



WISPALS

Library Consortium

2017-2018 ANNUAL REPORT

SEPTEMBER 2018

WISPALS MISSION

WISPALS Library Consortium advances the teaching and learning missions of its member institutions through sharing information and creating collaborative and financially responsible solutions to common challenges. (Adopted 2016)

WISPALS VALUES

We work toward solutions that are financially responsible and efficient in order to provide the best possible service to our college community.

We educate one another and we are committed to learning together.

We stay on the forefront of librarianship, each developing our professional skills while innovating and experimenting to further our collective and individual missions.

We work to highlight the value of technical college libraries to our institutions and to the wider library community.

WISPALS PURPOSE

The WISPALS Library Consortium provides member libraries shared access to an integrated library system, information resources, electronic databases and other services and technologies at reduced costs. It promotes the exchange of knowledge, skills and best practices for libraries. WISPALS also serves as a liaison between member libraries, and local, state, and national library organizations and vendors.

WISPALS 2017-2018 OFFICERS

Board President - Bryan Albrecht, Gateway Technical College

Executive Committee Chair – Vince Mussehl, Chippewa Valley Technical College

Executive Committee Incoming Chair – Gary Flynn, Gateway Technical College

WISPALS MEMBERS & EXECUTIVE COMMITTEE REPRESENTATIVES



- Vince Mussehl, Chippewa Valley Technical College
- Jane Roisum, Fox Valley Technical College
- Gary Flynn, Gateway Technical College
- Kelly Carpenter, Lakeshore Technical College
- Wendy Hartman, Mid-State Technical College
- Hans Baierl, Moraine Park Technical College
- Linda Gau, Northcentral Technical College
- Kim A. LaPlante, Northeast Wisconsin Technical College
- Amy Manion, Waukesha County Technical College
- Juan Jiménez, Western Technical College
- Abby Dillon, Wisconsin Indianhead Technical College

WELCOME MESSAGE FROM WISPALS 2017-2018 CHAIR

This past year was one of many successes for WISPALS! The various committees and strategic initiatives have fostered a greater sense of collaboration while enhancing or opening up new communications. The Instructional Services and User Services Committees have provided a forum for member institutions to share current practices regarding front-facing policies, procedures, reference, and instructional services, which have helped us to rethink how we provide services at our own institutions. The Technical Services Committee launched an authority cleanup project for member libraries to ensure that information related to our collections is current and discoverable by our users.

It was also a year of great exploration, which has allowed us to reflect on how we can grow as a consortium to improve our services for our users. Member libraries have participated in professional development and learning opportunities across Wisconsin and the country at a variety of different functions to inform each other of current trends and best practices. We have also researched how other libraries work together to foster a “one-library, one-system” approach. Finally, we rolled up our sleeves and started more closely examine some of the resources that we hold as individual institutions to see if there is opportunity for alignment or cooperative purchasing.

We saw more sharing than ever before as a means for us to avoid duplication, inspire innovation, and become stronger. The OER initiative has evolved from a WTCS initiative to a more inclusive Wisconsin initiative, which will provide benefits to the greater Wisconsin library community. As our relationship has strengthened, we have also been able look forward at the future of WISPALS by inviting other non-member libraries to be a part of our conversations because we know that we are stronger together. Thanks for a great year!

- Vince Mussehl, Chippewa Valley Technical College
WISPALS Chair, 2017-2018

WISPALS STATISTICS

For 2017-2018, WISPALS libraries served 659,123 students, faculty and staff.

Between all eleven schools, they have a combined total of 793,354 titles available to their users via the shared consortium catalog.

In 2017-2018 76,500 physical items were checked out to patrons with an additional 27,000 renewals.

2017-2018 HIGHLIGHTS

Strategic Planning

In August of 2017, the WISPALS Executive Committee met to connect with one another and with non-member technical colleges, to review the previous year's progress, and devise strategic initiatives for the consortium for the coming year. Much of the work for these initiatives, listed below, was guided by small groups of members of the WISPALS member community along with project managers. A detailed account of the progress for each of these initiatives can be found in the linked reports:

1. Explore ways for WISPALS members to participate in or promote the use of open textbooks and / or other open educational resources. (V. Mussehl, J. Roisum; [Full report](#))
2. Explore the "one library" model as it has been implemented in Wisconsin and how it could be beneficial to WISPALS. (Julie Chapman – Northeast Wisconsin Technical College, Jennifer Cook - Chippewa Valley Technical College, G. Flynn, L. Gau; [Full report](#))
3. Investigate strategic cooperative purchases for WISPALS members. (Katie Aldrich – Northcentral Technical College, V. Mussehl, J. Roisum; [Full report](#))

In addition to the above more complex initiatives, shorter term projects were identified and completed within the academic year.

1. Explore options for non-member technical colleges or other academic libraries to participate in or collaborate with WISPALS.
2. Increase the participation of user committees in information gathering and sharing for WISPALS.
3. Hold April 2018 WISPALS Executive Committee meeting in-person at WAAL.
4. Transition work of WISPALS Executive Committee fully into Basecamp.

Instructional Services Committee

The WISPALS Instructional Services Committee met four times in 2017-2018. A key charge of this group has been to discover ways to grow a repository of instructional resources and this was an ongoing discussion throughout the year. The Committee tried a number of approaches to reduce the barriers to contributing to this collection, including being less prescriptive about how and what resources were added and targeting more specific topics as areas for collection growth. At its final meeting of 2017-2018, the Committee assessed its progress and felt an as-needed approach might be best, responding to actual needs from all other member college staff as requested.

The Committee also discussed information literacy products throughout the year, specifically Credo's InfoLit Modules. A number of colleges represented on the Committee have purchased this product and will share information and evaluative thoughts about the product once they have had sufficient experience with it. A

number of other shared challenges were also discussed, allowing Committee members to share their experiences and advice with one another as needed and on an ongoing basis for support.

Looking at future projects, the Committee would like to continue to try to grow the collection of instructional materials in the repository on an as-needed basis and serve as an “instructional reference service” to the full consortium. The Committee is interested in learning more about WISPALS members’ experiences with Credo InfoLit Modules and would like to share that information with the Executive Committee. In addition, the Committee has expressed interest in exploring partnership with the Department of Public Instruction on Open Educational Resources and learning more about inclusive instruction practices and digital resource accessibility and usability.

Technical Services Committee

The WISPALS Technical Services Committee has had three Committee meetings in 2017-2018. In January of 2017 the group made the decision to meet only twice a year, reducing the meeting times from the previous trial period of four times per year. During this past year, the group worked on identifying needed technical services related documentation, which has been added to the Committee’s document repository. The group also reviewed updating semester and hourly loan rules in the ILS system, Sierra, and reviewing and discussing various types of reporting and weeding procedures.

During the year, this group’s biggest focus was on identifying and reviewing potential vendors for an authority file cleanup project and potential on-going services for the WISPALS Consortium. The Committee identified and discussed vendors and limited the evaluation to two vendors, Backstage Library Works and Marcive, Inc., based upon their ability to work with the WISPALS’s ILS current set up. The Committee had demonstrations from both of the two vendors in early 2018. The Committee felt that both Backstage Library Works and Marcive, Inc. would be able to provide the services that they were seeking. The Committee did take into consideration the cost of the projects as well as the choices that like consortia have made for their authority vendor. With those considerations, the WISPALS Technical Services Committee recommended to the WISPALS Executive Committee that the Consortium pursue an authority cleanup project with Marcive, Inc. The detailed recommendation report [can be found here](#).

The recommendation was approved by the Executive Committee in April of 2018. Since approval, setup and configuration for the history file has been completed. The consortium is now in the process of exporting all authority records to Marcive, Inc. for the records to be updated and a base file to be created.

User Services Committee

The WISPALS User Services Committee has had three meetings in 2017-2018. In January of 2017 the group made the decision to meet only twice a year, reducing the meeting times from the previous trial period of four times per year. During this past year, the Committee shared various circulation policies with one another, comparing and discussing the documents. The policies discussed include food and beverages in the library, charging fines, overdue periods, checkout limits and periods, booking and more.

Throughout the year, the Committee has utilized Basecamp to ask questions and share ideas related to user services. Topic discussed include patron record retention, patron counters, loan rules, reviewing student library assistants, patron privacy, as well as security training and procedures.

Cooperative Purchasing

In 2017-2018, WISPALS provided the cooperative purchasing coordination and management for 50 electronic resource subscriptions with eight vendors, totaling \$299,692.18 for the year. The consortium continued to advocate for reduced yearly price increases for electronic resources and of those 50 subscriptions, 37 renewed at lower than a 5% increase from the previous year.

Bylaws Revision

In October 2017, the Executive Committee and Board approved new bylaws for the Consortium. The update reflects current practice and the current goals and directions of the consortium while also cleaning up unclear language.

A new letter of agreement, which each member has since signed, was also created to reflect these changes in the bylaws

The Strengths of the Member Libraries

Each individual member of WISPALS holds expertise, wisdom, and experience with which they strengthen the consortium as a whole.

Chippewa Valley Technical College (CVTC) Library has been making great headway advocating for the library and serving as liaisons for different career clusters and programs throughout the College. Some of the library's greatest initiatives during 2017-18 were forming a College-wide steering committee focusing on open and affordable resources, providing faculty with guidance for accessible resources, and finishing the inaugural year of the new library and information services associate degree program.

Fox Valley Technical College (FVTC) Library has helped to get four General Science classes switched to open educational resources (OER) textbooks. Principles of Economics, Introduction to Sociology, Contemporary American Society, and Introduction to Psychology classes are making students ready for class on day one. Students are very appreciative of instructors' efforts to save them money. The library continues to offer OER information sessions to faculty and individual consultations and is looking to grow OER into the future.

Gateway Technical College (GTC) Libraries continued to evolve, incorporating the Credo InfoLit modules into its set of tools in meeting Library Instruction needs for both distance education students and in-person sessions. GTC Libraries were awarded several Gateway Innovation Grants that added 1-time funds to help add charging lockers for student equipment, some textbook relief, and more laptops and Chromebooks for circulating to students. GTC also said goodbye to two long-serving librarians and welcomed two new librarians as team members, bringing with them a wealth of experience and knowledge.

Lakeshore Technical College (LTC) Library has taken on the role of championing the college's OER and Zero Course Material Cost initiative on campus. Fifteen LTC courses are going zero-cost this fall and 13 more slated for spring. LTC Library teamed up with Academic Support and Student Technology Support at their main desk to provide more accessible and welcoming support to students.

Moraine Park Technical College (MPTC) Libraries launched a new service where students can schedule individual, short-term help with computer basics. Students can sign up for help directly or be referred by a faculty member who sees they need help. They look forward to promoting and providing this new service.

Mid-State Technical College (MSTC) remodeled its Wisconsin Rapids and Stevens Point library spaces. The remodel combined the library, adult basic education, English language learners, and academic support services and the space was renamed to the LiNK. It is located at the heart of campus with expanded seating, study rooms, and classrooms. With this remodel, student use increased by 149%.

Northcentral Technical College (NTC) reorganized this year and the Library is now a part of Curriculum and Organizational Development. As the college that cares, NTC eliminated overdue fines for student accounts, offered stress-relieving activities for students in the library, and offered late night hours and free snacks during finals week. The Library developed a Canvas course for training student library employees and offered numerous presentations on copyright and Creative Commons for students and faculty.

Northeast Wisconsin Technical College (NWTC) completed the Library remodeling projects in both Marinette and Sturgeon Bay, providing students with new open learning environments in the heart of the campuses with group study rooms, computer spaces, and centralized librarian help desks. In addition, the Library has implemented Credo's online InfoLit modules to help instructors teach and assess research skills throughout the College.

Waukesha County Technical College (WCTC) hired a new library director in January of 2018 after the position had been unfilled for five months. Despite that, the library had a successful year in its new shared space, the Student Enrichment Center. Library staff collaborated with other areas of the College on several projects: 1) working with the assessment team to align department goals with the College's strategic goals and those of the Guided Pathways program; 2) partnering with Career Connections to create LibGuides on career exploration, resume writing, interviewing, internships, and job searching; 3) providing library instruction to 2,288 students; and 4) acquiring and making available specialized resources for the Multicultural Resource Center and the Nursing department.

Wisconsin Indianhead Technical College (WITC) Learning Resource Center (LRC) has been integral in the introduction of new technology and applications to faculty at WITC, specifically with help desk developments and distance learning software. The LRC also performed a program review and came away with action items for the next few years.

Western Technical College (WTC) will complete the remodeling of the new Learning Commons, a collaborative space combining tutoring programs and the library into one, central location. This space is due to be open for the start of the Fall 2018 term. The staff will review the services provided, the total collection, and instructional needs to determine how to utilize space efficiently and ensure a warm and welcoming environment for all. There are preliminary discussions to complete some internal research to determine the students' perceptions of the new space in the fall term as well.

BUDGET

Below is a table of actual expenditures for Fiscal Year 2017-2018.

Item	Amount
Project management/staff	\$50,000
ILS software	\$0*
Electronic resources	\$387,128
Other	\$616
TOTAL	\$437,744

*Payment was made in early July 2018

UPCOMING PROJECTS

For 2018-2019, WISPALS will work on the following projects as suggested by the various Committees and small teams from the previous year.

Authority Project

This project is a continuation of the current authority cleanup project of the Technical Services Committee that began in April of 2018. The consortium is working with Marcive, Inc. for the work.

Review functions in Sierra to determine potential agenda topics and training sessions

This project explores the various functions within Sierra as Technical and User Services Committee meeting agenda topics. Experts from the Technical and User Services Committees could share their knowledge in specific areas with members as virtual mini training sessions at or outside of Committee meetings.

Investigate options for ILS

This project will research and investigate new vendor options for the ILS. The Executive Committee agreed to exploring and evaluating other ILS vendors as the current Innovative contract will be expiring in two years.

Utilize the OER Basecamp for sharing information

This project will open up the OER Basecamp to all interested to facilitate the sharing of information about events and resources related to OER.

Utilize Instructional Services Committee for "on demand" instructional support

As proposed by the Instructional Services Committee, the members of that Committee would serve as support to other WISPALS colleges and library staff to provide resources and suggestions for instructional service problems and questions.

Evaluation of Credo InfoLit Modules

As proposed by the Instructional Services Committee, the members of that Committee who have purchased Credo's InfoLit Modules will provide a report of their experience so far, including challenges, benefits, and evaluation of the product for other WISPALS members.

Accessibility and equity in instructional services

As proposed by the Instructional Services Committee, the members of the Committee propose researching existing efforts and best practices involving inclusive teaching practices and instructional accessibility and sharing that research with all WISPALS members.

Monitor UW pilot of shared cataloging

UW System is undertaking a pilot of shared cataloging, with centralized staff providing cataloging services for two institutions (UW-Stout and UW-Whitewater). In this project, project managers will check in with UW System on a quarterly basis and report progress of the pilot to the Technical Services Committee.

UPCOMING INITIATIVES

From the 2018-2019 Annual Meeting held in August of 2018, WISPALS identified the following as potential initiatives to explore. As of the writing of this report, the consortium is discussing which to pursue and with what level of priority.

Compilation of fines and fees information

This initiative would be a gathering of fines and fees data from all WISPALS members and combined in a chart for easy comparison and reference.

Develop shared training/resources around technical services functions

This initiative would collect all the training and procedure resources used by technical services staff at member libraries. The information would be gathered and potentially standardized for use by all members.

Pilot sharing of cataloging physical materials

From the One Library initiative, there is interest in discussing the possibility of sharing cataloging responsibilities. This initiative would explore and potentially identify and plan a pilot project to share the responsibility of cataloging a group of physical materials.

Pilot sharing of cataloging of electronic resources

There are similarities in some of the electronic resources that WISPALS members subscribe to. At the in-person Executive Committee meeting, it was suggested that the group do a pilot for cataloging electronic materials for a specific vendor. One library would be in charge of loading and updating the records from the one vendor for all the owning libraries.

Technology Plan

This initiative would create a technology plan for the consortium. The plan will include the consortium and libraries' technology budgets; technology infrastructure of the consortium as well as of the member libraries; consortium technology history; and consortium technology goals.

Develop training and travel "scholarship" program

This initiative, assisted by project managers and a small team of WISPALS members, would establish a WISPALS scholarship program through which WISPALS members apply for travel and registration compensation in exchange for a report of the event back to the consortium members. A budget, timeline, application process, eligibility requirements, and selection criteria would be developed and potentially implemented.

Develop a process for product comparison and test that process on available nursing resources

This initiative, proposed by the members of the cooperative purchasing initiative small team from 2017-2018, would extend their work into the coming academic year beginning with a product comparison of resources for nursing and paralegal programs. While the initial idea was to hold simultaneous trials of different products, discussion about demand on time for both faculty and for library staff has led the group to rethink their approach, instead landing on developing a process for product comparison that is more holistic and robust than trials and extends to involving faculty and program directors in sharing their needs and opinions about various resources available. This work would also result in a replicable process for comparing products that would be available to all WISPALS members.

Investigate shared bibliographic records

At the annual meeting, the group began a discussion of shared bibliographic records, including identification of fears/concerns and hopes/positives. This initiative, using this discussion as a base, would collect information

about what sharing bibliographic records would mean for WISPALS and develop a report of this information, along with a recommendation on how to proceed.

Staff retention strategies/training

One of the concerns identified at the annual meeting was staff retention. In this initiative, a plan for developing shared knowledge around staff retention would be created and implemented. This plan could include developing methods for sharing strategies for staff retention and a plan for group training.

Developing strategic goal statements

WISPALS currently has a mission and values to guide its work and initiatives are developed on an annual basis. At the annual meeting, there was a discussion of goal statements in conjunction with the development of a technology plan. This discussion raised the question if WISPALS could generally benefit from strategic goal statements to help guide its work alongside the mission and values. In this initiative, a methodology to develop strategic goal statements would be developed and implemented.