

BadgerLink Advisory Group - December 2020

Meeting Summary

BadgerLink Advisory Group Members Present:

Shahara Falk-LeFay, Marathon County Public Library, Athens Branch

Karen L Howell, School District of Shell Lake

Kay Koepsel-Benning, Elmbrook Schools

Renee Laird-Adelon, Milwaukee Public Schools

Zander Miller, Kenosha Public Library

Julie Pohlman, University of Wisconsin System Administration

Julia Waggoner, Northland College

Not Present:

Julie Schultz, Menominee Indian Tribe of Wisconsin

Duong Duong, Hmong American Peace Academy

Katie Roberts, Wisconsin Technical College System

DPI Staff Present:

Martha Berninger

Jen Champoux

Ben Miller

Elizabeth Neuman

The December 2020 BadgerLink Advisory Group meeting was a three hour session held virtually. As with the spring meeting, members shared how COVID-19 has continued to intersect with their use and support of electronic resources, including BadgerLink. They were also asked to consider opportunities for continued collaborations with communities of color, and updates to the BadgerLink website.

Group Check-in

Members shared successes and challenges to working during the pandemic, as well as lessons around electronic resources that they thought would stick in a post-pandemic world. As at the spring meeting, experiences varied amongst the group, with some providing services in person and others working in a virtual environment. While a lot of work and planning go into having open facilities and providing in-person services, many are seeing closure or reduced hours at some point as cases rise.

Many experienced an increased need for communications around electronic resources, regardless of the format being shared in person or virtually. Many shared struggles with staffing and multiple

changes to their own job duties. Those that are short staffed have struggled with having to support electronic resources and market library services that might not be in the skill set of existing staff. Members shared an increase of communication and comradery with their coworkers, as well as outreach and partnerships with the community at large--both being seen as a positive result to an otherwise difficult time of loss.

Specific resources mentioned include NoveList, TeachingBooks, and OverDrive. Academic libraries looking to increase “popular materials” collection. Schools and academics are looking to increase integration with learning management systems and course software to serve students where they already are online.

BadgerLink and DPI Updates

DPI staff presented updates as well, including Ben Miller being made the new Library Team Director and eventual combining of Resources for Libraries and Lifelong Learning and the Public Library Development teams into one. DPI staff provided updates on the Public Library System Redesign, particularly recommendations on discovery layer and professional learning.

There was also a brief update on the status of April 2020 meeting topics. 2020 BadgerLink Year in Review will be shared with the BadgerLink user community in Spring 2021. Also there will be some professional learning opportunities on data in the future, particularly after the team internally works on data strategy by participating in Research Institute for Public Libraries (RIPL), Power BI software, and data visualizations.

Collaborating with Communities of Color

In the summer of 2020, the BadgerLink team shared our commitment to elevate the voices of historically marginalized people on a quarterly basis through Badger Bulletin, as well as implement regularly scheduled guest posts to share more diverse perspectives from our BadgerLink user community.

Members were asked for feedback on the blog communications already shared and those planned to be shared in the future. The following questions were also posed to the group: Are there recommendations or successes you've had at your institutions? Are there folks that have a BadgerLink story that you don't feel we share? Do you see/hear yourself and your institution in our Badger Bulletin posts?

Website Changes Discussion

Based on the feedback from the Fall 2019 meeting, many updates to the BadgerLink website have been made. A few of the changes shared were already implemented. Members were then polled on responses for four more improvements that required additional feedback before going live.

The BadgerLink team plans to reach out to members in early 2021 for usability testing on the new Library Staff page. All other updates based on polling feedback will be implemented prior to the spring 2021 meeting.

Next Steps

Using the continuous improvement process (plan-do-check-act) as the framework for the BadgerLink Advisory Group, DPI staff intend to take all recommendations presented during the meeting to continue to improve the BadgerLink website, elevate voices and share diverse perspectives through Badger Bulletin, and provide professional learning opportunities on BadgerLink data in the future.