

Polk Library Newsletter

Spring 2017



THE FAQ ISSUE

Taken all together, by very rough math, the staff of Polk Library collectively have 350 years of experience. And true to our brand, we have spent a good portion of that time answering questions. Many questions are quite different; unique to each student, faculty/staff member, or public researcher. But many others are the same. Some are boring-same:

Where's the bathroom/photocopier/scanner/study rooms/testing center/Polk 30/SOS office?

Where is it not too hot or not too cold (the Goldilocks question)?

How do I cite an article with four authors where one is a corporate author and edited by another that was published in a German magazine but scanned and published in a Canadian government blog?

Others are more interesting-same. In this issue we will answer some of these more involved, frequently asked questions.

Why can't I access UW Madison's databases, aren't we all part of one system?

While the libraries of UW system work cooperatively in many, many ways, database publishers know that each four year campus in Wisconsin is an administratively separate unit. Publishers calculate prices for resources based on FTE individuals on each campus and so the price UW Madison pays is for its already enormous FTE count. It cannot be expected that UW Madison also pay for everyone in the entire system.

That said, many publishers are eager to negotiate consortial pricing that help bring prices down for all participating campuses. Still, for Polk to sign on to such a resource it must be both useful and used by students and faculty and consistent with our mission as comprehensive university. R1 universities like UWs Madison and Milwaukee simply have more diverse needs (and budgets to support them). Wonderful as these research collections might be, it's simply not possible for Polk to provide the same full complement.

Why can't Alumni use Polk's electronic resources?

For the same reasons as above, Polk is unable to provide access to our electronic resources to alumni. Unlike a book that is bought and paid for once, electronic journals and full text databases are acquired via ongoing subscriptions like Netflix and HBO Now. Unlike those services, however, library vendors are not very tolerant of people sharing passwords. As was stated above, access to most electronic library resources is based on FTE individuals

CONTENT

- The FAQs
- Letter from Interim Director
- Library tools
- Naturalization Index
- Distance Ed
- Long Night
- Polkiki
- Staff News

Content written & edited by:
Joshua Ranger &
Jennifer Bumann



Follow us on
Facebook

UNIVERSITY OF WISCONSIN

OSHKOSH

on campus. Providing access to alumni who are not included in the campus FTE count would be a gross violation of our contracts. And including alumni in the count would be cost prohibitive.

What electronic journal/databases collections are used the most? What is cost per use?

Surprising no one, Academic Search Complete, a mainstay in academic libraries nationwide, is our most popular source of full text articles among our full text databases. Our most recent complete numbers come from 2015 and show that over 60500 articles were downloaded at a cost of \$0.21 per article.

Among our journal packages which tend to include higher valued titles, Elsevier's Freedom Collection is consistently the most used with 116,740 articles accessed with a cost per use of \$1.05. Finally, of the roughly 200 "rogue" journals we subscribe to independently of any other resource, the Journal of the American Medical Association was the most popular with just under 2500 articles download with cost per article of \$1.59.

Why Can't the Library be open 24 hours?

Each time we spy a Titan Tour Guide talking up the library to prospective freshmen we hear them mention Polk's all-day/all-night study schedule in the last week of the semester. Our 24-hour-status is popular with students and so it frequently does come up: why don't you do this all year long?

With two wings and three floors, Polk Library is a complicated structure to make safe and secure all night long. During all-night study, the library partners with campus Community Service Officers and adds shifts for students and staff to supervise. Needless to say, this additional staff time and CSO involvement is not sustainable over an entire semester.

Securing just a portion of the library building for late night users has been discussed in the past. The idea would be to isolate a very limited area in the library where study space and access to computers would be provided with only electronic supervision, similar to some computer labs on campus. For the library to provide this, however, a fairly major renovation would be required. Technologies like key cards and cameras, that are not yet employed in the library, would also need to be acquired. Of course, the cost and benefits of such an initiative would need to be thoroughly researched. Past data from when Polk was open until 2:00AM suggest only a small handful of students make use of the library very late at night.

Why does the library charge \$100 to replace a \$20 book?

If you lose or damage an item, our circulation system will impose a \$100 replacement fee. Savvy users who know that Amazon.com or Alibris.com are things can easily find replacements for less. So what gives?

The \$100 automatic replacement fee was a policy agreed to by all UW libraries at a time when many policies were being made consistent across System. The charge represents an average across many types of libraries of the cost of buying and processing a book and AV materials.

For most of Polk's collections however, \$100 is often much more than the true cost of replacement. For those situations in which Polk's own lost or damaged materials can be procured more cheaply, library staff are happy to work with borrowers to find a more affordable option. It is imperative, however that users contact Polk Library before attempting to purchase their own replacement.

Why is there only one entrance into the library?

Here's the question that puts the F in FAQ.

It does not take a long stare at Polk to see that it was built as in two phases (the north completed in 1962, the south in 1969). At the time when the building was first made whole, there were entrances on the mall, north and Elmwood sides. Probably within minutes of the grand opening, students living on the east side of campus found the convenience of the passageway the two lobby entrances allowed. Instead of walking around the building, you could walk right through and be in the central part of campus or on your way to Clow. This was great...in the warm months. In the winter, however, this caused problems with melting snow left behind; it was also unsafe and unsightly. The two entrances also made heating and cooling the building difficult.



Elmwood entrance circa late 1960s.

As early as 1978, the campus was investigating the workflow inefficiencies caused by the two phased building construction. In 1986, UW Oshkosh planned a major renovation that would correct many of these problems and make the building more secure, less labor intensive to staff and more unified with a single circulation desk placed in the lobby of the building. This last feature required a bump-out of the first floor lobby area eastward toward Elmwood that would require the closing of the Elmwood entrance.

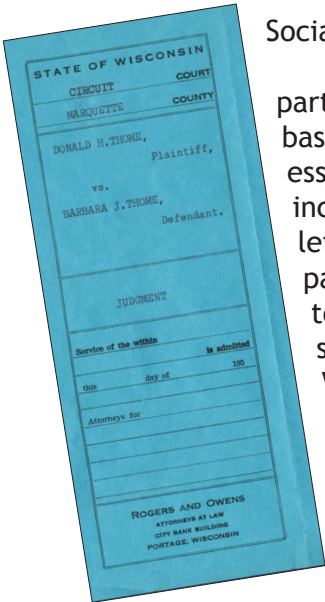
That project was ultimately only partially funded and while the bump-out was never built, the east entrance off of Elmwood was still closed. While the improvements the change brought to temperature control are debatable, snow and water are rarely a problem in the lobby. Since that time, different priorities for resources in the intervening years has disallowed any further renovation in this area.

The north entrance was also closed in 1986, again, to provide for greater security for library materials.

Why are my divorce papers kept at Polk Library?

This one we get from confused members of the public who are only trying to get their Social Security straightened out for crying out loud.

For over fifty years, Polk Library has hosted one of 14 Area Research Centers, a unique partnership between System and the Wisconsin Historical Society. Through the geographically based ARCs, WHS distributes its collections that have specific regional significance statewide, essentially giving its collections to these archives on permanent deposit. These collections include rich primary source materials that document local communities' history including letters, diaries, business and organizational records, state and congressional legislative papers, and most germane to this question, local government records. Under statute, county, township and municipal governments are required to transfer non-current, historically significant government records to the WHS and ARCs after they no longer wish to keep them. While most often used by genealogists and other researchers, some of these records, like divorce records from the 1960s and 70s, are still of some use to the individuals involved. The UW Archives and ARC does a brisk business helping people prove the conditions of their divorce for Social Security benefits, Real IDs and other legal issues.



Can librarians come to my weekend classes?

Loyal readers to the Polk Library newsletter know that we are quite proud of our instruction program. Our librarians together teach 500 information literacy classes a year to thousands of undergraduates and graduate students. And while most of those classes are taught here in the library Monday through Friday, our staff can and do meet with sections in their classrooms, in the evenings, in other cities, and definitely on the weekends.

What is the difference between ILL vs. UW Request

Borrowing books and other research materials from other libraries is an important and well used service... well, services. There are indeed two methods to obtain the items not held by Polk.

The fastest way to get an item from another library is to use UW Request, a direct, user-driven approach one employes after finding an item in Search@UW. If Polk does not own a copy, signed-in users simply click on Get It link in the record and follow the prompts to get it from another UW library. This is an unmediated request that goes directly to the first library the system finds that has it. If the item is available at another library, it usually arrives at Polk within 2-3 days.

Interlibrary loan takes longer and therefore is used when UW system libraries either do not have the item or cannot circulate it (it's checked out already or is locked down due to some local rule). It is also used when a researcher is seeking journal articles. Interlibrary loan requests can be made via a Search@UW or World-Cat records, or users can fill in the form themselves via the direct link off the Polk Homepage. Once the form is submitted, it is staff, not automated systems, that work to negotiate and fulfill the request. Items might come from local public libraries, academic or special libraries across the world. For these reasons, the process can take much longer.

LETTER FROM THE INTERIM DIRECTOR

by Sarah Neises



Here is a not-so-frequently-asked-but-important-nonetheless question: how are UW System libraries aligning themselves with the Board of Regents 2020FWD Strategic Framework? At a recent meeting of Council of UW System Library Directors

(CUWL), we took some time to enumerate the ways libraries statewide contribute to the quality and future success of the UW System. I'd like to share that list with you:

The framework's first focus is the **Educational Pipeline** which "aims to increase the enrollment and success of individuals in all educational experiences throughout their lifetimes." Information literacy training is a significant way that librarians promote student success by teaching them to learn the value of information, the research process and to critically evaluate the information that they find. These skills make students better researchers, informed citizens and consumers. Libraries work to "minimize financial barriers to college for Wisconsin students and families" by providing equal access to world class journals, streaming media and books to all students regardless of their status as on-campus or distance learners. In addition, libraries across the state check-out technology such as laptops and iPads, to students who may not have the financial ability to own their own. Another concern within this section is "Increasing partnerships with PK-12 and the Wisconsin Technical College System". Many UW System libraries work with National History Day students and students in the CAPP program. Both of these programs help expose students to the vast resources of the UW System early in their schooling, and can help attract them to enroll in a UW System school.

The second focus is on the **University Experience** and asks System schools to "grow a more creative and engaging educational experience so all learners can compete and succeed in a global environment."

Of course, UW libraries have built nationally and internationally recognized research collections that students make great use of. These include rich special materials and archives that provide unique learning experiences. In addition, many UW libraries provide support for institutional repositories where faculty and students can preserve and provide access to their research and data sets.

The focus of **Business & Community Mobilization** aims to "further expand the Wisconsin Idea to address the state's greatest needs and help Wisconsin businesses and communities become more successful." Libraries contribute in important ways to these emphases by serving--within some parameters--as specialized libraries that are open to individuals regardless of enrollment status. Polk Library, for example, provides a NewEra card to Wisconsin residents allowing for the check out of some types of materials as well as time-limited access to electronic resources. In addition, the System-wide Area Research Center network preserves and provides access to rich historical records including state and local records used for legal, historical and genealogical research. The UW Madison Health Sciences Library and libraries across the system can educate citizens and provide them with sources of reliable, accurate health information to make informed wellness decisions.

The final focus of **Operational Excellence** aims to "vigorously pursue transparent, efficient, and effective operational practices." The UW System library consortium is a model of efficiency and collaboration. Our Shared Electronic Collection maximizes our purchasing power and provides a shared set of licensed resources that benefit all users. We collaborate strongly in the development and maintenance of our online systems, and have established a functional committee structure that distributes the work and expertise across the state. We have implemented large enterprise library systems collaboratively, and we support member libraries if they don't have the local resources to make configuration or other changes.

SARAH NEISES

New Looks Coming to Library Tools

Two of Polk Library's workhorse applications are getting needed upgrades this spring with new interfaces that bring efficiency and more-user friendly experience to using library collections.

Polk Library's web developer, David Hietpas, updated a long neglected interface to the Illiad interlibrary loan application. David's new interface meshes perfectly into Polk's web environment providing a seamless experience for requesting books, articles and other research materials outside of UW System's collections.

While its whiskers are not nearly as long or grey, Search@UW's interface is receiving a big new upgrade. With much vendor-side user testing behind it, the new interface promises a more attractive and intuitive experience. The new interface is currently available via a link at the top of the Polk website and has been designed to work better in mobile environments while it emulates graphical elements and endless scrolling of modern commercial and social media applications.

NATURALIZATION INDEX FINISHED

Children, grandchildren and all the great greats of Fond du Lac County rejoice: Polk's archives have finished the county's naturalization records online index. In an effort that would make Henry Louis Gates proud, archives assistant Jennifer Bumann added the final Fondy names to those of four other counties in a project she began over 10 years ago. Working on the index when other duties allowed, Bumann has touched and deciphered no fewer than 60,500 records to ensure genealogists that if they find it in the index, the UW Oshkosh Archives and Area Research Center has it. Not to be outmatched, archives volunteer, Mary Klein then provided a quality control review of all those entries. Polk Library is grateful for their dedication and attention to detail, not to mention to the vagaries of 19th century handwriting.

Data on naturalizations are actually only part of a larger court records index the archives hosts that includes other materials important to family history research. As part of the mission the ARC shares with the Wisconsin Historical Society, records from Dodge, Fond du Lac, Green Lake, Marquette and Winnebago Counties are housed at Polk Library. The archives staff works to provide access to these records and electronic indexes are a major part of that effort. All together, the court records index has almost 110,000 entries. The index is large enough, it seems, to have attracted the attention of the good people at Ancestry.com who helped themselves to the data last year (as an uncreative compilation of facts, the index is unlikely protected by copyright law.) Still, the exposure of the data on Ancestry.com helps bring many more researchers to the

index's native interface which permits the ordering of copies of records.

Not resting on her laurels, Bumann now supervises two volunteers (Mary Klein and Constance Bikowski) as they continue to add more names from other collections of court records to the growing index that can be found at: http://polk.uwosh.edu/archives/court_records/



Distance Ed Update

In the last issue of the Polk Library newsletter, we reported on the library's summer survey of DE faculty and students. We learned, among other things, about a stubborn lack of awareness of library services among DE participants. In response, Polk Library began three new initiatives to better serve this population.

Distance Education E-Newsletter

In an effort to provide regular communications with distance education students and faculty, DE librarians, Erin McArthur and Joe Pirillo craft a monthly newsletter with updates and tips for using Polk Library remotely. The information is sent as a graphical email to a growing mailing list. <http://www.uwosh.edu/library/services/distance-education/subscribe>

Embedded Librarian Service at you Fingertips

A core component of Polk's Distance Education services is the embedded librarian, a professional attached to the course to provide resources, tutorials and other support tailored to the course within the D2L environment. Now instructors have an easy way to secure the services of this individual with a request button found in D2L.

Chat Where It's Needed

Finally, a chat button was added with in the Search@UW environment. Previously when users had trouble in the Search@UW discovery tool they would need to back out to the library homepage to get Chat Service. Now, a chat button appears within Search@UW for convenience and just in time assistance through Polk's 24-hour chat service. The addition, which may seem simple, was a bit of a technical challenge, but one Polk's web application developer David Hietpas solved and then shared with our UW System colleagues.

LONG NIGHT AGAINST PROCRASTINATION

In Germany, where it began, it is known as the Lange Nacht Der Aufgeschobenen Hausarbeiten. Across anglophone universities and colleges, it is called the Long Night Against Procrastination (LNAP). Regardless of where you are and what you speak, LNAPs are increasingly becoming a standard event in university calendars as a means to advance student success. A typical LNAP event finds college writing center staff working with librarians and other academic support service providers to encourage students to begin and/or make progress on class projects, particularly long research papers. This past fall and again this April, UW Oshkosh embraced the LNAP model with Polk Library becoming the regular host of the semi-annual event.

On the night of the event, portions of Polk 101 are given over to tables of staff from the library, UW Oshkosh Writing Center, Reading and Study Skills, and Undergraduate Advising. Students approach staff with questions and these often become longer consultations. This spring, Polk encouraged faculty to participate,

essentially creating expanded office hours within the library building to provide their students additional opportunities to consult and refine their projects. While at some schools, events go all night--complete with pajamas and light exercise activities--UW Oshkosh's LNAP is currently scheduled for 3 hours. It's long in services, if not in hours.

Food is another critical part of the Long Night events. This spring, Reeve Union signed on as a co-sponsor and greatly upped the collective snack game. The Pepsi Fund provided additional monies as well. Over pizzas, cookies, popcorn and Polk's famous free coffee, students dug in (quickly) and then got some work done.

Polk Library hopes this semi-annual event will continue to grow in size and popularity as it has on campuses across the world. Look for early announcements in August about adding this event to your syllabus in the fall.

A TRIP TO POLKIKI

Warning: this article contains no fewer than a dozen golf puns.

Over the course of four hours on February 11th, visitors to Polk Library were transported to the tropical island of Polkiki, a 9 hole miniature golf paradise. From the minds, hands and spare wood of Polk Library staff, Polkiki was ironed out this year as a new addition to Polk's calendar of annual activities. Two years ago, a Human vs. Zombies tag event replaced the long running Murder Mystery as Polk's fall welcoming activity. Wishing to do something in the spring as well, instruction librarian Joe Pirillo suggested creating a putt-putt course among the library stacks and hallways. Pirillo had previously been the principal driver of a similar project at Lakeland College. Both the fall and spring events are based on the same idea: find a fair way to bring students into the building for a fun, non-academic event and allow them to explore the whole of the building and meet some staff members.

Teeing up in the summer to get an early grip on the project, Polk staff members sliced up the course, volunteering to create one hole each with some sort of tropical theme. And staff really followed through;

bringing out the type of design and building skills that rarely gets employed in typical library work. In addition to their holes, Polk staff created a forest of palm trees straight out of a Pinterest page that linked the holes across all three floors of the library.

Finally, on Saturday, February 11th, staff opened the course to over 100 students who found the creation very much above par. Students particularly reported liking Hole 5, "It's a Dive" an under the sea environment complete with lighting and sound effects. Television fans appreciated the "Lost" themed hole with downed Oceanic Airlines plane and "smoke monster." Other holes included a six foot shark; a motorized windmill; oversized Tiki drinks (virgin of course); working miniature lighthouses; surfing movies and even a seven foot "waterfall."

After completing the course, students were included in a raffle for a variety of gift baskets courtesy of many local businesses. Reacting to the great feedback from golfers, Polk staff is dedicated to improving and even expanding the course next year in hopes even more students will swing by for a visit to Polkiki.



Golf team member Hannah Braun follows through her shot.



Titan golfer Kayla Priebe negotiates the rapids on the waterfall hole.

STAFF NEWS

Crystal Buss, *Head of Access Services* and representing all of UW System libraries traveled to the Ex Libris Corporate office in Israel to participate in a workshop to test the new/upcoming user interface for our library services platform, Alma. The workshop included 10 participants representing universities from the US, Belgium, Germany, Norway and Australia.

Robert Karels, *Electronic Resources Librarian*, **Laura Briskie**, *Interlibrary Loan Coordinator*, and **Joe Pirillo**, *Information Literacy and Distance Education Librarian* all served on the planning committee for Wisconsin Association of Academic Librarians 2017 Annual Meeting in Elkhart Lake April 20-21.

Marisa Finkey, *Instruction Librarian* and **Lin Schrottky** *Circulation/Interlibrary Loan Assistant*, gave a presentation on the history and culture of tea at the Oshkosh Free School on April 1.

Laura Briskie, *Interlibrary Loan Coordinator* will graduate in May with her Masters of Library & Information Science (MLIS) from the School of Information Studies at UW Milwaukee.

Joshua Ranger, *University Archivist*, was named to the Wisconsin State Public Records Board's new Operations and Training Committee.

Finally, Polk Library wishes our most sincere appreciation of the service of *Educational Materials Center Coordinator*, **Stephen Katz** and long-serving *Interlibrary Loan Assistant*, **Lin Schrottky** as they both retire this summer.



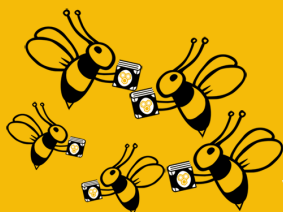
*Wish they were there?
Send them to camp!*

Make sure your students know about Camp Polkabago, where the library is open all day and all night May 5 - 12. With quiet spaces, free camp coffee after 10PM and treats throughout the week, Camp Polkabago is the place for students to prepare for final exams and finish semester projects

In October and again in March, Polk staff and student employees used the SUMA tablet-based data recording toolkit to count library users and where and how they worked (see Fall 2016 newsletter.) The data will help Polk with its space planning.

Here are some of the ways UWO's busy bees were found working:

60%
working alone



40%

working with others



BUZZ, BUZZ

30%

working "noisely"

70%
working quietly



76%

working on computers



polk library hive