

Polk Library Newsletter

Fall 2017



STRATEGIC PLANNING

Inspired by the university's 2016-2021 strategic plan and its commitment to research and student support, Polk Library undertook its own strategic planning process this past summer. With its previous plan -- the "Polk Promise" -- expiring, the library wanted to ensure its priorities are aligned with both the university's and UW System's as both progress to transform the campus in key areas.

After small group activities and an all-staff retreat guided by a consultant, the library identified four strategic priorities, each with three goals and multiple action items that will guide the library through 2019. And while future developments regarding the integration of the UW Fond du Lac and UW Fox Valley libraries may require some additional planning efforts, we believe the following to be important activities to pursue over the next two and a half years. Here are highlights of the plan:

Strategic Priority A: Build a collection that supports a research-enhanced university.

Polk Library is excited to do its part as UW Oshkosh transforms itself into a research-enhanced university. We believe central to that is to reinvest in library resources targeted to the the research areas of UW Oshkosh faculty as well as those of graduate and undergraduate students. It is no secret that budget pressures and above-inflationary resource pricing have challenged Polk's ability to fully support campus research. We have countered with the just-in-time technologies and services that help us get our users what they require quickly. However, there are areas in which additional full text databases and journals can provide exponential value to campus researchers. We hope to work with the university to invest in these resources just as it invests in other tools and equipment necessary for enhanced research activities. Furthermore, Polk will investigate what it can do to better support new grant projects as well as assist campus researchers preserve their work in accordance to emerging funding regulations or discipline best practice.

Strategic Priority B: Create library spaces that enhance student success.

Over the past decade, the library learned with the redevelopment of Polk 101, University Archives and the Leisure Reading Room just what an impact improvements to our spaces can mean to students and their work. Continuing this gradual and project-based approach, Polk seeks to make other improvements to the building to create efficient and student-friendly spaces. Due to the capital expenditures required for any remodeling, the strategic plan focuses on research and planning so the library has concrete numbers and ideas for a number of projects if opportunities present themselves.

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Strategic Priority C: Transform library support services for students and faculty in their research and learning, and prepare students for their careers.

In addition to looking at the physical space needs of our users, Polk is concentrating on learning what changes and expansions to its services faculty and students need from us. Many of the goals under this priority will begin by conducting conversations with different segments of our user base. In addition, this strategy requires Polk staff to increase our assessment activities to understand more about the impact of our efforts in order to identify areas of improvement.

Strategic Priority D: Provide inclusive and supportive institutional environments for students (on campus and online learners), staff and faculty.

Collections, building and services: this is how the library usually thinks about itself, in these three dimensions. Inspired by the University Strategic Plan's concerns about staff and our working environment, Polk added a fourth priority dedicated to those concerns. Included in our goals for this section is a commitment to workplace joy of library staff, the assurance of an inclusive environment for all who come into the library and finally efforts to more formally encourage and develop those UW Oshkosh students interested in library careers.

By pursuing a myriad of action items organized under these four priorities, Polk Library staff will pursue an ambitious strategic plan worthy of this University, its students and faculty and staff. We look forward to sharing our progress in these pages as well as in our other communication efforts.

LETTER FROM THE INTERIM DIRECTOR

by Sarah Neises

As Polk Library has been thinking about strategic directions over the past year, it has highlighted for me the importance of our dedicated staff. The collaborative abilities, knowledge, creativity, innovation and customer service demonstrated by our staff always make it gratifying to serve in my interim role as director. Polk Library has a long tradition of supporting professional development and continuing education. Through conference travel and presentations, publications, and professional association activities, Polk Library staff have demonstrated a high level of commitment to our profession.

This makes it particularly exciting to learn that Polk Library received a sizeable monetary donation from a former Executive Director of Polk Library, Joseph Nitecki. The donation is earmarked to support the professional growth of library staff, both

professional and non-librarian. Mr. Nitecki served Polk Library from 1978 - 1980. He had a long professional career at a variety of institutions and was a prolific author of library professional literature. We thank Mr. Nitecki for supporting our professional growth. Our ability to support professional activities has been a key factor in recruiting and retaining talented individuals.

As we seek to implement the action items outlined in our strategic plan, we will be relying greatly on the leadership and knowledge of Polk staff. Mr. Nitecki's donation and Polk Library's continuing support of professional development will help us to continue to acquire knowledge and share it with others in the profession.



SARAH NEISES

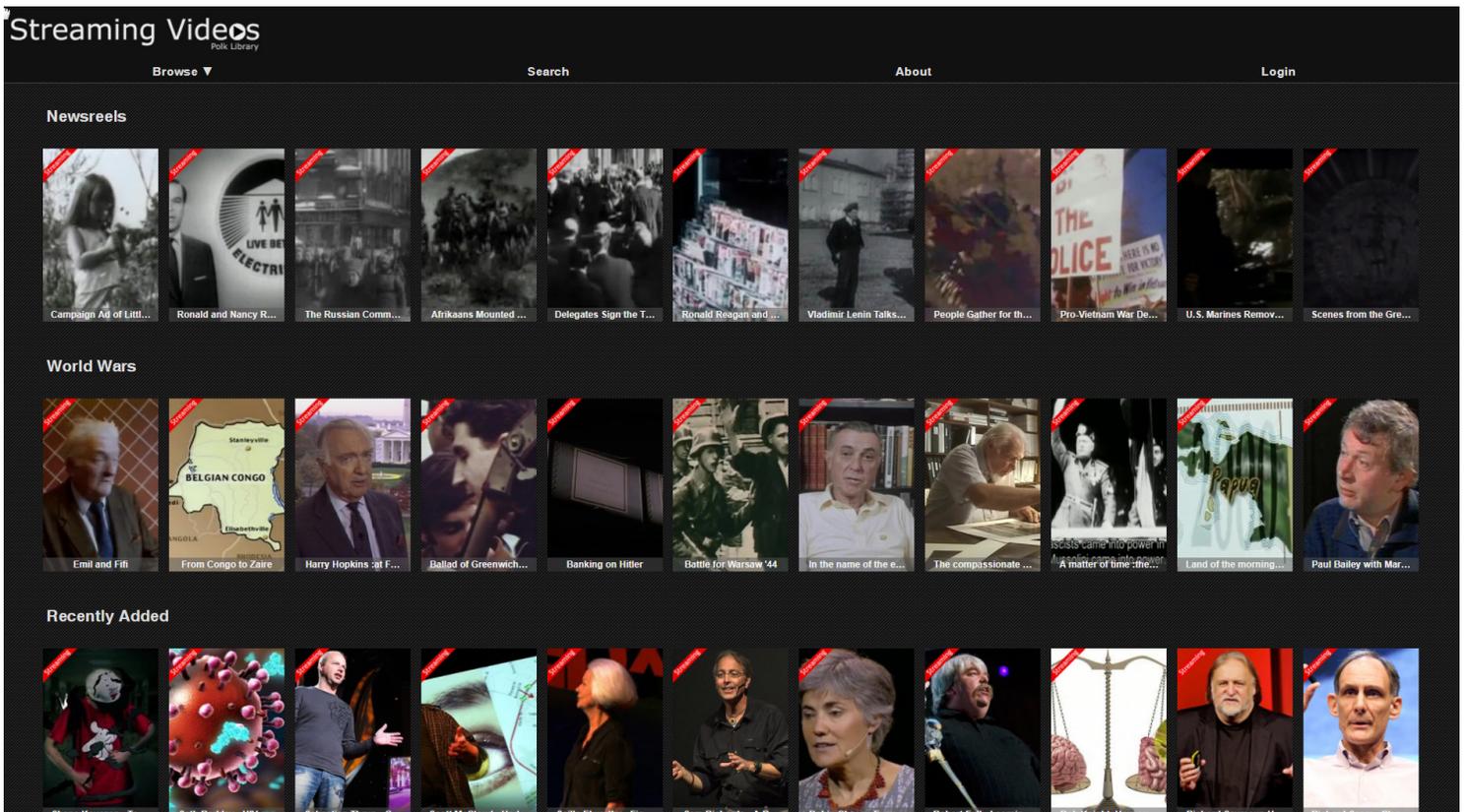
Polk Picks is now POLK STREAMING VIDEO

In a major upgrade important to all documentary and informational film lovers, Polk has created a single discovery tool that allows faculty and students to find ALL of its 80,000 streaming films and videos. Licensing content from PBS, Films On Demand, Alexander Street (American History in Video, Filmmakers Library Online, Ethnographic Video Online, Black Studies in Video) and the documentary AND feature films of the Kanopy catalog, Polk wanted to develop a single Netflix-style search and browsing interface to allow faculty and students to find any streaming content we have access to.

Our previous tool, *Polk Picks*, showcased curated sets of titles developed by library staff or faculty recommendations. This approach highlighted content based around important subjects or specific class needs.

With only 100 or so titles, however, it left the vast majority of films to be discovered only in the vendor native search environments or, for some content, via Search@UW. Our re-branded service, *Polk Streaming Video* still allows for custom public sliders (just ask and we can set one up for you,) but permits users to find like material using common subject headings across our entire multi-vendor catalog of titles. After logging-in to the tool, users can now create private playlists so they never forget the content they find. Also, like before, the video plays within our *Polk Streaming Video* pages, allowing viewers to move back and forth within our environment without getting lost in the various native interfaces.

Find *Polk Streaming Video* on our homepage or go to: <http://www.uwosh.edu/streaming-videos>



Oral Histories Tell 50 Years of Campus Stories

Favorite professors and finding a passion. Serving students while embracing a career. Fitting in and coming out. Second chances, and sometimes thirds. Dating and soldiering and protesting. Finding a voice and winning (or losing) the big game. Greeks, freaks, clubs and pubs.

For two years, the students of Jeffrey Pickron's University Studies course, *History 210: Topics in the Modern History of the U.S.*, have focused on the history of the American University and that of UW Oshkosh, as well as on the skills necessary to collect oral history interviews with alumni and former faculty and staff. Many students found it challenging at first: to research and then call or visit strangers and get them to talk for an hour about their experiences at Oshkosh. You hear it in the introductions and the first minutes. But slowly for some, and more quickly for others, the students embrace the conversation and find that common bond the UW Oshkosh experience provides. After the grades were filed and the students moved on, what the Quest 3 course left behind is a treasure of almost 100 (and counting) stories that teach us about our campus and its history. The interviews provide a perspective not found in traditional archival records and fill important gaps as the campus looks to its 150 year anniversary in 2021 and asks itself more about where we've come from.

Polk Library is proud to share the product of the efforts of the students and their generous "narrators" in the Campus Stories Online Collection (<http://www.uwosh.edu/archives/campusstories>.) This archive of the project places full audio recordings of select interviews in a browsable and searchable web-based interface. All of the interviews were transcribed by the student interviewers. The UW Oshkosh Archives, a partner in the project, synced the transcriptions to the recordings using a free tool created at the University of Kentucky. The process allows users to search the transcript and/or jump to any point in the audio recording by simply clicking on the transcribed text.

Available for anyone with an interest in our campus, the site contains stories both unfiltered and guarded. Some stories surprise and others do not. Many should make us proud, a few should not. All, however, add to our collective understanding of what UW Oshkosh has meant to individual lives and as such are worth a moment or two to take a listen.

This spring, the class will be offered for a fourth time and new volunteers are again sought to help us add to the collection documenting life and learning on the Oshkosh campus. Volunteers can learn more and sign up at: <https://oralhistory.uwosh.edu/>.

Interview with Steven Burton Karges, 12/02/2016

UW Oshkosh Campus Stories
Alex Magestro, Interviewer | uwosh_steven_karges_12022016.mp3
(see also: [Campus Stories Oral History Project \(UW Oshkosh Archives\)](#))

0:00 | 1:55:03

0:00 AM: Okay so we are recording here. My name is Alex Magestro and I am interviewing Steven Karges. How are you doing Steven?

SK: Good. We are having a little trouble putting a door on, but I'm doing fine other than that

AM: Okay do you want to just start off by giving me a little bit of background about yourself?

SK: Okay, first of all my dad Burton Karges was chairman of geology department. He taught there for many years, let's see probably mid 30s probably until 1970. I've been [unclear] what's going on about the university for a long time.

AM: Okay so where did you grow up when you were a kid?

SK: I grew up in Oshkosh. I could tell you where our house was but they made it into an access road to highway, near businesses near highway 21. We backed out onto the golf course before that was a big deal there was a lot there for sale, my folks bought it.

AM: Okay what did your parents do for work?

SK: Well, as I said my dad was a professor at UW Oshkosh for a long time, he was basically the geology department, because in the early years there weren't numerous people who were teaching in any one department, well the [unclear] department may have had more, and chemistry. But it wasn't until the tremendous expansion of the university that he was able to hire more people. I don't know how many they have now. They moved from Dempsey Hall up on the third floor across to Harrington on the first floor. And he lectured to a classroom full of 50 or 60 in it and then they were split into lab sections in smaller sizes. If that helps I don't know.

AM: Yeah so your dad was a professor here and what did your mom do for work?

SK: Well she raised me and my sister. It wasn't until after we were [unclear] she worked in the gift shop over at Evergreen Manor the retirement, rest home, or whatever it's called. But, before we were married she was an English teacher in 2 small schools in western Wisconsin, and both of them were from River Falls which is pretty close to the Hudson and the interstate across Minnesota.

The Campus Stories Oral History Project is a multi-year project designed to collect the memories of UW Oshkosh alumni, faculty and staff as a way of helping document the past sixty-five years of campus history.

By conducting oral history interviews, we are able to engage the past by tapping the unique and very personal perspectives of people who experienced it. When interpreting the events, lives and ideas of the past, historians make use of original records created by individuals from earlier times. Conducting oral history interviews allows us to go beyond these records and ask new questions, discover new interpretive angles, and recover fascinating untold stories untold.

In 2021, UW Oshkosh will turn 150 years old. In that Sesquicentennial year, much focus will be made on our institution's rich history. To help celebrate and interpret that history, UW Oshkosh will use the Campus Stories Oral History Project. Doing so will hopefully help us fill in holes in our institutional history and, equally important, allow individuals tied to the campus to get their perspectives recorded in their own words.

If you are interested in sharing YOUR campus story, please visit: <https://oralhistory.uwosh.edu/>

To listen or review the transcripts of over 90 oral history interviews already completed browse by name or subject or search the abstracts below.

By Alphabetical
A B C D E F G H J K L M O P R S T V W X Y Z

By Subject
History

By Search
e.g. retirement

- Abigail Martin
- Abigail Martin, a Mequon, WI native, majored in journalism and minored in history at UW Oshkosh from 2010-2015. Martin started her career at Show more
- Ann Kunkle-Jones
- Ann Kunkle-Jones grew up in Rosendale, WI and studied history and anthropology at UW Oshkosh from 1965-1969. Show more
- David Van Leshout
- David Van Leshout grew up in Kimberly, WI, and went to school in Appleton, WI. He attended Wisconsin State University Oshkosh from 1965-1969. Show more
- Luke Venne
- Luke Venne was born in Milwaukee, WI and attended high school in Oconomowoc, WI. He studied history at UW Oshkosh from 1986-1990. She speaks at length about her Show more
- Ron Hermes
- Ron Hermes, a native of Green Bay, WI, studied history at UW Oshkosh from 1988-1987, and then from 1988-1992. Hermes started his freshman year Show more
- Steven Burton-Karges
- Steven Burton-Karges was raised in Oshkosh, WI and studied history at the Wisconsin State College Oshkosh from 1959-1963. Karges' father was Show more

Polk Enters the STUDENT SUCCESS GATEWAY

by Joe Pirillo



This fall, UWO students were officially introduced to a new university wide software tool called the Student Success Gateway (SSG). Polk Library, along with other student support services, was there to greet them.

Easier Research Appointments

Just like when they make appointments with advisors and other support staff, students can now--through the SSG--book meetings with librarians for research assistance. Gone are the days when long email exchanges were necessary to arrive at a suitable time to meet. Librarians' "office hours" are plainly visible for students to lock in an appointment time. Students can choose the appropriate staff member depending on their needs.

Library staff are learning to love the SSG to target outreach campaigns to select student groups or classes. For example, if a librarian is working with a specific class on a large assignment, they can easily designate a window of time to be available specifically for that group of students. Students will receive a targeted campaign email as well as appointment reminders upon signing up for a slot.

More Efficient Instruction

With the use of the SSG, instruction librarians have also been able to better document their classroom instruction. From within the tool, they can now note when and where they worked with specific classes, as well as identify the learning objectives and assignments which they addressed. As noted in the Fall 2016 Polk Library Newsletter, Polk instruction staff all work from a common menu of learning concepts from which they choose when teaching various classes. The use of the SSG by instruction staff is a natural next step, as it allows for staff to record, among other things, the specific objectives taught to a class. Referencing this in the future, should help our instruction become more efficient by reducing redundancy and increasing relevancy and effectiveness.

As participation in and functionality of the SSG tool increases, we look forward to getting an even clearer picture of how library instruction and research assistance efforts impact student success.

STAFF NEWS

Jessica Ammons joined the library staff in August as Polk's new *coordinator of the Educational Materials Collection*. Jessica comes to Oshkosh from Raleigh, North Carolina.

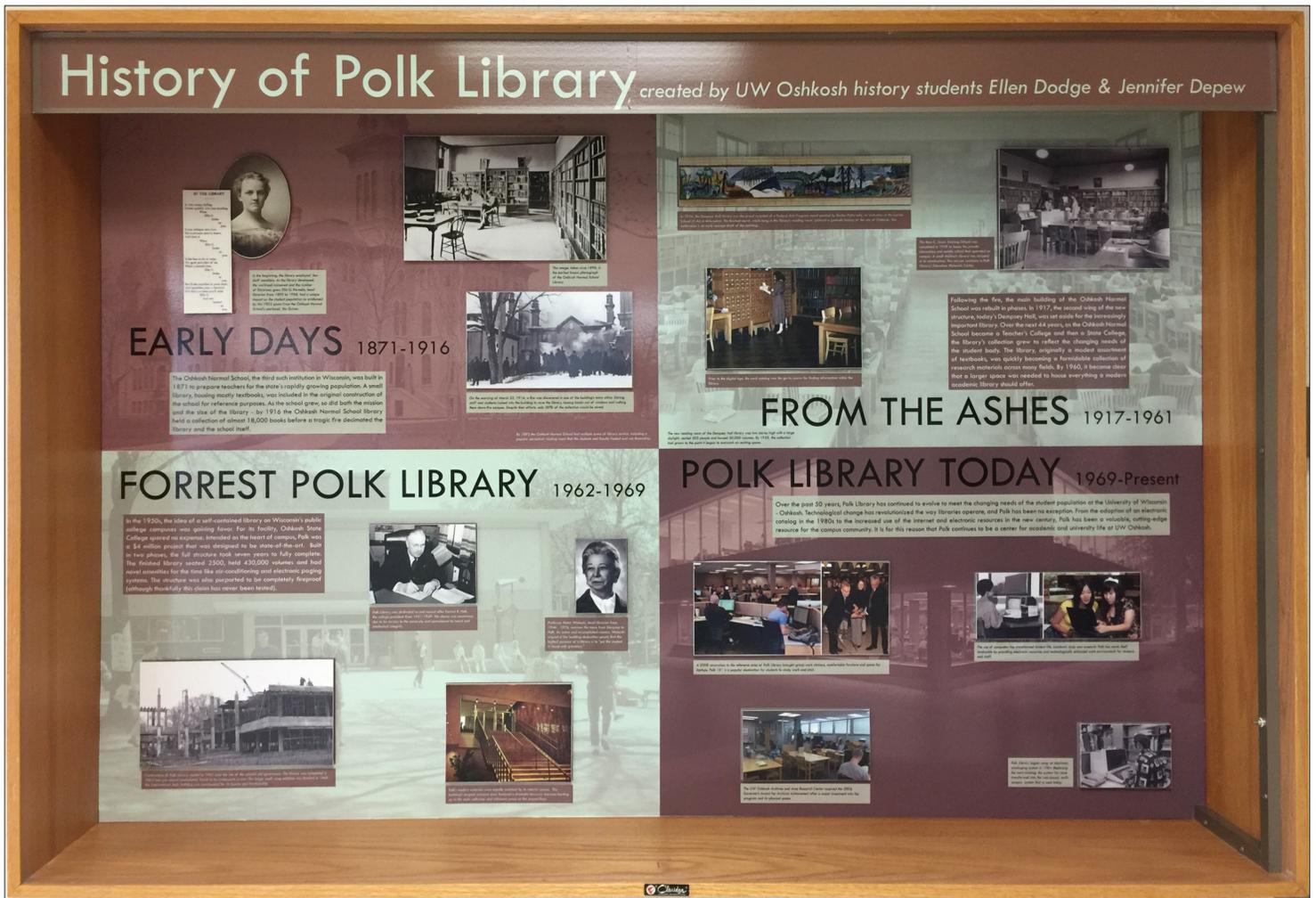
Laura Briskie, *Interlibrary Loan Coordinator*, left Polk Library for a research and instruction librarian position at the UW Parkside Library. **Matthew Reinhart** joined the staff in August to replace Laura; previously Reinhart worked for UW Oshkosh's LGBTQ Resource Center.

Patrick Harrington was hired in July as Polk's *metadata librarian*. Patrick graduated with his Master's in Library and Information Science from the University of Illinois in the spring.

David Hietpas, *Library Web Developer*, was the recipient of the UW Oshkosh Outstanding Performance Award. Presented by Chancellor Leavitt at the 2017 opening day activities, the award recognizes Hietpas' role in the many library technology projects he has created or improved upon over the past eight years. His contributions to other technology projects make him a valued collaborator across campus and UW System. Hietpas joins Paulette Feld and Erin Czech in Polk's OPA "winners circle."

Erin McArthur, *Online Learning Librarian*, was awarded the "Friend of Nursing Award" by Sigma Theta Tau International Honor Society of Nursing Eta Pi Chapter (UW Oshkosh). McArthur also published "Professional Nursing Values: A Concept Analysis" with lead author Dr. Bonnie Schmidt in Nursing Forum (July 2017). Finally, she was appointed to Strategic Enrollment Planning Work Team for Online and Adult Learners and the campus Inclusive Excellence Plan Work Group.

Joe Pirillo, *Information Literacy/Online Learning Librarian*, was appointed to the Association of Academic Libraries' Value of Academic Libraries Committee. Pirillo was also awarded an Academic Staff Professional Development Fund (ASPDF) grant to attend the 18th Distance Library Services Conference in San Antonio Texas next April.



After Polk staff completed the withdrawal process from the Federal Depository Library Program in 2016, a 3rd floor display case that previously highlighted the collection was left devoid of purpose. With the help of two UW Oshkosh history students, Polk filled the space with a permanent exhibit on the history of library services on campus. Going deep into the University Archives, history students Ellen Dodge and Jennifer Depew, researched, wrote and edited a four part display with photos that

takes viewers from the earliest of days in the 19th century when the library was a small room holding only textbooks and few magazines, to today's 21st century, multi-platform program. Working with limited space of a 3'x6' case, the pair learned valuable lessons in the art of economic museum exhibit label writing. In the end, the library could not be prouder of their efforts that proved the old adage: *when life gives you an empty display case, build a shrine unto yourself.*

Polk Gets with the ONLINE Program

This summer, Polk Library renamed its Distance Education services, Online Learning. Acknowledging that many UW Oshkosh students taking part in online coursework are actually geographically close to campus, Polk adopted the more current, accurate and inclusive term. By using Online Learning, our librarians want ALL of these students to understand that Polk's web-based library instruction, video conference assistance, books-by-mail, chat, text and email help and other services are for them, regardless of where they might live. With staff members dedicated to this important community, we invite faculty teaching online courses to contact us to ensure all of their students get the library support they require to be successful. Contact them at onlinelibrary@uwosh.edu.

Meet Patrick Harrington

Polk's new librarian, Patrick Harrington is nothing like his namesake, the actor best known as Schneider from CBS's long running sitcom, *One Day at a Time*.^{*} For one thing, the actor Pat Harrington was from New York City, while Polk's Patrick Harrington is from Minneapolis. Secondly, our Patrick Harrington is a metadata librarian which is something the late actor probably never heard of. Finally, unlike the blowhard we saw on TV, Polk's new hire approaches his efforts with humility, hard work and an appreciable (and appreciated) lack of denim vests. So they're nothing alike. And ironically, ensuring we know the difference between two identically named items (or people) is precisely the kind of work metadata librarians do.

Patrick Harrington came to Polk this past summer in a re-imagined position that works to help our users better discover library research materials. Patrick works under the hood of Polk's catalog and other discovery systems to ensure the metadata (the descriptions, tags, subject headings that make things discoverable) is accurate and appropriate so that both user and computer can make sense of it and materials can be accessed. These efforts require both an eye for the rules and structure of data as well as the skills of a programmer. He's almost like a handyman for data... wait a moment, maybe he IS like Schneider!

Patrick got his first taste of this work as an undergraduate English major at Northwestern. There

he worked on Digital Humanities projects that rely heavily on good metadata. Inspired by this work, Patrick went on to the University of Illinois for his Master's Degree in Library and Information Science. At Illinois, he contributed to several digitization projects as he taught himself various coding languages.

Having spent his life in big cities, Patrick misses the restaurants and concerts of Chicago and the Twin Cities. He does, however, enjoy many of the conveniences of smaller community living. When not wrangling metadata, Patrick reads, plays guitar and keyboards and is developing his skills as a baker (although the lack of samples in the Polk breakroom heretofore make this difficult to verify).

Patrick's addition to Polk's staff comes at a critical time as metadata has never been a larger part of our work. With our UW System integrated catalog, electronic journal and streaming video content and the migration of archival description into more sophisticated systems, Patrick's unique set of skills and approach is enabling the library to improve many core systems.

**As of press time, we have been unable to verify if Patrick Harrington was indeed named after the actor. But he probably was.*

