisons seem to be a low priority in Wisconsin. An outsider might believe that the absence of library services or restriction of library services was a deliberately punitive measure.
	So much need, so little funding.
Academic library staff	The library services in detention facilities, jails and prisons should not take a priority since the people there are incarcerated for a reason. Yes, if possible, services can be done, however, they are not living in normal society and are being punished for a crime they committed. These services should be considered last.
Academic library staff	Again, programs should not be funded with grant money on an on-going basis. Grant money for start-ups and demonstration projects, but not for ongoing efforts. Apply this to RL & LL operations, too.
Academic library staff	I'd like to see LSTA focus on support of programs that only the library can/should provide. Ensuring access to physical and online resources is job one. Libraries should contribute to community programming and literacy programs especially as they respond to local needs.
Academic library staff	Not really unfamiliar with Learning Express, but don't know how much it's used.
Academic library staff	All of this is important, but I'm thinking that accessibility modifications are so hugely expensive, and they benefit only a few, so library staff could help with all the special needs, like opening doors for wheelchairs, if the money would then be available for helping larger numbers of people.
	I guess I'd say law abiding people deserve services more than those who have already broken the law and harmed their community. I'd rather that same community focused the resources on youth before they turn into criminals.
Other: Both a trustee and a full-time independent library consultant	LSTA funds should not be used for things that libraries should be expected to get on their own. Small amounts spent on accessibility tools are feel-good attempts.
Other: Consultant	With budgets tight, provide e-content and materials for special needs--hi-low materials, e-resources, promotion for use of adaptive technologies, instead of putting devices that don't or rarely get used in libraries. Put more into public awareness at the state level--a database of available assistance at all libraries--since the systems don't seem to do it consistently well and the libraries don't have time.
Other: County library	Literacy is VERY important- if people can't read, they can't get jobs and they can't work to help their family and community!
Other: DPI	These special needs projects should be open to all publically funded libraries. The equipment and facility needs should be supported by the local governing body.

2011 LSTA Survey Comments

Position	Special Needs
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current special needs initiatives?
Other: Half time public library; half time academic library	WOW! I would love to know more about all of these initiatives.
Other: Retired youth services librarian	Good projects but fund with other than LSTA monies.
Public library staff	ADA is nearly 30 years old. Local communities should have made their buildings and services accessible long ago. To spend LSTA money on this is to penalize those that did the right thing long ago and rewarding those who refused to take responsibility by doing it for them.
Public library staff	Our library system and this library have used LSTA money for many accessible aids. The funding amount is small and at this point, we have what we need except for much more expensive items (such as an elevator, sidewalk concrete that is not uneven). These more expensive items should be the responsibility of the municipality.
Public library staff	Our system consultant should be the one organizing this and our library is terribly uninformed about these initiatives
Public library staff	Past LSTA grants have made a very positive impact upon our local community. LSTA grant money makes it possible to start helpful initiatives that become regular programming or services.
Public library staff	"Important" isn't the best word to describe what I think. Something may be important, but the need is being met elsewhere. Early learning projects are most often done through the schools. Accessible aids are important, but if your library is old/outdated, retrofitting a doorway isn't going to solve the problem.
Public library staff	The early learning projects are of great importance particularly in places where test scores of children are used to determine the number of detention facilities needed in future years. For those individuals already incarcerated, becoming educated is often the greatest advantage toward not returning to jail upon release. Providing library services is a significant factor in that educational process.
Public library staff	All libraries are doing literacy programs of some sort.
Public library staff	Learning Express rocks! Best database ever in these job seeking times!
Public library staff	There is always a lack of funding and lack of "champions" for the cause. A great deal of work is expected from volunteers. With very few people with time to volunteer, I am surprised that more gets done than not.
Public library staff	Many of the hardware related items (doors, accessible aids) are very important if the library building has enough space to accommodate these things. It would be wonderful if we had an automatic door but we would have to rebuild and enlarge our entrance, something we can't do.

Position	Special Needs
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current special needs initiatives?
Public library staff	I think we sometimes forget about people who have special needs. They require access to learning just as we do. One of the most neglected groups is found in detention facilities, etc.
Public library staff	We consider these programs very important to people in our communities. We have been fortunate that our system, Northern Waters Library Service, gives us an opportunity to participate in a number of grants for special needs.
Public library staff	For our library, most of the special needs initiatives are "extras" that we don't truly need, but enjoy getting. We are able to meet most of the collection needs in these areas, have had our own jobs network for over 2 years, and have adaptive equipment and an ADA-compliant building. However, for some libraries, I am sure these grants make a big difference.
Public library staff	Providing the accessible aids to libraries is important, especially to libraries with low budgets. But, I also would like to see library staff educated on how to help patrons with special needs. If there is not a list already, simple guidelines listing accessible aids which heighten the special needs user's library experience should be given to all directors.
Public library staff	We found that the magnification devices and sound systems were difficult to implement. How do you say to a patron, "It looks like you are having trouble hearing me, would you like to use this amplification device?" How embarrassing for the patron. And we usually have lines of people at our circulation desk and do not have time to assess the needs of each patron and match them with these assistive devices. Handicapped-accessible doors to libraries should be looked at. At our library, we have heavy steel and glass doors that our handicapped patrons or parents with strollers have trouble opening. The suction between the two sets of doors puts an extra strain on people trying to open the doors to get in.
Public library staff	I was part of a grant this year that was supposed to provide electronic door openers for my library. Even though this was supposedly funded, I am not sure if I will ever see the money as it is currently being held up. We have MANY people who would benefit from this and make the library much more accessible. I sincerely hope these funds will not be frozen.
Public library staff	For many people with physical handicaps or who are incarcerated in jails or prisons, library service is the *only* service that provides them with reading material they can use.
Public library staff	I feel that many of these projects are duplications of other agencies, and rather than try to offer all of them through libraries, we should instead be a referral source for our patrons.
Public library system staff	The funds for these projects have enabled public libraries of all sizes to make their libraries accessible, find agency partners, and provide significant services to their users. Many of the initiatives which seemed very specialized, are only beneficial to a small population, have actually improved access and services to much larger groups.

Position	Special Needs
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current special needs initiatives?
Public library system staff	Special needs are areas where in the past much LSTA money has been spent on projects that promised little prospect of useful results. In tight budget times we should be directing our efforts at projects that have the best chance of helping people directly. This is true in all areas, not just special needs. In special needs, this would lead to directing money at retrofitting buildings, providing devices to help people use libraries, and improving correctional libraries. These are things that have shown or promise to show good results.
Public library system staff	There should be more emphasis on early learning and adolescence. Get children and families into the libraries and they will support library efforts because they know and use the library. Retrofitting doors should be a local requirement for public building maintenance.
Public library system staff	Education of inmates is important but when money is short it should be allocated to other programs first.
Public library system staff	These initiatives are very important for small libraries in particular. Our system tried to obtain a grant to assist with services to jails in three (3) counties; it was not funded. Important not to lose sight of that component of special needs.
Public library system staff	There are so many needs in this category that it is difficult to single out the most important ones. Each system has its own local needs and areas of concern. In some years, the focus in this category has not been as useful to our system members.
Public library system staff	In our system there are many pieces in place for adaptive technologies already that it is hard to come up with more needs.
Public library system staff	I think there should be more focus on care of elderly. How can we help caregivers?
Public library system staff	This needs to have support because it is usually the only money available at the local and system level for ANY types of service for individuals in need of these services. It is unfortunate that the grant process is so difficult that it self-selects and is discouraging for libraries that really need these services to apply for them on their own without system assistance. And the application and evaluation process make it extremely difficult to coordinate a project that will benefit all member libraries.
Public library trustee	Certainly there should be at least one accessible workstation in each library. In addition, there are many "standard" workstations that can be made accessible with some tweaking. It is probably a little like having accessible voting machines--not a lot of people use them, but for those that do they are a vital service. I marked "accessible aids" as very important, but probably not all are equally necessary. People who have disabilities and/or people who work with them would know what is most helpful and needed.

Position	Special Needs
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current special needs initiatives?
School library staff	<p>We should not be funding staff positions that the DPI does not want to fund. At worst, the position should have been covered for only one year and not forever under LSTA money. Prison services, consultants for special needs, prison librarians if needed should be funded under Corrections Department and Social Services, not through LSTA money. This would make more money available for projects that are needed and for libraries that seldom get any funding.</p> <p>Retrofitting doors, etc. should be the responsibility of individual libraries. Wheelchairs, walkers, etc. should be funded by individual libraries, communities, charities, and not through LSTA money.</p>
School library staff	Not much has changed in the last 12 years.
School library staff	<p>The Special Needs category continues to be very important, both in terms of people and things. If we provide proper access to the building, the collections and the services, then the outreach programs created to serve target populations have a much greater likelihood of success. A consultant at the state level is essential to help us learn about and understand the law as well as appreciate the challenges that are unique to the special needs populations.</p>
School library staff	<p>Look at combining school library consultant and public library consultant for children and young adults. They serve the same population and often times there are duplication of programs.</p>
School library staff	All these things are very important.
Special library staff	<p>The two (2) that I marked slightly important, I did only because I am wondering if some of those initiatives can be achieved collaboratively with someone from another state agency that can assist. We will be judged by how we treat those who need our help. It is in our best interest to do that and is a very appropriate use of federal funding.</p>

Position	Library Improvement
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current library improvement initiatives?
Academic library staff	I would usually vote to fund EVERYthing libraries can envision -- it's all good -- but right now, I'd have to say "Keep the libraries open, provide Internet access and information, and hold off on any other initiatives, due to the economy and the fiscal crisis.
Other: Both a trustee and a full-time independent library consultant	<p>In a time of tight budgets, other entities need to step up to the plate to handle some of these things. Some aspects of the coordination of the statewide summer reading program could be handled through WLA units. There would still need to be some DPI involvement, just not at as high a level.</p> <p>COLAND has no teeth. Good people trying to do good things but at the end of the day, I'm not sure that it's worth the time and effort that goes into having the body. Efforts should be made to reduce costs associated with COLAND by utilizing video conferencing, etc.</p>
Other: Consultant	COLAND should not be getting any LSTA money. It is a statutory committee--either DPI funds it with state dollars, or do not do it (or have one token meeting per year).
Other: Public Member COLAND	I have checked slightly important only if the budget is so dire that we have to postpone work on these areas for two years - otherwise = I think these are very important...
Public library staff	<p>I am not aware of any benefit to local libraries that came out of COLAND. Statewide visioning is nice, but only if DLTCCL is willing to take leadership in promoting and facilitating a vision. It seems that DLTCCL's answers for questions are couched in caveat for political reasons. Time to take some stand and exhibit leadership. I would prefer stands I disagree with than no stand at all.</p> <p>Statewide library access project should be shelved until there is legislative support for libraries.</p>
Public library staff	<p>State Level leadership - Where is it? The train is rolling down the track and public libraries are just getting their bags packed.</p> <p>Coordination of Summer Reading Program - isn't this a multistate project? Why are our limited resources going towards it? Same with State consultant services for youth...Really? That is what we hire Youth Services personnel for. We can find our own storytime ideas.</p> <p>COLAND is effective only if everyone gets a chance to be involved and we hear about anything they are doing. Do they DO anything? Are all kinds of libraries represented?</p>
Public library staff	Without support at the state level, the summer reading programs that public libraries offer would be much more labor intensive for each library. Having a manual and suggestions for best practices allows youth services staff to tailor the Summer Library Program (SLP) without starting from scratch each and every summer.
Public library staff	Public library data collection web form --> this is already adequate.
Public library staff	On this page, as with the preceding question, just because I rate an initiative as "very important" doesn't necessarily reflect whether I consider the initiative to be successful or unsuccessful. It simply means I consider it to be very important.

Position	Library Improvement
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current library improvement initiatives?
Public library staff	I would like to see more multi-type collaborations, and development of statewide library access.
Public library staff	It would be nice to have statewide library access, although I'm sure there are both human and economic hurdles to conquer. The summer library program coordination is very helpful.
Public library staff	I consider summer reading programs important, but if there were no statewide coordination, our talented staff would do just fine.
Public library staff	I feel all of these are important as long as it filters down to the public libraries and school libraries. I feel that it is important for the leaders (directors, system employees, etc.) to work on these initiatives, hope that librarians and associates will be involved and allowed to give input as well.
Public library staff	I would like to see some kind of initiative around adult programming. Many libraries focus on children's programming and do not offer much for adults.
Public library staff	Most important: statewide library access project
Public library staff	Summits should be conducted virtually. I feel that more people might attend, and at less cost to individual libraries.
Public library staff	One of our managers felt it would be useful to consider developing some "Library Best Practices" programs.
Public library system staff	<p>Statewide leadership is crucial and thus important, but it has not been bold enough or brave enough to meet the needs and challenges of the statewide library network.</p> <p>The economic study is a nice concept, like the visioning summit, but the meaningful outcomes are dubious because: these studies are the tactic of every agency and are disregarded for the most part except by the converted; the visioning summit was designed to step outside of prescribed bounds so it didn't take the community anywhere.</p> <p>COLAND meets its statutory charge and I do not fault it in that context. But like the division, it is too seldom a source of true leadership.</p>
Public library system staff	Library improvement initiatives are important; should they be paid for, however, with LSTA funds?
Public library system staff	<p>COLAND is doing important work in many of these areas right now.</p> <p>Believe it is essential to maintain state consultant for youth services.</p>
Public library system staff	All are important to maintain statewide efforts to improve library services.
Public library system staff	Not sure if the visioning summit actually accomplished what it intended to do because I think the end result was not as "visionary" as many of us had hoped it would be.

Position	Library Improvement
What position best reflects your current library responsibilities?	What, if any, comments would you like to make about the past/current library improvement initiatives?
School library staff	COLAND meetings--do they need to meet face-to-face? Could they do it over the ITV network to save travel costs?
School library staff	DPI should cover costs for summits and not LSTA.
School library staff	Hard to see value in summits when no results are later seen. The ideas are good, but do they make any difference?
School library staff	<p>State level leadership and consultant positions: Centralized leadership decreases duplication of effort, generally gives better focus to goals and objectives, and can motivate those involved toward completion of some very fine, well-orchestrated programs and projects.</p> <p>Statewide library access would be nice. Too bad the project could not get off the ground. For the moment, this project would seem very expensive to implement given the current economic and political conditions. I only gave this low marks because it seems there was little progress here.</p> <p>Planning and collaborative efforts are always good, and my comments here would be quite similar to those mentioned above for centralized leadership. It will be through our efforts together that we will make the biggest difference to the people of Wisconsin.</p>
School library staff	Combine school, public, and academic libraries. Academics need a voice. Public and school libraries serve the same audience. They are all islands unto themselves. Islands need to join forces.
School library staff	The school media staffing summit with its wide cross section of participants was an important first step. Would like to see the ideas and momentum from this initiative continue to move forward.
Special library staff	I did not realize that COLAND was funded (partially? totally?) through LSTA monies. Since it is a Governor appointed body, I would have thought that maybe DPI would have paid part or all of it as a vehicle for public input on library/technology issues and the role of government in planning and implementing programs and funding for our state. I was on COLAND many years ago so I do not remember how it was funded. I guess I'm just surprised. It's been a while since I have been on the LSTA Advisory Committee, also.

Position What position best reflects your current library responsibilities	Future Initiative Comments
	<p>If the state goes with supporting OCLC WorldCat, you already have statewide & inter-regional ILS system.</p> <p>Staff development is supplied by very good Wisconsin Library Association (WLA) support in state.</p>
Academic library staff	Would the INTERLIBRARY LOAN tool cost a lot of money for each library to have?
Academic library staff	<p>OCLC INTERLIBRARY LOAN is an excellent standardized system. It is a shame that the membership is so costly. Connecting school and public libraries into it would allow them to garner the wealth of academic library material available in an easy and timely manner.</p>
Academic library staff	<p>Part of my job deals with systems. Due to the skyrocketing costs of integrated library systems (ILS), I really think it would be great if the state moved toward a state-wide ILS, much like the state of Georgia is moving toward in a statewide ILS and what the state of Illinois is considering.</p>
Academic library staff	<p>The most critical initiatives are those that can be leveraged to maximize access to more resources throughout the state and those that can create a shared infrastructure and minimize duplication at local levels. I'd like to see us look for investments that create efficiencies.</p>
Academic library staff	Just wait -- times will get better. We'll get along with the minimum for now.
Academic library staff	<p>WorldCat local/OCLC is a much better tool than our experiences with WISCAT product. Put support towards using OCLC for a statewide database.</p>
Academic library staff	<p>Statewide ILS, multi-type collaboration, opening access, etc.... are top priority! We need to break down the walls between us and make ALL libraries as easy to use as Google, Amazon, Wikipedia, and other entities that outshine us!</p>
Other: Both a trustee and a full-time independent library consultant	<p>Great concepts. If you did the first one (Statewide ILS), you would not have to do the last (alternative interlibrary loan tool) in that this could be a function of the statewide ILS.</p>
Other: Consultant	<p>Generally not in favor of any program being funded with federal funds for more than 2-3 years, with the possible exception of electronic content.</p>
Other: DPI	<p>The identification and support of the INTERLIBRARY LOAN tool awarded after the study and bid process announces the vendor should continue for the length of the award. After the five-year period for this award, a new study and award process should include other tools such as OCLC or open source and then a new 5-year award should be made.</p>

Position What position best reflects your current library responsibilities	Future Initiative Comments
Other: Retired youth services librarian	<p>Possibly use LSTA monies for start up only then continue with other funding.</p> <p>Stop the programs that only exist with LSTA funding; the state needs to have long range plans in place to continue successful programs outside of LSTA monies.</p> <p>Evaluate - don't become complacent and keeping funding programs, etc with LSTA monies just because it has been done that way for years.</p>
Public library staff	<p>I hope I am not giving a mixed up message re: interlibrary loans and systems to manage those requests. The current systems (OCLC, Reference & Loan, using your system ILS) -- appears to be too many options. I believe public library system integrated library systems (ILS) work best. I do not support patron-initiated interlibrary loans.</p>
Public library staff	<p>Hmm...I didn't know a statewide ILS was even a viable option nor webpage content management -- maybe I should wait on implementing some expensive solutions for our little corner of the world.</p>
Public library staff	<p>A statewide ILS would open a large discussion about how to treat the use of collections by those who do not financially support them. It would also require addressing the means to adequately reimburse lending libraries for such use.</p>
Public library staff	<p>Development of a statewide ILS would be very important if it could be done efficiently and has the potential to be cost effective. If one ILS means that every public library has to agree to a lot of the same rules, this could be a real hurdle. Our consortium has a hard enough time agreeing on procedures, rules, etc. among just 50 libraries.</p> <p>I am not sure about the statewide hosted service for webpage content management. Again, is doing this system by system more efficient and cost effective?</p>
Public library staff	<p>Statewide ILS would be great and Wisconsin-specific reference and information resources very helpful.</p>
Public library staff	<p>I would like to hear more about the idea of a statewide ILS. A statewide ILS implies, to me, that we would be borrowing statewide from one another. If that's the case, even where items are owned nearby, that would be highly inefficient. Perhaps that is not the case. Our county-wide ILS works quite well for our customers, as most items are available within the county.</p>
Public library staff	<p>I am not sure how I feel about a statewide ILS. If system library systems are not providing support to their libraries there is probably an advantage to this.</p>
Public library staff	<p>Statewide ILS!!! yes yes yes</p>
Public library staff	<p>(It would be helpful if some of the acronyms you're using in this survey--COLAND and ILS, for example--were spelled out, since I am not familiar with them.)</p>

Position What position best reflects your current library responsibilities	Future Initiative Comments
Public library staff	Thumbs up for virtual training opportunities!
Public library staff	OCLC would be ideal INTERLIBRARY LOAN tool. Why are we spending money on other tools?
Public library system staff	<p>Let the systems and the libraries address web 2.0 and hosting services.</p> <p>Technologically, a true statewide ILS may not be the most effective design, but a degree of uniformity that allowed completely open and transparent communication for the accessibility of library resources and services is what should have been pursued decades ago.</p> <p>The state should remain open to the most effective and affordable INTERLIBRARY LOAN facility available. It should not pick a favorite and pursue it. There are those who have proselytized for OCLC but OCLC as a company has not demonstrated an interest in accommodating Wisconsin or even trying to be competitive.</p>
Public library system staff	<p>I don't think LSTA money should be given to support OCLC, which is why I answered that question as very unimportant. However I do think an open source alternative to both WISCAT and OCLC for INTERLIBRARY LOAN is an interesting idea that might be worth pursuing in the future. If money is going to be tight, as seems likely, now is probably not the time to do it since we have a system, both WISCAT and OCLC that works.</p>
Public library system staff	I assume future projects will include priorities from years before.
Public library system staff	The biggest need right now is ebook content. The development of statewide technology competencies with associated training would also be helpful.
Public library trustee	<p>Seems to me that we already practically have a statewide ILS although it takes some savvy to use it. Would that mean patron-initiated interlibrary loan? No more mediated loans? Or few? Searching for what I want is easy; having it delivered to me is, or can be, pretty costly. So I think there needs to be a lot of discussion about how much to invest in it and about continuing costs.</p>
School library staff	Staffing for school library media centers.
School library staff	We currently have a very good ILS program (Follett's Destiny). About half the schools in the country use it. Why waste money re-inventing the wheel?
School library staff	Programs should be funded for one year and then LSTA funding should end. Ongoing programs should have other funding sources in mind if they are to continue.
School library staff	Anything that will save money for local libraries will be appreciated. Anything that becomes an obvious good for individual patrons and accessible from their computers will also be beneficial.

Position	Future Initiative Comments
What position best reflects your current library responsibilities	
School library staff	<p>Statewide ILS: addressed in comments above, I believe.</p> <p>Badgerlink and WISCAT are two of the best tools a librarian has in this state. Please do all you can to preserve these two programs. Although it is quite possible that I do not understand the advantages of OCLC over WISCAT, it has always struck me as a very expensive alternative for very little advantage.</p>
School library staff	<p>The addition of Soundzabout to BadgerLink was excellent as were some of the other Badgerlink changes. Would like to see even more added to this outstanding resource as it is used heavily by those small districts who simply cannot afford to provide these types of resources within our budget constraints. While we have not achieved digital equity, BadgerLink is at least letting us make an attempt.</p>
Special library staff	<p>The state Department of Public Instruction is the agency that should be leading the endeavors above and I think use of LSTA funds to start new and updated programs and services is what a state agency should do.</p>
Special library staff	<p>Creating a more seamless INTERLIBRARY LOAN system in the state would be wonderful. The borrowing now (especially from a special library perspective) is choppy, cumbersome and time consuming at best. Continuing training and upkeep on technology is critical to keeping libraries relevant, and librarians seen as go-to information sources.</p>
Academic library staff	<p>BadgerLink is a great idea, and very worth continuing.</p>
Other: Consultant	<p>The possible contraction of LSTA dollars may force some hard decisions. Please do not simply preserve status quo.</p>
Other: Public Library Director	<p>Funds for technology, automation, van delivery, BadgerLink, summer programming, interlibrary loan and WISCAT are very important to library. Please continue these services. Thank you.</p>
Public library staff	<p>I do not like to have all the LSTA money already "spoken for" with state wide initiatives – I think it is important to leave some competitive grant \$\$ out there for local projects that are unique to individual communities and regions.</p>
Public library staff	<p>The Department of Public Instruction (DPI) staff has always been a wonderful resource. Submitting an LSTA grant can be intimidating and DPI staff is always helpful and easy to work with.</p>
Public library staff	<p>I would like to see more regional workshops on Early Literacy and incorporating the "six skills" loans" into library programming for preschoolers.</p>
Public library staff	<p>With system-wide resource sharing happening in most areas of the state; perhaps we should consider dropping state-wide INTERLIBRARY LOAN resource sharing, or at least cut it back dramatically.</p> <p>How vital is it to our library services and at what is the cost involved?</p>

Position	Future Initiative Comments
What position best reflects your current library responsibilities	
Public library staff	We have to be careful that we do not drop into the "ethersphere" so far that we forget what we as libraries and librarians are about.
Public library staff	I would like to see broadband service statewide, and greater cooperation among the systems to enhance services to all Wisconsin citizens.
Public library staff	I appreciate grant opportunities where individual libraries or groups of libraries are encouraged to develop creative initiatives of their own choosing. In Illinois, these grants always had to have some relevance for all libraries.
Public library staff	If DPI offered LSTA funds to library systems that joined the statewide ILS, we would have one statewide ILS very quickly. I'm VERY EXCITED that DPI is pursuing this!!!!!! VERY EXCITED!!!!
Public library system staff	It has been a very important program for libraries and systems, and hopefully will continue, even with reduced funding. Thanks to the DPI staff for the help.
Public library system staff	NOTE: While I appreciate many of the programs and services provided to libraries as a result of LSTA funding (i.e. WISCAT, delivery, etc.), I don't believe LSTA funding should be used for ongoing support.

Are there any concerns or other feedback that you would like to give the DPI staff administering the LSTA program? If so, please provide your comment(s) below. (Lengthier comments)

- With the advent of e-books and the associated hardware--Kindles and Nooks--the state needs to subscribe for ALL of its public and school libraries to a database--Amazon, or Barnes and Noble--so that users can download the books into their portable devices. The old paradigm of checking out e-books for 2 weeks is yesterday's news. In this day and age, why do we have wait to check out a digital book from a library and then be put on a waiting list for 6 weeks if there's demand for that book (this recently happened to me when I tried to download a book into my portable device from my public library)? That's nuts! We're in a digital world now. The number of copies of a book is infinite! The state library system still wants to function under the antiquated checkout system. Instead, the state needs to negotiate a price with Amazon or Barnes and Noble to download books for their patrons. Or, negotiate a price with e-books.com. But this old "check-out"/"wait for a copy to be returned" in the age of digital publications is nonsense. Patrons will leave libraries and simply get their own books from places like e-books.com.
- Resources for Libraries and Lifelong Learning (RL&LL) can be absorbed into Public Library systems and back into the DPI for programs such as WISCAT, BadgerLink, and Interlibrary Loan and should receive funding. 3% should be the maximum total for any staff &/or consultant pay from LSTA funding. Programs (outside of BadgerLink, WISCAT, interlibrary loans) should run for one or two years then need to be picked up from other funding sources or they end. Jail librarians and similar services need to be cut. Dept. of Corrections need to fund this program and not LSTA. Wheelchairs, walkers, retrofit handicap doors should not come from LSTA funds but rather be funded through Social Services programs. More money needs to be made available for small school libraries and small public libraries for programs and equipment they cannot afford.
- The LSCA/LSTA program has generally been very successful and indispensable to the development of library services in the state, and we have many examples of that success. Overall, DPI has managed it well. Sometimes the politics involved have caused DPI to hold back the progress rather than face the confrontation from localized agendas. This has resulted in citizens have less than they could have or having it later than they could have. And that is unfortunate.

2011 LSTA Survey Comments

- Thank you for your quick attention to library's needs for increased e-book access. I look forward to seeing what comes out of the summit. I would strongly encourage state staff to consider moving beyond old projects like WISCAT and focusing on new directions.
- The support and assistance of all the state library consultants is very important. They help us navigate the complex landscape of federal and state requirements, and strive to keep the library systems working together, with their regular communications and personalized advice. The LSTA program has provided, and I hope continues to provide, seed money for small projects, and sustaining money for large statewide projects. Both of these roles are important.
- Don't like to have all the LSTA money already "spoken for" with state wide initiatives – I think it is important to leave some competitive grant \$\$ out there for local projects unique to individual communities and regions.
- Our firm did the five year national evaluation of the LSTA Grants to States Program for IMLS a few years back. It was clear that much of the innovation that was at one time a hallmark of the LSA and LSCA has dwindled as more and more funding was absorbed into ongoing programs like WISCAT. It's not that WISCAT hasn't served Wisconsin well, but major funding needs to be available in all states to do things that really make a difference. I hate to use California as a good example of anything; however, in spite of severe budget pressures that had already started during the period that we studied, they reserved large blocks of funds for major innovative initiatives that lasted no more than two or three years that had a lasting impact. A resource for Libraries and Lifelong Learning (RL&LL), formerly known as the Reference & Loan Library, is largely a vestige of the past. There are a few functions that happen at the Resources for Libraries and Lifelong Learning (RL&LL) Library that need to continue, but the Division needs to quit following itself and close down most of it. Finally, the dollars spent on getting shared ILS systems going were dollars well spent. However, the time has come to move on to figuring out how to do a statewide ILS/ILL system. In retrospect, we should have spent some of the money that went into WISCAT and Resources for Libraries and Lifelong Learning (RL&LL) into moving toward a statewide ILS solution years ago. Changes in technology make that kind of a dream far more plausible. Libraries are going to need tools that make them highly efficient if they're going to survive the next decade. LSTA funds should be used to provide major systems that enable libraries to do more with less since that is what they're likely to have. Best wishes to all of the embattled state workers! There are lots of us out here that really care what happens in the State Budget.
- I really do believe that the best ideas come from the bottom and, in this instance, the bottom is individual libraries. Encouraging innovation at that level will benefit everyone. DPI leadership should consist of recognizing innovation and supporting it financially with LSTA funds.
- I would like to see grants made available to better merchandise our collections. A tremendous amount of money goes into purchasing, cataloging, and maintaining collections. If we could increase their use by better merchandising them, wouldn't that be wonderful? There are some compelling statistics coming from libraries which have moved away from straight Dewey order for their nonfiction.
- I like what has been done with the annual report, and would like more training on it. Our library is very focused on preserving our local history and making it accessible. We appreciate LSTA funding and support with this. LSTA has great staff.
- LSTA funds have made or enhanced many library programs in Wisconsin. Now care must be taken to use these funds to support unique services to provide access to libraries, technology, and information in Wisconsin. LSTA funds can no longer be used to administer on-going projects that were originally initiated with LSTA funds or services that are not unique.
- As a reference librarian in a medium-sized public library, I have been pleased by the relatively quick personal responses I've received from Resources for Libraries and Lifelong Learning (RL&LL) and BadgerLink staff when I've forwarded difficult questions to them or, in one case, suggested what I thought was an improvement to the BadgerLink homepage. Our library--and, above all, our library patrons--has/have benefited so much from so many LSTA programs--high-speed technology, youth services help, electronic resources, digitization projects. These projects all help our patrons, make us librarians look really smart and talented, and make our libraries immeasurably more useful than they would be without them. Yet I doubt whether the patrons OR the library staff fully recognize that they come from federal tax monies administered by the state. In the current tax-resistant climate, I think it would behoove LSTA and the states that administer its programs to advertise its many outstanding accomplishments far and wide.
- Anything involving patron/technology interface is important. My job as a reference librarian has changed drastically in the 20+ years I have been a librarian. I find that my knowledge of and ability to communicate computer and technological information to patrons is one of my most crucial and sought after roles in the library. I have learned most of what I know through experience and self-education. If libraries want to continue to be on the forefront or publicly administered information dissemination, we must

be up to date on technology for ourselves and our patrons. Therefore, I believe that training and education for staff librarians (MLS) is very important. Whatever WI DPI could do to further that would be, in my opinion, one of the best uses of funding.

- I must admit that I feel much less connected to the WI state library system than I do to our regional system (Indianhead Federated Library System). This is partly due to a lack of time to really become aware of and learn about how state library system resources can help me and my library. In large part, though, this is because we are struggling to encourage community members to use basic services and resources that are available to them through their public library. The time it takes to identify possible community members and groups, reach out to them and persuade them that these resources are important is prohibitive. I really wanted to promote Ask Away during the promotion last year, but just did not have the time to figure who to reach out to and how to reach out to them. Although we are working hard to change this dynamic, the number of programs and resources offered is daunting. One valuable resource would be information and analysis of our community that would help us decide which state resources and programs to pursue and which are currently less relevant for our library or community. Training time for staff is also difficult to budget for. We would be able to take more advantage of resources, and help patrons and community members use resources, if the staff time to learn about those resources did not have to come out of the library's budget.
- Sometimes I viewed activities and services as being important, but I did not think LSTA funds were the appropriate source of funds to support them. Sometimes I viewed activities and services as being worthwhile, but I questioned the amount of LSTA funds being used to support them. I think far too much LSTA money is being used to support the state library agency on an ongoing basis. I would like to see the state take a fresh look at all projects funded with LSTA, particularly those administered by the state library agency since that is where the majority of the money seems to go, and assess their value to the state library community and not be afraid to make tough decisions and cut programs or trim them back if there isn't strong support for them in the library community.
- DPI staff has always been wonderful resource. Submitting an LSTA grant can be intimidating and DPI staff is always helpful and easy to work with.
- We find BadgerLink a very valuable tool. Know that there is now a split in the state between WISCAT and OCLC for interlibrary loan requests. Our library shares OCLC through our MORE consortium for cataloging access, but still uses WISCAT for searching ILL requests outside of our shared online catalog in Indianhead. Would like to see more exploration of open source products. Our library previously used Horizon and found it much more user friendly than Innovative's product that we now use in the MORE consortium and annual maintenance cost is higher. Our small library doesn't have the expertise or technology support to try an open source product on our own.
- I believe the DPI staff is very responsible and knowledgeable about all aspects of LSTA funding. They have an excellent process for reviewing requests and allocating funding. I trust this process. This survey is another good addition to their overall process.
- If it is necessary to make draconian cuts = as a state - we should still seek ways to move forward on those elements that we find critical to service, cost effective resource sharing and preparations of the citizens of WI for all the literacy knowledge and skills to compete in this global economy. We will need to put a plan in place to find alternative funding sources and set priorities and timelines for future efforts.
- Though I know you would like to see things in a larger perspective, I am a small library. I am just as happy to receive a smaller grant to complete small projects. I have only been here a couple of years therefore don't know anything about previous grants. The special needs grant and unemployment grants were the only two I remember qualifying for, maybe a math one as well (which reminds me I have adults coming in asking for current books on math related courses). I would like to update my parenting section with new nonfiction books and instructional DVDs. My medical books (non-fiction) are in desperate need of updating. Getting us started with E-Readers if that is the wave of the future (and takes up less shelf space in our small library). Patrons with eyesight problems I could get in more audio books or large print books. The devices for downloading books so my patrons could use overdrive. Documentaries or nonfiction DVD's. These are just a few suggestions that would help our library, because I may not use the money out of my budget to either start or expand some of these areas. Every little bit helps. It sounds like technology is a big deal for you and some of my suggestions touched on those areas.
- I would like to see broadband service statewide, and greater cooperation among the systems to enhance services to all Wisconsin citizens.
- If there is a significant reduction in funding from the federal level for 2011, I think it would make sense to try to re-prioritize the current year's projects. Some of the less well-thought-out projects should be scrapped in favor of giving full funding to the better projects. I don't know if it is too late to do this, since you've already authorized spending for 25% on all projects.

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- We hope issues will be resolved to allow these digitization projects to be completed. The State of Wisconsin Digital Collection has been a valuable resource to libraries. <http://digicoll.library.wisc.edu/WI/> Patrons and staff alike are *thrilled* to have these resources available online! Information is more readily accessible for all. Thank you.
- As someone who has not submitted a LSTA grant directly, training in the process to create a successful grant request would be as they say, "priceless." I believe the expertise for this training may be beyond the regional library systems - perhaps a joint webinar with experienced writers state-wide.
- My only concern right now is that Congress kicks in the money for LSTA projects. This seems to be a period of bitterly contested ideals, with Congress possibly not seeing the overall value of special library projects. I wish they would see how important libraries are in the overall scheme of things.
- LSTA has in the past been controlled primarily with public library interests. There are many publicly funded libraries in the state including schools, technical colleges and UW System libraries. In these times we need to think out of the box. Look at best practices in other states - if there are any - and build a better way to stop duplicating efforts and communicate on solutions so that all our citizens remain literate in a digital age
- My concern relates to the overall funding of the LSTA program. It would be very problematic if the program were significantly reduced or eliminated. If eliminated, then it would be catastrophic for statewide level programs, and would decimate the financial support that the Division needs in order to operate. If reduced, then it would be wise for the LSTA Advisory Committee to rethink the whole program and look at supporting a very limited number of projects. After state projects and Division staff support, System sponsored projects should be the next priority.
- Given economic times, does it make sense to revisit the question of the large number of systems in the state? Could some LSTA monies be used to look at if there are efficiencies that make shrinking the number worth it? Or is the balance of what is done at system v. state level where it should be now? What kinds of e-book (monograph other than reference tool) content could be purchased in a state wide consortia arrangement? Maybe this is not an LSTA program issue. But we need to continue to grapple with where we are in the digital book world and have enough economic clout to maybe be at the table as e-book distribution is being thrashed out. Also interested in continuing discussion of emerging best practices for libraries and info on e-reader usage among PL users.
- We school library media specialists so rely on the DPI to be advocates for certified library media staff in the schools. The resources that are available through Wisconsin's BadgerLink website are important tools for students in our schools. If school districts in Wisconsin had to individually purchase even a few of these resources/databases it would decimate our budgets and we would have little left to buy other materials. Keep advocating for Wisconsin's libraries!
- I am concerned about the future of LSTA in a time when education, especially free education, is in a lower priority position in the State's list of "to do's" than balancing the budget. I do realize that the government cannot keep spending money when money is tight, however. I believe that most of the LSTA projects for libraries have provided seed money for better programming for the public and the community that we share. For example, Jobs Grant money came at an opportune time for libraries, when many of the newly unemployed last year turned to the local library for help with computer skills and job hunting websites. Also, LSTA was helpful for the handicapped and unemployed.
- NOTE: While I appreciate many of the programs and services provided to libraries as a result of LSTA funding (i.e. WISCAT, delivery, etc.), I don't believe LSTA funding should be used for ongoing support.
- With system-wide resource sharing happening in most areas of the state; perhaps we should consider dropping state-wide ILL resource sharing, or at least cut it back dramatically. How vital is it to our library services and at what cost involved?
- I think that once the federal government issues its budget we'll have a better idea whether we should continue to support smaller grants to libraries. Alternatively, LSTA funds could be made available for a few larger statewide projects such as delivery, a statewide shared automated system and e-content for libraries.
- I appreciate grant opportunities where individual libraries or groups of libraries are encouraged to develop creative initiatives of their own choosing. In Illinois these grants always had to have some relevance for all libraries.
- The possible contraction of LSTA dollars may force some hard decisions. Please do not simply preserve status quo.

2011 LSTA Survey Results

Perceived importance for each of the initiatives supported by LSTA from 2007-2011

Category	Topic	Overall Rank	Average Score*	Number of Responses n=489	Rank by Type of Respondent					
					PL Staff n=229	PL System Staff n=50	School Library Staff n=62	Academic library staff n=56	Other n=77	Special Library Staff n=15
Technology	Broadband connections	1	3.89	474	1	1	1	1	1	1
Technology	Statewide intersystem delivery	2	3.74	467	2	3	23	2	2	2
Technology	Wireless connections in local libraries	3	3.72	479	3	13	4	5	5	3
Technology	System-level technology projects	4	3.71	462	4	2	16	9	3	6
Technology	BadgerLink staff	5	3.64	457	8	8	2	3	7	7
Technology	Public libraries joining shared systems	6	3.62	461	5	22	7	6	4	3
Library Improvement	State level leadership, development and improvement of public library service	7	3.62	437	6	6	15	7	6	5
Library Improvement	Public library economic impact study	8	3.57	441	7	6	21	8	8	14
Special Needs	Job searching and support projects	9	3.55	445	11	5	10	13	9	14
Special Needs	Adult and family literacy projects	10	3.53	441	10	11	6	12	16	9
Special Needs	Early learning projects	11	3.53	436	9	15	8	15	10	27
Special Needs	Adolescent literacy initiative	12	3.48	434	14	17	5	18	15	12
Special Needs	Learning Express database statewide license	13	3.46	387	13	4	26	25	20	50
Technology	Innovative use and enhanced uses of technology projects	14	3.45	451	15	14	20	24	11	8
Technology	State Document Digital Archive	15	3.43	440	18	23	17	4	14	10
Technology	Web portal for state government	16	3.40	435	19	27	12	11	17	22
Library Improvement	Coordination of the statewide summer reading program	17	3.39	446	12	12	22	49	24	31
Library Improvement	Public library data collection web form	18	3.37	401	16	10	46	39	12	27
Library Improvement	Library development training projects	19	3.36	419	17	24	30	21	18	27
Special Needs	People with sensory and mobility disabilities	20	3.34	436	24	18	9	26	23	24
Technology	State level technology consultant services/workshops	21	3.34	420	25	9	31	35	12	40
Technology	Interlibrary Loan (ILL) management system of WISCAT	22	3.31	435	19	30	29	31	24	16
Technology	Local digitization projects	23	3.31	453	22	26	32	22	21	43
Technology	"Found in Wisconsin" (database of digital resources in Wisconsin)	24	3.30	423	27	28	18	20	32	27
Technology	E-book Summit (2011)	25	3.29	402	29	16	41	34	19	40
Special Needs	Adaptive accessible computer workstations	26	3.28	444	33	35	14	23	27	18
Technology	Interface of WISCAT and OCLC for ILL purposes	27	3.27	415	32	21	39	19	28	18
Technology	Overall WISCAT program	28	3.27	446	21	31	27	43	29	18
Library Improvement	Statewide library access project	29	3.27	372	35	42	11	10	33	24
Special Needs	Retrofitting doors with electronic openers	30	3.26	434	28	29	19	37	37	38
Technology	Federated searching	31	3.26	396	26	38	37	36	22	10
Technology	ILL services at RL&LL	32	3.24	413	23	33	49	16	41	43

Category	Topic	Overall Rank	Average Score*	Number of Responses n=489	PL Staff n=229	PL System Staff n=50	School Library Staff n=62	Academic library staff n=56	Other n=77	Special Library Staff n=15
Technology	Management of Wisconsin State Document Depository Program	33	3.24	418	36	25	33	14	35	18
Technology	Resources for Libraries and Lifelong Learning (RL&LL) state level technology services	34	3.23	412	30	37	40	27	26	36
Special Needs	Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)	35	3.21	443	37	34	13	29	39	31
Special Needs	Library services in detention facilities, jails, and prisons	36	3.18	445	34	36	42	33	34	38
Library Improvement	State consultant services for youth/workshops	37	3.17	421	35	18	35	50	31	46
Technology	Virtual catalog part of WISCAT	38	3.16	418	38	32	28	45	30	12
Special Needs	State level consultant services for persons with special needs/workshops	39	3.14	430	42	20	36	38	37	31
Technology	Web conferencing software	40	3.07	449	39	41	44	51	40	26
Library Improvement	Multi-type planning and collaboration projects	41	3.07	391	41	44	34	28	44	22
Technology	School library shared systems	42	3.06	370	46	51	23	17	36	36
Library Improvement	Statewide visioning planning summit	43	3.06	376	43	39	25	30	45	51
Library Improvement	School Media staffing summit and follow-up activities	44	3.04	329	48	49	3	44	42	48
Technology	WISCAT training, documentation and technical support	45	3.04	413	40	40	43	47	46	31
Technology	Reference services at RL&LL	46	2.99	412	44	46	50	32	43	46
Technology	State level 24x7 virtual reference (AskAway)	47	2.91	466	49	45	44	46	47	31
Technology	Patron initiated ILL through WISCAT	48	2.88	432	51	43	48	40	48	45
Technology	Maintenance of RL&LL collection	49	2.83	403	45	52	52	42	51	53
Technology	Health information and awareness projects	50	2.82	438	50	47	53	41	50	16
Technology	Physical union catalog part of WISCAT	51	2.80	404	47	50	51	53	52	49
Technology	Method of downloading MARC records through WISCAT	52	2.77	349	52	53	38	52	49	40
Library Improvement	COLAND meetings and travel costs	53	2.69	325	53	48	47	48	53	52

Perceived importance for each of the possible new initiatives that would be supported by LSTA

New Initiatives	Statewide portal for library staff training opportunities, including virtual training	1	3.38	438	1	1	3	2	2	4
New Initiatives	Support for use of web 2.0 and social media tools in Wisconsin libraries	2	3.26	437	3	3	1	5	3	4
New Initiatives	Development of a statewide ILS	3	3.22	423	2	5	5	4	1	1
New Initiatives	Development of new Wisconsin-specific reference and information resources	4	3.22	431	4	4	2	3	4	3
New Initiatives	Support for alternative ILL tool, such as OCLC or open source system	5	3.18	410	5	2	6	1	5	2
New Initiatives	Statewide hosted service for webpage content management	6	2.94	414	6	6	4	6	6	6

*Each response was scored as follows: Very Important=4, Slightly Important=3, Slightly Unimportant=2, Very Unimportant=1. The total was divided by the number of respondents.

2011 LSTA SURVEY TOOL

LSTA Survey -- (New 02-11)

Position. What position best reflects your current library responsibilities?

- Public library staff
- Public library system staff
- School library staff
- Academic library staff
- Public library trustee
- Special library staff
- Other *Specify* _____

Position. What position best reflects your current library responsibilities?

(Respondents could only choose a **single** response)

Statistic	Value
Minimum	1
Maximum	7
Sum	1231
Mean	2.603
Median	2.000
Mode	1.000
Standard Deviation	2.029
Valid Responses	473
Total Responses	498

Position. What position best reflects your current library responsibilities?

(Respondents could only choose a **single** response)

Response
Public library staff

Public library system staff
School library staff
Academic library staff
Public library trustee
Special library staff
Other Specify
Not Answered

Position. What position best reflects your current library responsibilities?

(Respondents could only choose a **single** response)

	Very Important	Slightly Important	Slightly unimportant	Very Unimportant	Unfamiliar with Initiative
Public libraries joining shared systems	?	?	?	?	?
School library shared systems	?	?	?	?	?
System-level technology projects	?	?	?	?	?
Wireless connections in local libraries	?	?	?	?	?
Broadband connections	?	?	?	?	?
Health information and awareness projects	?	?	?	?	?
Web conferencing software	?	?	?	?	?
Innovative use and enhanced uses of technology projects	?	?	?	?	?
State level technology consultant services/workshops	?	?	?	?	?
E-book Summit (2011)	?	?	?	?	?
Overall WISCAT program	?	?	?	?	?
Physical union catalog part of WISCAT	?	?	?	?	?
Virtual catalog part of WISCAT	?	?	?	?	?
Interlibrary Loan (ILL) management system of WISCAT	?	?	?	?	?
Patron initiated ILL through WISCAT	?	?	?	?	?
Interface of WISCAT and OCLC for ILL purposes	?	?	?	?	?
Method of downloading MARC records through WISCAT	?	?	?	?	?
WISCAT training, documentation and technical support	?	?	?	?	?
Statewide intersystem delivery	?	?	?	?	?

2011 LSTA SURVEY TOOL

Federated searching	<input type="checkbox"/>				
Resources for Libraries and Lifelong Learning (RL&LL) state level technology services	<input type="checkbox"/>				
ILL services at RL&LL	<input type="checkbox"/>				
Maintenance of RL&LL collection	<input type="checkbox"/>				
Reference services at RL&LL	<input type="checkbox"/>				
State level 24x7 virtual reference (AskAway)	<input type="checkbox"/>				
"Found in Wisconsin" (database of digital resources in Wisconsin)	<input type="checkbox"/>				
BadgerLink staff	<input type="checkbox"/>				
Management of Wisconsin State Document Depository Program	<input type="checkbox"/>				
Local digitization projects	<input type="checkbox"/>				
State Document Digital Archive	<input type="checkbox"/>				
Web portal for state government	<input type="checkbox"/>				

Technology:

What, if any, comments would you like to make about the past/current technology initiatives?

TechComments. What, if any, comments would you like to make about the past/current technology initiatives?

	Very Important	Slightly Important	Slightly unimportant	Very Unimportant	Unfamiliar with Initiative
Early learning projects	<input type="checkbox"/>				
Adolescent literacy initiative	<input type="checkbox"/>				
Adult and family literacy projects	<input type="checkbox"/>				
People with sensory and mobility disabilities	<input type="checkbox"/>				
Adaptive accessible computer workstations	<input type="checkbox"/>				
Retrofitting doors with electronic openers	<input type="checkbox"/>				
Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)	<input type="checkbox"/>				
State level consultant services for persons with special needs/workshops	<input type="checkbox"/>				
Job searching and support projects	<input type="checkbox"/>				
Learning Express database statewide license	<input type="checkbox"/>				
Library services in detention facilities, jails, and prisons	<input type="checkbox"/>				

2011 LSTA SURVEY TOOL

SpecialNeeds:

What, if any, comments would you like to make about the past/current special needs initiatives?

SpecialNeedsComments. What, if any, comments would you like to make about the past/current special needs initiatives?

	Very Important	Slightly Important	Slightly unimportant	Very Unimportant	Unfamiliar with Initiative
State level leadership, development and improvement of public library service					
Public library economic impact study	?	?	?	?	?
Library development training projects	?	?	?	?	?
Public library data collection web form	?	?	?	?	?
State consultant services for youth/workshops	?	?	?	?	?
Coordination of the statewide summer reading program	?	?	?	?	?
Multi-type planning and collaboration projects	?	?	?	?	?
School Media staffing summit and follow-up activities	?	?	?	?	?
COLAND meetings and travel costs	?	?	?	?	?
Statewide visioning planning summit	?	?	?	?	?
Statewide library access project	?	?	?	?	?

LibraryImprovement:

What, if any, comments would you like to make about the past/current library improvement initiatives?

ImprovementComments. What, if any, comments would you like to make about the past/current library improvement initiatives?

	Very Important	Slightly Important	Slightly unimportant	Very Unimportant	Unfamiliar with Initiative
Development of a statewide ILS	?	?	?	?	?
Support for use of web 2.0 and social media tools in Wisconsin libraries	?	?	?	?	?
Statewide hosted service for webpage content management	?	?	?	?	?
Development of new Wisconsin-specific reference and information resources	?	?	?	?	?
Statewide portal for library staff training opportunities, including virtual training	?	?	?	?	?
Support for alternative ILL tool, such as OCLC or open source system	?	?	?	?	?

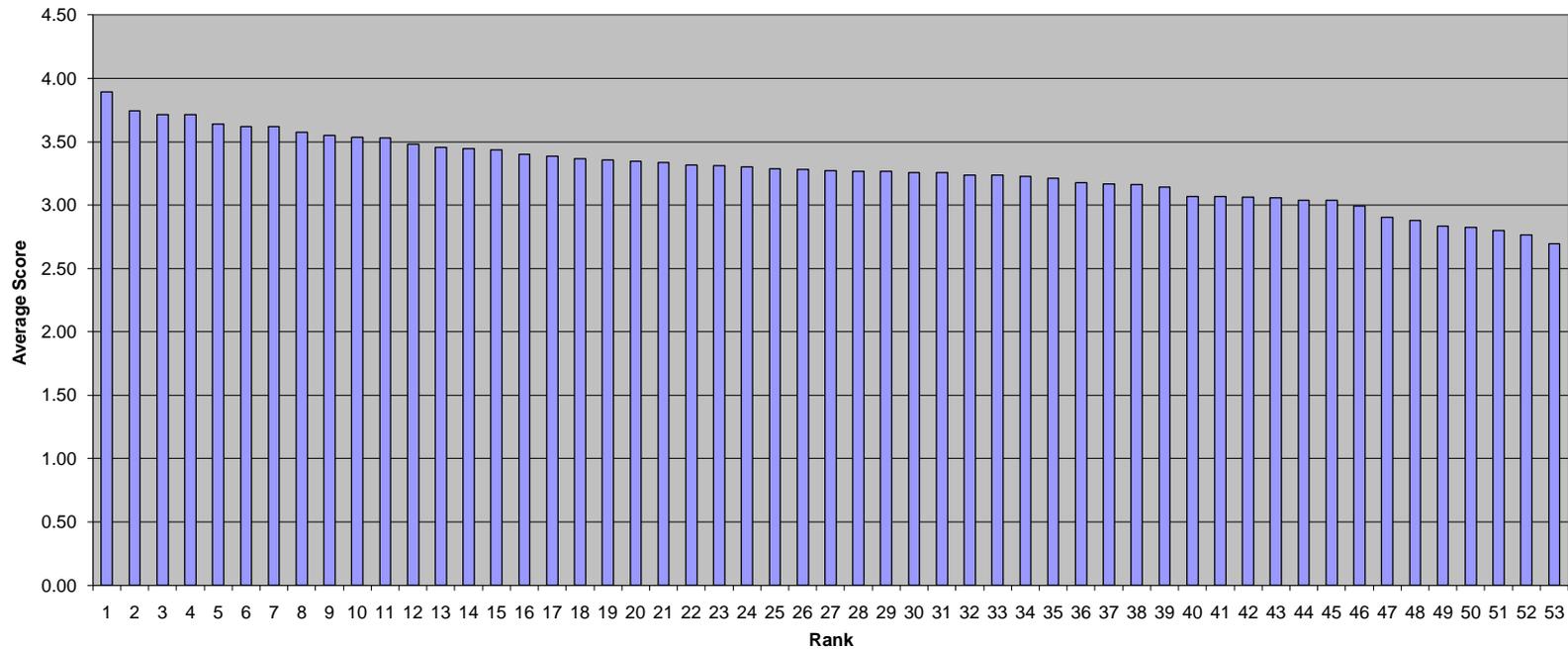
NewInitiatives:

What, if any, comments would you like to make about possible future initiatives?

FutureComments. What, if any, comments would you like to make about possible future initiatives?

Are there any concerns or other feedback that you would like to give the DPI staff administering the LSTA program? If so, please provide your comment(s) below.

2011 LSTA Survey Importance of initiatives supported by LSTA 2007-2011



Rank	Topic	Rank	Topic	Rank	Topic	Rank	Topic
1	Broadband connections	15	State Document Digital Archive	29	Statewide library access project	43	Statewide visioning planning summit
2	Statewide intersystem delivery	16	Web portal for state government	30	Retrofitting doors with electronic openers	44	School Media staffing summit and follow-up activities
3	Wireless connections in local libraries	17	Coordination of the statewide summer reading program	31	Federated searching	45	WISCAT training, documentation and technical support
4	System-level technology projects	18	Public library data collection web form	32	ILL services at RL&LL	46	Reference services at RL&LL
5	BadgerLink staff	19	Library development training projects	33	Management of Wisconsin State Document Depository Program	47	State level 24x7 virtual reference (AskAway)
6	Public libraries joining shared systems	20	People with sensory and mobility disabilities	34	Resources for Libraries and Lifelong Learning (RL&LL) state level technology services	48	Patron initiated ILL through WISCAT
7	State level leadership, development and improvement of public library service	21	State level technology consultant services/workshops	35	Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)	49	Maintenance of RL&LL collection
8	Public library economic impact study	22	Interlibrary Loan (ILL) management system of WISCAT	36	Library services in detention facilities, jails, and prisons	50	Health information and awareness projects
9	Job searching and support projects	23	Local digitization projects	37	State consultant services for youth/workshops	51	Physical union catalog part of WISCAT
10	Adult and family literacy projects	24	"Found in Wisconsin" (database of digital resources in Wisconsin)	38	Virtual catalog part of WISCAT	52	Method of downloading MARC records through WISCAT
11	Early learning projects	25	E-book Summit (2011)	39	State level consultant services for persons with special needs/workshops	53	COLAND meetings and travel costs
12	Adolescent literacy initiative	26	Adaptive accessible computer workstations	40	Web conferencing software		
13	Learning Express database statewide license	27	Interface of WISCAT and OCLC for ILL purposes	41	Multi-type planning and collaboration projects		
14	Innovative use and enhanced uses of technology projects	28	Overall WISCAT program	42	School library shared systems		

Category	Topic	Overall Rank	Average Score*	Total Points	Number of Responses n=489
Technology	Broadband connections	1	3.89	1,845	474
Technology	Statewide intersystem delivery	2	3.74	1,748	467
Technology	Wireless connections in local libraries	3	3.72	1,780	479
Technology	System-level technology projects	4	3.71	1,716	462
Technology	BadgerLink staff	5	3.64	1,664	457
Technology	Public libraries joining shared systems	6	3.62	1,669	461
Library Improvement	State level leadership, development and improvement of public library service	7	3.62	1,581	437
Library Improvement	Public library economic impact study	8	3.57	1,576	441
Special Needs	Job searching and support projects	9	3.55	1,579	445
Special Needs	Adult and family literacy projects	10	3.53	1,558	441
Special Needs	Early learning projects	11	3.53	1,538	436
Special Needs	Adolescent literacy initiative	12	3.48	1,510	434

Special Needs	Learning Express database statewide license	13	3.46	1,338	387
Technology	Innovative use and enhanced uses of technology projects	14	3.45	1,554	451
Technology	State Document Digital Archive	15	3.43	1,511	440
Technology	Web portal for state government	16	3.40	1,479	435
Library Improvement	Coordination of the statewide summer reading program	17	3.39	1,510	446
Library Improvement	Public library data collection web form	18	3.37	1,350	401
Library Improvement	Library development training projects	19	3.36	1,407	419
Special Needs	People with sensory and mobility disabilities	20	3.34	1,458	436
Technology	State level technology consultant services/workshops	21	3.34	1,401	420
Technology	Interlibrary Loan (ILL) management system of WISCAT	22	3.31	1,442	435
Technology	Local digitization projects	23	3.31	1,501	453
Technology	"Found in Wisconsin" (database of digital resources in Wisconsin)	24	3.30	1,396	423
Technology	E-book Summit (2011)	25	3.29	1,322	402
Special Needs	Adaptive accessible computer workstations	26	3.28	1,456	444
Technology	Interface of WISCAT and OCLC for ILL purposes	27	3.27	1,357	415
Technology	Overall WISCAT program	28	3.27	1,457	446
Library Improvement	Statewide library access project	29	3.27	1,215	372
Special Needs	Retrofitting doors with electronic openers	30	3.26	1,413	434
Technology	Federated searching	31	3.26	1,289	396
Technology	ILL services at RL&LL	32	3.24	1,337	413
Technology	Management of Wisconsin State Document Depository Program	33	3.24	1,353	418
Technology	Resources for Libraries and Lifelong Learning (RL&LL) state level technology services	34	3.23	1,329	412
Special Needs	Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)	35	3.21	1,422	443

Special Needs	Library services in detention facilities, jails, and prisons	36	3.18	1,413	445
Library Improvement	State consultant services for youth/workshops	37	3.17	1,334	421
Technology	Virtual catalog part of WISCAT	38	3.16	1,322	418
Special Needs	State level consultant services for persons with special needs/workshops	39	3.14	1,351	430
Technology	Web conferencing software	40	3.07	1,377	449
Library Improvement	Multi-type planning and collaboration projects	41	3.07	1,199	391
Technology	School library shared systems	42	3.06	1,134	370
Library Improvement	Statewide visioning planning summit	43	3.06	1,149	376
Library Improvement	School Media staffing summit and follow-up activities	44	3.04	1,000	329
Technology	WISCAT training, documentation and technical support	45	3.04	1,254	413
Technology	Reference services at RL&LL	46	2.99	1,233	412
Technology	State level 24x7 virtual reference (AskAway)	47	2.91	1,354	466
Technology	Patron initiated ILL through WISCAT	48	2.88	1,243	432
Technology	Maintenance of RL&LL collection	49	2.83	1,142	403
Technology	Health information and awareness projects	50	2.82	1,236	438
Technology	Physical union catalog part of WISCAT	51	2.80	1,131	404
Technology	Method of downloading MARC records through WISCAT	52	2.77	965	349
Library Improvement	COLAND meetings and travel costs	53	2.69	875	325

Rank	Average Score*
1	3.89
2	3.74
3	3.72
4	3.71
5	3.64
6	3.62
7	3.62
8	3.57
9	3.55
10	3.53
11	3.53
12	3.48

Rank	Topic
1	Broadband connections
2	Statewide intersystem delivery
3	Wireless connections in local libraries
4	System-level technology projects
5	BadgerLink staff
6	Public libraries joining shared systems
7	State level leadership, development and improvement of public library service
8	Public library economic impact study
9	Job searching and support projects
10	Adult and family literacy projects
11	Early learning projects
12	Adolescent literacy initiative

13	3.46	13	Learning Express database statewide license
14	3.45	14	Innovative use and enhanced uses of technology projects
15	3.43	15	State Document Digital Archive
16	3.40	16	Web portal for state government
17	3.39	17	Coordination of the statewide summer reading program
18	3.37	18	Public library data collection web form
19	3.36	19	Library development training projects
20	3.34	20	People with sensory and mobility disabilities
21	3.34	21	State level technology consultant services/workshops
22	3.31	22	Interlibrary Loan (ILL) management system of WISCAT
23	3.31	23	Local digitization projects
24	3.30	24	"Found in Wisconsin" (database of digital resources in Wisconsin)
25	3.29	25	E-book Summit (2011)
26	3.28	26	Adaptive accessible computer workstations
27	3.27	27	Interface of WISCAT and OCLC for ILL purposes
28	3.27	28	Overall WISCAT program
29	3.27	29	Statewide library access project
30	3.26	30	Retrofitting doors with electronic openers
31	3.26	31	Federated searching
32	3.24	32	ILL services at RL&LL
33	3.24	33	Management of Wisconsin State Document Depository Program
34	3.23	34	Resources for Libraries and Lifelong Learning (RL&LL) state level technology services
35	3.21	35	Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)

36	3.18
37	3.17
38	3.16
39	3.14
40	3.07
41	3.07
42	3.06
43	3.06
44	3.04
45	3.04
46	2.99
47	2.91
48	2.88
49	2.83
50	2.82
51	2.80
52	2.77
53	2.69

36	Library services in detention facilities, jails, and prisons
37	State consultant services for youth/workshops
38	Virtual catalog part of WISCAT
39	State level consultant services for persons with special needs/workshops
40	Web conferencing software
41	Multi-type planning and collaboration projects
42	School library shared systems
43	Statewide visioning planning summit
44	School Media staffing summit and follow-up activities
45	WISCAT training, documentation and technical support
46	Reference services at RL&LL
47	State level 24x7 virtual reference (AskAway)
48	Patron initiated ILL through WISCAT
49	Maintenance of RL&LL collection
50	Health information and awareness projects
51	Physical union catalog part of WISCAT
52	Method of downloading MARC records through WISCAT
53	COLAND meetings and travel costs

Rank	Topic	Rank	Topic
19	Library development training projects	37	State consultant services for youth/workshops
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30	Retrofitting doors with electronic openers	48	Patron initiated ILL through WISCAT

31	Federated searching	49	Maintenance of RL&LL collection
32	ILL services at RL&LL	50	Health information and awareness projects
33	Management of Wisconsin State Document Depository Program	51	Physical union catalog part of WISCAT
34	Resources for Libraries and Lifelong Learning (RL&LL) state level technology services	52	Method of downloading MARC records through WISCAT
35	Accessible aids (e.g. wheelchairs, walkers, magnification devices, sound systems)	53	COLAND meetings and travel costs
36	Library services in detention facilities, jails, and prisons		

Acronyms Used in the Evaluation of the 2008-2012 LSTA Plan

CESA	Cooperative Educational Service Agency
CIPA	Children's Internet Protection Act
CSLP	Collaborative Summer Library Program
CMS	Content Management System
COLAND	Council on Library and Network Development
COSLA	Chief Officers of State Library Agencies
DLT	Division for Libraries and Technology
ECB	Educational Communications Board
FTE	Full Time Equivalent
ILL	Interlibrary Loan
ILS	Integrated Library System
ISO	International Organization for Standardization
IT	Information Technology
JAWS	(Job Access With Speech) is a computer screen reader program.
LAN	Local Area Network
LSTA	Library Services and Technology Act
LTE	Limited Term Employment
MARC	Machine-Readable Catalog
NWLS	Northern Waters Library Service
OCLC	Online Computer Library Center
PLD	Public Library Development
RFP	Request for Proposal
RLLL	Resources for Libraries and Lifelong Learning
SCLS	South Central Library System
SLP	Summer Library Program
TiFF	Tagged Image File Format
UW	University of Wisconsin
UWDCC	University of Wisconsin Digital Collections Center
WAN	Wide Area Network
WEMTA	Wisconsin Educational Media & Technology Association
WHO	Wisconsin Heritage Online
WILS	Wisconsin Interlibrary Services
WISCAT	Wisconsin Catalog
WISPUBLIB	Wisconsin Public Library Email List
WLA	Wisconsin Library Association
WPLC	Wisconsin Public Library Consortium
Z39.50	Protocol for collectively searching over different databases

Approximate Funding Tied to LSTA Plan 2008-2012 Objectives

Grant Categories	State Supt Final Awards 2008	State Supt Final Awards 2009	State Supt Final Awards 2010	State Supt Final Awards 2011	State Supt Final Awards 2012	TOTALS	Objectives from 2008- 2012 Plan	LSTA Admin	Competitive Grant	Non- Competitive Grant	Division for Libraries	TOTAL
A. Technology												
Broadband Upgrade Grant - DLTCL			10,000	15,500	30,000	55,500	1.1			55,500		
Delivery Projects- SCLS, NWLS	75,000	90,000	90,000	90,000	90,000	435,000	1.13			435,000		
Digitization - Large Libraries	-	-	29,443	-	-	29,443	1.5		29,443			
Digitization - local resources	33,890	17,692	30,663	18,765	16,051	117,061	1.5		117,061			
eContent Licensing	-	-	-	100,000	300,000	400,000	1.4			400,000		
eContent Summit - DLTCL				6,072		6,072	1.17				6,072	
Enhanced Use of Technology	-	-	-	113,253	-	113,253	1.7		113,253			
Health Information	-	18,727	4,800	-	-	23,527	2.4		23,527			
Innovative Uses of Technology	55,603	47,229	62,461	-	-	165,293	1.7		165,293			
Joining Shared Automated Systems	-	-	-	145,500	-	145,500	1.12			145,500		
Library Development Tech-DLTCL	137,500	139,300	141,400	113,250	121,960	653,410	1.16				653,410	
Library System Technology Projects	400,000	350,000	350,000	350,000	350,000	1,800,000	1.1;1.3,1.4,1.7,1.10			1,800,000		
Merging Shared Systems	35,000	115,000	-	-	-	150,000	1.12			150,000		
Reference & Loan- DLTCL	710,400	710,400	703,100	755,040	709,200	3,588,140	1.15				3,588,140	
School Media Staffing - DLTCL	-	-	35,000	35,000	35,000	105,000	1.17				105,000	
Shared Systems Schools Plan - DLTCL	31,180	27,500	5,000			63,680	1.11				63,680	
Virtual Reference - DLTCL	69,300	69,300	83,000	83,100		304,700	1.6				304,700	
Web Conference Software	-	-	18,000	-	-	17,000	1.9			17,000		
Wireless Connections	56,335	10,500	-	-	-	66,835	1.2			66,835		
WISCAT - DLTCL	597,700	608,500	609,300	565,900	527,400	2,908,800	1.14				2,908,800	
Wisconsin Heritage Online (WHO)-DLTCL						7,200	1.5				7,200	
Subtotal	2,201,908	2,204,148	2,172,167	2,391,380	2,179,611	11,155,414			448,577	3,069,835	7,637,002	
B. Special Needs												
Accessibility - PL & Systems	-	50,100	150,000	93,108	67,556	360,764	2.1		360,764			
Adolescent Literacy Initiative	20,000	-	-	-	-	20,000	2.3			20,000		
Job Search & Support	-	200,000	214,190	95,201	-	509,391	2.4		95,201	414,190		
Learning Express License	-	-	135,617	103,750	100,000	339,367	2.5			339,367		
Literacy	244,267	229,136	96,358	87,023	89,387	746,171	2.5		746,171			
Seniors/Sensory Disabilities	58,265	37,761	-	-	-	96,026	2.6		96,026			
Subtotal	322,532	516,997	596,165	379,082	256,943	2,071,719			1,298,162	773,557	-	
C. Library Improvement												
Communication and Plan-DLTCL	25,000	25,000	23,000	20,000	30,000	123,000	2.9				123,000	
e-Content Summit				6,072		6,072	2.7				6,072	
Library Improvement Training	18,560	7,487	-	-	9,953	36,000	2.4		36,000			
Library Improvement-DLTCL	273,700	279,300	350,200	347,200	395,600	1,646,000	2.2,2.7,2.8,2.9				1,646,000	
Multi-type Plan & Collaboration	-	-	6,000	6,250	-	12,250	2.4		12,250			
Statewide Library Access	-	-	38,000	34,500	-	72,500	1.17				72,500	
Statewide Visioning Summit	30,000	-	-	-	-	30,000	2.9				30,000	
Subtotal	347,260	311,787	417,200	414,022	435,553	1,925,822			48,250	-	1,877,572	
D. LSTA Administration												
LSTA Administration	115,300	115,500	126,500	117,500	117,800	592,600		592,600				
TOTAL	\$2,987,000	\$3,148,432	\$3,312,032	\$3,301,984	\$2,989,907	15,745,555		\$592,600	1,794,989	3,843,392	9,514,574	\$15,745,555

BANDWIDTH NEEDS FOR WISCONSIN LIBRARIES AS OF MARCH 2012

Overall, 163 (41%) libraries will get some bandwidth increase; 231 (59%) will stay the same.

Libraries at 1.5Mbps:

107 = libraries will go from 1.5Mbps to 3

3 = libraries will go from 1.5Mbps to 5

89 = libraries at 1.5Mbps will remain at this speed

Libraries at 3Mbps:

36 = libraries will go from 3Mbps to 5

7 = libraries will go from 3Mbps to 10

1 = library will go from 3Mbps to 20

139 = libraries at 3Mbps will remain at this speed

Libraries at 5Mbps:

7 = libraries will go from 5Mbps to 10

1 = library at 5Mbps will remain at this speed

Libraries at 10Mbps:

1 = library will go from 10Mbps to 15

1 = libraries will go from 10Mbps to 20

2 = libraries at 10Mbps will remain at this speed

FOCUS GROUP RESPONSES

Continuing Education & Certification Consultants - September 23, 2011

Regional Public Library System – 28 persons in attendance

Valuable & Working

Delivery

E-books - Provides flexibility for space, especially small libraries and patrons are looking for more.

Jobs/computer training - Libraries are often providing more advanced computer training as tech college, literacy council, and job services are providing the basics.

Learning Express Library- This is a huge hit with job seekers and people looking for retraining.

Literacy programs

Special needs (autism/visually handicapped) Information for parents is extremely valuable. Often no other place to get it. Training staff to serve special needs population.

System technology grants- System handling the little things for all the libraries (e.g. e-mail accounts) frees up local library resources to serve community. They are flexible grants – system can use where they are most effective. Also, they do not impact state aid maintenance of effort (MOE), allowing them to try new things without the fear of not making MOE if it doesn't work and they stop after 1-2 years.

Future statewide needs

Centralizing tech services

E-books

Merging of library systems

Statewide ILS

Statewide portal for continuing education and meetings

Statewide webinars

Technical training for library staff including the defining and sharing of core competencies
e.g how to attach a file to an e-mail

Training for library directors (e.g. boot camp)

Needs re-examination, not as valuable

Digitization

Jobs - Has it maxed out/served its purpose? Maybe should be a competitive grant so it can be geographically focused to parts of state with biggest need? Does this dovetail with literacy efforts going forward?

WISCAT- A very high percentage of LSTA funds go to this. Crucial for northern systems though so must have a viable alternative.

FOCUS GROUP RESPONSES

Council of Libraries and Network Development(COLAND) 20 persons in attendance - November 11, 2011

Noteworthy Projects (2008-2012)

COLAND

ESL Literacy

Health Literacy

Prisons (special needs)

Return on Investment (ROI)study

Technology

Projects for Attention (2013-2017)

Advocacy for professionals

Advocacy strategic partnerships

E-Books – digital resources awareness

Special Needs – prisons

Statewide ILS

FOCUS GROUP RESPONSES

Information Technology (IT) consultant Meeting - December 1, 2011 Regional Public Library System – 21 persons in attendance

LSTA grant categories have been valuable

Digitization (too rigid in the rules for implementation with UWDCC for some)

Shared and enhanced systems for Public Libraries getting into - (5 systems still have outstanding libraries to add to the shared environment)

Technology Block Grants should be doubled - Prefer flexibility of projects to be done in individual systems and enables change. (Request to review the formula to take number of libraries and branches served as an indicator more than the geographic area.)

Not so Valuable Categories:

Merging category should no longer be offered
eContent for future

Future categories of Importance:

Inter-System Collaboration
Youth services and technology
Statewide Web hosting of websites

FOCUS GROUP RESPONSES

LSTA Advisory Survey - November 16-17, 2011 – 21 persons in attendance
2011 LSTA Advisory Committee Survey
Ranking of initiatives supported by LSTA 2012

- 1** Delivery
- 2** E-Content Licensing
- 3** Broadband Upgrade Grants
- 4** Library System Technology Projects
- 5** Library Improvement - Technology
- 6** Statewide Library Improvement
- 7** RL&LL - Statewide Technology
- 8** Literacy
- 9** Communications & Planning
- 10** Accessibility - Public Libraries / Systems
- 11** Boot Camp for new library directors
- 12** Job Search and Employment Support
- 13** RL&LL - WISCAT
- 14** School Media Staffing Summit

The final appropriation of 2012 LSTA funds was unknown at last week's LSTA Advisory Committee meetings. This survey provided committee members the opportunity to rank topics in the order of perceived importance in the event that the IMLS' appropriation was lower than the budgeted amount. Ranked topics from 1-14 with number 1 being the highest rank.

FOCUS GROUP RESPONSES

System and Resource Libraries Administrators(SRLAAW) – November 1, 2011 Regional Public Library Systems – 28 persons in attendance

Noteworthy Categories

Broadband connectivity
Delivery Supplement
e-Content Summit, incentive, licensing
Innovative Technology
Job Training - timely, well used
System Technology grants

Not so Valuable Categories

Digitization (too restrictive)
Interlibrary Loan
Resources for Libraries & Lifelong Learning
Statewide Library Access
WISCAT

For the Future

Broadband
Can construction come back?
Digital Download Stations
E-Summit follow-up
Job creation grants -- small business support
More e-book Content and Selection
Pilot grants for staff - 1 year
Pilot Project for music downloads
Statewide Integrated Library System (ILS)

FOCUS GROUP RESPONSES

Youth & Special Needs Consultants -- September 22, 2011 Regional Public Library System – 19 persons in attendance

Valuable/Working Projects

Accessibility
Autism projects - Helps educate the community
BadgerLink
Broadband
Early family and adult literacy
E-books - Will be important to budget in subsequent years
Learning Express Library - Important for job seekers
Retrofitting doors-Important for small libraries w/o large funding.
State level youth services consultant
Summer reading program/CSLP
System to system delivery - Northern Waters especially
Web conferencing grant

Ideas for use of LSTA funds to meet future statewide needs

Continued expansion of E-books
Developing the relationship between public and school libraries (as resources dwindle)
Hearing loops
Statewide registration program

Needs re-examination, not as valuable

Overall LSTA question on ROI of grants based on the cost to rollout (e.g. \$6,000 grant that the library has to spend \$15,000 in labor and other costs to execute)

Retrofitting doors - Some communities use this to pay for doors that should have been done through a recent remodel. Poor planning results in this need, not financial hardship.

Virtual Reference

WISCAT - A very high percentage of LSTA grant funds go to this. Crucial for northern systems though so must have a viable alternative.

Library Services and Technology Act

LSTA

Five-Year Plan for Wisconsin

2008-2012

Wisconsin Department of Public Instruction
Division for Libraries, Technology, and Community Learning

June 2007

Elizabeth Burmaster, State Superintendent
Wisconsin Department of Public Instruction

Richard Grobschmidt, Administrator
Division for Libraries, Technology, and Community Learning

This plan is available from

LSTA Program Coordinator
Division for Libraries, Technology, and Community Learning
Wisconsin Department of Public Instruction
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P.O. Box 7841
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or

(800) 441-4563

email: george.hall@dpi.state.wi.us

Web Address

<http://dpi.wi.gov/pld/pdf/lstaplan08.pdf>

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Executive Summary

The Library Services and Technology Act program is a federal program designed to improve library services throughout the country, with a special focus on technology and on making quality library services available to everyone, including to those who may have difficulty using a library. The LSTA program is administered at the federal level by the Institute of Museum and Library Services and most of the funds are distributed to states on a formula basis. States are required by law to develop a five-year plan for the use of the LSTA funds and to evaluate the activities assisted with LSTA funds prior to the end of the five-year period. The LSTA funds for Wisconsin are administered by DPI.

Goals for 2008-2012

Wisconsin has two major goals for improving library services in the state with the use of LSTA funds during 2008-2012

- **Utilization of Technology to Improve Library Services :** *To ensure that libraries and library systems utilize technology to improve services and facilitate access to materials and information resources in Wisconsin libraries and from other sources for the benefit of all Wisconsin residents*
- **Convenient Access to Quality Library Service for all Residents:** *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 disabilities.*

Highlights of New Activities for 2008-2012

Wireless Internet Access – Funds will assist public libraries in installing the technology needed to offer or upgrade wireless Internet access for library patrons. In Wisconsin 43 percent of public libraries offer wireless access, compared to 54% nationally.

Digitization – Funds will enable public libraries to offer improved access to electronic resources, including access to digitized historical materials that are of unique or local interest.

Virtual Reference – Funds will be used to support 24x7 statewide coverage of a virtual reference service called Ask?Away as part of a partnership between Wisconsin libraries and libraries throughout the country.

Innovative Uses of Technology – Funds will assist public libraries and public library systems in implementing programs or services that demonstrate innovative uses of technology in libraries to improve services.

Adolescent Literacy Initiative – As part of a statewide adolescent literacy initiative, funds will support a statewide leadership conference and regional training on the literacy needs of adolescents and the role public libraries can play in this effort.

Library Development Training – Funds will assist public libraries and public library systems in hiring trainers or developing educational programs for library staff and boards to learn more about library related topics and issues and enhance the ability of the library to better serve patrons.

Introduction

The Library Services and Technology Act (LSTA) program is a part of the Museum and Library Services Act administered at the federal level by the Institute of Museum and Library Services. The LSTA contains a provision for a state grants program which is administered in Wisconsin by the Department of Public Instruction, Division for Libraries, Technology, and Community Learning (hereafter referred to as the Division or DLTCL). This five-year plan for the use of LSTA funds from 2008-2012 was developed by the Division with input from the Wisconsin library community. It addresses the state's present and projected library needs and strategies for helping to meet those needs with LSTA funds.

The LSTA program was reauthorized by Congress in 2003 through 2009. The goals in this LSTA plan relate to the following LSTA purposes.

LSTA Purposes (2003-2009):

- *Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks*
- *Providing electronic and other linkages among and between all types of libraries*
- *Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills*
- *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level*
- *Developing public and private partnerships with other agencies and community-based organizations*
- *Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages*

Mission Statement

Vision: All Wisconsin residents have equitable, convenient, and universal access to the information and knowledge resources they need from the state's libraries to meet personal, work, educational and community goals.

Mission: The mission of the Division is to promote, assist and plan the development and improvement of public library, public library system and school library media services and to promote cooperation and resource sharing among all types of libraries and related agencies. The Division accomplishes this through three library teams: Public Library Development, Interlibrary Loan and Resource Sharing, and Instructional Media and Technology. The teams provide professional and technical advisory, consulting and information services.

Key functions of the Public Library Development Team are to:

- administer the State Aid to Public Library Systems Program
- administer the federal LSTA program
- administer the public librarian certification program
- provide consultation in administration, finance, legislation and law, technology, services to special populations, services to youth, continuing education
- coordinate a statewide summer reading program
- collect and disseminate public library statistics
- establish and promote voluntary public library standards
- assist in development of legislation and funding policy for public library service

Key functions of the Interlibrary Loan and Resource Sharing Team are to:

- provide reference and interlibrary loan referral services and manage the state interlibrary loan contracts
- loan materials from the collection,
- develop resource sharing tools
- manage statewide contracts for full-text resources (BadgerLink)
- manage the Wisconsin Document Depository Program and Wisconsin Digital Archive
- provide the state government portal subject directory and other portal services
- manage the statewide contracts for the Regional Library for the Blind and Physically Handicapped and NSF - Newslite
- provide cataloging services to state government libraries
- provide early childhood information to child care centers
- provide training and technical support

Key functions of the Instructional Media and Technology Team are to provide expertise and related professional development in the planning, implementation and evaluation of:

- all aspects of school library media facilities, programs, and services;
- the use of exemplary and proven educational programs and practices;
- educational technology, including distance learning, telecomputing, and telecommunications.

Needs Assessment

This plan was developed from findings and recommendations from a variety of sources. Key to the planning process was the evaluation of the LSTA program from 2003-2007. The Division used a variety of reports, surveys and other information sources for evaluating these five years of the LSTA program. The process of assessing what had been accomplished and what remained to be done, and the value of LSTA-funded services to libraries and residents of the state, served as the basis for the new plan.

Many library-related groups were involved in assessing the LSTA program including the LSTA Advisory Committee, the Council on Library and Network Development, the Library and Information Technology Advisory Committee, and the System and Resource Library Administrators Association of Wisconsin, as well as informal groups convened by Division staff. Also included in the LSTA assessment were the responses to an LSTA survey distributed in fall of 2006 to public library system staff, members of the LSTA Advisory Committee, and academic, special, school and public librarians and trustees who responded to an LSTA survey posted on the web. The LSTA survey was used to assess the LSTA program for 2003-2007 and to gather suggestions for the LSTA program and funding levels for those programs for 2008-2012. The LSTA evaluation for 2003-2007, including the results of the surveys that were undertaken, is available on the web at <http://dpi.wi.gov/pld/pdf/lstaeval07.pdf>.

LSTA Advisory Committee 2007

Term Ending 12/31/2007

Terrance Burton, Director
Ebling Library, UW–Madison

Paula Kiely, City Librarian
Milwaukee Public Library

Paul Onufrak, Automation
Librarian
Eastern Shores Library System

Elizabeth Richmond
Associate Professor / Reference
Librarian
UW–Eau Claire, McIntyre
Library

Term Ending 12/31/2008

Phyllis Davis, Director
South Central Library System

Terry Dawson, Director
Appleton Public Library

Jim Gingery, Director
Milwaukee County Library
System

Jane Pearlmuter
Associate Director
UW–Madison School of Library
and Information Studies

Zora Sampson, Director
Library/Information and
Instructional Technology
UW–Barron County

Term Ending 12/31/2009

Jan Adams, Media Specialist
CESA # 10

Roxane Bartelt
Head of Children’s Services
Kenosha Public Library

Jeff Gilderson-Duwe, Director
Oshkosh Public Library
/Winnefox Library System

Bea Lebal, Director
T. B. Scott Free Library, Merrill

Mildred McDowell
District Library Media Specialist
Milwaukee Public Schools

Goals, Needs, Priorities, Activities

Goal 1: To ensure that libraries and library systems utilize technology to improve services and facilitate access to materials and information resources in Wisconsin libraries and from other sources for the benefit of all Wisconsin residents.

This goal addresses the following LSTA Purposes

- *Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks*
- *Providing electronic and other linkages among and between all types of libraries*

Needs And Priorities for 2008-2012

Telecommunications Access. All Wisconsin public libraries have Internet access available to the public and 98 percent of these libraries have broadband Internet access. Most of this access is via direct data circuits provided by the state's TEACH program and subsidized through state universal service funds. Improved telecommunications access will continue to be a need as public libraries strive to take advantage of the more advanced services and formats of materials for patrons and staff that are now available over the Internet. There is a need to continue to work with agencies and organizations to ensure that Wisconsin libraries have adequate and affordable bandwidth to meet the changing uses of the Internet. As of 2007 more than half (54%) of U.S. public libraries offered free wireless Internet access, compared to just 43% of Wisconsin public libraries. Increasing the number of public libraries offering wireless Internet access will improve Internet access for library patrons throughout the state.

Electronic Content. Libraries need to provide and, in some cases, create electronic content and make it available to their users. There is a need to continue to review and assess the full-text information available through the BadgerLink program. There is a need to capture and preserve government information originally created in electronic form. Library staff members need to develop and improve library web pages as portals to a variety of information sources. Library staffs need to find better ways to use technology to collaboratively provide reference service, using staff expertise around the state and beyond. Libraries need to be involved in selecting important unique local materials that can be digitized in order to share the information with other library staff and users throughout the state.

Training. With the rate of change and new developments in technology taking place, it is critical for the staff of public libraries and systems and the boards of these organizations to have opportunities for training and education. There is a need to provide increased information about the availability of electronic information available in libraries to the public and to train library staff and the public in how to use it. There is a need to assess the distance training infrastructure and its availability and use for public library staff and patrons. There is a need to coordinate technology training opportunities/classes statewide. There is a need for collaboration with organizations providing training for library staff, such as the Gates Foundation.

Shared Systems. By the end of 2007 it is expected that 90 percent of Wisconsin's public libraries will be participants in shared integrated library systems operated by the public library systems. All seventeen of the state's public library systems operate shared integrated library systems so all of the public libraries in the state have the opportunity to participate. Among the issues needing to be addressed in the coming years are the impact of ILS vendor market place changes, such as mergers, on the availability and quality of products; the availability and feasibility of open source products; mergers of existing shared systems; the impact of regional shared systems on resource sharing, including staffing, delivery and capacity for sharing; the impact of bandwidth availability on quality; funding for upgrades and enhancements of current systems; the involvement of schools in shared systems; expectations of users for services; and options for coordinated statewide planning and services.

Statewide Resource Sharing. Statewide resource sharing and the tool or tools needed to support it need to be reviewed and assessed during the next five years to take into consideration the following: changes in technology; the relationship between regional sharing and statewide resource sharing and the most effective use of resources; the financial support necessary and appropriate for statewide resource sharing efforts; statewide coverage for delivery of materials among libraries and a fair and equitable funding structure for the service; the increased traffic created by the growth of resource sharing, particularly that created by the regional shared systems; the potential impact of statewide patron-generated interlibrary loans; and ease of access to the electronic information available through multiple automated systems.

Innovative Uses of Technology. There is a need for libraries and library systems to continuously explore and adopt, if appropriate, innovative uses of technology to improve and enhance library services.

State Leadership. There is a need for communication and collaboration among all types of libraries, library groups, the education community and other organizations in the state to plan and coordinate effective use of technology and statewide library networks to maximize access to resources and materials for all Wisconsin residents.

Objectives and Activities for 2008-2012

Objective 1A. Ensure improved telecommunications in public libraries and public library systems for convenient and affordable access to electronic materials and information. (2008-2012)

- 1.1. Support public library and public library system access to affordable and adequate access to data lines, WANs, and bandwidth.
- 1.2. Increase the number of public libraries in the state with wireless connections.
- 1.3. Assist public library systems in their efforts to provide IT consulting and troubleshooting for system member libraries.

Objective 1B. Encourage libraries to provide electronic content and information. (2008-2012)

- 1.4. Facilitate expanded access to electronic databases and materials in various electronic formats, including downloadable audio and video
- 1.5. Facilitate the digitization of unique local resources to provide access to these resources through local, regional, and state portals.
- 1.6. Demonstrate enhanced and expanded reference services, including through collaborative virtual reference arrangements among libraries.
- 1.7. Facilitate the exploration of innovative uses of technology to improve services.
- 1.8. Assist libraries in the exploration of ways to improve and manage access to multiple sites with electronic resources.
- 1.9. Ensure convenient and affordable remote access to electronic content and information for training of library staff and patrons.

Objective 1C. Facilitate the development and improvement of shared integrated library systems at the regional level. (2008-2012)

- 1.10. Continue to assess the availability, quality, and development of shared integrated library systems and equipment and the services they support.
- 1.11. Encourage school participation in public library shared systems and/or school shared systems to enhance resource sharing if studies indicate such participation is feasible and appropriate.
- 1.12. Support efforts to encourage the formation of fewer and larger shared integrated library systems.

Objective 1D. Facilitate the sharing of library materials and information resources throughout the state and beyond. (2008-2012)

- 1.13. Support statewide delivery services among public library systems in the state.
- 1.14. Provide or coordinate access to statewide resource sharing tools to ensure timely and convenient access to needed materials and information.
- 1.15. Provide or coordinate access to state level interlibrary loan and reference services.

Objective 1E. Provide state-level leadership, planning, and coordination of technology services throughout the state. (2008-2012)

1.16. Provide consultant services to assist libraries and systems in using technology and to coordinate the use of technology statewide, including participation in the such programs as the federal E-rate program.

1.17. Facilitate statewide planning and studies related to the uses of technology.

Goal 2: 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 goal addresses the following LSTA Purposes

- *Targeting library services to people of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to people with limited functional literacy or information skills*
- *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children from families with incomes below the poverty level*
- *Developing public and private partnerships with other agencies and community-based organizations*
- *Expanding services for learning and access to information and educational resources in a variety of formats in all types of libraries for individuals of all ages*

Needs and Priorities for 2008-2012

Inadequate Public Library Services. There is a need to improve the quality of public library service available in many Wisconsin communities. The Division publishes recommended standards for Wisconsin public libraries. The latest edition of the *Wisconsin Public Library Standards* was published in November 2005. Many Wisconsin localities support their libraries at levels well below these recommended state standards. In 2005, 89 Wisconsin public libraries had total budgets below \$60,000 (the Wisconsin standard for minimum total operating budget in 2005). Eight libraries had total budgets below \$20,000. Many Wisconsin libraries are open a minimal number of hours per week. In 2005, 35 Wisconsin public libraries were open to the public less than 25 hours per week (the Wisconsin standard minimum regardless of community size). Ten Wisconsin public libraries were open to the public less than 20 hours per week. In 2005, 90 Wisconsin public libraries spent less than \$10,000 on library materials (the Wisconsin standard for minimum total material expenditures in 2005). Seventeen Wisconsin public libraries spent less than \$3,000 on library materials in 2005. Twenty-nine libraries had less than the 8,000 minimum recommended for collection book volume and 62 had less than the 1 FTE staff (standard minimum).

Training. There is a need to better prepare new library directors and trustees for their duties and responsibilities. There is an ongoing need for continuing education for library staffs and trustees.

Summer Library Program. Research indicates that children who read over the summer maintain or increase the reading level at which they tested when they left school in spring and when they returned in fall. Children who do not read over the summer fall behind in their reading skills. The primary source of free reading material for children during the summer is their public library. Preschool children who are read to start school with an advantage over children who have not had experience with books. Language development occurs more rapidly and at a higher level with infants exposed to frequent and appropriate language stimulation, including being read to. For these reasons, Wisconsin public libraries make summer reading programs a priority.

Adolescent literacy. Reading tests show a drop-off in reading skills in many adolescents. There is a need to promote and provide services that improve literacy in adolescents.

Literacy. Literacy is essential for success in school and in life. Public library services support literacy for people of all ages and backgrounds. There is a need to encourage public libraries to promote and provide services that improve pre-literacy skills in infants and toddlers, and to improve literacy for individuals who speak English as a second language and to others who have difficulty using libraries because of their educational, cultural, or socioeconomic background, including those in detention facilities, jails, and prisons.

Sensory and Mobility Disabilities. People who have sensory and mobility disabilities may have difficulty getting access to and using many library resources--and the population of these individuals in Wisconsin is growing rapidly. There is a need for many Wisconsin public libraries to make their facilities, services and materials more accessible to people with disabilities.

State Leadership. There is a need to provide state level leadership for the development and improvement of public library service so that progress can be made toward the goal of providing access to quality public library service for every Wisconsin resident. In order to accomplish this, there is a need for communication and interaction among libraries, library groups, the education community and other organizations in the state to plan and coordinate library services and to maximize access to resources and materials for all residents of the state.

Objectives and Activities for 2008-2012

Objective 2A. Encourage public libraries to provide the materials and information needed by Wisconsin residents to enrich their quality of life and enable them to contribute in a democratic society. (2008-2012)

- 2.1. Assist public libraries in their efforts to provide improved library services and meet state service standards.
- 2.2. Coordinate a statewide summer library program for libraries in the state.
- 2.3. Support a statewide initiative promoting public library services to improve adolescent literacy.

Objective 2B. Encourage public libraries and public library systems to provide training opportunities for staff, trustees, and patrons. (2008-2012)

2.4. Support the provision of training opportunities and equipment for the education and continuing education of library directors, library staff, and library and system trustees.

Objective 2C. Promote and support learning and literacy activities in public libraries and state institutions libraries for people with special needs. (2008-2012)

2.5. Support the efforts of public libraries in improving the literacy and reading skills of people who have difficulty using libraries because of their educational, cultural or socioeconomic background.

2.6. Promote the role of public libraries in meeting the information needs of people with sensory and mobility disabilities, including seniors.

Objective 2D. Provide state-level leadership, planning, and coordination for the improvement of libraries throughout the state. (2008-2012)

2.7. Provide leadership services for the improvement of public library service by engaging in statewide planning for public library services and funding, and collecting and disseminating information of interest and importance to libraries in Wisconsin.

2.8. Provide consulting and planning assistance to public libraries and systems, including consultant services for youth services and special needs populations.

2.9. Collaborate with state and national library organizations in statewide planning and studies.

Evaluation Plan and Monitoring Procedures

Wisconsin will use a variety of reports, surveys and other information sources for evaluating the LSTA program 2008-2012, including periodic progress reports, existing data and reports, surveys and studies, and group meetings and hearings. Wisconsin will make use of these reports and other data, and will gather input from the Wisconsin library community throughout the five years. Among the evaluation methods likely to be used include

- document analysis
- statistical collection and analysis
- surveys
- collection of anecdotal accounts
- interviews

Among the available information sources and studies Wisconsin will use are the following

- public hearing comments
- public library annual reports, including special studies done in conjunction with the annual reports
- grant project evaluation reports
- statistics collected about services
- recommendations of statewide committees and councils, including, but not limited to, the Statewide Delivery Services Advisory Committee, LSTA Advisory Committee, Council on Library and Network Development, and Library and Information Technology Advisory Committee, System and Resource Library Administrators Association of Wisconsin.

Selected Measures of Progress

- Assessment of the LSTA dollars spent for various services and activities
- Perceived value of LSTA-funded services and activities by librarians in the state
- Number of public libraries in the state with wireless Internet access
- Number of public libraries in the state that have digitized local historical materials
- Patron use of electronic content in public libraries
- Volume of use of virtual reference service statewide
- Number of libraries participating in shared integrated library systems
- Number of libraries participating in statewide tools for interlibrary loan and resource sharing and volume of use
- Volume of state-level interlibrary loan and reference services
- Volume of library materials delivered statewide
- Volume and quality of consultant services for libraries in the state
- Number of public libraries offering programs for adolescents
- Attendance at public library programs for adolescents
- Number of public libraries offering adult, family, and/or early literacy programs

- Number of public libraries providing services to meet the needs of persons with disabilities
- Number of libraries and children participating in summer library programs
- Number of training programs for library staff, trustee, and patrons

In addition to the overall assessment of progress on the LSTA plan from a statewide perspective, LSTA grantees are required to evaluate their individual projects. These evaluations feed into the broader assessment and evaluation. All LSTA applicants must describe in their LSTA application forms how their projects will be evaluated, what tools of measurement will be used to determine the extent to which the project met its objectives, and by whom and by what methods evaluation data will be gathered and analyzed. Six-month and final evaluations are required of all LSTA grant recipients. In the final project evaluation grant recipients are required to provide information on how the project objectives were met; plans, if any, for follow-up or continuation of the project; problems encountered in the project; and suggestions for others wanting to implement a similar project. Project administrators are asked to submit statistics, letters, reports and other materials relevant to the project evaluation.

Stakeholder Involvement, Communication, Public Availability

The Division will continue to use its LSTA Advisory Committee to provide advice and feedback on the LSTA program. Membership on the advisory committee will include representatives of public and other types of libraries, public library systems, and the users of libraries and will include representation from different sizes of libraries and different geographic areas of the state. Members of the committee will be appointed by the State Superintendent of Public Instruction to serve staggered 3-year terms. The committee will meet at least twice a year - a 2-day meeting in the spring and a 2-day meeting in the fall. The primary responsibility of the committee will be to advise the State Superintendent and the Division on the following: development of the long-range plan; policy matters arising from the administration of the program; establishment of annual grant criteria, priorities, and categories; the process and calendar for each year; grant applications and recommendations for grant awards; and evaluating grants. As a part of each LSTA Advisory Committee meeting, time will be set aside for a public hearing where other persons interested in the LSTA program may make comments and suggestions.

Information on the LSTA program will be made available to librarians and library users through various methods, including Division publications, the web, email discussion lists, and other appropriate means. Two key sources of information on the LSTA program are the Division's newsletters, *Channel Weekly* and *Channel*. *Channel Weekly* has approximately 1100 subscribers from all types of libraries, and including trustees and others interested in library issues. *Channel* is mailed to over 3,000 library trustees and public officials throughout the state and is posted on the web. The Division has an extensive web presence which includes a site focusing on the LSTA program. The Division hosts email discussion lists for school and public libraries and information will be made available via these lists. The LSTA application forms and an annual publication, *LSTA Information and Guidelines for Wisconsin*, will be produced and distributed to those interested in the program and will be available on the web. The Division will provide statewide training/information programs for potential grant applicants.

Federal Assurances

Program Assurances for 2008 Grant Award
Certifications Regarding Debarment, Suspension and Other Responsibility Matters;
Drug-Free Workplace Requirements; Lobbying; Federal Debt Status; and
Nondiscrimination
Assurances of Non-Construction Programs
Certification of State Legal Officer

Public Library Grant Award Recipients – 2008-2012

Categories-2008	Individual Public Libraries	PL System	Funds	# Apps
Digitization				
	Janesville, Hedberg Public Library	ALS	\$5,120	4
	La Crosse Public Library	WRLS	\$5,506	
	Sheboygan, Mead Public Library	ESLS	\$5,978	
	Waterford Public Library	LLS	\$6,000	
Innovative Use of Technology				
	Janesville, Hedberg Public Library	ALS	\$4,395	3
	Menasha, Elisha D. Smith Public Library	WLS	\$3,799	
	Oshkosh Public Library	WLS	\$3,688	
Adult, Family, and Early Literacy				
	Dane County Library Service	SCLS	\$10,201	3
	Milwaukee Public Library	MCFLS	\$48,000	
	Oshkosh Public Library	WLS	\$5,626	
Sensory and Mobility Disabilities				
	Burlington Public Library	LLS	\$10,418	3
	Grafton, U.S.S. Liberty Memorial Public	ESLS	\$3,000	
	Janesville, Hedberg Public Library	ALS	\$5,340	
Library Development Training Projects				
	Oshkosh Public Library	WLS	\$3,000	2
	Spooner Memorial Library	NWLS	\$1,500	
TOTAL 2008 LIBRARY FUNDS			\$121,571	15

Public Library Grant Award Recipients – 2008-2012

Categories - 2009	Individual Public Libraries	PL Systems	Funds	# Apps
Digitization				
	Fort Atkinson, Dwight Foster Library	MWFLS	\$ 1,807	3
	Marinette County Library Service	NFLS	\$ 1,800	
	Mount Horeb Public Library	SCLS	\$ 2,000	
Adult, Family, and Early Literacy				
	Dane County Library Service	SCLS	\$ 9,898	4
	Fond du Lac Public Library	WLS	\$ 13,480	
	Janesville, Hedberg Public Library	ALS	\$ 7,200	
	Waukesha Public Library	WCFLS	\$ 36,950	
Sensory and Mobility Disabilities				
	Burlington Public Library	LLS	\$ 10,261	1
TOTAL 2009 LIBRARY FUNDS			\$ 83,396	8

Public Library Grant Award Recipients – 2008-2012

Categories-2010	Individual Public Libraries	PL Systems	Funds	# Apps
Digitization-Local	Barneveld Public Library	SCLS	\$3,214	
	Barrett Memorial Library	LLS	\$4,968	6
	Fox Lake Public Library	MWFLS	\$2,188	
	Lester Public Library	MCLS	\$2,149	
	Mead Public Library	ESLS	\$4,500	
	Waukesha Public Library	WCFLS	\$4,644	
Digitization-Large	Madison Public Library	SCLS	\$12,085	3
	Marathon County Public	WVLS	\$7,358	
	Milwaukee Public Library	MCFLS	\$10,000	
Innovative Use of Technology	Burlington Public Library	LLS	\$5,000	6
	Charles& JoAnn Lester Library	SCLS	\$3,700	
	Fond du Lac Public Library	WLS	\$4,293	
	Platteville Public Library	SWLS	\$5,000	
	Ripon Public Library	WLS	\$3,769	
	Winneconne Public Library	WLS	\$4,983	
Job Search & Support	Appleton Public Library	OWLS	\$15,234	4
	Fond du Lac Public Library	WLS	\$16,580	
	Madison Public Library	SCLS	\$15,590	
	Milwaukee Public Library	MCFLS	\$20,000	
Literacy	Burlington Public Library	LLS	\$7,250	
	Spooner Memorial Library	NWLS	\$12,140	
	Dane County Library Service	SCLS	\$7,622	3
Multi-type Collaboration	Rhineland District Library	WVLS	\$2,500	2
	Walter E. Olson Memorial Library	NWLS	\$1,500	
TOTAL 2010 LIBRARY FUNDS			\$176,267	24

Public Library Grant Award Recipients – 2008-2012

Categories-2011	Individual Public Libraries	PL Systems	Funds	# Apps
Digitization – Local	Hedberg Public Library	ALS	\$2,829	2
	New Glarus Public Library	SCLS	\$4,080	
Enhancing Use of Technology	Brandon Public Library	WLS	\$3,700	1
Accessibility	Portage County Public Library	SCLS	\$6,500	1
	Dane County Library Service	SCLS	\$19,413	1
Literacy	Caestecker (Green Lk) Public Library	WLS	\$7,685	
	E.D. Locke Public Library	SCLS	\$2,820	
	Hedberg Public Library	ALS	\$15,780	
	Lakeview Community Library	ESLS	\$11,072	
	Marinette County Library System	NFLS	\$5,205	
	Polk County Library Federation	IPLS	\$23,000	6
Job Search	Elisha D. Smith Public Library	WLS	\$6,000	
	Madison Public Library	SCLS	\$10,372	
	New Berlin Public Library	WCFLS	\$4,700	
	Osceola Public Library	IPLS	\$10,410	4
TOTAL 2011 LIBRARY FUNDS			\$133,566	11

Public Library Grant Award Recipients – 2008-2012

Category-2012	Individual Public Libraries	PL Systems	Funds	# Apps
Digitization – Local	Mount Horeb Public Library	SCLS	\$ 4,992	
	Winnebago Mental Health	WLS	\$ 1,975	2
Literacy	Rice Lake Public Library	IPLS	\$ 14,800	2
	Milwaukee Public Library	MCFLS	\$ 28,356	
TOTAL 2012 LIBRARY FUNDS			\$ 50,123	4

Years	Total Funds to Individual Public Library Projects 2008-2012	Applications from libraries #	% Public Libraries Applied for Grants over 5 Years
2008	\$ 121,571	15	17%
2009	\$ 83,396	8	
2010	\$ 176,267	24	
2011	\$ 133,566	15	
2012	\$ 50,123	4	
TOTAL 2008-2012	\$ 564,923	66	



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Public Library Special Needs Survey

PII-00174 (New 12-10)

Due Date: January 31, 2011

The first version of this survey was done in 2001. DLTCCL would like to do a ten-year comparison to measure progress in various areas of special needs services. Your cooperation in completing this checklist will be very much appreciated. Please respond by January 31, 2011.

Instructions

For all questions, mark all checkboxes that apply. If part of a statement is not true, leave the corresponding checkbox blank.

Save Button

To leave this survey and return at a later time, click the Save button. You will be given a link that lets you return to your survey. The link must be saved and used or your completed answers will be lost. The link can be saved by copying and pasting it into a Word document, bookmarking the link, or writing down the URL for future use.

When you return to a saved survey, you will be taken back to the beginning. Use the Next Page button to advance through the survey to the last question you answered.

Printing or Emailing Your Responses

When you have completed the survey, click the Submit Survey button. Your responses will not be submitted until you click Submit Survey. Once you have submitted your responses, they will be displayed to you in a summary page that you can view, print, or email.

For Further Information Contact

Barb Huntington

(608) 267-5077

barbara.huntington@dpi.wi.gov



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Library:

Community:

Check all that apply. If part of the statement is not true, leave it blank.

1a. My library has at least one periodical or newsletter of special interest in these areas:

Mobility disabilities

Examples: New Mobility, Exceptional Parent, Closing the Gap

Vision disabilities

Examples: The Braille Forum, Dots

Hearing disabilities

Examples: Deaf Nation, Silent News

Emotional or mental disabilities

Examples: The Bell, Smooth Sailing

Cognitive disabilities

Example: Disability Solutions

1b. My library has at least one periodical, newspaper, or newsletter of special interest to adults who are:

Seniors or caregivers for seniors.

Examples: AARP publications such as MM (formerly Modern Maturity) or My Generation, local seniors guide to services and activities

Adults who cannot read well

Examples: local literacy newsletter or The Key

Adults who speak a language other than English *List languages*



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Check all that apply. If part of the statement is not true, leave it blank.

2. My library has added materials in the past three years related or designed to meet the needs of the following targeted audiences:

- | | |
|--------------------------------------|--|
| Mobility disabilities | Seniors with special needs |
| Vision disabilities | Emotional or mental disabilities |
| Hearing disabilities (sign language) | Cognitive disabilities |
| Adult literacy | People who want to learn sign language |
| Unemployment | |

3a. My library has a print brochure that describes special services for people who have:

Mobility disabilities

Examples: brochures on building accessibility, home delivery, adapted workstations

Vision disabilities

Examples: promotional brochures for vision aides, large print, adapted workstations

Hearing disabilities

Examples: brochures promoting a tty phone number, assistive listening devices, or how request a sign language interpreter



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Check all that apply. If part of the statement is not true, leave it blank.

3b. My library has a print brochure that describes special services for people who are:

Seniors with disabilities

Examples: brochures on home delivery, senior classes on using the Internet, wheelchair availability

Adult with literacy needs

Examples: brochures on special literacy collection, space for tutors and students to study, adapted workstations that read text

Adults who use a first language other than English

Example: brochures translated into other languages, bibliographies, or brochures on special collections that identify a bilingual staff person or list the phone number for non-English reference assistance

Adults who are unemployed

Example: brochures about the library's Job Center

4. My library provides deposit collections (directly or as part of a network of libraries) at:

Mental health institutions

Adult jails, prisons, or detention centers

Senior centers and/or housing units

Nursing homes

Day care centers

Other *List*



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Check all that apply. If part of the statement is not true, leave it blank.

5a. The following library publications routinely include information on accommodations for special needs that are available and how to request them:

- Service brochures
- Meeting notices
- Program fliers
- Forms
- Annual summary of services or reports
- Newsletters

5b. The following library publications are currently available in large print format or in other languages:

Publication	Large Print	Other Languages
Service brochures		
Meeting notices		
Program fliers		
Card applications and other forms		
Annual summary of services or reports		
Newsletters		



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Check all that apply. If part of the statement is not true, leave it blank.

6a. My library has these adaptive technologies:

- Remote access to the library's catalog and website
- Descriptive videos (action is described for people who cannot see)
- A full-spectrum light that can be moved around the library as needed
- Hand magnifier(s)
- A machine other than a computer for in-house use that scans, enlarges, and reads text (Kurzweil)
- A TTY (text telephone for people who are deaf or have speech disabilities)
- Closed-captioned videos (text captions explain what is being said when a decoder is used)

6b. My library routinely makes these accommodations:

- A microphone is routinely used at board and public meetings and at all library programs
- Assistive listening devices are available at board and public meetings and at all library programs
- Assistive listening devices are available at service desks
- A sound loop system is installed in the library's meeting room
- All routine and emergency announcements (notice that the library is closing, fire, etc.) include flashing lights to signal visually that an announcement is being made
- A TTY/TTD is available in the library
- A wheelchair is available
- A wheeled cart is available
- A shopping cart is available
- At least one entrance has an electronic door opener
- There is not an electric door opener, but the library entrance does have a door bell to signal the need for assistance



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Check all that apply. If part of the statement is not true, leave it blank.

6c. At least one computer workstation has:

- A table or stand that can be adjusted for height
- A monitor that is 19 inches or larger
- Software that enlarges text
Example: Window Eyes
- Software that reads text aloud
Example: ZoomText
- Large print keyboard
- Keyboard designed for young children or children with disabilities
- Braille keyboard
- Keyboard cord longer than 72 inches
- Trackball or other alternative to a mouse
- Scanner
- Headset

7. My library provides delivery of materials to people who live:

- At home
Examples: seniors with disabilities or others who cannot leave their homes easily
- In senior apartment complexes or assisted living centers
- For families involved with a hospice provider
- In nursing homes or other types of institutions
- In jails, detention facilities, and/or prisons



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Check all that apply. If part of the statement is not true, leave it blank.

8. My library website has links to resources for, or information about, or that address the concerns of people with:

- | | |
|----------------------------------|--------------------------|
| Mobility disabilities | Adult literacy needs |
| Vision disabilities | Employment needs |
| Emotional or mental disabilities | Hearing disabilities |
| Brain injuries | Economic needs (poverty) |
| Cognitive disabilities | |

9. My library has sent a staff person within the past 3 years to a training session on services for or general background information on:

- | | |
|----------------------------------|---------------------------|
| Mobility disabilities | Unemployment |
| Vision disabilities | Poverty |
| Hearing disabilities | Cognitive disabilities |
| Emotional or mental disabilities | Seniors with disabilities |
| Adults who cannot read well | |



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Check all that apply. If part of the statement is not true, leave it blank.

10. In the past 3 years my library has included people with any of the following special needs (or advocacy groups for them) in a planning process:

Mobility disabilities

Cognitive disabilities

Hearing disabilities

Literacy needs

Emotional or mental disabilities

Employment needs

Vision disabilities

Economic needs

11. My library offers these literacy services:

Referral of students and tutors to literacy services providers

Contact information about literacy providers available for the public

Print or media materials appropriate for adult new readers to practice their reading

Print or media adult literacy materials in a language other than English

Print or media instructional resources for literacy tutors

Space in the library used regularly for literacy tutoring, adult basic education instruction, or tutor training sessions

Consulting with other libraries or System on literacy issues and services

Allowed the use of the library's phone number as a contact number for a literacy provider (typically a local literacy council)

Publicized literacy issues at programs, meetings, training sessions, in newsletters, or with displays

Conducted a tour, orientation, or open house for adults and families with literacy needs

Participated as a member of a literacy council or coalition

12a. Services for people who use English as a Second Language (ESL):

Librarians know the approximate percentage of adults in the community who use English as a second language.

Librarians know the approximate percentage of students in the local schools who use English as a second language.



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Check all that apply. If part of the statement is not true, leave it blank.

12b. My library provides (or has provided at least once in the past 5 years) the following services for people who do not use English as their first language:

- Library card application is available in a language other than English
- Has signage in a language other than English
- A keyboard on at least one workstation has non-English grammar symbols
- A version of the library's phone message is recorded in a language other than English
- Has bilingual materials or materials in another language, purchased in past 5 years, for children birth to 18
- Has general or recreational materials in a language other than English or bilingual, purchased in the past 5 years, for adults
- Has adult literacy materials for adults who do not speak English
- Has a subscription to an online resource or has an in-house program that teaches English as a second language
Example: Rosetta Stone
- Has music and videos in a language other than English
- A staff person fluently speaks a language other than English. *List languages*
- A staff person has taken training on basic library vocabulary in a language other than English
- Library had at least one contact in the past year with someone in the schools who works with students using English as a second language
- Library had at least one contact in the past year with an agency that works with a non-English speaking population
- Staff discussed the needs of workers who do not speak English well with an employer
- A staff person acts as a liaison for the library with a non-English speaking population
- Library had a presence at an event sponsored by a non-English speaking organization
- Placed fliers or brochures regarding library services or programs in areas frequented by non-English speakers
- Sent library information to a newspaper, radio, or television station that serves non-English speakers
- Has resources on the library website for non-English speakers
- Provided outreach services to day care centers, community centers, migrant housing camps, or other off-site locations that primarily serve non-English speaking populations
- Hosted at least one celebration focused on a local population that uses English as a second language
- Bilingual story times
- Homework help program for students using English as a second language
- Library served as a training location for literacy tutors being trained to teach ESL students
- Offered computer or Internet classes in a language other than English



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Check all that apply. If part of the statement is not true, leave it blank.

13a. Services to people looking for employment or trying to improve their job skills:

Staff has noticed an increase in the number of people using library computers or Internet access to work on employment related activities

Staff has noticed an increased number of employment-related reference questions and requests for assistance

Staff has handled increased requests for assistance from adults who do not have basic computer skills

13b. My library has addressed the needs of people looking for work or who want to improve their job skills in the following ways within the past 3 years:

Staff attended training related to employment issues

Staff has attended a meeting with staff from a Job Service Center, Workforce Development, or other agency providing Job services or with local employers to discuss the regional or local employment situation

Library has added resources to the collection for people seeking employment or who want to improve their job skills

Library has employment-related resources on its website

Library has pulled employment resources together into one area to make it easier for people to find related materials easily, creating an in-house Job Center

Library participated in a local or System grant project that focused on employment services

Library offers a formal program providing one-on-one assistance to people trying to complete online application forms, doing job searches, or who need help with cover letters, resumes, or interview skills

Division of Workforce Development/Job Service Center staff meet with their clients at the library

Library has referred at least one patron to DWD or a Job Service Center

Library has offered classes of specific interest to job seekers and marketed them for workers

Examples: Introductory computer classes, Internet classes, email classes, how to complete online application forms, doing job searches online, writing cover letters or resumes, interview skills

Attendance in 2010

Library has a workstation or laptop computer that can be reserved specifically for employment-related activities and can be used longer than allowed on the other public workstations



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Check all that apply. If part of the statement is not true, leave it blank.

14. The following types of employment classes and services have been offered by the library, either directly sponsored by the library or as part of a regional or system initiative:

- Basic introduction to computers
- Basic introduction to using the Internet
- Basic introduction to email and how to send attachments
- Word processing
- Microsoft Office Suite
- How to do job searching online
- How to complete an online job application
- Interview skills
- Resume and cover letter writing
- Career and personal interest evaluation
- Starting a new business
- Networking or support groups for people looking employment
- Explanation of social service or local resources for people who have become unemployed
Examples: food pantries, free or reduced lunches at schools, free clinics, etc.
- Support groups of people looking for jobs meet at the library
- Other *Describe*

When you have completed the survey, click the Submit Survey button below. Your responses will not be submitted until you click Submit. Once you have submitted your responses, they will be displayed to you in a summary page that you can view, print, or email.

Thank you for your cooperation in completing this survey.

Survey of Library Services to Adults with Special Needs (2011)

Responses to Other Special Needs Services

1. We offered a big key board, track ball etc. for about 5 years, but we had absolutely no one use it that actually needed it, only kids playing with it. We now have a sign saying it is available upon request. The big screen is still there, people will use it because it is on the back side of the bank of computers and people will hide there. I know nearly all of our patrons personally and none of them uses it because they have vision problems.

We have always had a few people using the computers for job related use, but I do not believe there has been a significant increase in the last year or two, or three.

I am sure I am politically incorrect, but I am disappointed that the survey only measured what we provide, not even asking if we see a need. Your questions are stated assuming there is need, therefore your results will show a need, even if there is none.

I have been here for 20 years, there has been one man who is deaf, he comes in about once every 3 years and we effectively serve him. There have been two guys who used wheel chairs, each coming in less than 10 times each, neither of which needed a special table by the computer, only an elevator, which we provide. Neither has been here for at least 4 years.

2. As a tiny library we haven't offered classes on any of the above, but, have beefed up our collection, particularly relating to job search/interview skills/resume writing. Although we don't offer classes, we are happy to provide one-on-one assistance when necessary. We also purchased a resume-writing program & loaded it on a laptop...so that anyone needing to use it can do so without worrying about time constraints attached to public access computers.

3. Caregivers Support Group & Low Vision Support Group meets at the library.

4. Collaborated with the Jefferson Literacy Council on events, donated books for children, etc.

5. Conduct a special needs story time for early childhood education students twice a month.

6. I think the problem you will find with small libraries is that we just don't have the time to offer programs. We are usually lucky to just keep up with the regular work load we have.

7. Kenosha Public Library serves as host site for JAWS (Job Access with Speech) users group. Kenosha County Job Center offers comprehensive employment assistance, so the Head of Reference maintains contact with Center rather than duplicating services. Kenosha Literacy Council is housed within Uptown Branch library, utilizing approximately 50% of building space

8. Library is collection point for local Food Pantry. Home Delivery includes loading titles onto e-book reader for customer. If grant funding is received in 2011 Library will purchase dedicated workstations, sponsor networking and support groups for job seekers.

9. Monthly program for people with cognitive disabilities.

10. More than ESL issues, we are affected by high job loss and low literacy in family home settings. So we focus our resources on these issues. Book delivery to the nursing home/assisted living facility, delivery to day cares, we

are a Reach Out and Read site working with the local clinic to get age appropriate books to small children. (Saw an increase in the number of parents who actually took their children to the well child checks so they could get the board books). Also, with high unemployment, I do a lot of one-on-one work with people working on resumes, uploading applications, etc.

11. No formal classes here due to lack of staff, one-on-one training given as needed.

12. Offer space for outreach workers meet with the homeless and help them find housing and services. This includes those with alcohol and drug problems. Food Share meets with people at the library.

13. Our city or state government would have to increase our budget and staff tremendously in order for us to accommodate all of the things listed in the survey.

14. Our entire staff has been trained in the last year on working with deaf, mobility impaired individuals, cognitively impaired individuals and mentally ill individuals. This year they will receive training on working with seniors. Our Prime Time Family Reading time attendees are largely ESL families.

15. Please note we gave up our TTY as our large Deaf community told us they prefer texting and internet relays - the TTY is considered an outdated form of communication.

16. Proctoring services, 1-on-1 computer instruction, Library for the Blind and Physically Handicapped Service Center, variety of magnifiers are available.

17. Provide a selection of special learning toys for autistic/disabled children for checkout. Librarian provided outreach to local autism support group explaining our materials. Provide an ENVISION magnifier at a dedicated workstation.

18. Several staff has training to work with children with cognitive special needs.

19. Some of these questions were difficult for me to answer as I am new to this library. I have been Director here for 6 months; therefore, knowing what has been purchased or done in the last 3 to 5 years is difficult. The survey is a good tool for me however to notice simple ways I can improve the library's service. There was a system wide program in Winnefox a year or two back that did deal with Job skill classes, different libraries served as hosting sites.

20. Story time: Our preschool story time incorporates a variety of activities and storytelling techniques in order to engage children with a spectrum of learning styles. We also showcase our parenting books every couple of months. These include materials that also deal with a variety of learning styles and learning disabilities as well as other parenting resources.

21. Support group for people with disabilities meets at library.

22. SWTech/Grant County Literacy program meets in the lower level of the library building and partners with the library to provide literacy, computer training and employment related services and outreach.

23. There was no place to comment on the second language issues. Our service population does not have a significant ESL population and those for whom English is their second (or 3rd, 4th, 5th) language is nearly all quite proficient, as they are physicians, engineers, IT people, etc. We remain alert for changes in that, but it explains our lack of current services in this area.

We have seen the same with special needs accommodations we have offered in the past. The trackball went unused for 5 years before we put it in a drawer. Large print isn't used a lot, but Playaways and books on CD are. The walker/shopping cart, though, has had good use.

24. We do not have enough staff to hold classes for the unemployed. We do give one on one help when they ask for it. It is usually finding the unemployment job site and helping them to fill out their required forms on line.

25. We wouldn't want to put our resources into these services if we didn't serve a population that needed them, so knowing your community is the most important factor.

26. What is not addressed in this survey is if there is a need for some of these services locally. I represent a library in a community with low unemployment and few residents with ESL needs.

27. Will be doing: How to do job searching online; How to complete an online job application; Resume and cover letter writing for the public in conjunction with Job Center trainers in Feb - March 2011.

28. Added Braille book collection.

Special Needs Survey Results-2011

In 2011 a Special Needs Survey was sent out to update a survey first done in 2001. Some elements of the survey were updated since then. The survey was completed by 338 of 370 libraries, an almost 90% response rate. There is more data summarized here than on the accompanying Power Point slides because the slide focuses on the highlights.

Notes:

The numbers for the questions in the tables below refer to the numbering of questions on the 2011 Special Needs Survey.

The percentages refer to the number of responding libraries to various surveys done in different years. They do not represent the same number of responding libraries each year.

JOBS

Services in High Demand	2011	2011%
13a. Increased use and demand for computers to work on employment activities	306	89%
13a. Increased requests for assistance from people who do not have job skills	296	86%
13a. Increased number of reference questions related to employment searches	269	78%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

JOB Services Offered by Responding Libraries

Type of Service Offered	2011	2011%	2001	2001%
2. Added materials to the collection in past 3 years	276	80%	152	52%
13b. Links on web page to employment resources	187	55%	47	16%
9. Staff training in this area of service	190	56%	31	11%
3b. Special services described in library brochure.	173	51 %	65	22%
10. Included representative in a planning process	67	19%	23	8%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

Response rate for the 2001 Special Needs Survey was 77%, 293 of 380 libraries.

Other JOB Services Offered by Responding Libraries

Type of Service Offered	2011	2011%
13b Referred people to area DWD or Job Center office.	224	66%
13b. Participated in local or System JOBS grant.	192	57%
13b. Attended a meeting with Job Center staff, or local employers.	177	52%
13b. Laptop or workstation available for longer time frame for employment related activities	112	33%
13b. Pulled employment resources together in one area or display, or for in-house job center.	101	30%
13b. Workforce Development or Job Center meet clients at the library.	66	20%
13b. Offered one-on-one assistance with employment activities.	61	18%
10. Included representative of people living in poverty in a planning process	45	13%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

JOB Classes Offered by Responding Libraries

Type of Class Offered	2011	2011%
14. Introduction to the Internet	185	55%
14. Introduction to computers	180	53%
14. Introduction to email and attachments	157	46%
14. Word Processing	135	40%
14. On Line Job Searching	107	32%
14. Completing job application on line	96	28%
14. Resume and cover letter assistance	94	28%
14. Interview skills	50	15%
14. Hosted meeting of social service agencies to explain benefits	41	12%
14. Career and personal interest evaluation	29	9%
14. Starting a new business	23	7%
14. Hosted networking and support groups	23	7%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

Accessibility

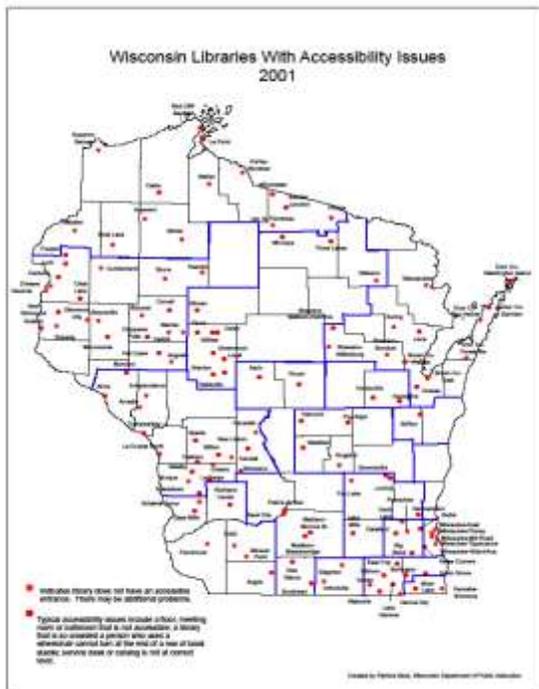
Accommodation	2011	2011%	2001	2001%	2005
Non-Accessible entrances	16	5%	53	14%	NA
Non-Accessible level or room	48	14%	74	19%	NA
6. Electronic Door Opener	196	58%	142	37%	NA
7. Home delivery of material for people who can't leave their homes independently	165	49%	154	40%	NA
6b. Wheeled walking cart available	121	36%	NA	NA	NA
6b. Shopping cart available	97	29%	NA	NA	NA
2. Added materials to the collection in past 3 years to meet needs.	93	28%	89	23%	NA
6b. Wheelchair/scooter available	80	24%	NA	NA	NA
3a. Special services described in service brochure.	67	20%	58	15%	NA
9. Staff Training in past 3 years in this area of service	45	13%	56		
10. Included representative in a planning process	32	9%	31		
1a. Periodicals for people w mobility issues	22	7%	37	10%	Na
8. Links on web page of interest to people with mobility limitations	24	7%	26	7%	
6b. Doorbell to signal need for help	21	6%	NA	NA	NA

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Response rate for the 2001 Special Needs Survey was 77%, 293 of 380 libraries.

Data for the non-accessible entrances and levels was taken from the 2001 Special Needs survey and the 2010 annual update by the System Special Needs Consultants.

Comparison of Library Accessibility Issues 2001-2011



Note: The information for these maps was self reported by libraries in 2001 and updated since on an annual basis by the System Special Needs Consultants. However no verification was done and situations that have changed, especially in terms of crowding, is not likely to be reflected.

2011 Changes:

Two libraries will be added to the map.

#Colfax, Indianhead (non accessible bathroom and crowded stacks)

- Fairchild, Indianhead (non accessible entrance)

Summary of Resolved Accessibility Issues 2001—2011

Wisconsin public libraries have made significant progress in last 10 years in terms of accessibility.

- Public libraries resolved 82 significant accessibility problems between 2001 and 2011.
- People who use wheelchairs can now get in the front door of 23 libraries that were not accessible ten years ago.
- The bathrooms in 36 libraries are now usable by people who have disabilities.
- In 11 libraries, people are attending meetings in rooms that were not accessible ten years ago.
- A second level that was not usable by people with disabilities ten years ago are now accessible in 7 libraries.
- 6 libraries made it possible for someone in a wheelchair to go between book stacks to select materials, or to pass unassisted through seating areas, or adjusted the height of their service desk to make them accessible to people who use wheelchairs.

But we're not finished:

- 16 libraries still do not have accessible entrances.
- 22 still have bathrooms that are non-accessible.
- 7 hold meetings in rooms that are not accessible to people with disabilities.
- 13 have materials or services on a level that is not accessible.
- 9 are so crowded that a person who uses a wheelchair can't go between the book stacks or navigate through seating areas, or reach the top of the service desk.

Percentage of Electronic Entrance Doors by System

System	2011	2001
Manitowoc-Calumet	100%	83%
Arrowhead	86%	71%
Waukesha	81%	56%
Eastern Shores	69%	46%
Winnefox	67%	33%
Mid-Wisconsin	64%	54%
Milwaukee County	52%	37%
South Central	51%	39%
Winding Rivers	46%	22%
OWLS	44%	33%
SWLS	41%	20%
Lakeshores	40%	27%
Indianhead	36%	17%
Northern Waters	35%	19%
Wisconsin Valley	34%	23%
Kenosha	25%	13%
Nicolet	19%	12%

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Accessible Workstations

Accommodation	2011	2011 %	2001	2001%	2005	2005%
Computer cart or table is accessible to people who use wheelchairs	NA	NA		NA	NA	80%
Accessible web page (can be read by a browser)	NA	NA		NA	78	21%
6c. 19 inch or larger monitor	227	67%	80	27%	143	38%
6c. Headsets	204	60%		NA	NA	NA
6c. Trackball or other alternative to a mouse	134	40%	55	19%	154	40%
6c. Software that enlarges text	125	37%	66	23%	75	20%
6c. Scanner	100	30%		NA	77	20%
6c. Cart or table is adjustable	94	28%		NA	55	15%
6c. Large Print Keyboard	90	27%		26%	64	17%
6c. Software that reads text aloud	67	20%		19%	NA	NA
6c. Colored keyboard	57	17%		NA	20	5%
6c. Keyboard cord longer than 72 inches	20	6%		NA	NA	NA
6c. Touch Screen Monitors	18	5%		NA	NA	NA
6c. Braille Keyboard	7	2%		NA	9	2%

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Response rate for the 2005 Annual Report was 100%, of 380 libraries.

Literacy Services Offered by Responding Public Libraries 2001-2011

Type of Service	2011	2011%	2001	2001%
11a. Contact information is available for literacy providers	189	56%	154	53%
11a. Library is used regularly used by tutors and students	185	55%	151	52%
11a. Refer students and tutors to literacy service providers	152	45%	134	46%
2. Added adult literacy materials to the collection in past 3 years	123	36%	136	46%
11b. Consulted with other libraries or system on literacy issues	113	33%	119	41%
8. Links on web page to literacy resources	68	20%	27	9%
3b. Special services described in library brochure	75	22%	65	22%
11b. Publicized literacy issues	66	19%	77	26%
11a. Print or media resources for literacy tutors	58	17%	80	27%
10b. Included representative in a planning process	48	14%	23	8%
11b. Conducted tours, held open house for adults with literacy needs	47	14%	55	19%
11b. Library staff is a member of a literacy council or coalition	46	13%	48	16%
9. Sent staff to training in literacy service	43	13%	43	15%
1b. Periodicals for people with literacy issues	41	12%	53	18%
11b. Library phone number is a contact number for literacy provider	38	11%	67	23%

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English Language Learner (ELL) Services Offered by Responding Public Libraries 2007-2011

Type of Service or Accommodation	2011	2011%	2007	2007%
12b. Bilingual materials or materials in a language other than English for ages Birth-18	202	60%	207	53%
12b. Music and videos in a language other than English	169	50%	114	29%
12b. Recreational print materials in a language other than English	130	38%	166	43%
12b. Library card is in a language other than English	128	38%	130	34%
12a. Librarians know ELL adult population	110	33%	283	73%
12b Adult literacy materials for ELL	104	31%	124	32%
12a. Librarians know school ELL population	102	30%	318	82%
12b. On-line subscription to program that teaches English for ELL learners	92	27%	43	11%
12b. Contact with schools with ELL instructor	85	25%	90	23%
12b. Contact with an agency that services a minority population that uses English as a second language	85	25%	73	19%
12b. Staff trained in basic library vocabulary in a language other than English	81	24%	71	18%
3b. Special services described in library brochure	71	21%	39	10%
1b. Periodicals for people with ELL Literacy Issues	62	18%	40	10%
12b. Staff person speaks a language in addition to English	53	17%	30	8%
12b. Signage in language other than English	52	15%	59	15%
12b. Fliers, brochures placed in areas frequented by people who do not use English as their first language.	48	14%	34	9%
12b. Bilingual story times	45	13%	53	14%
12b. Links to resources on web page	42	12%	19	5%
12b. Sponsored a celebration that focused on a population that uses English as a second language.	39	12%	26	7%
12b. Keyboard has non-English grammar symbols	38	11%	7	2%
12b. Library was site of ELL tutor training	36	11%	28	7%
12b. Staff person acts as a liaison with a non- English speaking population	34	10%	19	5%
12b. Outreach services to a location that primarily serves a population that uses English as a second language	31	9%	18	5%
12b. Staff attended/participated in an event sponsored by an agency serving a population that uses English as a second language	25	7%	30	8%
12b. News releases sent to a newspaper, radio or television station that serves a population that uses English as a second language	17	5%	7	2%
12b. Library had contact with an employer of workers who are ELL	15	4%	7	2%
12b. Offered computer or Internet classes in a language other than English	12	4%	6	2%

12b. Homework help targeting an ELL population	10	3%	NA	NA
12b. Phone message in a language other than English	9	3%	7	2%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

Response rate for the 2007 Annual Report questions for the ¡HOLA! Project was 100%, 388 of 388 libraries.

Publications Routinely Made Available in a Language Other than English

Type of Publication	2011	2011%	2007	2007%
Service brochures	31	9%	32	8%
Program Fliers	16	5%	10	3%
Newsletters	7	2%	1	0%
Library Card application forms	67	20%	120	30%
Meeting Notices	6	2%	2	.5%
Annual Reports	1	0%	0	0%

Response rate for 2011 Special Needs Survey was almost 90%, 338 of 379 libraries.

Response rate for the 2007 Annual Report questions for the ¡HOLA! Project was 100%, 388 of 388 libraries.

Literacy Services for Day Care Centers, Jails, Prisons, and Detention Facilities

Type of Service	2011	2011%	2001	2001%
<i>4. Provides deposit collections at Day Care Centers</i>	54	16%	13	4%
4. Maintains a deposit collection at a correctional facility	46	12%	22	8%
7. Delivers materials to correctional facilities	32	8%	10	3%

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Response rate for the 2001 Special Needs Survey was 77%, 293 of 380 libraries.

Vision

Type of Service or Accommodation	2011	2011%	2001	2001%
6a. Remote access to the library's catalog	292	86%	176	60%
6a. Hand magnifiers	255	75%	170	58%
2. Added materials to the collection in past 3 years	187	55%	143	49%
3a. Special services described in library brochure	108	32%	88	30%
6a. Machine scans read text (Kurzweil)	72	21%	68	23%
9. Staff training in this area of service	69	20%	57	19%
6a. Full-spectrum, portable lighting	59	17%	15	5%
6a. Descriptive videos	54	16%	51	17%
1a. Periodicals for people with vision issues	38	11%	38	13%
8. Links on web page	32	9%	29	10%
10. Included representative in a planning process	28	8%	23	8%
11. Web page is accessible to screen browsers	NA	NA	81	28%

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Library Publications and Information In Large Print Format in Responding Libraries 2001-2011

Type of Publication or Information	2011	2011%	2001	2001%
5b. Library Card Application Forms	34	10%	16	5%
5b. Program Fliers	34	10%	11	4%
5b. Service brochures	30	9%	19	7%
5b. Meeting Notices	20	6%	7	2%
5b. Newsletters	13	4%	4	1%
5b. Annual Reports	2	.6%	3	1%

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Services for People with Hearing Loss or Who are Deaf In Responding Public Libraries 2001-2011

Type of Service or Accommodation	2011	2011%	2001	2001%
2. Added sign language materials to the collection	185	55%	NA	NA
6a. Closed-captioned videos	124	37%	107	37%
2. Added materials to the collection in past 3 years	112	33%	174	59%
9. Staff training in this area of service	56	167%	41	14%
3a. Special services described in library brochure	47	14%	41	14%
6b. Microphone used at meetings/programs	44	13%	12	4%
6b. Assistive listening devices at service desk	38	11%	26	9%
6b. Emergency and closing announcements include flashing lights	36	11%	33	11%
6b. Assistive listening devices available for meetings	26	8%	11	4%
6a. TTY/TTD	25	7%	38	13%
10. Included representative in a planning process	24	7%	18	6%
8. Links on web page	18	5%	28	10%
1a. Periodicals for people with hearing issues	16	5%	12	4%
6b. Sound loop system in meeting room	10	3%	NA	NA

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Mental Health and Cognitive Disability Services and Accommodations

Type of Service or Accommodation	2011	2011%	2001	2001%
2. Added mental health materials to the collection	177	52%	169	58%
2. Added materials related to cognitive disabilities	116	34%	138	47%
9. Sent staff to training on mental health services	62	18%	36	12%
1a. Periodicals for people with mental health issues	55	16%	31	11%
9. Sent staff to training on services for cognitive disabilities	26	8%	39	13%
8. Links on web page for resources on mental health issues	23	7%	28	10%
8. Links on web page to resources on cognitive disabilities	19	6%	21	7%
10. Included representative of people with cognitive disabilities in a planning process	16	5%	12	4%
10. Included representative of people with mental health issues in a planning process	15	4%	9	4%
4. Maintains a deposit collection at mental health facility	11	3%	10	3%
1a. Periodicals for people with cognitive issues	10	3%	11	3%

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Services for Seniors with Special Needs

Type of Service or Accommodation	2011	2011%	2001	2001%
1b. Periodicals for seniors with special needs or caregivers	228	67%	224	76%
2. Added materials to the collection in past 3 years of interest to seniors with special needs	154	46%	206	70%
4. Deposit collection senior housing or senior center	111	33%	88	30%
4 Deposit collection in nursing homes	103	30%	95	32%
3b. Special services described in library brochure	102	30%	99	34%
9. Staff Training in this area of service	73	22%	56	19%

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Additional Data Collected in 2011

5a. Where Accommodations Are Announced

Where Accommodations are Announced	2011	2011%	2001	2001%
Meeting Notices	132	39%	89	30%
Program Fliers	92	27%	81	28%
Service Brochures	74	22%	56	19%
Newsletters	54	14%	51	17%
Forms	30	8%	19	6%
Annual Report or Summary of services	30	8%	28	10%

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WI REGIONAL PUBLIC LIBRARY SYSTEM TECHNOLOGY AWARDS 2008-2012

2008 PUBLIC LIBRARY SYSTEM TECHNOLOGY - NON-COMPETITIVE AWARDS							
TEACH datalines Bandwidth & Hardware	ILS Modules/ Software	Other databases	WPLC (member & ebooks)	Gaming	Tech Support	Training	Total
\$ 10,000	\$ 24,150	\$ 32,800	\$ 6,940	\$ 2,474	\$ 9,525	\$ 10,175	
\$ 9,750	\$ 3,403	\$ 11,500	\$ 2,060	\$ 10,870	\$ 10,800	\$ 2,200	
\$ 8,800	\$ 10,000	\$ 11,000	\$ 4,329		\$ 5,000	\$ 1,200	
\$ 15,500	\$ 5,575	\$ 3,800	\$ 5,000		\$ 20,000	\$ 6,000	
\$ 12,700	\$ 3,347	\$ 18,735	\$ 6,000				
\$ 14,650	\$ 6,000	\$ 17,560	\$ 2,567				
\$ 9,115	\$ 3,000	\$ 2,500	\$ 2,300				
\$ 8,300	\$ 2,000	\$ 2,650	\$ 2,400				
\$ 13,097	\$ 11,800						
\$ 2,211	\$ 1,952						
\$ 900	\$ 1,600						
\$ 9,865	\$ 1,900						
\$ 114,888	\$ 74,727	\$ 100,545	\$ 31,596	\$ 13,344	\$ 45,325	\$ 19,575	\$ 400,000
Databases include Learning Express Library, Ancestry, heritage Quest, Literature & Biography Resource, WorldCat, BadgerCat							
2009 PUBLIC LIBRARY SYSTEM TECHNOLOGY - NON-COMPETITIVE AWARDS							
TEACH datalines Bandwidth & Hardware	Integrated Library System Modules & Software	Other databases	WPLC membership & ebooks)	Gaming	Tech Support	Training	Total
\$ 11,300	\$ 17,500	\$ 2,000	\$ 7,149	\$ 2,700	\$ 1,500	\$ 9,600	
\$ 8,100	\$ 10,000	\$ 16,344	\$ 2,437	\$ 9,800	\$ 400	\$ 7,300	
\$ 11,669	\$ 2,000	\$ 13,800	\$ 4,500		\$ 5,550	\$ 12,240	
\$ 3,503	\$ 1,500	\$ 11,000	\$ 4,765			\$ 800	
\$ 3,500	\$ 4,535	\$ 14,251	\$ 4,765			\$ 2,000	
\$ 5,751	\$ 15,000	\$ 1,297	\$ 5,600				
\$ 615	\$ 9,136	\$ 3,730					
\$ 4,307	\$ 4,308	\$ 723					
\$ 17,000	\$ 1,700						
\$ 700	\$ 15,500						
	\$ 5,500						
	\$ 10,200						
\$ 66,445	\$ 96,879	\$ 63,145	\$ 29,216	\$ 12,500	\$ 7,450	\$ 31,940	\$ 307,575
ILS Enhancement: OPAC Patron Registration, Spanish Lang OPAC menus, Library collections							
*LibraryThing, Z39.50							
Other Databases: Ancestry Library Edition, Chilton Library, WorldCat, Gale, Mango Languages, Learning Express							

WISCONSIN REGIONAL PUBLIC LIBRARY SYSTEM TECHNOLOGY AWARDS 2008-2012

2010 PUBLIC LIBRARY SYSTEM TECHNOLOGY - NON-COMPETITIVE AWARDS							
TEACH datalines Bandwidth & Hardware	ILS Module Software	Other databases	WPLC (member & ebooks- Overdrive)	Tech Support	Training	Total	
\$ 11,300	\$ 7,500	\$ 22,882	\$ 12,357	\$ 6,500	\$ 9,600		
\$ 8,500		\$ 28,600	\$ 2,339		\$ 3,886		
\$ 3,000	\$ 6,422	\$ 5,640	\$ 2,762		\$ 12,400		
\$ 9,688	\$ 3,250	\$ 13,800	\$ 9,678				
\$ 1,800	\$ 5,798	\$ 1,070	\$ 5,511				
\$ 2,000	\$ 12,500	\$ 3,150	\$ 5,101				
\$ 8,607	\$ 10,000	\$ 17,400	\$ 325				
\$ 1,000	\$ 500	\$ 22,500	\$ 7,000				
\$ 6,100	\$ 3,000		\$ 5,137				
\$ 654	\$ 539		\$ 1,730				
\$ 580	\$ 1,240						
\$ 27,200	\$ 9,136						
\$ 2,254	\$ 564						
\$ 6,000	\$ 1,500						
\$ 88,683	\$ 61,949	\$ 115,042	\$ 51,940	\$ 6,500	\$ 25,886	\$ 350,000	
ILS Modules -- Federated Search Product, Linked patron module, ILS Startup costs							
Other Databases: Mango Languages, Opposing Viewpoints, Biography & Literature Resource, Tumblebooks, Ancestry Library Ed, Learning Express							
Other Software -- includes z39.50							
2011 PUBLIC LIBRARY SYSTEM TECHNOLOGY - NON-COMPETITIVE AWARDS							
TEACH datalines, Bandwidth & Hardware	ILS Modules & Software	Other databases	WPLC (member & ebooks)	Tech Support	Training	TOTAL	
\$ 11,300	\$ 3,500	\$ 28,600	\$ 10,000	\$ 6,400	\$ 9,600		
\$ 8,500	\$ 1,400	\$ 4,703	\$ 5,400	\$ 700	\$ 3,000		
\$ 3,000	\$ 14,500	\$ 981	\$ 9,000				
\$ 3,000	\$ 1,216	\$ 3,307	\$ 2,864				
\$ 13,500	\$ 9,900	\$ 19,325	\$ 5,879				
\$ 5,500	\$ 10,000		\$ 10,736				
\$ 10,000	\$ 17,025						
\$ 1,946	\$ 8,575						
\$ 13,800	\$25,600						
\$ 6,664	\$ 6,600						
\$ 1,335	\$ 1,940						
\$ 27,200	\$ 9,100						
\$ 5,800	\$ 300						
	\$ 5,922						
	\$ 1,434						
	\$ 948						
\$ 111,545	\$ 117,960	\$ 56,916	\$ 43,879	\$ 7,100	\$ 12,600	\$ 350,000	
WPLC: Membership and e-books							
Databases: Mango Languages, Opposing Viewpoints, Biography & Literature Resource Center (Gale), Learn							
Hardware: Routers, Servers, Computers							
Other Software: Security(Sophos, Deep Freeze)							

WI REGIONAL PUBLIC LIBRARY SYSTEM TECHNOLOGY AWARDS 2008-2012

PUBLIC LIBRARY SYSTEM TECHNOLOGY - NON-COMPETITIVE AWARD TOTALS

Year	TEACH datalines Bandwidth & Hardware (1.1)	ILS Modules/ Software	Other databases	WPLC membership & ebooks	Innovative & Enhanced Uses of Technology, Gaming -1.7	Tech Support	Training	Total
2008	\$ 114,888	\$ 74,727	\$ 100,545	\$ 31,596	\$ 13,344	\$ 45,325	\$ 19,575	\$ 400,000
2009	\$ 72,445	\$ 99,314	\$ 91,745	\$ 31,544	\$ 13,700	\$ 7,950	\$ 33,302	\$ 350,000
2010	\$ 88,683	\$ 61,949	\$ 115,042	\$ 51,940	\$ -	\$ 6,500	\$ 25,886	\$ 350,000
2011	\$ 111,545	\$ 117,960	\$ 56,916	\$ 43,879		\$ 7,100	\$ 12,600	\$ 350,000
2012	\$ 104,222	\$ 122,637	\$ 76,965	\$ 31,276			\$ 14,900	\$ 350,000
	\$ 491,783	\$ 476,587	\$ 441,213	\$ 190,235	\$ 27,044	\$ 66,875	\$ 106,263	\$ 1,800,000

\$ 441,213 databases
 \$ 190,235 WPLC/ebooks
 \$ 339,367 learning express database
 \$ 400,000 ebooks
\$ 1,370,815 ELECTRONIC RESOURCES TOTAL

Sources

2011 LSTA Survey Comments by Library Type

2011 LSTA Survey Results

2011 LSTA Survey Tool

Bandwidth Needs for Wisconsin Libraries as of March 2012

Best Practices Review of Public Library Services : 2007-2008 Joint Legislative Audit Committee Members

<http://legis.wisconsin.gov/lab/reports/08-libraryservicesfull.pdf>

Delivery data from Bruce Smith and Tim Drexler at the South Central Library Service's Delivery Service

http://www.sclsdelivery.info/systempages/intersystemhome.htm#PL_systems

Focus Group Responses

- Council on Library and Network Technology (COLAND)
- Library Services and Technology Act (LSTA) Advisory Committee
- Regional Public Library System Continuing Education & Certification Consultants
- Regional Public Library System Information Technology (IT) Consultants
- Regional Public Library System Youth Consultants
- System and Resource Library Administrators' Association of Wisconsin (SRLAAW)

Library Services and Technology Act (LSTA) Information and Guidelines for Wisconsin 2012

<http://www.dpi.wi.gov/pld/pdf/guide12.pdf>

LSTA Five-Year Plan 2008-2012: <http://www.dpi.wi.gov/pld/pdf/lstaplan08.pdf>

Public Library Grant Award Recipients – 2008-2012

Public Library Special Needs Survey Tool

Public Library Special Needs Survey Responses

Public Library Special Needs Survey Results - 2011

Regional Public Library System Technology Award - 2008-2012

Resources for Libraries & Lifelong Learning (RL&LL)

http://www.dpi.wi.gov/rll/rll_about.html

University of Wisconsin Digital Collection Center statistics:

<http://uwdcc.library.wisc.edu/usageStats/>

Wisconsin Public Library Service Data from annual reports

<http://www.dpi.wi.gov/pld/dm-lib-stat.html>

Wisconsin Public Library System Directory

<http://www.dpi.wi.gov/pld/wisysdir.html#public>

WI Regional Public Library System Technology Awards 2008-2012