

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

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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 how to better utilize technology so that they can better serve the public and to develop and present programs and services that address the priorities of LSTA.

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

<i>Term Ending 12/31/2007</i>	<i>Term Ending 12/31/2008</i>	<i>Term Ending 12/31/2009</i>
Terrance Burton, Director Ebling Library, UW–Madison	Phyllis Davis, Director South Central Library System	Jan Adams, Media Specialist CESA # 10
Paula Kiely, City Librarian Milwaukee Public Library	Terry Dawson, Director Appleton Public Library	Roxane Bartelt Head of Children’s Services Kenosha Public Library
Paul Onufrak, Automation Librarian Eastern Shores Library System	Jim Gingery, Director Milwaukee County Library System	Jeff Gilderson-Duwe, Director Oshkosh Public Library /Winnefox Library System
Elizabeth Richmond Associate Professor / Reference Librarian UW–Eau Claire, McIntyre Library	Jane Pearlmutter Associate Director UW–Madison School of Library and Information Studies	Bea Lebal, Director T. B. Scott Free Library, Merrill
	Zora Sampson, Director Library/Information and Instructional Technology UW–Barron County	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 staff 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; and an ongoing need for continuing education for library staffs and trustees, so

that they can better serve the public and develop and present programs and services that address the priorities of LSTA.

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 library staff and trustees, so that they can better serve the public and develop and present programs and services that address the priorities of LSTA. (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 so that they can better serve the public and develop and present programs and services that address the priorities of LSTA.

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.