2011 Interlibrary Loan Meeting

Re-envisioning our collection

September 28, 2011

WISCONSIN
DEPARTMENT OF
PUBLIC
INSTRUCTION

About the name....
You can still call us Reference and Loan or DPI

The evolution of content required refocusing our collection

The statutory function of our collection

Wis. Stats. 43.05 General duties of the division

(11) Maintain a reference and loan library to supplement the collections of all types of libraries in this state by providing specialized materials not appropriately held and information sources not provided by local libraries or readily available from other area or state−level resource providers.

The library shall provide specialized information services to state agency libraries and state employees, institution libraries, public library systems, public libraries, school libraries and other types of libraries according to policies developed by the division. Library and information services may include development of collections of specialized materials, interlibrary loan services, reference services, provision of database search services and maintenance of a statewide database of library materials. The library may contract with state agencies and libraries to provide library material cataloging and processing services.

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Our perception of the collection

- Physical items at 2109 South Stoughton = "the collection"

- Online resources including BadgerLink = "BadgerLink"

- Selection of physical objects has been made by an internal committee including reference librarians, interlibrary loan staff and the librarian supervisor

- BadgerLink databases are selected through an RFP process involving statewide input

- Found in Wisconsin, Wisconsin Digital Archive and the BadgerLink songbook database were developed independent of the print acquisition process

The statutues don't recognize that division

- **Wis. Stats. 43.05**
- "Library and information services may include development of collections of specialized materials, interlibrary loan services, reference services, provision of database search services and maintenance of a statewide database of library materials."

We allowed our legacy to guide our thinking

- Because:
  - It was easy to continue the two separate workflows and staffing pattern
  - It was hard and painful to reexamine the collection and the staff supporting it
  - We still had SOME money to buy materials
  - Weeding was going to be A LOT of work and hadn't been done in **30 years**

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We made baby steps….

- Started by creating a Word version of the 1993 Collection Development Policy

- Took a year to revise it, and published the new policy in 2008

- Examined our circulation stats to uncover patterns of use

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In 1993 we thought our collection strengths were….

Class	Descriptor	Level
AI	Indexes (General)	HIGH
M	Music	HIGH
NK	Decorative arts, applied arts, crafts	HIGH
PM 101-7356	American Indian Languages	HIGH
QA	Computer science	HIGH
AC	Collections, series	INTERMEDIATE
AE	Encyclopedias (General)	INTERMEDIATE
AG	Dictionaries	INTERMEDIATE
AM-AZ	Museums, newspapers, periodicals, academies, yearbooks, history of scholarship and learning	INTERMEDIATE
B	Philosophy, psychology, religion	INTERMEDIATE
J-CT	Numismatics, heraldry, genealogy, biography	INTERMEDIATE
E-F	History: America	INTERMEDIATE
G	Geography, anthropology, recreation	INTERMEDIATE
H-HD	Statistics, economics	INTERMEDIATE
HE-HJ	Transportation, commerce, business, finance	INTERMEDIATE
HM-HT	Sociology	INTERMEDIATE
HV	Social Pathology (includes Alcohol &	INTERMEDIATE
L-LC	Education	INTERMEDIATE
N-NX	Fine Arts	INTERMEDIATE
P-PM	Language	INTERMEDIATE
Q	Science	INTERMEDIATE
QC	Physics	INTERMEDIATE
QH-HL	Biology, botany, zoology	INTERMEDIATE
R	Medicine	INTERMEDIATE
S	Agriculture	INTERMEDIATE
T	Technology	INTERMEDIATE
Z 662-1000.5	Library Science	INTERMEDIATE

2008 Revision of the Collection Development Policy

- *Designed to set the stage for a de-emphasis on physical objects and a focus on online sources.*

- This revised policy seeks to acknowledge and address the financial constraints…

- A variety of current conditions necessitate a more focused approach to acquisitions.

- They include:
  - Rising cost of print sources
  - Higher relative cost of online sources,
  - Proliferation of online tools now available for direct home access by patrons
  - Reference and Loan acquisition budget is now smaller than most, if not all, public library system resource libraries.

- This policy acknowledges and address patron's increasing preference and demand for the wide array of new media formats and electronic content delivery options now available.

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2008 Policy on the role of online tools

- The Reference and Loan Library supports a variety of online tools and services that address patron's desire for direct-from-home access to information.

- They include:
  - BadgerLink research and information databases
  - BadgerLink Songbook Database
  - AskAway virtual reference service
  - State Document Digital Archive

- This revision of the Collection Development Policy seeks to address the appropriate balance between online, multi-media and print content held locally, regionally and statewide.

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In 2008 we thought our strengths were

- **Music** *(instrumental instruction and popular songbooks and sheet music)*

- **Agriculture** *(crops and plants; livestock and pets, farm operation)*

- **Vehicle, tractor, boat and personal watercraft repair, maintenance and restoration**

- **Fine Arts and Collectibles** *(identifying artists/producers and valuing items)*

- **Library science** *(materials of use to public and school libraries)*

- **Education** *(history of education in Wisconsin, information literacy, special education, diversity)*

- **Commerce, business and finance**

- **Natural resources, environment, ecology and climate change** *(related to public health and the current and future economic viability of Wisconsin)*

Our 2008-era collection

By 2010 we knew we had to go further

- The need for an on-site physical reference collection has diminished dramatically

- Our collection budget had been further reduced from $30,000 to $15,000 - it is now dwarfed by that of most medium and large libraries

- Our budget made it impossible for the physical collection to meet its statutory role

- We were rethinking the use of our space

- Our new assistant state superintendent, Kurt Kiefer, encouraged us to reexamine everything

We made some important discoveries

- Circulation has hovered in the 6000 to 7000 range for the past 5 to 10 years

- A October 2010 review of circulation statistics showed that 88% of the collection had NOT circulated in the past 5 years

- BadgerLink and other online sources we build and manage do a better job of fulfilling the statutory role of our collection

The contrast with BadgerLink is striking

- 10 different vendors offering:
  - Current general news and magazines
  - Business information and market statistics
  - Historical news, census data and genealogical information
  - Encyclopedias in English and Spanish
  - Curriculum support materials for all K-12 students
  - Content tailored to the educational community

BadgerLink offers more and different content than the physical collection

- Educational videos
- Royalty-free music
- Test preparation materials for high school, college students and adults
- Curriculum support materials for literature and reading
- Collections focusing on health, science and history
- Auto repair information
- "Reader's Advisory" content for K-12 and adults

Usage of Access NewspaperArchive and Ebsco

Access NewspaperARCHIVE

January 2010 - June 2010
Sessions =   54,499
Page Views = 347,315

July 2010 - December 2010
Sessions =   60,052
Page Views = 388,622

EBSCO Statistics

January 2010 - June 2010
Sessions = 20,343,736
Searches = 31,021,509

July 2010 - December 2010
Sessions = 17,412,390
Searches = 27,346,751

January 2009 - June 2009
Sessions = 8,919,024
Searches = 17,374,655

July 2009 - December 2009
Sessions = 14,369,798
Searches = 23,766,373

January 2008 - June 2008
Sessions = 3,478,232
Searches = 7,723,334

July 2008 - December 2008*
Sessions =   5,258,704
Searches = 13,731,884

*Federated Searching Implemented in August, 2008

ECB and Encylopaedia Britannica

ECB VideoLink Statistics

March 2010 - June 2010*

Sessions =   14,360

Pageviews = 28,964

July 2010 - December 2010

Sessions =   21,896

Pageviews = 44,193

*ECB VideoLink Implemented in March, 2010

ECB VideoLink Report Definitions [click for more info]

Encyclopaedia Britannica Statistics

January 2010 - June 2010

Sessions: 1,059,114

Queries: 3,204,543

Page Views: 4,236,440

July 2010 - December 2010

Sessions: 765,888

Queries: 2,130,166

Page Views: 3,063,533

July 2009 - December 2009

Sessions: 647,913

Queries: 2,195,225

Page Views: 2,591,637

HeritageQuest Online and Learning Express

HeritageQuest Online

January 2010 - June 2010

Sessions = 41,688

Searches = 298,582

July 2010 - December 2010

Sessions = 37,952

Searches = 247,165

HeritageQuest Online Report Definitions [click for more info]

LearningExpress Library

August 2010 - December 2010*

Site Visits = 9,452

*LearningExpress Library Implemented in August, 2010

LitFINDER

LearningExpress Library Statistics Documentation [click for more info]

LitFINDER Statistics

January 2010 - June 2010
Sessions = 349,967
Searches = 342,379

July 2010 - December 2010
Sessions = 241,772
Searches = 248,929

January 2009 - June 2009
Sessions = 307,226
Searches = 316,855

July 2009 - December 2009
Sessions = 222,005
Searches = 219,700

January 2008 - June 2008
Logins = 18,805
Searches = 54,852

July 2008 - December 2008*
Logins AND Sessions = 200,025
Searches = 169,950

*Federated Searching Implemented in August, 2008 AND moved to new platform July - September

Soundzabound and TeachingBooks

Soundzabound

July 2010 - December 2010
Site Visits = 19,459
Pageviews = 33,163

Soundzabound Statistics Documentation [click for more info]

TeachingBooks.net Statistics

January 2010 - June 2010
Sessions = 41,388
Searches = 42,913
Pages Turned = 168,063

July 2010 - December 2010
Sessions = 28,542
Searches = 23,298
Pages Turned = 112,170

January 2009 - June 2009
Sessions = 37,869
Pages Turned = 211,223

July 2009 - December 2009
Sessions = 26,725
Pages Turned = 150,942

January 2008 - June 2008
Sessions = 27,696
Pages Turned = 198,781

July 2008 - December 2008
Sessions = 22,212
Pages Turned = 128,519

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LSTA 2011 survey verified the need to change

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	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	Maintenance of RL&LL collection	49	2.83	403	45	52	52	42	51	53

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We developed a plan to reduce our physical collection

- Reviewed our Collection Development guidelines

- Studied our circulation statistics

- Analyzed the productivity of our collection: ratio of circulations to shelf space occupied

- Considered the current and future viability of various formats

Most popular sections of the collection

Call Numbers	Core Collection Area	Circ 2010	Circ 2011	Linear Feet	Circs/Linear Foot
CDs (+CD, CD-)	Music	436	569	81	702%
Music M (Books of Songs)		185	122	39	313%
Hist U.S. (REF E)	Education			12	
Microfilm (M)	Education	35	44	23.5	187%
Plants (SB-SD)	Natural Resources	61	50	24	208%
DVDs	Visual	206	218	27	807%
Cassettes (+C, C-)	Music	228	216	360	60%
Records (R-)	Music	276	286	498	57%
VHS	Visual	671	546	1170	47%
Wis Doc	Education	51	21	690	3%

What did we retain in our core collection?

- Collections that have been the most productive

- Small collections in <u>all formats</u> to allow us to continue to borrow those formats on behalf of Wisconsin libraries

- Print collections on Native Americans and some Wisconsin history

- Documents produced by DPI

- Wisconsin Public Library annual reports

We now focus on our truly core collections

- BadgerLink
- The Wisconsin Digital Archive
- Found in Wisconsin
- BadgerLink songbook
- A small physical collection

How was the collection reduction managed?

- Collection reduction was performed according to the Department of Administration's Procurement Manual, guidelines for managing surplus state property

- They mandate that state property can be transferred to a municipality or another state agency, sold if detailed records are maintained and reported to DOA, recycled or disposed

Serendipity stepped in

- We had been planning to repurpose some of our space to accommodate DPI staff and/or other organizations

- Early in our planning process Madison Public Library expressed interest

- Our space met their need to house the collection of the Central Library during their renovation

- We coordinated the reduction of our physical collection and their move

- Part of their collection and staff will be joining us on South Stoughton road later this fall

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Working with peers to rehome materials

We *even* scrapped the shelf list!

Where did weeded items go?

- We began with about 188,000 titles including monographs, government documents, serials, periodicals, kits, CDs, DVDs, VHS tapes, laser disks, microforms, films and small collection of other formats

- 7,782 items were selected by publicly funded libraries statewide

- We worked with Surplus with a Purpose (SWAP) to determine what formats they would accept and felt they could sell and to arrange packing and transport

Some of the libraries benefitting from the great book giveaway

STATE OF WISCONSIN
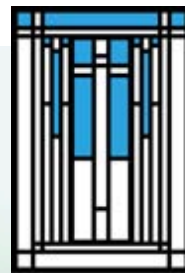**Legislative Reference Bureau**

CRANDON PUBLIC LIBRARY

Andersen Library
UNIVERSITY OF WISCONSIN - WHITEWATER

BARNEVELD PUBLIC LIBRARY

Wisconsin Department of Corrections
Adult Institutions

Marshfield Public Library

EAGER FREE PUBLIC LIBRARY

W HISTORY
WISCONSIN HISTORICAL SOCIETY

"Connect with your world at the library"

New Glarus Public Library

Contact Us & Hours

Home

WSD

All of the libraries who joined in the great book giveaway

Albany PL	Dodge Correctional	Janesville PL	Mondovi Public Library	Stoughton PL
Barneveld PL	DOH-OEDT - Mendota	Kegonsa Elementary(Stoughton)	New Glarus PL	UW - Whitewater
Cambria PL	DOT	Kewaskum PL	New Lisbon Correctional	Veterans Museum
Clinton PL	Eager Free PL	legislative Reference Bureau	North Freedom	Waterloo PL
Columbia CI	Elm Grove PL	Madison College	Oakfield PL	Wisconsin Historical
Crandon PL	Evansville Public	Madison PL	Platteville Middle School	Wisconsin Rapids
DeForest PL	Fitchburg	Marshfield PL	Racine PL	Wisconsin School for the Deaf
DOC	Fox Lake CI	McFarland PL	Sauk City PL	
DOC - MSDF	Jail Library Group - UW SLIS	Melrose-Mindoro School	Seyma PL	

SWAP shoppers selecting materials from our collection

What's next?

- We continue to build online collections

- We will lend all formats from our collection to facilitate borrowing by Wisconsin libraries

- We will continue to provide reference support to libraries and patrons statewide

What's next?

- We will be working in close collaboration with WiLS, the library community and other Department of Public Instruction teams on projects like:

  – BadgerLearn, BadgerLatte & BadgerBites
  – The statewide eBook collection
  – The Digital Learning Advisory Council
  – Creation of online learning portals for librarians, the public and students

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