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# RSRT NEWSLETTER

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November 2011

## RSRT Chair Report

**Matt Rosendahl**

*RSRT Chair*

Despite the insistent cold bearing down on us, there is the feeling of refreshed vigor in the air. True, WLA usually renews our spirit each autumn, but conversations this fall – at the conference, in our libraries, around our communities – seem to be crackling with energy, a lot of it relating directly or loosely to resource sharing. The explosive growth of, and demand for, electronic resources is driving a lot of these conversations. How will libraries meet the demand? How will libraries be a player in this new digital distribution landscape? How do we offer our patrons more when budgets can only afford less? Will our state's \$1 million investment be enough to quench our patrons' thirst for e-content? This newsletter will give you just a hint of how RSRT members are addressing these questions in new and tried-and-true ways.

### **Intellectual Privacy in the Digital Age (WLA 2011 session)**

**Matt Rosendahl**

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*~ A generation of knowledge will be locked away or  
lost without first sale ~*

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Wikileaks, e-books, terms of service that are a mile long, patents, DRM: the digital age is as full of privacy pitfalls as it is full of modern technological marvels. Brian Rowe, a professor from the University of Washington's Information School, shared his insight and expertise to a full room at WLA's Wednesday afternoon session. Part

educational seminar, part call to arms, Brian's wide-ranging presentation knit together the various hot-button topics to illustrate the overall threats we confront in the face of massive control over content and intellectual property. Those threats range from small – limits on legal use posed by DRM, or disappearing content from e-readers – to large and foreboding. "A generation of knowledge will be locked away or lost without first sale," Rowe said. In spite of a full slate of intriguing sessions offered at WLA during the same time, Rowe filled the conference room and participants lingered after his remarks to ask questions and discuss the issues with each other.

"The very foundation of our profession in the future is based on certain rights and privileges that are evolving in the digital age. Brian's presentation offered a lot to consider and a lot of guidance as we approach these legal and ethical quandaries. I hope we can offer more presentations like this in the future," stated RSRT Chair Matt Rosendahl.

### **Scholarship Update: Congratulations Erin!**

RSRT offers an annual \$150 scholarship to RSRT members to attend WLA. Please share this with any deserving librarian you may know – especially those entering the profession!

## ~ ERIN LORANDOS ~

### 2011 RSRT SCHOLARSHIP WINNER

Attending local and national conferences, like WLA, is an invaluable tool to an early-career librarian like myself. It offers many opportunities for networking with established librarians as well as educational opportunities that often do not present themselves in the normal course of one's everyday jobs. This year's WLA conference in Milwaukee was the second local conference I have been able to attend, and the first since receiving my MLIS.

Personally, I really enjoyed attending sessions pertaining to new things people are trying in their libraries, and hearing their successes or failures. At this year's conference, I was lucky enough to attend sessions on multicultural programming, the arts and arts programming in libraries, and many others. I feel it behooves librarians to know what their colleagues are doing, since our profession is built on sharing of resources and our experiences with each other.

Specifically pertaining to the RSRT's interests, I was happy to learn of initiatives other libraries are taking in educating librarians about the benefits Interlibrary Loan services offer the library community, and also the steps that are being taken to educate our patrons as well. Often, I feel that -- while we may actually

be fielding hundreds of requests a day (in an academic setting, for example) -- the truly amazing impact ILL has on staff and patrons is not fully recognized. Looking at how to increase awareness of Interlibrary Loan services and opportunities in all types of libraries would be a very interesting program to present at a conference as well, and a good way to get a baseline understanding of how ILL is viewed in the library community as well as to get support and backing for continued services in the future. It seems from the Roundtable discussion, there are many views of ILL services in the library community and examining how these varying views may impact our services would be helpful to both ILL practitioners and other library staff and patrons in all types of libraries.

I wanted to thank the Resource Sharing Roundtable again for the opportunity I was given to attend the WLA conference. I look forward to maintaining a relationship with the Roundtable as I continue my career.

# Resources for Libraries & Lifelong Learning - Rock on!

Christine Barth

The role of Resources for Libraries and Lifelong Learning (RL&LL) has historically evolved to meet the changing information needs of Wisconsin residents and to incorporate new technologies.

From Lutie Sterns' traveling libraries to Reference & Loan to RL&LL, our resource sharing mission has remained the same: to provide services to assure that all Wisconsin residents have equitable access to the collective knowledge and information resources in the state's libraries and beyond. The rapid evolution of digital content in the past few years required us once again to take a hard look at how we were fulfilling that mission.

We realized that over time, two collections and two workflows had emerged – the physical collection on our bookshelves and the digital collection in Badgerlink databases, Found in Wisconsin, Wisconsin Digital Archive and the BadgerLink songbook database. We had allowed this to continue, because it was well....easier. Weeding the collection of over 288,000 items (books, serials, microfilm, audio books, cassettes, LPs, CDs, DVDs, VHS tapes, laser discs, kits, filmstrips, 16mm film) *was daunting*. After all, weeding had not been done in 30 years!

By October 2010, it was clear that our digital collection was doing a better job of meeting our statutory requirements than our physical collection.

A review of our circulation statistics showed that 88% of our collection had not circulated in the past 5 years. It was time to do something about this! We counted, measured, analyzed, calculated, studied, reviewed, revised and considered. In other words, we gave this a lot of thought. We wanted to ensure that we maintained a core collection of titles of the most interest to Wisconsin residents *and* in all formats so that we could continue our resource sharing responsibilities.

This past summer, planning complete, we rolled up our sleeves and went to work. What did we do with everything? Since our collection is state property, there are strict guidelines as to its usage and dispersal. We could donate the materials to any publicly funded institution. Thus was born **The Great Book Giveaway**. We welcomed correctional institutions, the Wisconsin Historical Society, the Veteran's Museum, UW-Whitewater, several school districts and over 40 public libraries to choose titles for their collections. We also worked with Surplus with a Purpose (SWAP), where private citizens could purchase substantially discounted materials.

We are now leaner and meaner, as we continue to build our online collections, lend all formats from our collection to facilitate borrowing by Wisconsin libraries, and provide reference support to Wisconsin libraries and their patrons.

We continue to be a strong partner and leader in the Wisconsin Resource Sharing Community - a community that shared over 9 million items with each other in 2010 - a vibrant community that encourages sharing and values our state's resources. Lutie would be proud.

## **Keeping Service to Your Patrons a Top Priority**

### **Angela Milock**

With over sixty years of experience in resource sharing—WiLS understands that maintaining a high level of resource access to your patrons is important. For a year and a half we have been providing remote borrowing for some UW College campuses using ILLiad. We have recently branched out and are now providing remote borrowing for Milwaukee School of Engineering using WorldCat Resource Sharing. To do this we observe these guidelines:

- Loans are sent directly to your library—WiLS is not a clearing house
- Articles can be sent directly to your patron(s)
- Submitting requests can be done directly by your patrons
- Your existing lending patterns, whether you choose to go to LVIS libraries or publishers, are maintained

### **Create more options for yourself—and reduce long term costs**

WiLS Borrowing allows more flexibility especially during periods of staffing change and shifting personnel. Partner libraries that make use of WiLS Borrowing have a chance to reconsider automation costs that they may no longer need to be incurred if staff are no longer having to use ILL software in the same manner as they were in the past.

## **RSRT Member Profile: Linda Bailen**

Martha Berninger

**Linda Bailen, Interlibrary Loan Coordinator for the Northern Waters Library System, plans to retire this summer. RSRT wants to share Linda's story and thank her for many years of excellent service to the community.**

Linda became involved in libraries by chance. She received a degree in Finance at Wisconsin Indianhead Technical College, but shortly after graduation, decided to pursue other options for a career. In the summer of 1979, Linda applied for a temporary job at Northern Waters Library Service. She filled in for the Executive Secretary during a 4 month leave. Linda was hired on permanently when the Executive Secretary chose not to return to work.

In 1981, Linda accepted a new job within NWLS, managing the Mail-A-Book program. In 1988, she began working with Interlibrary Loan as the interim ILL coordinator. Linda's move into ILL coincided with the transfer of the ILL clearinghouse from the system resource library to NWLS. After the process was complete, Linda became Assistant ILL Librarian. When the first AGent ILL program was introduced, Linda jumped right in, training ILL staff at NWLS member libraries. Linda became the main ILL Coordinator in 2002.

Linda has always loved tracking down items for people (which sometimes involves some detective work), searching databases and learning more about computers and software. She loves the constant change and improvement of ILL software, databases and procedures. She embraces the changes as opportunities to improve and learn.

Linda's one complaint? "What I don't love about the job

is that it has changed so much to computer work that I am sitting too much!”

Linda remarked on the many changes she has seen in the structure of library systems and what libraries offer their patrons. She noted that ILL has also changed drastically. When Linda began there were no computers, so staff looked up titles, authors and subjects on microfiche – and then filled out a 3-part form for each item we wanted to order. Each form was sent to a clearinghouse. The next improvement moved ILL to a bulletin board system that transmitted a request to one clearinghouse or resource library at a time. If the request was rejected, staff would send it out to another library. Later when the DOS-based QUILL ILL software was available (with WISCAT holdings on CD), a lender string was possible, and this was a great improvement. Linda generously volunteered her time to act as a software beta-tester for NWLS. When the AGen software became available, NWLS encouraged all member libraries to become borrowers and lenders, and 20 libraries started up in the first wave.

Linda notes that the most surprising thing about working with ILL is how much you learn by doing the job. She has learned a lot through the years about different subjects, computer programs, library networks and library policies.

## **Build Your Resume with RSRT**

### **Martha Berninger**

Leadership experience looks great on your resume and can help win you an interview or a job. If your current role doesn't give you much leadership experience, think about RSRT! Next year the Chair-Elect and Secretary positions will be open. Nominations are due this summer. It's a great opportunity. If you are interested, let me know. Here is my contact information:

#### **Martha Berninger**

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## **Expertise – Another Resource to Share**

### **Matt Rosendahl**

Librarians from UW-Superior, Superior Public Library, and Wisconsin Indianhead Technical College shared their combined expertise with the community at an e-book event October 18th. A diverse crowd of over 50 attended. Many bought their various e-reader devices as well as many questions to the event.

Linda Olson from Superior Public Library demonstrated the process of downloading content from Overdrive, and then transferring it to a device. Adam Brisk from WITC demonstrated the depth and breadth of e-books immediately available via Badgerlink, while the UW-Superior librarians Carolyn Caffrey and Janet Baltes shared a plethora of sites for free or cheap e-books on the web.

In addition, the librarians demonstrated the functionality, and the pros and the cons, of a variety of devices including Nooks, Sony readers, iPads, and more.

It was truly collaborative in that the audience itself contributed some helpful hints and advice, too.

Each attendee was asked to contribute a \$5 donation for admission, and all the funds raised were donated to the Friends of the Superior Public Library.

“I've been receiving lots of positive feedback today, everyone appreciated the information and instructions,” Linda Olson reported the day after the event.

