



## University of Wisconsin-Stevens Point

### Annual Report 2011-2012

## Albertson University Library

The Albertson University Library provides information resources and services, technology training, and academic tutoring across the disciplines on campus in support of student and faculty academic success. Departments and units reporting to the Library Director include the Albertson University Library, the Tutoring-Learning Center, and University Archives. Below are the highlights of activities and services for the University Library from 2011-12.

### Collection Development/Acquisitions Highlights

Cooperative planning: Collection Development/Acquisitions again partnered with the College Deans, providing special matching funds in support of seventeen new teaching faculty members in FY 12. Library Acquisitions (Tom) worked with UWSP Graduate Council and shared governance to extend E-Thesis requirement from CNR to all Colleges. Beginning in Dec. 2012, Graduates from all Colleges (w/some exceptions) are now required to file an electronic copy of their thesis, to be made available from the University Library online catalog. Library Acquisitions continues to support the campus First Year Seminar program with a special FYS Fund line for library materials. In other Collection Development news, our Collection Development Group approved the purchases of additional Gale titles, enlarging our Gale Virtual Reference collection to 38 titles in all. Using end of the fiscal year funds, the Library purchased two additional JSTOR collections, Arts & Sciences III & IV. We also added Naxos Video Library to accompany our Naxos Music Library online subscription. Cooperative planning between the University Library and UWSP Information Technology, Student Tech Fees continued to support electronic resources licensing that include: ArtStor, Science Online, Films on Demand (Films Media Group), EBSCO SportsDiscus w/full text, EBSCO Mass Media & Communication, JSTOR Life Sciences, Ancestry Library Edition, and a new eBook pilot PDA (patron driven acquisition) initiative. Cooperative Collection Development news: the CIC (*Committee on Institutional Cooperation*) and UW Madison consortia extended access to Brill eBooks and e-journals to all UW's (including UWSP). OECD (Organisation for Economic Cooperation and Development) resources were also extended to all in UW System. Last December we were the benefactors of an agreement between NewsBank/Readex and the University of Wisconsin, providing all UW campuses with access to the online database collection "America's Historical Newspapers", (also known as *Early American Newspapers Series 1-7*). This year, through a similar agreement Madison has now provided campuses with access to the "African American Periodicals 1825-1995" and the "African American Newspapers (1827-1998)." Last year, UWSP also benefited from another UW Madison license, which provided a reduced subscription rate to Accessible Archives, an online resource that includes early American primary source materials from 18th and 19th Century Publications. Recently, *The Lily*, America's First Newspaper Published for Women, took its place as the ninth database compiled by Accessible Archives. In CUWL news, our two system-wide collections committees, Collection Resource Sharing Coordinating Committee (CRSCC) and the original Collection Development Committee (CDC) have

Comment [DK1]:

Comment [DK2]:

Comment [DK3]:

now merged. In UW consortia SEC (Shared Electronic Collections) news, after many years of limited user access to Groves/Oxford Music Index the FY13 license renewal amended access to unlimited.

Collection Assessment: Beginning in the summer of 2012, the Library will start a full print monograph collection assessment and weeding project. The collection assessment project will examine monograph items use and qualities, providing the opportunity to enhance our core collection, and address curricula changes, areas of academic program growth, and identify associated library resource/service needs. In addition to considerations for our own collection, we will address our responsibilities to the One Library, One Campus initiative, in the context of all UW Systems libraries, noting discussions on how many copies of any title are needed to serve the entire system, and the 'last copy retention' discussion. Above all, we will assess and address our own collection's unique niches and audience. The Collection Assessment audience, which participates in our collection analysis and the many de-selection and selection considerations, includes all UW-Stevens Point academic departments, their discipline and curriculum needs, along with those of wider UW-Stevens Point community. Key element is the importance of human intervention and communication. Collection assessment will occur under the auspices of the Collection Development, with full participation by all subject librarians (who serve as liaisons to academic departments) and ultimately interaction with campus faculty (dept. LIBRARY REPS and Chairs, and their colleagues); each involved with the appropriate discipline areas of library collections being assessed. We will build/enhance our liaison/library representative relations and network. Potential items to be weeded will be listed on public online portal for review and input by appropriate faculty. Library Acquisitions has partnered with Library Administration, establishing a new 'Core Collection' Fund Line in support of the purchase of needed core titles.

### Technology Services Highlights-

#### Highlights

- Participated in UW System RFP that selected Primo, a search discovery tool that will be implemented in 2012-13.
- Migrated library catalog to UW hub
- Worked with AIS to enable single sign-on for library applications (in progress)
- Website redesign and migration to Sharepoint platform (in progress)
- Participated in planning technology for Reference studio
- Digitization initiatives: Pointer, UWSP masters' theses, UWSP yearbooks, local video collections
- Implemented technology to assist with collection management initiatives (Bowker Book Analysis System and Shelflister)
- Implemented Library H3LP web chat tool
- Implemented Gimlet reference statistics tool
- Implemented login limits on community stations
- Worked with IT on Identity Finder project throughout library

#### Staffing Changes

Mindy King, new Emerging Technologies Librarian

### Access Services

**Partnerships:**

Continued collaboration with campus IT to continue to provide laptops for checkout by students.

- Diversity initiatives:
- Student success/First year initiatives:  
Participated in the annual Student Involvement Fair; provided informational materials and support for residence hall staff to provide for 1<sup>st</sup> and 2<sup>nd</sup> year students.  
Other collaborative efforts with student retention and graduation rates:

**Outreach/marketing activities:**

Provided ongoing support for Library's outreach programming, including the Hootenanny, Jazz and Poetry Night, and other events and displays.

**Short reaction statement to progress on last year's action plan:**

The Interlibrary Loan position was filled through a campus-wide search, and our new hire is fully trained and fitting in nicely. We implemented some changes to our workflow as a result of the WiLS workflow analysis. We have updated our automated "custom holdings" paths, evaluated ILL options for online databases, and shifted responsibility for Purchase on Demand to our new hire. ILL also re-evaluated our multimedia lending policies after reviewing other UW System and non-UW library lending policies.

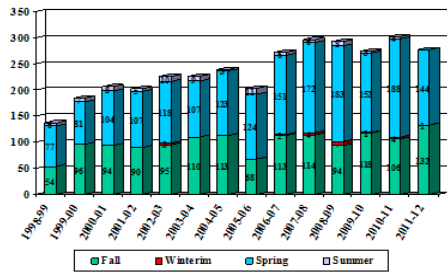
The ILL and Reserves experimented with sharing a student worker. They will continue to share student staff as workloads vary. Reserves added multimedia materials to its purview, which was a significant undertaking, but will improve access for faculty and students.

We have evaluated some options for adding additional capabilities to our eReserves system, but we have decided not to implement changes at this time due to anticipated staff changes in IT as well as a possible UW System switch to the Alma platform.

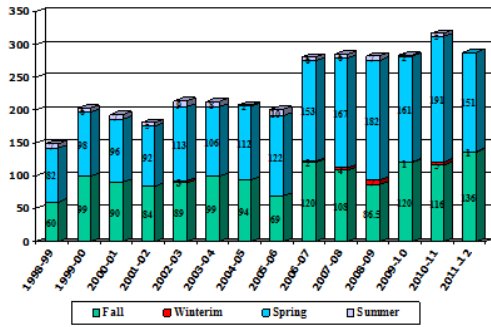
Our Circulation department added responsibilities for inventory and shelving in the IMC and reference as both professional and student staffing in those areas has been reduced. We've added scheduling of 3<sup>rd</sup> floor viewing rooms to the main desk duties, which streamlines the process of reserving a room. Circulation cooperates with Reserves to deliver video materials from Reserve to the faculty for showing in class as needed during the semester. Circulation

Instruction stats have been down a bit this spring—for both group-sessions and one-on-one sessions. The decrease with regard to group sessions is mostly due to fewer requests for English 101/102/150 (see slides 5 and 6). The fact that the teaching of the FYs has shifted to the fall semester did not help either.

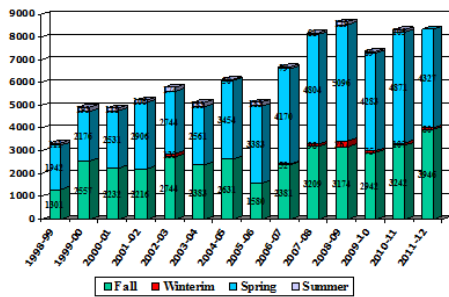
**BI—Number of Sessions**



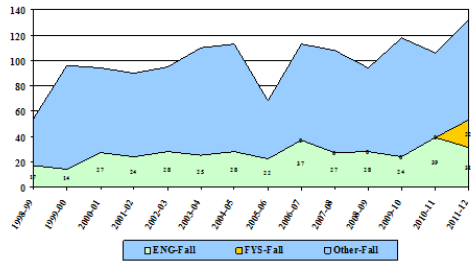
**BI—Hours**



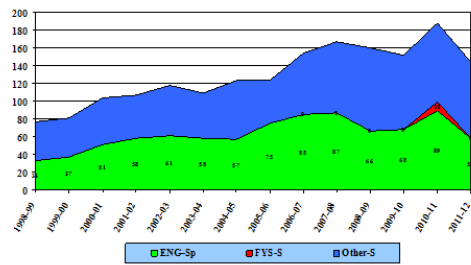
**BI—Number of Students Served**  
(sum of student counts in the various sessions)



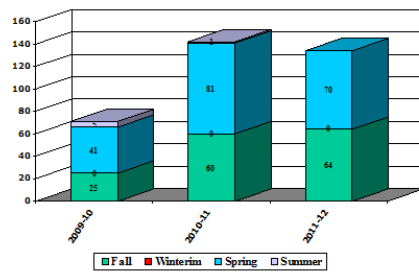
BI—Number of Sessions by ENG 101/102/150,FYS, and others  
Fall only



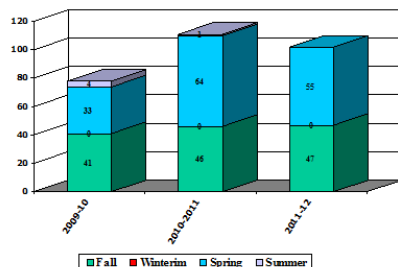
BI—Number of Sessions by ENG 101/102/150,FYS, and others  
Spring only



Major individual consultations—occurrences



Major individual consultations—hours



**Library Resources 101** is offered in three sections per semester, with enrollment capped at 24 per section. Although course evaluations remain strongly positive, enrollment tumbled to the lowest point in ten years. The reasons for this decline are not clear, but regardless of cause it's time to do more promotion. To that end, Patti targeted the Alliance of NonTraditional Students (ANTS) and Academic Advisors who will register new freshmen this summer with email messages outlining the benefits of taking the course, bolstered by glowing quotations from student evaluations. We'll see if that has any results. The late semester eight-week sections are always full, but the other sections have languished lately. If necessary, we could either drop a section or move one to an evening time, which might work better for some students.

Terri Muraski continued the work of developing an all-online section with limited face to face meetings. Tom Reich left the teaching rotation and Mark Rozmarynowski joined it. Tom continues to present the sessions on Government Publications for all sections. Next spring Patti will no longer teach it (after eighteen years) and Scott Piepenburg will take over the eight-week section.

**Library Resources 380** continues to attract students and so far we have been able to meet the demand. No students were enrolled for fall 2011, but in spring Patti Becker had two interns and Terri Muraski had one. Each earned from 1-2 credits by doing a tailor-made combination of projects, readings, and written assignments. Two more are already in the queue for the next fall semester, also under the direction of Patti and Terri.

### Reference Services

"Why is it called Reference?" One of the Library Resources 380 interns asked me that recently. Her question indicated two things: first, that she wondered how our bibliographic information service got its name, and second, that she was not sure what it meant. As we continue to promote student-centered excellence by providing Reference service in a variety of formats, our biggest challenges include increasing student awareness of our services and encouraging students to ask Reference for assistance when needed.

### Activities

When school is in session and to a lesser extent at other times, the UWSP library offers one-on-one information service at the reference desk, over the telephone, on email, and in individual consultations, aided by the provision of appropriate online and hardcopy resources. This year we also added chat (again). We had tried it in 2004-05 using GROOPZ software. It was clunky, under-used, and not popular with staff. This time we are using Library H3LP, a much better product. We log on as we have time to at the desk, or from our offices. Even before we began promoting the service, many found us and chatted their questions.

Statistics indicate that recorded usage of Reference services at the Reference desk was higher than in the previous year (303 questions asked in a "typical week" versus 146 the previous year.) This rise might be attributable to the reduction in service hours in other parts of the library, including IMC, Government Publications, and Periodicals. In general, though, the number of reference questions asked throughout the library is lower than at earlier times in

our history, a reflection of widespread trends in academic libraries. However, the questions asked at the desk are often those that have eluded the students, and as a result tend to be very time-consuming and difficult. We also began subscribing to Gimlet, an online product for keeping track of reference questions

Last summer the carpeting in the Reference Room was replaced, necessitating a complete removal of all bookcases, books in them, and furniture. Reference service decamped to a lovely spot on second floor, at the top of the staircase. We also removed older bibliographies, indexes and abstracts to a temporary third-floor location, discarded a large literary criticism set that we own in electronic form, relocated the ERIC fiche (which was weeded thanks to Axel Schmetzke and others), installed a new computer pod in the west end, and added a large glass-enclosed study space with a computer, projector, and painted screen. In addition, we added a new service desk, fresh signage (courtesy Qeng Lee), and some new tables and moveable chairs. The removal of books from the room into a temporary storage area precluded any weeding last summer. Weeding will resume and be completed this summer.

### **Partnerships and Internships**

Reference regularly partners with many different library and other departments in providing service. We continue our outreach to the Academic Resource Coordinators (ARCs) in Residential Living to share ideas about promoting the library to residence hall students. Much of this promotion is now being done in conjunction with the library's Marketing and Outreach group.

The library was fortunate to have UWSP interns in Library Resources 380 who worked on Reference projects and one intern from the UWM School of Information Studies who assisted at the desk during spring semester. One of the UWSP interns created an extensive Reference LibGuide as part of her internship. Another intern worked with Marketing and Outreach to promote our new chat service through the use of table tents in various campus and library locations.

### **Last Year's Action Plan**

In fall 2011 we implemented a new action plan, which is ongoing in summer 2012. It includes finishing the weeding and beginning the relocations, implementing chat more widely, creating a Reference LibGuide, and continuing the review of standing orders. We also welcomed two more library faculty members to the Reference rotation, although one left UWSP shortly after the New Year.

## **University Archives and Area Research Center**

### **Outreach/Events**

- The Archives Open House was well attended and included a wide variety of community and campus history displays. 5 April 2012
- Channel 7–WSAW did a story on the Archives and Area Research Center for its “Our County” Series. 1 December 2011
- Stevens Point Area Genealogy Society Workshop, UWSP, 6 April 2011
- Presentation - “Fleshing Out the Bones: Tracing Your Roots – Genealogy 101,” UWSP Continuing Education Life Course, UWSP, 28 March 2011

### **Reference and Related Area Research Center Network Transfer Service**

- Provided on-site reference service to 1326 researchers in FY10-11.
- Provided email reference service to 1055 researchers in FY10-11.
- Provided reference service over the phone to 433 researchers in FY10-11.
- One-on-one scheduled student reference appointments, 89 appointments (76 hours), 2011-12 school year.

- Transferred 216 collections for researchers in FY10–11. Undergraduate research requests comprise the majority of transfers from the Wisconsin Historical Society and other Area Research Centers.

#### **Collection Development**

- Accessioned 209 linear feet (LF) of manuscripts and records in FY10-11.
- Deaccessioned 192.5 LF of records in FY10-11. UWSP records were deaccessioned based on an inventory and reappraisal process using existing state approved Records Disposition Authorizations and UW-System General Schedules.
- Arranged, cataloged, and created finding aids for 129 LF of material in FY10-11.
- Completed the first phase of assessing the Raymond Specht rare book donation.

#### **Records Management**

- Renewed or closed expired Record Authorization Dispositions (RDA's) for several campus departments.
- In the process of creating a list of UWSP RDA's and UW-System General Schedules to assist departments with records retention and destruction.
- Worked on improving our records management website.
- Began working with Information Technology on electronic records management.

#### **Special Departmental Projects**

- University of Wisconsin System Archives Council / University of Wisconsin Digital Collections Center Historic Photo Project, *History of UW-Stevens Point*
  - <http://uwdc.library.wisc.edu/collections/UW/UWSP>
  - First component, January 2010 – available online January 2011, 143 images and 3 text sources digitized
  - Second component, October 2011 to date, 104 images and 2 text sources to be digitized this summer
- Waupaca County Naturalization Indexing Project, June 2010 – April 2012  
Coordinated joint Waupaca Area Genealogical Society – UWSP Archives volunteer indexing of the county's naturalization records.
- E-Commerce Genealogical Database, March 2009 to Fall 2011  
Worked with Information Technology to create a searchable database for all current and future genealogical indexing.
- Campus Newspaper Indexing – Increasing access to content, 2012
  - Re-indexed *Pointer* school newspaper from 1894-1926 & 2004-2010 to ensure that all relevant articles were indexed, corrected entry errors, and added additional subjects. Retrospective indexing will continue as time permits.
  - Indexed the *Counterpoint* (1968-1970), *Campus Rag* (1971-1972), *Campus Journal* (1970-1971) and *UWSP Today* (1987)
- Collection Indexing Projects – Increasing access to content, 2011-2012
  - Indexed John Anderson's "A County Sampler" articles
  - Indexed University and PCHS memorabilia and maps
  - Indexed PCHS photographic collections
- Preservation Projects, 2011-2012



- Transferred approximately 170 reel-to-reel into a digital format for preservation and better access; selected approximately 75 VHS and reel-to-reel for deaccessioning or deselecting due to duplication, poor quality, or lack of historical, administrative or legal value.
- Located obsolete media (film, reel-to-reel, VHS, floppy disks, etc.) in our accessions to be evaluated for historical, legal and administrative value.
- Community involvement
  - Waupaca County Naturalization Indexing Project, June 2010 – April 2012
  - Coordinated joint Waupaca Area Genealogical Society – UWSP Archives volunteer indexing of the county’s naturalization records.

## Periodicals

### Activities: Student-Centered Excellence.

Continued shift to online access: The library continues to identify and transfer appropriate journals from print to electronic to make content more accessible to students, faculty and staff of UWSP.

Approximately 100 titles were transitioned to online only. These included journals published by Cambridge University Press, Lippincott Williams & Wilkins, Sage, Springer and Taylor & Francis. Additionally, 19 psychology related titles were identified as having duplicate subscriptions and the print version was eliminated for a savings of almost \$12,000.

Mobile Newsstand: The Periodicals Desk began circulating a Kindle Fire enabling users to access digital versions of popular magazines including Time, Sports Illustrated, Fortune, Health, and others. This device increases access to magazine content and also offers allows users to experience accessing information via a mobile device. <http://libraryguides.uwsp.edu/fire>

Staffing changes: Periodicals staff trained two temporary staff to help with binding of print journals. This responsibility will be absorbed by the new acquisitions position when that is filled. Periodicals continues to rely on students to assist with tasks previously completed by the position that was given up when a staff member retired.

### Reaction to 2010-2011 Action Plan

1. Continue to transition periodicals from print to electronic. Review the following publishers for the possibility of transitioning titles to online only (Summer 2011).

- Cambridge University Press *completed*
- Lippincott Williams & Wilkins *completed*
- Sage *completed*
- Springer *completed*
- Taylor & Francis *completed*
- University of Chicago Press
- University of Wisconsin Press

2. Upgrade to SFX 4.0 (Summer/Fall 2011). *completed*

3. Monitor closing of Periodicals Desk during evening hours and respond with appropriate changes in procedures/policies (Summer/Fall 2011). *completed*

4. Update Periodicals Desk Student Manual (Summer/Fall 2011). *completed*

5. Begin development of procedures to gather and analyze usage statistics of online periodicals. Utilize functionality of USTAT. *Delayed to 2012-2013 Action Plan.*

6. Review periodicals workflow since retirement of Richard. Update Sara's position description to include new duties. Determine any gaps in task coverage, and identify person to take responsibility for

any remaining unassigned duties (Fall 2011). *Completed (although recommending additional assistance from ILL staff to assist with microfilm equipment and desk coverage)*

7. Begin researching possibility of ERM (e-resource management) system to manage electronic journal subscription, registration, license, and access information. *Being done at the System level.*

8. Weed microfilm collection. *Delayed to 2012-2013 Action Plan.*

9. Reevaluate limited retention assigned to Current Periodicals (Spring 2012). *Completed*

10. Identify print periodical titles to be included in a possible browsing collection. *Delayed to 2012-2013 Action Plan.*

11. Explore new service models to accommodate the transition from print to digital collections (ongoing).

### **Goals for 2012-13**

#### Technology

- Implement Primo resource discovery tool
- Upgrade Voyager Catalog and implement Global Data Change.
- Participate in exploration of Alma, a collaborative integrated library system being considered by UW Libraries

#### Collection Develop

- Implement Collection Assessment plan and procedure

#### Access Services

- Orientation and training for new Assessment Librarian
- Evaluation and implementation of the WILS workflow analysis
- Study and evaluate the technology circulation functions of Access Services
- Evaluate to possibilities for an ALMA implementation and the impact on current services
- Continue to work with IT to provide student laptop checkout.

#### Periodical Services

- Explore opportunities resulting from a closer relationship between Periodicals and Interlibrary Loan (Fall 2012/Spring 2013).
- Review and discuss Periodical Photocopy Request service (Spring 2013).
- Review claiming procedures for efficiency, especially the use of EDI and the number of staff involved (Fall 2012).
- Review appropriateness of titles on the bindery list. Possibly only bind titles that do not have an electronic equivalent that we have perpetual access too (Spring 2013).
- Begin development of procedures to gather and analyze usage statistics of online periodicals. Utilize functionality of USTAT (Summer 2013).
- Continue to work with Acquisitions staff on the bindery. Train new acquisitions staff person when hired to completely take over the process (Spring/Summer 2013).
- Learn and implement Primo (and possibly Alma) into the Periodicals workflow (Fall 2012/Spring 2013).
- Weed microfilm collection (Spring/Summer 2013 and continuing).
- Identify print periodical titles to be included in a possible browsing collection (Spring 2013).
- Continue to transition periodicals from print to electronic (ongoing).

#### Instruction Services

- Continue to promote and refine instruction services to students and faculty
- Continue to refine library guides and develop online services.

#### Reference Services

- Complete the relocations of some Reference sources back into the room, specifically the New York Times indexes and the various Contemporary Authors titles.

- Try to get some of the Zs relocated from their temporary third floor location to 5<sup>th</sup>.
- Continue using Gimlet to track reference questions to aid in staffing and other decisions.
- Finish the review of the standing order titles to pare any we no longer need from the list.
- Add a new faculty member to the Reference rotation.
- Assessment of Reference services needs to get some attention: what, how, when?

