



2019-2020 ANNUAL REPORT

SEPTEMBER 2020

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.

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 2019-2020 OFFICERS

Board President - Bryan Albrecht, Gateway Technical College

Executive Committee Chair – Kelly Carpenter, Lakeshore Technical College

Executive Committee Incoming Chair – Amber Stancher, Mid-State 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

Amber Stancher, Mid-State Technical College

Hans Baierl, Moraine Park Technical College

Katie Aldrich, Northcentral Technical College

Kim A. LaPlante, Northeast Wisconsin Technical College

Amy Manion, Waukesha County Technical College

Ellen Range, Western Technical College

Abigail Dillon, Wisconsin Indianhead Technical College

WELCOME MESSAGE FROM WISPALS 2019-2020 CHAIR

Welcome to the 2019-2020 Annual Report. This year will be characterized by the affects that COVID-19 had on our institutions and communities. While these circumstances challenged us all in varied ways, I believe our organizations responded with students, employees, and community's health and safety at the forefront. The WISPALS libraries came together to share ideas, best practices, policy changes, and advice during this unprecedented time as each institution figured out next steps.

For many WISPALS libraries, this meant being considered essential in providing our students and staff with the technology and equipment needed to continue learning and teaching remotely. This meant re-working and creating policies and procedures to keep students and staff safe and promote safe work and learning spaces. This also meant figuring out how to shift library services and support to online and virtual environments to ensure students felt supported even while learning remotely, even though that wasn't necessarily the modality they would have chosen for themselves.

Even in the face of extreme challenges, WISPALS libraries continued working on the initiatives we set for the year. We negotiated a deeper discount and renewed our Integrated Library System (ILS) contract with Innovative Interfaces for another 5-year term; we successfully shared records for Overdrive Academic Ebooks within Sierra and drafted a collection development plan. And, building on the success of conversations with nursing faculty to understand use and interest in nursing video resources, we are planning Quarterly Faculty Conversations where we will converse with faculty to get a deeper understanding of specific student and program needs that libraries could provide.

The WISPALS libraries continue to be stronger because of their collaboration around common goals and challenges. While the coming year brings uncertainty, we remain secure in our ability to carry out our missions, due in part to support, experience, and expertise from the WISPALS member community.

- Kelly Carpenter, Lakeshore Technical College, WISPALS 2019-2020 Chair

WISPALS STATISTICS

For 2019-2020, WISPALS libraries served 740,902 students, faculty and staff.

Between all eleven schools, they have a combined total of 1,017,493 resources available to their users via the shared consortium catalog.

In 2019-2020, 55,086 physical items were checked out to patrons with an additional 32,265 renewals.

2019-2020 HIGHLIGHTS

WISPALS Libraries Respond and Adapt to COVID-19

March of 2020 brought with it a set of unique, unprecedented challenges as COVID-19 threatened communities and quickly WISPALS college campuses needed to transition to fully online coursework to comply with Wisconsin's [Safer at Home](#) order. Libraries were key components of campus responses, continuing to complete their day-to-day circulation, interlibrary loan, and reference work while taking on additional roles such as:

- Developing online library guides, in print and video, for integration into college learning management systems and to help students and faculty access online learning resources
- Supporting faculty as they transitioned to online instructional delivery with virtual platform training, resource curation (including and encouraging OER), digital acquisitions, copyright support, and video captioning
- Supporting students as they transitioned to fully virtual learning environments, including support for internet access, accessing online classroom materials
- Managing, facilitating, and tracking the acquisition and circulation of equipment for staff and students' virtual learning needs, such as laptops, hotspots, tablets, webcams, headsets, and cords
- Extending due dates for all borrowers
- Implementing and improving virtual reference options for staff/students
- Collaborating closely with multiple academic and student support departments
- Exploring and implementing creative ways to deliver programming, such as standalone instructional classes and ongoing book clubs
- Providing remote work opportunities for student staff
- Improving outreach efforts and strategies to best connect the library with faculty and students
- Supporting faculty and students' personal safety and health needs, including college-wide mask sewing efforts, resources for identifying and getting help for depression or anxiety, and expanding food and personal needs pantry inventory and hours
- Monitoring building entry and served as on-site liaisons for equipment pick-up and drop-off
- Developing and supporting the implementation of campus reopening plans

Strategic Initiatives

In August of 2019, 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 WISPALS subcommittees, small groups of members of the WISPALS member community, and project managers. Work on these initiatives will continue through September 2021.

1. Advocacy, Visibility, and Under Use: Awareness and Tailoring of Library Services – WISPALS, utilizing the User Services Committee, is working to develop tools and best practices for advocacy, visibility, and

increasing use of the library by campus departments. Though the work is being done as a consortium, outcomes will be tailored so each member can raise the awareness of and tailor their library's services as needed.

2. ILS Training and Sharing - WISPALS is continuing work on the three following ILS-related 2019 initiatives: to pilot sharing of cataloging of electronic resources, investigate options for the future of the shared ILS and shared bibliographic records, and develop shared training/resources around technical services functions.
3. Shared Electronic Resources - Building on work done in 2019 in product comparison and strategic cooperative purchasing, a small team of WISPALS Executive Committee representatives is continuing to develop and improve the existing shared process for holistic electronic resource evaluation and comparison and evaluating potential opportunities for cooperative purchases of products that satisfy program needs common among all or many WISPALS members. Additionally, the team is coordinating quarterly conversations with diverse faculty in the same program area to understand needs that could be met by library staff or resources.
4. Staff and Professional Development - WISPALS has developed a process and routine to share more information with one another about and from professional development events, including conferences, workshops, and online trainings. These events may be appropriate to directors, managers, and professional staff. To respond to COVID-19, the focus of this information sharing was moved to primarily online, virtual events.

See a [full report](#) of the work completed on these initiatives through August 2020.

Instructional Services Committee

The WISPALS Instructional Services Committee met four times in 2019-2020. Throughout the year, Committee members discussed and shared knowledge on APA 7th Edition updates, professional development opportunities, encouraging more students and faculty to use the library, and providing services – instructional and otherwise – during the pandemic. In addition, the Committee held a virtual conversation with UW-Madison iSchool Librarian & Instructional Services Manager Alison Caffrey on embedded online librarianship.

Technical Services Committee

The WISPALS Technical Services Committee continues to meet twice per year. The group also utilizes a shared space on Basecamp to share technical services related questions, problems and ideas. The Committee continues to oversee the ongoing authority records update project with Marcive. The Technical Services Committee also continues their work on gathering and documenting training resources around technical services functions.

User Services Committee

The WISPALS User Services Committee has been charged with spearheading the Advocacy, Visibility, and Under Use Initiative. They are working to develop tools and best practices for advocacy, visibility, and increasing use of the library by campus departments and students. They will continue this work throughout 2020.

Cooperative Purchasing

In 2019-2020, WISPALS provided the cooperative purchasing coordination and management for 68 electronic resource subscriptions with nine vendors, totaling \$369,058.31 for the year. The consortium continued to advocate for reduced yearly price increases for electronic resources and of the 57 renewing subscriptions, 51 renewed at lower than a 5% increase from the previous year and 39 renewed below 4%.

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's open and affordable journey continues! The first of five open Nursing textbooks was released, Nursing Pharmacology, as part of the Department of Education's \$2.5 million Open Textbook pilot grant. In addition, a training program for faculty and staff on open and affordable resources started in January to encourage the use of affordable resources. Development for a branch location at the River Falls campus is also currently underway, as a means to connect the library to more of our students.

Fox Valley Technical College (FVTC) Library, under the leadership of Jane Roisum, submitted and received an Ideas to Action grant through WiLS to sponsor a CreateFest for all the Wisconsin Technical College System and to create OER resources for medical terminology classes. Kathryn Johnston was hired as Digital Librarian/Manager and Jane Roisum retired after 24 years of service. In addition, the Library held a research party in the fall to highlight library services and materials.

Gateway Technical College (GTC) Libraries focused on more programming and building relationships with students by providing opportunities to connect with the library space and services in more non-traditional ways. The libraries held some Friday game nights in the libraries during the Fall of 2019 in partnership with the Rainbow Alliance student club. The libraries also held a team trivia contest and welcomed therapy dogs to campus, both organized by library staff.

Lakeshore Technical College (LTC) Library continues to support the college's textbook affordability initiative, including Zero Textbook Costs (ZTC) and Open Educational Resources (OER) and has saved students over \$480,000 since fall 2018. LTC Library also expanded their equipment checkout based on student feedback. They started checking out mobile hotspots to students and revised their laptop checkout policy to one-week with unlimited renewals.

Moraine Park Technical College (MPTC) Libraries supported a month-long series of speakers about 9/11 by offering books related to each speaker's topic. MPTC libraries helped reconfigure laptop carts for classroom use with a simpler reservation process and fewer laptops per cart. Library staff at each campus offered workshops on library resources and OER discovery.

Mid-State Technical College (MSTC) Library added quiet rooms to the LiNK space for both students and faculty to use. Students were able to meet in small groups or use the space to take a test. Faculty were able to schedule student meetings in the space allowing them to have more private conversations. This increased the use of the space and increased student use of the LiNK.

Northcentral Technical College (NTC) Library enjoyed its first full year as the Timberwolf Learning Commons. With the start of Fall semester, the TLC celebrated its Grand Opening with faculty tours, mascot-frosted cookies, branded giveaways, and Start Strong - a week-one drop-in assistance event with Cengage Unlimited. A strong sense of positive, intentional collaboration between the TLC departments & even beyond showed through both hosted events and improved daily connection of services – highlights include a Life Skills series, Cyber Security Awareness training, APA Bootcamps, TLC tours, a Spark of Learning Book Club for staff/faculty, Academic Excellence Canvas course, diversity resource project partnership (Perkins V Equity & Inclusion grant), and programming such as Building Connections. If one theme could span this year: In both good times & challenging times, there is strength, creativity, and success in teamwork.

Northeast Wisconsin Technical College (NWTC) Libraries created a very popular series of Technology 101 videos to show students how to access and navigate the tools they need for college success. Other Library projects

included training additional faculty on Open Educational Resources (OER), using Pressbooks software to remix OER textbooks for courses, adding new assessment tools to our instruction sessions, expanding the research reports we offer to leaders and faculty, and changing services and instruction to work in the new 8-week course environment.

Waukesha County Technical College (WCTC) Library conducted a series of interactive workshops for instructors on changes in the new edition of the APA Publication Manual (7th edition). The Library also developed a creative orientation program using the “escape room” concept. After a featured presentation on OER at the November faculty in-service, the Library was asked to help find open and affordable textbooks for adoption in several courses.

Wisconsin Indianhead Technical College (WITC) Learning Resource Center, following up hands-on training with LibGuides, presented the tool to faculty during January's professional development week. The Rice Lake campus library underwent a significant remodeling to update the space, and the website for the Learning Commons also received an upgraded look.

Western Technical College (WTC) Learning Commons launched multiple monthly outreach and community-building projects rooted in social justice during the 2019-2020 year, as assisting students with access to ensure their basic needs are met is essential to our mission of providing academic resources and support. Staff changes also highlighted this year, with two new Student Learning Librarians joining the Learning Commons team and several other staff members moving into new positions or roles. Throughout the year, the librarians worked to expand online outreach and digital support for students by updating the website, starting to build an ever-growing collection of LibGuides, and adding numerous technical college-relevant databases. The librarians are also now leading the Open Educational Resources (OER) initiative at Western.

BUDGET

Below is a table of actual expenditures for Fiscal Year 2019-2020.

Item	Amount
Project management/staff	\$100,000.01
ILS software	\$149,358.99
Electronic resources	\$364,036.79
Other	\$1,601.05
TOTAL	\$614,996.84

LOOKING FORWARD

In February of 2020, the WISPALS Executive Committee changed the timeline for their initiatives planning process to align more closely to the academic year. Because WISPALS’ current initiatives (see Strategic Initiatives section) were evolving and complex, the timeframe to work on them was extended until September 2021, at which point the 2021-2022 academic year initiatives would begin.

The details below describe the work that will be carried out in support of these goals through September 2021.

Library Advocacy, Visibility, and Under Use: Awareness and Tailoring of Services

The remainder of the initiative will focus on document creation, data assessment gathering and creation. The following documents will be created by the User Services Committee:

- General talking points
- Curriculum development partnership process
- Passive programming kits
- Social media framework

The User Committee will consider the following and add additional ideas for data needs to help support the promotion of the library:

- Count of materials, count of journals, count of resources
- Usage counts
- Number of resources that support curriculum
- Way to assess the effects of going into classrooms for info lit sessions

The User Committee will consider the following and add additional ideas for data creation around OER efforts of member colleges:

- In collaboration with WTCS and COW, identify statistics related to how libraries are supporting OER creation, adoption, and implementation
- Look at current WISPALS libraries OER efforts and identify ways to assess those efforts

ILS Sharing and Training

The ILS Sharing workgroup will reconvene in August to further discuss the possibility of sharing physical records. If the group chooses to move forward, the rest of the initiative will focus on the following activities:

- Develop a list of overlay protected codes.
- Generate a list of non-sharable materials agreed upon by the group. It should be determined if the bib records would be shared as well or kept separate.
- Determine if the group wants to share, do we merge records now or just start using an overlaying bib load table.
- Determine cataloging process and standards if applicable.

Evaluating and Sharing Electronic Resources

For the remainder of the initiatives period, until September 2021, the team working on this initiative will move forward in two ways:

1. Continuing to be available to other WISPALS members to aid in selecting, researching, and evaluating potential library product purchases.
2. Beginning a series of quarterly conversations with faculty in specified program areas to get a deeper understanding of student and program needs the library may be able to help.

The full plan for these two activities is detailed [here](#).

Staff and Professional Development

Going forward, a message will be sent quarterly to all staff of WISPALS member libraries inviting information about upcoming and past online events and suggesting they share their notes for any events they have attended. Project managers will continue to update the list of online professional development opportunities and reevaluate progress if and when in-person events begin to be held.