

## CONTENT

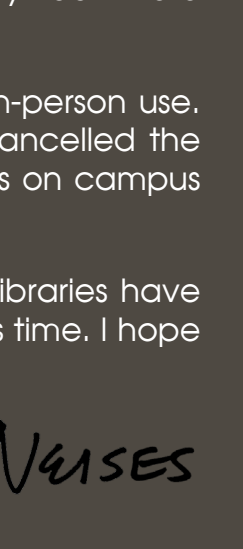
- Editor's Note
- Letter From the Director
- Library Instruction Program
- Smart Attack
- Reference Changes
- Online Learning
- EMC Secures Tumblebooks
- The Show Must Go On!
- Access Campus Libraries
- Archives Update
- Staff Profile: Hayley Severson
- #COVIDFails
- Staff News

## Editor's Note

by Joshua Ranger

The last issue of the Polk Library newsletter was released in Fall 2019. This issue serves to document the changes made to UW Oshkosh Libraries' services and spaces since the beginning of the COVID-19 outbreak. We will return to our regular programming in the next issue.

## Letter From the Director



Since March 2020, libraries across the country were forced to think about staff and services in a way seldom contemplated before. While the UW Oshkosh Libraries' variety of online resources were perfectly suited to the pandemic, physical materials, staffing, computers, library spaces, in-person services and transfer services required significant thought.

One refreshing difference in the past year is the fact that we didn't need to make significant budget cuts to our collections. It only took an international pandemic to prevent cuts to our resources. We were able to save money over the past year due to several factors. No professional travel, fewer student workers and Federal Work Study was funded at 100%, fewer supply orders, some software changes, low postage, and some vendors kept their database costs the same as the prior year rather than increasing the prices by the typical 4% per year. We were even able to add content such as additional e-books and streaming videos to better support online learning.

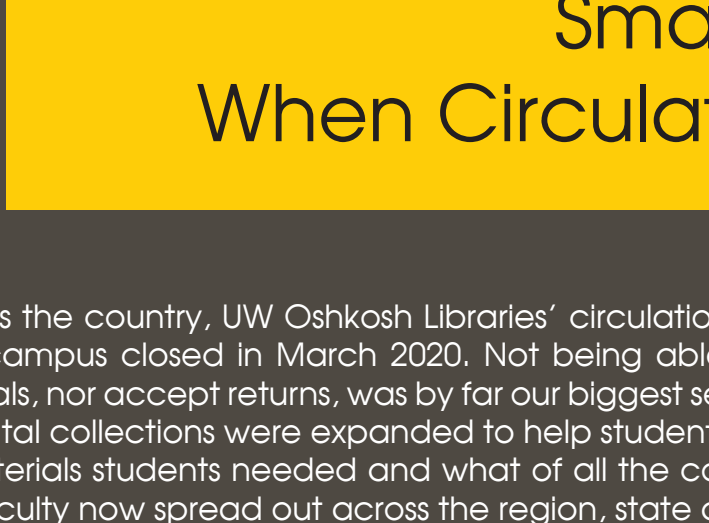
Pre-pandemic, staff working from home was an occasional occurrence, or in rare cases, an ongoing formal arrangement. This drastically changed in March 2020 when campuses were closed and all employees learned to work from home. When the campuses re-opened in Fall, the access campuses were fully staffed in person. The Oshkosh campus saw half of the staff returning to work on campus and half remaining working from home. Staff and students responsible for keeping the physical libraries open and staffing service desks were under considerable stress. Both students and staff were affected by the need to quarantine after positive contacts or tests, which in turn impacted service desk coverage. For the public services staff working from home, they found new ways to work with online classes and provide research support remotely. Technical Services staff were able to successfully do their web/technology support, electronic resource management, and metadata support from home.

Library spaces and services were dramatically affected as UW Oshkosh physical distancing and disinfection procedures were followed. When the libraries opened in Fall 2020, users were greeted with fewer tables and chairs, less group space availability, and the removal of touch screen scanners. Recommended library guidelines were followed for quarantining physical materials for 48 hours. Transfer services such as Resource Sharing and Interlibrary Loan were suspended for a period but had resumed by Fall 2020.

It was a daunting task to think about making libraries as safe as possible for in-person use. Use of the physical libraries has been lighter than typical years. Polk Library cancelled the traditional All-Night Study for the 2021 year due to the low number of students on campus and the difficulty of staffing the service hours with a reduced student workforce.

As you will read about in other parts of this newsletter, staff across the UW Oshkosh Libraries have found ways of supporting our users and providing high quality service during this time. I hope there is a return to a more typical campus environment in Fall 2021 and beyond.

*Scream Noises*



## The Library Instruction Program: From In-Person to On-Line

by Marisa Finkey

UW Oshkosh's Library Instruction Program is a busy service, providing an average 450-500 in person library sessions a year across three campuses. Due to pandemic restrictions, this service has almost entirely moved online.

Luckily, when making the move, UW Oshkosh Libraries could rely on in-house expertise in online teaching as it has long been part of our service offerings. Librarians Erin McArthur and Joe Pirillo are experts in asynchronous and webinar teaching and most instructional librarians had experience with Canvas and in the creation of tutorial videos.

Still, librarians, like course instructors, had to adjust very quickly last spring and transform their in-person sessions into a combination of video tutorials, discussion boards, online assignments and video drop-in sessions. Reliance on physical collections, now unavailable, had to be adjusted at the same time staff were quickly creating home studios and cat- and child-free zones.

After the crash of the spring, the staff regrouped and following campus guidance, made the decision to move to almost all online learning for the fall. With guidance provided by McArthur and Pirillo, the library instructors spent the summer of 2020 preparing for a unique fall semester.

One project to emerge out of this summer work was the Information Literacy Online Toolkit, developed by Pirillo and Instructional Librarian, Ted Mulvey for the Writing 188 course. This Canvas course consists of eight modules on scaffolded topics that take students through the library research process. The modules can be combined as the instructor deems fit and include text, short video tutorials, quizzes, and discussion boards. In addition, a separate module was created for instructors providing an overview of the toolkit and information on downloading it into a course.

In addition, throughout the summer, librarians reached out to instructors who now had the option of employing synchronous or asynchronous library instruction to augment their classes. Some chose a combination. While the number of courses working with the instruction program dropped a bit this year, many librarians reported the online environment helped to better connect with engaged students. Capacity in working in the online environment certainly has grown.

In the end, the changes to the program due to the pandemic will have long-term effects. This past year has demonstrated the need to redefine and expand what library instruction can be, and the program will likely continue to increase the use and mix of online components into traditional in-person instruction in the future.

## Smart Attack: When Circulation Stops

by Crystal Buss

As with libraries all across the country, UW Oshkosh Libraries' circulation of physical materials abruptly ended when campus closed in March 2020. Not being able to check out books, media and other materials nor accept returns was by far our biggest service challenge of our three libraries. While digital collections were expanded to help students and instructors, there were some physical materials students needed and what of all the collections that were still out with students and faculty now spread out across the region, state and country?

Circulation immediately (and continually, as needed) extended due dates and worked with patrons (particularly graduating students) eager to mail back books or find our external book drops. Individual staff members came into Polk throughout the spring and summer to clear out these return bins and process returns carefully following early Department of Public Instruction advice about quarantining materials before handling. Due to the delay between drop-off and check-in, UW Oshkosh libraries began informing patrons via email when materials were officially returned. This has proved so popular we plan to continue the service.

With the return process organized, other members of the circulation staff worked to help meet demands for digitized material. With most libraries in a similar situation, interlibrary loan joined colleagues worldwide to find, reformat and share electronic books and articles. Some of these efforts were aided when publishers expanded access to collections or waived copyright fees to help deal with unprecedented expense in teaching and research. Other staff worked to scan chapters from our own physical and other materials needed by UW Oshkosh students and staff. Our "Request a Chapter" link in Search@UW is another popular COVID service we plan to continue.

With the end of the spring semester, the demand for materials slowed and by June, with a greater understanding of the virus and how to safely use it, staff started a curbside pickup service for materials held at Polk Library. It proved to be quite popular throughout the summer with 103 appointments made by patrons from all three campuses. In mid-summer, our courier service resumed allowing a slow return of UW System borrowing requests to be fulfilled.

As the fall semester began and the library now opened to the public, circulation staff adjusted to the new normal of shortened hours, increased sanitization, plexi-glass shields and continued, yet shortened, quarantine procedures for returned and requested materials. While the process of borrowing from other libraries continued to be challenged by partner staffing shortages and material quarantine practices, patrons once again had unfettered access to the physical collections of UW Oshkosh Libraries and traditional circulation returned.

## Reference Changes Due to Covid

by Joe Pirillo

Normally, research appointments with students take place in librarian offices. Due to Covid, these are taking place virtually. Students are able to schedule virtual Skype, Microsoft Teams or Collaborate appointments with a librarian during the day, evenings, and weekends. As with past traditional face-to-face meetings, virtual appointments typically lasted from 15 minutes to 1 hour. This past fall resulted in 34 scheduled hours of in depth, virtual research appointments.

We anticipate that this number will increase as students continue to gain familiarity with this mode of help, as reference staff grow even more embedded in Canvas courses, and as all three UW Oshkosh campuses begin to incorporate the platform in their research help scheduling activities.

Chat and email reference remained critical during the transition to primarily virtual workflows. UW Oshkosh Libraries are embedded in every single campus course, and students can quickly engage in chat assistance with a librarian, 24 hours, 7 days a week.

In the event a student came to the reference desk and needed immediate reference assistance, students had the option of speaking virtually with a UW Oshkosh library via a designated station. Due to the reduction of on-site student traffic, the convenience of chat, email and the above virtual reference scheduling option, this station was not heavily used. Student workers present at the desk were able to direct the patron to the most appropriate way of getting help.

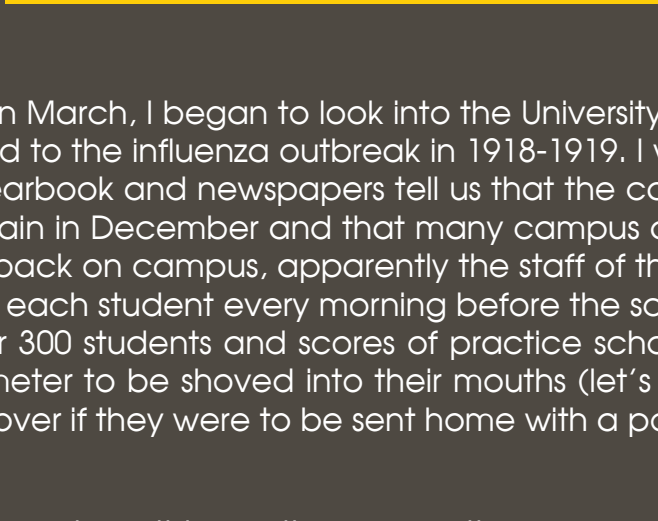


## Online Learning Avengers ASSEMBLE!

by Erin McArthur

When Covid-19 forced a sudden scramble to move traditional courses online, a crack team of online learning experts from across campus got to work building a program of online training and support for faculty and instructors. Online Learning Librarians Erin McArthur and Joe Pirillo were tapped to join the team, lending their expertise in online resources and instruction. The Online Teaching and Learning Summer Program was born, enabling more than 150 faculty members to earn a stipend for attending trainings and building a new online course aligned with online learning best practices. Together, Joe and Erin developed and delivered a training session on open educational resources (OER) and online library resources; instructors could use these resources to supplement or replace a traditional textbook, to help ease some of the financial pressures on students during this difficult time.

Erin also collaborated with Sarah Bradway, UW Oshkosh's Instructional Designer, and Kiersten Bloechl-Karsen, Associate Dean of Students, to create and present a training session on making online learning resources accessible for students with and without disabilities. Erin also served as a course reviewer for the program, evaluating more than 20 of the newly created courses for best practices and providing feedback to instructors on how they could improve. While the Online Teaching and Learning Summer Program wrapped at the beginning of Fall 2020, the Online Teaching team continues to meet to brainstorm more ways to support faculty in their ongoing online teaching endeavors.



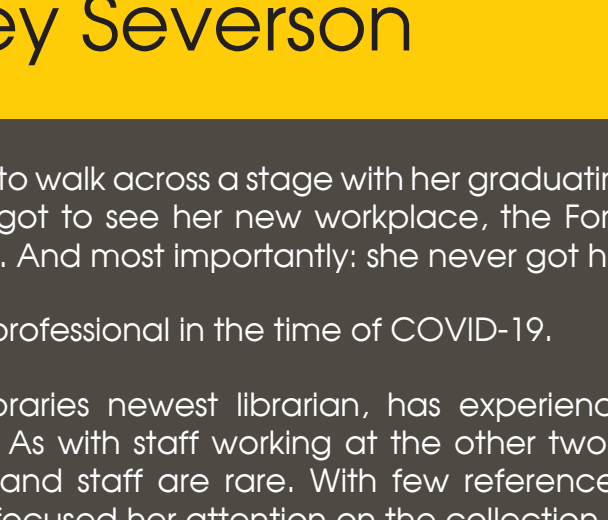
## EMC Secures Tumblebooks For Online Learning

by Jessie Ammons

After the closing of UW Oshkosh Libraries in March 2020, education students lost access to the Education Materials Center (EMC), the University's education curriculum library. For students learning to become Pre-K-12 teachers, this collection, including high quality children's and young adult literature, supports their literacy and curricular learning outcomes.

So how did we pivot to expand access digitally? Luckily, teachers and librarians are well-versed in digital resources as well. We directed students to our digital books page, detailing multiple places students could look for Pre-K-12 ebooks.

To further support our pre-service teachers, we added a popular children's ebook and audiobook database, Tumblebooks. Not only does Tumblebooks give students more access to digital books and curricular materials, it also helps familiarize them with an ebook service used by many Wisconsin public schools in their classrooms. We encourage all our campus community to check out Tumblebooks, whether it's for assignments, classroom reading, or even just a fun bedtime story for your kids (it reads the text so you don't have to!).



## The Show Must Go On! Librarians Support Faculty Research Despite the Pandemic

by Erin McArthur

As the pandemic forced faculty to adapt to new challenges with their teaching, librarians jumped in to help them keep their research projects afloat! When the library was closed and borrowing from other campuses was suspended, librarians found creative ways to get faculty the research materials they needed. Like ordering new books shipped directly to their homes and arranging for curbside pickup of library materials. Remote work proved to be no obstacle to librarian/faculty collaboration, with librarians fulfilling 47 research support requests from faculty in 2020.

At the end of 2020, we completed a program assessment of our faculty services, sending a survey to all faculty members who used our services in the 2019-2020 academic year. The responses were overwhelmingly positive – faculty indicated that the support they received from librarians saved them time, helped them make progress on projects, and relieved stress or pressure for faculty members. We were proud to learn that projects librarians helped with resulted in "wins" for faculty members, including promotion, published articles, accepted conference presentations, and progress on manuscripts and dissertations! We're looking forward to a return to face-to-face collaboration with our faculty colleagues soon.

## What's New at the Access Campus Libraries?

by Ane Carneveau

Quiet. The normal hums of the printer and of students studying together, the beeps of computers, opening of doors, all of the hustle and bustle of a campus library during the semester is less this year as our normal numbers of people in the libraries have been greatly reduced by a global pandemic. For those of you who are still coming into the library in person, we're excited to see you. Our hours may be slightly reduced and there's more space between us than normal but we are still very much here to help you.

We have propped open our doors, added plexiglass, moved furniture and expanded our cleaning protocols. We're quarantining materials upon their return. The library is cleaner than ever in an effort to keep us open and all of us healthy.

With safety on our minds, we have expanded and moved into new modalities to assist you. We now offer tutorials, class research sessions, and research help directly in Canvas courses and via the libraries' website. Chat reference allows for quick help from a librarian even when you aren't physically here. And class can still be reached physically on campus for those who wish to come. We've met with classes meeting face to face with social distancing in place and assisted those using our physical facilities.

So know that we're happy to see your masked faces when you come in. You may not be able to see our smiles right now, but smiles are there under the mask. We hope to see more of you regularly soon.

## Archives Update

by Joshua Ranger

Prior to campus closing in March, I began to look into the University Archives for evidence on how the campus reacted to the influenza outbreak in 1918-1919. I was surprised to find scant material about it. This yearbook and newspapers tell us that the campus closed twice, once in October and then again in December and that many campus activities were curtailed to control infection. Once back on campus, apparently the staff of the Oshkosh Normal School took the temperature of each student every morning before the school day began. Imagine how long this took! Over 300 students and scores of practice school children lining up for a hastily sterilized thermometer to be shoved into their mouths (let's hope it was taken orally!) for three minutes to discover if they were to be sent home with a potential death sentence. It must have been awful.

The thing is, we don't know how this or other preventions were managed or how students felt about it because no one bothered to chronicle the experience. Historians argue that due to the euphoria of the end of World War One and the profound shame of how some acted during the pandemic, many people were happy to forget about the flu as soon as it ended. For this reason it is often referred to as the "forgotten epidemic." To avoid this, archivists around the world, including your University Archives will be working to acquire and preserve documentation now that will tell the story about the COVID-19 epidemic and how the University responded.

Beyond this concern, over the spring and summer shut down, the UW Archives and Area Research Center remained sensitive to the statutory rights the public has for access to public records "without delay." As answered by campus policy I continued a very limited service throughout the summer of 2020, allowing a steady stream of written requests for the regional civil court, tax and vital records preserved here. Archives assistant, Jennifer Burnann, the regular purveyor of this service was furloughed over these months.

In addition, gearing up for the University's Sesquicentennial also often required occasional access to the building and collection, although a lot of work was accomplished from my basement office. The opening of Polk Library in August and Jennifer's return allowed this work to continue at a faster and steady pace.

One summer project, however, resulted in digitization and publication of the complete run of the Universities first two magazines, Community and Context. By joining the Quiver yearbook on the Recollection Wisconsin site (<https://content.mpl.org/digital/collection/UOWO/>) the titles extend documentation about the activities of campus and its students and staff from 1871 to, now, 2002. Also our University Archives Flickr site is now ready for prime time as the summer allowed me to better describe the 1400+ images we have there (<https://www.flickr.com/photos/uowoscholarship/>). Additions to this collection are made frequently and our campus community to check out Tumblebooks, whether it's for assignments, classroom reading, or even just a fun bedtime story for your kids (it reads the text so you don't have to!).



## Staff Profile: Hayley Severson

Hayley Severson never got to walk across a stage with her graduating UW Madison Information School cohort. She never got to see her new workplace, the Fond du Lac Campus Library before being hired to run it. And most importantly, she never got her free interview dinner.

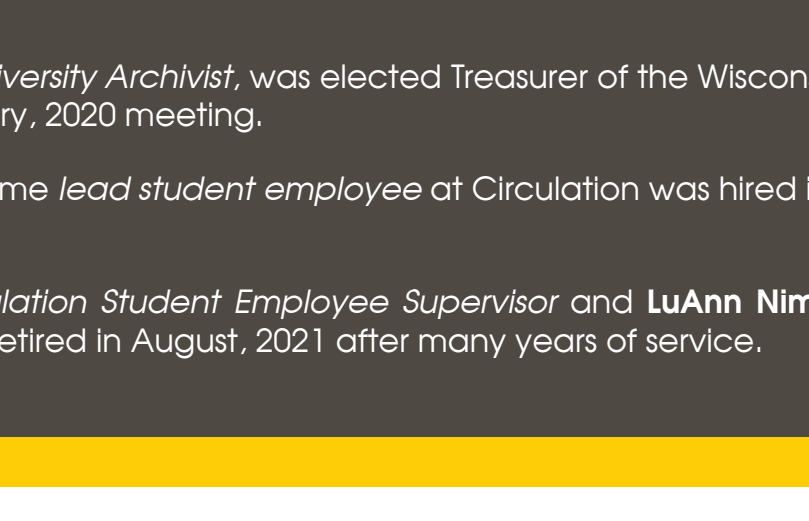
Such is the life of a young professional in the time of COVID-19.

Severson, UW Oshkosh Libraries newest librarian, has experienced a unique start to her professional library career. As with staff working at the other two libraries, Hayley's physical interactions with students and staff are new. With few reference, research and instruction interactions, Severson has focused her attention on the collection, weeding and adding new titles. Like everyone at UW Oshkosh, she is very much looking forward to the return of students and staff to the campus and the ability to meet up with the colleagues in person.

Growing up in La Crosse and attending undergrad at the U of M, Hayley is a river person now on the slow and steady path to becoming a lake person. After graduating with a history major at Minnesota, Hayley went to UW to train to be an archivist but found that academic librarianship was more to her liking.

When she is not at work, Severson likes to explore restaurants and coffee shops with friends so... perfect for a global pandemic! Luckily, she also likes to bake. Hayley calls her baking projects "monstrosities" but we believe the technical terms in showstoppers, the photos (shared by the library MSLS Team group) of which alone are in excess of 100 calories each.

UW Oshkosh Libraries is very happy to welcome Hayley Severson as its newest staff member and promises we'll get her that free dinner...if she brings dessert.



## #COVIDFails

#CovidFails \ "kə-vīd fāil": a humorous circumstance brought about by the realities of working from home during a global epidemic

My home Wi-Fi has been a trooper, so I wasn't worried when I logged on to deliver a synchronous library instruction session at 7pm. But it turned out, my connection couldn't keep up with both Collaborate Ultra and my two small children streaming "Dora the Explorer" before bedtime. I had only 10 minutes until the webinar's start time – not enough wiggle room to make it to the office (a 12 minute trip, when I hit all the green lights). So instead, I raced down the highway with my laptop to my parents' house, bursting through their door, logging onto their network and into the session with two minutes to spare! #covidfail #erinmcArthur

My kitchen fire alarm went off during a virtual reference appointment. Student looked concerned, but I told her it meant my kid must be done cooking lunch. #covidfail #joepirillo

Collaborate's "breakout" feature that allows for group activity has been particularly useful allowing me to visit groups and listen in and offer advice and strategies. It nicely approximates the face-to-face equivalent, though there is one major difference: the "end breakout" button. Press that button, and everybody in every group is whisked back to the main room, regardless of whether they're finished or not.

So, here I am, first time giving breakouts a try after my presentation and things are going well. I have everybody split into their planned teams and my visit to the first group yielded fruitful conversations. On to the next group! Instead, what do I do? I accidentally press that end breakout button. Goodbye, carefully constructed teams and goodbye lesson plan! If there's a bright side to the story, I never made that particular mistake again. #covidfail #tedmulvey

I'll have to say our "reference box."

Prior to re-opening, we set up, in Polk 101, a dedicated computer terminal with a camera and headset and a single shut-out on its desktop. Click that and you would join a Collaborate room with our on-call librarian ready to answer questions or help with a project. We know many students have their own laptops, but we wanted to make sure we had one option for students without any other access. So...you know that line "If you build it, they will come?" Well it might apply more to spectral baseball fields than tele-reference terminals. It was only used once and then more as a suggestion box than a reference box. What became clear soon after the semester started was that students very quickly adept at using their own equipment to work with staff and the experiment was quietly mothballed. #covidfail #joshuaranger

We knew that cats can instantly detect the sound of a temptations treat box being shaken, but who knew they could also instantly detect the sound of an online meeting starting? From team meetings with university administrators to virtual meetings with library directors across the state, my cat Intern was happy to walk across my keyboard and otherwise display his feline superiority. #covidfail #sarahneises

## Staff News

**Jessie Ammons**, EMC Coordinator, taught Administration of the School Media Center for the UW System School Library Education Consortium (UWSSLEC) in the summer of 2020.

**Ane Carneveau**, Senior Academic Librarian at the Fox Cities campus, is serving as an Academic Staff Coordinator.

**Hayley Severson**, Academic Librarian at the Fond du Lac campus, started in August 2020.

**Kelly Johnson**, Academic Librarian at the Fox Cities campus, is serving as the Fox Cities Campus Steering Chair for the 2020-2021 academic year.

**Colleen Hallfrisch**, Metadata Librarian, and her husband welcomed their first child, Henry, on March 9th, 2021.

**Ted Mulvey**, Information Literacy Librarian, presented at the NewsPA conference in January 2021, and collaborated with the Women's Center for a presentation on media literacy and bias in October 2020.

**Joe Pirillo**, Online Teaching and Information Literacy Librarian, served as a panelist in American Library Association's CLAWA webinar series titled "Inside the Data Wilderness," presented at the American Library Association's mid-winter 2021 meeting on the value of academic libraries, new Virtual Toolkit for Learning Analytics, and virtually presented a poster at the Library Assessment Conference, "A Learning Analytics Toolkit: A new ACRL Resource for Libraries at All Stages of Implementation." Pirillo also continued as chair of ACRL subcommittee on Learning Analytics and Privacy.

**Joshua Ranger**, University Archivist, was elected Treasurer of the Wisconsin Humanities board at the group's February, 2020 meeting.

**Alina Xiong**, long-time lead student employee at Circulation was hired in September, 2021 as a Circulation LIE.

**Laurel Zibel**, Circulation Student Employee Supervisor and **LuAnn Nims**, Fond du Lac Library Services Assistant, retired in August, 2021 after many years of service.