



Libraries

University of Wisconsin-Stevens Point

ANNUAL REPORT 2020-2021

MISSION

The University of Wisconsin-Stevens Point Libraries are an innovative partner in the learning community and an active participant in promoting the university's goals of teaching, learning, scholarship and community outreach. The Libraries provide quality academic services and resources that foster intellectual curiosity, promote critical inquiry and encourage awareness of an increasingly diverse and global environment.

VISION

The UWSP Libraries strive to be a dynamic user-centered environment that is the hub of learning and scholarship on campus. To accomplish this vision the libraries shall:

- Support intellectual freedom and ensure equitable access to learning resources and services
- Be a safe, welcoming, accessible, and comfortable place
- Provide study and social spaces to enable collaboration and to promote discovery
- Serve the needs of all users regardless of location
- Incorporate new technologies to deliver library services and collections
- Promote information-literacy skills and life-long learning
- Strengthen the collection to support the changing University curriculum and anticipated user needs in an increasingly diverse and global environment
- Partner with departments and units across campus on mutual goals
- Cooperate with UW System libraries as well as libraries and organizations within Central Wisconsin and beyond



2020-2021 in Summary

The 2020-2021 academic year continued to be a year of adjustment as we worked to ensure safe, responsible, and equitable access to our resources, services, and spaces. After being closed during the early summer months, our doors were reopened to current students, faculty, and staff on August 10, 2020. Use of the building looked different during the year as several safety measures were implemented including a face covering requirement, furniture removed and stored to encourage social distancing, study and meeting rooms closed, sanitizing stations distributed throughout building, most staff working remotely, and most services offered virtually. The building remained closed to community users through June 1, 2021 with the exception of use of the Archives and Government Documents by appointment only.

Despite the unpredictability of the year, and the ongoing stress endured by all, the libraries' faculty and staff rallied together to continue strong work to support the teaching, learning, and scholarship of our learning community:

- We focused on strategies to **connect** our users equitably to resources during the upcoming relocation and in support of increased online learning. High-use materials such as film, sheet music, reference, children's books, and other materials were identified, and we invested in digital versions that will be more accessible. In addition, the Primo "featured collections" tool was implemented to enable remote browsing.
- We developed virtual experiences to **engage** students with the library and foster a sense of community during remote learning. Creative opportunities such as a relaxation and stress relief guide, virtual story time, and others resulted in over 3,000 virtual "visits."
- We worked to **support** academic programs by procuring critical course content such as ebooks and streaming videos resulting in 22,450 uses; providing information literacy support for the new Critical Thinking category of the General Education Program and developing a new Library Resources 150 course; and updating and simplifying our thesis/dissertation submission process eliminating the library copy fee for graduate students.
- We looked for opportunities to **collaborate** with our colleagues, especially emphasizing opportunities to support equity, diversity, and inclusion. UW System libraries worked together to develop a diversity audit of our collections and eliminate offensive subject headings from our catalogs. Locally, we lifted up the work others such as Diversity and College Access to amplify those voices.

As we look towards the upcoming year, and the hopeful return to a new normal, we endeavor to purposefully incorporate the University's [Plan for Strategic Action](#) into our work with the following priorities:

- Plan for the upcoming building relocation and replacement.
- Maintain relevant and sustainable collections.
- Engage an increasingly diverse student population with library resources, services, and programs.
- Support high-impact practice opportunities in the libraries and across campus.
- Cultivate an equitable, diverse, and inclusive community.

CONNECT ACTIVITIES 2020-2021

- **Evaluated collections and responded to the changing needs of campus related to restructuring, the ongoing pandemic, and ongoing financial challenges.**
 - Invested in several one-time purchase, perpetual-access resources to expand opportunities for online access to support both growing online instruction and in preparation for relocation. These one-time purchases include:
 - [Classical Scores Library](#) (UW System purchase)
 - [Translations of the Peking Gazette](#)
 - Upgrade to [Docuseek Complete Collection](#)
 - *Oxford Handbook* series for [History](#), [Music](#), and [Psychology](#)
 - Oxford [What Everyone Needs to Know](#) series, [African American Historical Serials collection](#).
 - [JSTOR](#) Sustainability collection
 - Transitioned over 100 high-use, core reference books from print to electronic and added over 400 nonfiction IMC ebooks.
 - Cancelled low-use resources including 77 periodicals, 28 standing orders, and 1 database (*Cambridge Structural*) for an annual savings of nearly \$50,000.
 - Explored, and provided access to, open access alternatives to enhance online courses without expenditures.
 - Created two local electronic collections that hold approximately 492 high impact, open access journals.
 - Added access to EBSCO's Open Access eBook Collection (2670 titles).
 - Ensured preservation of unique and local materials:
 - Digitized and ingested 4,492 files (79.9 GB) into Preservica. 138,419 files downloaded by Preservica users.
 - Completed processing 23.75 linear feet of physical records and 160 GB of digital.
 - Developed the Patrick Rothfuss special collection.
- **Continued emphasis on collection refreshment to keep collections relevant and vibrant, especially in light of possible building renovation.**
 - Updated weeding process and developed timeline. Ran weeding lists with historical usage data for all subject areas. Worked out how to run report to identify last UW copies.
 - Have identified 25,527 items to withdraw to reach goal of a minimum of 34,000.
 - Inventory of Stacks complete up to DS.
 - Implemented partnership with Thriftbooks, supporting global literacy programs.
 - Temporarily suspended gifts during pandemic and cleared 70% of the backlog in preparation for building replacement. Facilitated to the gift of 987 music CDs from the Joseph Schuler family to the campus radio station to be used for their programming.
- **Enhanced our discovery tools and workflows to improve both the user experience and staff efficiency.**
 - Improved discovery platform, especially for staff efficiencies, by upgrading to Primo's Central Discovery Index (CDI) and launching Primo VE.
 - Completed Phase 1 of testing the Chrome Nomad browser extension which increases discovery of scholarly journal content and connects users to library access.

CONNECT

Connecting individuals to resources is one of the most effective strategies to foster individual success. Whether they be materials, services, or people, we cultivate deep knowledge of the tools that students, faculty, and staff need. The Libraries will connect users to information and technology resources by:

- Facilitating discovery of information via our search tools
- Providing equitable access to physical and electronic collections that support the curricular and research needs of the institution
- Enhancing local collections with resource sharing, interlibrary loan, and Area Research Center transfer services
- Ensuring preservation of unique and local materials
- Offering a technology-rich environment

- Participated in testing of Rapido, a resource sharing platform, with UW Madison.
- Participated in UW System shipping/delivery working group to optimize delivery services while reasonably controlling costs.
- Updated missing items procedures to streamline withdrawal/reordering processes.
- Implemented Primo Collections, a tool that enables curation of groups of items based on topic, format, or other similarities. Facilitates virtual browsing and highlighting of relevant materials. Curated featured collections include Plays, New Children’s Books in the IMC, Historic Video Games, Graphic Novels, Graphic Novels in Marshfield, UWSP Faculty & Staff Publications, and the First Year Student Collection.
- CUWL approved the recommendation from Shared Systems/Shared Content group to make changes to Primo and Forward to address negative subject headings in our discovery systems.
- **Expanded investment in, and curation of collections and resources that represent the experience and perspective of Black, Indigenous, and People of Color (BIPOC) scholars and stories and document the history of oppression and protest.**
 - Participated in CDC Diversity subcommittee, exploring [diversity audit and collection development guides](#).
 - While purchasing was frozen, and many could not access our print collection because of the pandemic, utilized \$500 of foundation funds to enhance EDI resources available in an online format and incorporated into a [Racial and Social Injustice guide](#).
 - Curated *Systemic Oppression and Civil Unrest response, 2020* (Series 443) archival collection.

CONNECT

By the Numbers

| | |
|-----------------------------|-----------|
| Search@UW queries | 162,836 |
| Website visits | 143,929 |
| Total # titles | 1,088,289 |
| Total # titles (electronic) | 569,909 |
| Total # titles (physical) | 521,837 |
| Total # items (physical) | 741,610 |
| Checkouts | 7,703 |
| Renewals | 2,112 |
| Browses | 15,208 |
| Circulation Total | 25,023 |
| Resource Sharing requests | 3,038 |
| Interlibrary Loan requests | 4,568 |

ENGAGE ACTIVITIES 2020-2021

- **Developed activities and events to engage students with the Libraries to develop a sense of community, especially in a virtual delivery mode.**
 - Organized several virtual engagement activities throughout the year.
 - Created [Welcome Back](#) video with encouraging message for students and highlighting changes due to pandemic (125 views)
 - Virtual Story Time (6 readers with 382 total views)
 - [Relaxation and Stress Relief guide](#) (2,714 visits)
 - [Virtual Exam Cram Fall/Spring](#) (92 visits)
 - [Celebrating Poetry](#) (8 readers with 83 visits)
 - *READ* poster creation during National Library Week (17 posters)
 - Live programming such as Harry Potter trivia contest and Lunch with Librarians were less successful with only a handful of participants
 - One in-person event (Library scavenger hunt) also had a handful of participants
 - Participated in Facebook livestream event *Coffee with Alumni and Friends* to promote [library services to alumni](#)
 - In the fall, launched a Navigate campaign targeting transfer students to promote reference services. Results were minimal.
- **Engaged with faculty and staff across campus to promote opportunities to embed both content and reference/instruction services into courses.**
 - Created and maintained a [Library Support for Remote Teaching](#) guide to aid instructors with integration of library services and resources into online courses.
- **Continued to build our personal knowledge and spend time in self-reflection in order to recognize our own implicit biases, so that we can continue to engage in more meaningful anti-racist and inclusive practices.**
 - Many staff participated in local, system, and national training opportunities.
 - Many diverse displays created including Women's history, black history, pride, native american heritage month.
 - Collaborated with Mental Health Coalition of Portage County (Suicide Prevention Initiative).

ENGAGE

Engaging students and faculty in activities and curricula brings meaning to education. We develop and advocate for high impact educational experiences that allow our students, employees, campus, and communities to thrive. The Libraries will engage users with our resources and services by:

- Participating in campus orientations, information fairs, and other events
- Communicating with users to generate awareness of library activities
- Offering programming that promotes the libraries' mission
- Offering high-impact experiences (internships, student manager program, student employment)

SUPPORT ACTIVITIES 2020-2021

- **Enhanced support for online learning; explored library resources that enhance the online learning experience; assisted faculty with integration of online library resources and services into their courses.**
 - Enhanced the Database A-Z list by adding links to vendor produced tutorials.
 - Updated course guides “Books in the Catalog” list to include more ebook titles.
 - Consulted with faculty regarding content appropriate for online courses including streaming film lists and ebook titles. Incorporated access into Canvas.
 - Met increased demand for streaming video and ebooks for courses through purchasing and digitization of physical resources and by expanding offerings of feature films via Swank. Swank usage more than doubled from the previous year with 4,536 viewings of the films, for a cost per use of \$2.84. Moved Kanopy to full mediation and worked with faculty to ensure films needed for courses are available. Kanopy usage decreased slightly with mediation, but there were still 8,095 viewings of the films, for a cost per use of \$2.06.
 - 35 ebooks purchased to be used in specific courses for a total cost of \$3,138.25 and accessed 9,819 times (on average \$90 per ebook and \$0.32 per use).
 - Created a [central repository](#) for sharing of learning objects/online tutorials.
 - Prioritized cataloging of e-resources so they are in the catalog as soon as possible. Also prioritized batch loading of e-collections such as Kanopy and Infobase ebooks. Added k-12 ebooks from Ebsco book collection to catalog.
- **The library instruction program served a total of 151 sections across the disciplines.**
 - 56 sections were conducted synchronously, 92 asynchronously and 3 were in-person.
 - The group conducted a total of 44 library research consultations.
 - A total of 13 new Library Guides were created and many more were updated.
 - 37 sections were 300 level or above representing nearly 25 percent of all sections.
 - For both Fall 2020 and Spring 2021 semesters, restructured instruction and assignment for online delivery needs of 10 sections of NRES 151.
- **Provided leadership, advocacy and expertise for the use and promotion of open access resources and open education resources.**
 - Regularly checked for availability of and promoted open access alternatives, especially video.
 - Added relevant open access databases to A-Z list.
 - Encouraged use of MINDS@UW institutional repository.
- **Ensured that our hiring practices and professional development opportunities for all employees, student workers, professional staff and faculty advance and curate a culture of equity and inclusion.**

SUPPORT

Supporting students and faculty in their academic pursuits is at the core of our mission. Our inclusive and person-centered services guide students, faculty, and staff through their growth and development. The Libraries will support users in the discovery and creation of knowledge by:

- Promoting information literacy and critical thinking through our reference and instruction program
- Providing instructor and student support via course reserves and integration of content/services into the learning management system
- Consulting on research and scholarly activities (scholarly communication, open access publications, copyright)
- Providing safe and welcoming spaces that foster both individual and collaborative study

- Developed foundational student worker training to be inclusive of all patrons. Included in manager meetings, incorporated into discussions.
- Formed an EDI working group that developed a draft plan for the libraries to be expanded upon in the Fall in conjunction with University College planning.
- **Fostered a safe and positive atmosphere focused on the mental health and wellbeing of our students, faculty, and staff during the challenges of the upcoming year.**
 - Closed meeting rooms and study rooms during the year, rearranged furniture to encourage social distancing, distributed sanitizing stations throughout building.
 - Shortened building hours modestly in anticipation of staffing shortages. Maintained posted hours except for 2 evenings at the start of spring semester when several students needed to quarantine after returning to campus.
 - Through the year continued to adjust based on use to encourage safe uses of our spaces.
 - Appropriate spaces for “virtual classroom” participation were identified at all three locations.
 - Provided flexibility in staff and student worker scheduling to accommodate personal disruptions during the pandemic.
- **Provided increased support for academic programs.**
 - Updated thesis submission process to meet needs of dissertations and eliminated cost to students and need to come into library to deposit print copy.
 - Provided resources and research support for two exhibits located in the Albertson Hall lobby: *2020: A Year for the History Books* (Museum Studies course) and *Ware Work: Remembering WWII and Okinawa* (faculty research project)
 - Completed digitization of [Downtown Action Committee](#) records for student research in H490.
 - Supported Critical Thinking Initiative and new General Education requirement.
 - Developed, and had approved, a new course (LRES 150) that will count towards the new critical thinking GEP requirement.
 - Integrated training for instructors to embed information literacy instruction into CT courses.
- **Provided support for Records Management: assisted Purchasing, University College, Academic Advising, Admissions, UWSP at Marshfield, School of Health Sciences and Wellness, School of Humanities and Global Studies with record retention questions.**

SUPPORT

By the numbers:

| | |
|------------------------|--------|
| Reference questions | 2,884 |
| Research consultations | 44 |
| Instruction courses | 129 |
| LRES 101 sections | 2 |
| LRES 102 sections | 1 |
| LRES 380 interns | 2 |
| Other interns | 3 |
| Research Guide views | 36,341 |

COLLABORATE ACTIVITIES 2020-2021

- **Continued to develop innovative collaboration and communication, evolving integrated library workflows to adapt to the pandemic reality and the melding of in person and remote work environments.**
 - Worked with University Communication and Marketing to secure a grant for an intern for a census project in collaboration with the GIS department. Hired intern to help transfer data. Initial work focused on the 1910 and 1920 census.
 - Continued working with Wisconsin Public Television to provide resources for the program *Hometown Stories: Stevens Point*.
 - Provided photographs and information about Portage County to Goodwill for their [50th anniversary](#).
 - Participated in a walking tour and provided historical information of buildings on campus for the University Communications and Marketing Instagram segment "Tour Tuesday."
 - Continued to receive referrals from CITL to provide resources for faculty developing online courses.
 - Continued to work on stronger connection with branch campus libraries for marketing and event initiatives to share resources and ideas. There is now branch campus representation on the M&O committee and branch campus librarians led the Harry Potter trivia event.
 - Collaborated with branch campus staff to align circulation workflows. Created procedural guides and sent to branch campus staff.
 - Continued collaborations with University College colleagues for participation in virtual events such as pet therapy for exam cram, virtual story time, and poetry readings.
- **Worked within our campus and broader communities to foster respect, highlight injustice, and share the lived experiences of those calling us to action. As a regional center of learning we serve as a connective thread woven through Central Wisconsin to amplify oppressed voices and bring understanding.**
 - Partially sponsored DCA *Standing Against Racial Injustice* film showing of 13th.
 - Collaborated with DCA to display "I am 400" banner in Albertson Hall.
- **Collaboratively planned for the upcoming Albertson Hall Replacement Project.**
 - Formed Collections Relocation and Services Relocation teams to plan library operations during relocation.
 - Participated in many pre-design meetings with architects, library consultant, and UW System representatives. Advocated for library perspective and needs.
 - 4 staff members participated in the *Design for Flexible Future Libraries* workshop.

COLLABORATE

Collaborating with colleagues across the university is the foundation of what we do. We foster open dialogue, a willingness to learn more, and a practice of applying collective resources to serve the whole. The Libraries will foster a spirit of collaboration by

- partnering with departments and units across campus on mutual goals
- cooperating with UW System libraries as well as libraries and organizations within Central Wisconsin and beyond

USE OF LIBRARY RESOURCES AND SERVICES

| | AY18 | AY19 | AY20 | AY21 |
|---------------------------------------|---------|-----------|---------|--------------------------------|
| Reference and Instruction | | | | |
| Reference questions (UWSP) | 2,603 | 2,114 | 1,489 | 853 |
| Reference questions (branches) | * | 296 | 156 | 84 |
| Archives questions | 3,522 | 2,562 | 2,328 | 1,947 |
| Reference questions (Total) | 6,125 | 4,972 | 3,973 | 2,884 |
| Research consultations (UWSP) | 93 | 76 | 63 | 39 |
| Research consultations (branches) | * | 12 | 10 | 9 |
| Research consultations (total) | 93 | 88 | 73 | 44 |
| Instruction courses (UWSP) | 331 | 301 | 217 | 129 |
| Instruction courses (branches) | * | 25 | 31 | 22 |
| Instruction courses (total) | 331 | 326 | 247 | 151 |
| Instruction # participants | 6,979 | 6,369 | 5,152 | N/A |
| LRES 101 sections | 4 | 4 | 3 | 2 |
| LRES 102 sections | 1 | 1 | 1 | 1 |
| LRES 380 interns | 2 | 1 | 3 | 2 |
| Other interns | 0 | 1 | 2 | 3 |
| Research Guide views | 30,307 | 29,676 | 31,137 | 36,341 |
| Collections and Discovery | | | | |
| Search@UW queries | 236,950 | 232,637 | 194,880 | 162,836 |
| Website Visits | 236,328 | 193,747 | 189,309 | 143,929 |
| Total # titles (print and electronic) | * | 1,000,070 | 927,345 | 758,228/1,088,289 (with NZ) |
| Total # titles (electronic) | * | 469,399 | 407,384 | 235,789/569,909 (with NZ) |
| Total # titles (physical) | * | 530,671 | 519,961 | 521,837 |
| Total # items (physical) | 700,767 | 754,921 | 757,206 | 741,610 |
| Checkouts | 20,281 | 16,756 | 11,917 | 7,703 |
| Renewals | 7,410 | 5,091 | 2,776 | 2,112 |
| Browses | 32,915 | 44,450 | 26,340 | 15,208 |
| Circulation Total | 60,606 | 66,297 | 41,033 | 25,023 |
| Resource Sharing requests | 7,112 | 6,484 | 5,017 | 3,038 |
| Interlibrary Loan requests | 7,740 | 6,665 | 5,268 | 4,568 |
| Spaces and Technology | | | | |
| Study Room Reservations | 5,190 | 4,262 | 2,368 | * |
| 3D Printing consultations | * | 20 | 15 | * |
| 3D Printing grams filament | * | 1,535 | * | * |
| 3D Printing minutes | * | 8,119 | * | * |