This Library helped me a lot. I went from a 2.3 to a 3.1 in just one semester. I wanted to say thank you for your space and services. - Senior

I was able to meet for a 1:1 on library use when I started my class. The librarian gave me over an hour of her time and met me at a time convenient for me. This was an amazing help! - Graduate Student

I don’t really see much push towards e-books and apps at the library. The Polk Library can certainly improve in that regard! - Faculty Member

I have found the library to be a wonderful, quiet place with a friendly, knowledgeable staff. - Freshman

I’m amazed at the changes in our library in the 10 years I have been on campus -- very impressed and amazed. - Faculty Member

I wish that the second and third floor were more comfortable like the first floor. I can only study when it is quiet but the second and third floor chairs and old furniture make it less “comfortable.” - Junior

UW Oshkosh budget does not allow for fast enough access to the specific journals I need. - Faculty Member

Resources available seem fewer than other universities that I have attended. - Graduate Student

Last spring, over 1,000 students, faculty and staff proved eager to share their opinions of Polk Library as part of the 2014 LibQUAL+ survey. Polk, along with other UW System libraries, routinely use this online survey tool developed by the Association of Research Libraries to continue to learn the needs of its users. With LibQUAL+ surveys completed in 2004 and 2008, Polk was pleased to find that the overall perception among its users is not only positive, but also improving. Across the library’s three main user groups, undergraduates, graduate students and faculty (including instructional academic staff), perceptions of Polk’s building, services and collections average 7.32 on a nine point scale.
Library as Place

Considering the high value they place on the library as a space for studying and learning, students were very vocal on their opinions about the library building. This was no large surprise. Based on previous surveys, Polk has worked to improve its learning spaces, most notably Polk 101, the research and reference room which hosts the busiest computer lab on campus. Comments from the current survey show that students are very happy with this and other improved spaces. However, with those rooms as models, students reported a great desire for other areas to be similarly upgraded. They split, however, on what areas should improved first.

Many students felt that the quiet study areas of Polk now need the attention that larger, group areas received in the past. Others, however, wanted the library to concentrate on building more small group study rooms to add to the four the library has added since 2004. When resources and spaces become available, Polk will have to balance these needs as it continues its space improvements.

Service

All three user groups found Polk staff services to be their favorite part of the library. Students gave Polk staff high marks for their ability to help them work better and more successfully. Still, students expressed some frustration with finding staff when needed and hoped for more courteous exchanges. In a similar question, graduate students and faculty indicated that improvements could be made on how the library treats its users. Polk staff take these statements seriously and will be working on better training of both permanent and student workers.

Since 2008, Polk Library has committed more resources to information literacy with an additional position and a greater emphasis on online education. It was encouraging therefore to see positive changes among both graduate and undergraduate students of their opinions of Polk’s efforts to make them better users of information.

Collections

Faculty, for the most part, have responded very positively to Polk’s move to completely online journals. They were less keen on the ease of access to these articles from Polk’s website, however. While the survey was conducted at a time of transition in Polk’s discovery tools, library staff see from the survey that more improvements can be made to make finding library research materials online even easier.

Not surprisingly, some faculty expressed a desire (a feeling shared by Polk itself) for the library to add more databases and journal titles to its online collection. Several commenters expressed the understanding that budgetary pressures make this difficult.

This year, Polk Library asked respondents about their desire for electronic books vis-a-vis traditional print. Sixty one percent of all respondents (and a majority of all groups) expressed a desire for more e-books.

Next Steps

Under the leadership of Library Director, Pat Wilkinson, library staff have been meeting to discuss both short and long term responses to the most pressing and actionable issues apparent in the survey. Watch this space in the Winter Newsletter for an update on new initiatives. Polk staff will also be sharing the results with campus governance groups for opinions and comments and will be happy to talk to other interested parties with ideas on how the library might work with the survey results.

The library welcomes the University community to read the Polk’s report of the survey located at: http://www.uwosh.edu/library/about/planning. This analysis goes into far greater detail than this article. Comments regarding the survey can be sent directly to Pat Wilkinson at wilkinso@uwosh.edu.
Letter from the Director:

by Patrick Wilkinson

Fostering a culture of assessment is vital for Polk Library to innovate and improve. The newsletter’s lead article does a great job of giving an overview regarding what the library staff learned from the 2014 LibQual+ survey. In addition to these major surveys done in 2004, 2008 and 2014, the library conducts focus groups and targeted surveys to understand better what students, faculty and staff want and need from its building, collections and services.

For example in 2006, the library conducted a survey to gather information regarding what students might want from a renovated reference room. In conjunction with the 2004 LibQual survey, the reference room survey had a positive result for students. Polk 101 replaced an outdated room with outdated services with a “digital commons” that students love and use extensively. Other targeted surveys on distance education, website design and library hours have given library staff the information to effectively innovate and improve services in areas important to campus. On Polk’s website, you can find these targeted surveys with the library planning that has resulted. http://www.uwosh.edu/library/about/planning

In general, people have warm and fuzzy feelings about “libraries.” They associate the institution with good things: ideas, knowledge and learning. When students, faculty and staff in higher education are asked to evaluate a specific library, their focus appropriately changes, and they ask the following question. Does my library help me get my work done fully, accurately and efficiently?

The LibQual surveys and other assessments assist the staff of the library understand where we do help people to do their work and where we do not. Do we provide the resources that undergraduates and scholars need? Are we helping students find information and use, evaluate and cite it properly? Do we provide good work spaces in the building that facilitate different methods of study and learning? Does our technology help all of our users in-house, out-of-house or around the world receive the best library services possible? Thus, the library staff is grateful to everyone who participates in our surveys and focus groups. It helps us do our jobs better.

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ANVIL teaches core IL subjects through on-demand videos and includes timed quizzes rendered in a “bar-trivia” style. Leaderboards provide bragging rights as an additional incentive for students to perform their best. Scores can be sent to D2L or to instructor’s email.

Include ANVIL in your syllabus this fall. Contact ANVIL Ted Mulvey, Information Literacy Librarian with questions: mulveyt@uwosh.edu or 424-7329.
Library Representative Program to Open Dialogue

While the successful LibQUAL+ process provided Polk Library with useful feedback to inform its decision making process, there were definite limitations to the survey’s lessons. Frequently, the answer to one question brought several more to mind. Furthermore, based on some responses, library staff feel they should do a better job of promoting existing services and collections that are lesser known among members of the university community.

To continue its culture of assessment and to improve its communications, Polk Library is creating a new Library Representative Program to create a direct dialogue with academic departments. Through the program, Polk staff will share developments at the library and discuss how it can better support faculty and staff in teaching and research responsibilities. In time, the library reps may expand their activities to other administrative divisions of the university.

Breaking with the Library Liaison program that ended several years ago, library reps will not be meeting with departments to discuss book and media purchases. Since this process is now streamlined and encourages faculty and teaching staff to make direct requests throughout the year, time spent with a library rep can involve any host of other issues.

Library representatives will seek out a short amount of time at departmental meetings once per semester. Faculty and staff will have an opportunity to ask questions, express concerns or, if desired, shower the library with embarrassing amounts of praise. The reps, in turn, will discuss new services, changes in policies and other relevant issues. They will also communicate via email, following up on questions or sharing new developments.

Best of all, the new program does not require anything of departments beyond a 10 to 15 minute slot in a meeting twice a year. Library reps are eager to communicate with ALL members of a department so a corresponding liaison from the department is not needed.

The program begins this fall. Department chairs will receive an email soon from their library representative to discuss a first meeting.
In addition to user opinions collected through surveys and conversations, Polk Library has other data at its disposal helpful to its strategic decision making. Circulation data, for example, can confirm observed shifts in the use of certain forms of information. In one case obvious to library staff, use of Polk’s paper-based Federal Government Documents has dropped dramatically over the past 15 years. The same is true for questions received at Polk’s government information desk. The reason for this is no mystery: the Federal Government has simply gone “online.”

Over 97% of current federal document titles are available online and 70% of those titles have no print equivalent. Furthermore, more and more reformatting projects are putting critical historical government publications online. As a result, federal depositories are simply no longer the place researchers find and access government information. Libraries have taken notice. During the years 1994-2004, the Federal Depository Library Program lost 20% of its members as the expenses (both real and opportunity) of operating the centers become far less justified by use. Since then, the downward trend has continued and this past month the program lost one more member after Polk Library notified the government it was ending its status as a selective depository.

The end of the program and the deaccessioning of most of the legacy collection will allow Polk to make more strategic use of much of the 3rd floor south wing. With a strong historical collection of federal documents held in the libraries of UW Madison and more and more legacy titles being digitized, Polk staff are confident that needs for older material will be easily obtained.

The process to deaccession the existing collection will take some time because, as a popular internet meme might note, “one does not simply leave the Federal Depository Library Program.” Because the documents were sent to Polk at no charge, the government requires depository libraries to offer unwanted titles to other libraries first before either retaining or recycling the items. This “listing” process has changed little over the years, and while it makes use of email and listservs, little else is automated.

“We create lists of titles and series and send them out to other depository libraries,” explains Mike Watkins, Government Information Librarian. “Staff at those institutions look over the lists to see if there is anything they want or need.” Polk will send anything requested. The process, while lengthy, ensures the greatest use of tax-supported information.

Once the listing process is completed, Polk Staff will—with the Regional Depositories leave—move some selected remaining titles to the main and special collections. To help with those decisions, Polk Library is eager to hear from faculty and staff about any specific titles or series they would like Polk to retain. Please contact Ron Hardy by October 15th with suggestions.

After those selections are made, the remainder of the collection will be recycled. The library believes the process may take upwards of two years to complete.

Starbucks Coffee, Hot Food Options, Simply to Go Sandwiches and Salads, Bottled Beverages, Snacks, Gum and more!

Mi Taza
Monday - Friday
8:30 a.m. - 1:30 p.m.
Polk Library
Main Lobby
After almost fifteen years of faithful service, Polk’s Old Catalog retired on Wednesday, August 26. With millions of searches and requests under its belt, the Old Catalog served us well. But the world of technology and information resources continually marches on and, at Polk, we’re committed to making sure our discovery tools keep pace.

The retirement of the Old Catalog is actually the fifth such transition in the last thirty-five years. In the early 1980’s, Polk was the first library in the UW System to launch an electronic catalog. The CLSI platform was geared mainly to public libraries and still required users to rely heavily on the old card catalog. In 1987, Polk staff filed the last card in the card catalog and, soon after, launched Oshkosh’s first comprehensive electronic catalog, the futuristically named LS2000 (“Library System 2000”). It was served up on small, black-and-green monitors at a few dedicated “dumb” terminals in Polk. In the mid-1990s came the NOTIS system, the first platform designed with academic libraries specifically in mind.

In January 2000, NOTIS was succeeded by the Voyager platform, which we now know as the Old Catalog. Voyager featured a point-and-click graphic user interface and (amazingly!) could be accessed from any computer on the World Wide Web. As advanced as it was, Voyager originally lacked features we have come to regard as essential. For instance, Universal Borrowing (or “UB”), which allows users to search in a separate interface for materials throughout the UW System and have them delivered to Polk, was not added until 2002.

Our new catalog, Search@UW, offers capabilities users could only imagine when the Old Catalog was launched in 2000. Like its predecessor, Search@UW includes all the physical books and media in Polk and the UW library system. It also provides search and online access to tens of millions of articles, videos, and e-books licensed by Polk for the UW Oshkosh community - resources that used to be accessible only through dozens of separate search interfaces. Even familiar services have been improved. Universal Borrowing, for example, is now available on any results screen, no longer requiring users to make a separate search in a separate interface. All of this comes in a contemporary, user-friendly interface that combines the best of web services like Google and Amazon. Users have singled out faceted browsing, Virtual Browse, and in-line UB as favorites.

A lot has changed since the Old Catalog was launched in January 2000. Back then …

- typical desktop computers ran 16 MB of memory (vs. 2056 MB today)
- the first iPhone was 7 years away
- Google’s market share was less than 4% (vs. 68% today)
- Facebook was 4 years from launch; Twitter, 7 years
- VHS players and tapes dominated home video
- Netflix had barely more subscribers than the population of Madison (vs. 50 million today)
- virtually all academic journals were still published in print
- the launch of Amazon’s Kindle e-book reader was still 7 years off

But one thing hasn’t changed: Polk’s promise to provide rapid, user-friendly access to the best in information resources.

If you’d like to know more about searching with Search@UW, please see Ted Mulvey’s excellent instructional video at http://goo.gl/jfrUQW. For in-line Universal Borrowing, see http://goo.gl/fbZ4JE.
Additions to Steiger Papers Now Available

A young politician with a pragmatic, bi-partisan streak; a congressman who both cut capital gains AND established OSHA; a son of Oshkosh, who--had he not died tragically at 40--might have been president; William Steiger was an important politician for Wisconsin to remember. And part of that memory is preserved in the 3rd Floor of Polk Library where the UW Oshkosh Archives and Area Research Center has just completed the processing of 15 cubic feet of additions to the late congressman’s papers.

Providing the consistency needed to incorporate the more recently acquired material into the larger original collection was volunteer, Michael McArthur, a newly minted professional who is now a Oshkosh Public Library librarian. “Mike was a Godsend,” said archivist Joshua Ranger who supervised the re-processing. “This collection needed the time and the focus of a single individual. Mike was able to provide both.”

The 103 box collection documents Steiger’s work as a U.S. Congressman representing the 6th Wisconsin District from 1967-1978. The papers include information on Steiger’s signature legislative activities, including the creation of the Occupational Safety and Health Act. Steiger was a popular politician at home, one of the few safe sitting republicans in the post-Watergate era. Thus, in addition to documenting Steigers legislative work in the House, the papers also provide insight into the minds of Oshkosh-area constituents during this fascinating period in American politics.

The additions McArthur processed include some material from Steiger’s career before Congress. His time as a late teen developing a capacity for political work as well as his work in the state legislature are joined by some family and personal papers that add understanding to the personal story of the Oshkosh Congressman.

Like all materials in the Area Research Center collection, the Steiger papers are owned by the Wisconsin Historical Society but placed on permanent deposit at Polk as part of UW Oshkosh’s 52 year old partnership with that storied organization.

The Steiger papers are available for research by all members of the public.

William Steiger campaigning on campus on class registration day, 1966.

Former Vice President Richard Nixon appearing with Steiger during his 1966 Congressional Campaign. Nixon helped Steiger take back the seat from Democrat incumbent John Race who had previously won the seat after 26 years of Republican control in the Johnson landslide of 1964.

Cover letter of materials assembled by Madison-based, Steiger intern, Dick Chaney, to help Steiger prepare for committee work dealing with the issue of student protest.
Exploring the back streets of Manila as a pre-teen, self-described Air Force brat and Polk archives assistant, Jennifer Bumann found herself at a Buddhist temple. A resident nun agreed to read the palms of Bumann and a friend fluent in Tagalog. The nun told Jen that she was lazy in school and predicted she would marry a tall, dark haired man. “She was right on two out of three,” Bumann explains, “my husband is shorter than I am.”

Eventually, Bumann’s Air Force family landed (see what we did there?) in Wisconsin where she has stayed ever since. After high school in Wausau, Bumann worked in the printing and publishing industry. She gave that up to pursue artistic interests and while doing that she found time to begin what would lead to a long-term obsession: genealogical research.

Every day at Polk, Bumann gets to indulge her interest in genealogy as the library’s resident family history expert. As part of the staff of the Archives and Area Research Center, Bumann daily helps visitors or distant researchers in learning more about their own roots. With access to both the physical regional collection in the ARC and the online tools Polk provides, Bumann finds evidence that individuals need to build their family’s stories. Bumann understands these researchers’ passion: “We family historians are quite used to the rolled eyes of others who think we are nuts, and really do not want to hear another story about the latest find for great-great Grampa Enoch. But I do.”

Beyond genealogical work, Bumann supports all aspects of the archives work. She is also critical to Polk’s communications efforts as her background in desktop publishing is called upon for anything from creating signage and posters to pasting up this newsletter.

Bumann’s half time appointment allows her to continue her own research, work on her blog or indulge her insatiable appetite for science fiction or historical books and television.

We’d say that Buddhist nun only got Dale Bumann’s hair color correct, because Jennifer Bumann is anything but lazy at this particular school. Need help with your family research? Help is just three flights away. Wear your TARDIS t-shirt for extra friendly assistance.

**STAFF NEWS**

**Sara Stichert**, Interlibrary Loan Coordinator, was elected the vice chair/chair elect of Fox Valley Library Council at the organization’s May meeting.

**Maccabee Levine**, Head of Library Technology Services, completed the MOR Associates’ IT Leaders Program with colleagues from around UW System.

**Paulette Feld**, Desktop Support Technician, served on the Search and Screen Committee for UW Oshkosh’s new Chancellor.

**Craig Thomas**, Systems Librarian, is serving as the Program Coordinator for the 2015 Conference of the Wisconsin Association of Academic Librarians. He also chairs the multi-campus EResources Team for the UW System implementation of Alma, System’s next-generation Library Services Platform.
The 12th annual Murder in the Stacks took place on Friday night, September 5th at Polk Library. The annual murder mystery event introduces students to the library which, for the evening is put to the purpose of solving a heinous crime. Once again, an over capacity crowd of students were waiting at the library gate at 9:00. The first seventy crime fighters in line were counted out and brought through the partial darkness of the library to a formal reception.

The reception was to recognize the multimillion dollar bequest of the fictional Joseph King, Chairmen of the Board of EVL ChemCorp who died unexpectedly last week in a fall from the top of Sage Hall. An elaborate plot unfolds involving a duplicitous widow, disinherited daughter and other suspicious suspects.

The reception is interrupted by a Skype call. It’s University Police Chief Joe LeMire! The coroner has determined foul play was at work and all suspects have to remain for questioning and all students present are deputized to work on the case. The 70 fearless deputies then started researching evidence, checking clues and grilling the suspects.

This year’s mystery was created by the ominously named, Murder Committee: Marisa Finkey, David Hietpus, Erin McArthur, Ted Mulvey and Lin Schrottky. Graciously assisting them this year in the event were: M. Geneva Murray, Women’s Center; Julie Shaffer, English Department, Rob Clancy, Classroom Technology Services; Doug Pire, Facilites Management; and Joe LeMire, Lt.Chris Tarmann and Srg. Eric Freville of the University Police Force.

For now, the campus appears safe. Of course until next year, when murder will likely strike again...