

**University of Wisconsin – Madison**  
**University Library Committee Annual Report**  
**2002-2003**

**COMMITTEE CHARGE**

The University Library Committee (ULC) reviews, consults on, advises, plans for, and receives reports and recommendations on library services, automation, budget, administrative structure, and the allocation of resources. Responsibility for keeping the faculty informed of major issues and for creating opportunities for the faculty to discuss priorities also falls to the committee. (*Faculty Policies and Procedures* 6.46.B)

**SUMMARY OF RECOMMENDATIONS AND ACTIONS**

This year the ULC devoted its attention to positioning the libraries to deal effectively with several major changes of importance to the future of the library system. Primary concerns are the current budget rescission, budget cuts for 2003/04, managing limited library spaces and increasing collections, and services. The ULC encourages increased participation by faculty in these issues.

The ULC addressed the following matters during this academic year.

- 1) **Budget for library operations:** The current budget situation has resulted in a one-time rescission of \$150,000 from the current year's budget and additionally, a permanent cut for FY 2003/04 of 2% (a reduction of \$459,400). The ULC supports the libraries in their efforts to make cuts that will not adversely impact the current level of library services to faculty, students, and staff.
- 2) **Current volume of selected library services:** During the past year the libraries have made concerted efforts to expand services to students and staff within the constraints of increased budget concerns. Electronic Reserves, Live Help, Library Express, and an enhanced book delivery system are all services that have been implemented or expanded during the past year.
- 3) **Historical Society:** The financial situation of the Wisconsin Historical Society (WHS) reached a critical stage during 2002/03. Budget cuts of close to \$500,000 threatened one of the United States' premier North American history collections. As a result, the libraries submitted a proposal for shared responsibility of the North American history collection. The Library-Archives Study Committee released a report outlining the major issues and challenges facing the WHS. The ULC supports the continuing cooperative efforts between the UW-Madison Libraries and the WHS library and archives.
- 4) **Pilot project for extended library hours:** A pilot project was launched in fall 2002 to determine the efficacy of 24/7 library study hours. Memorial Library was chosen as the test site with funding made available by the university. The ULC considers this project a success and is discussing the possibilities of moving this facility to College Library.
- 5) **High-density storage/collection management:** During the past year the libraries analyzed the issue of building an off-campus shelving facility and presented a plan to campus administration. Given the current economic climate this matter has been tabled and will be given additional consideration in the future. The ULC has endorsed the use of compact movable shelving in the basement of the Middleton Health Sciences Library as an auxiliary shelving facility. At least 300,000 volumes can be stored in this location. The combined capacity of the Middleton and

Steenbock Library storage areas can accommodate five to eight years of anticipated collection growth. In fall 2002 the Campus Space and Remodeling Policies Committee approved the assignment of the Middleton basement for the installation of compact shelving that will house low use and fragile library materials until a long-term library storage facility can be developed.

- 6) **Declining strength of the biomedical collections:** The ULC recognizes that there is a growing disconnect between the increasing focus on development of the bioscience areas and the amount of funding provided for the research that supports these programs. The ULC supports further study and analysis of the declining strength of the biomedical collections and the effects this will have on the university community.
- 7) **The Open Book Café and Parents Enrichment Fund projects:** The Open Book Café, a collaboration of the UW-Madison Libraries and the Wisconsin Union, opened in College Library in spring 2003. The café provides an enhanced learning environment where students can gather for study and relaxation in a coffee house atmosphere. The renovations were made possible with funds from the UW-Foundation's Parents Enrichment Fund.
- 8) **Other developments**
  - C Representatives of special purpose libraries on the UW-Madison campus submitted a report to the ULC. The ULC supports the efforts special purpose libraries make to provide services and resources to user groups with minimal staff and funding.
  - C The library being constructed in the new Health Science Learning Center is on schedule for opening in 2004. The new library will merge the Middleton Health Sciences Library, the Power Pharmacy Library, and the Weston Clinical Science Center Library.

## **Library Budget**

The libraries have generally been spared the deep budget cuts that other large units on campus have incurred on the basis that libraries provide an essential service to the entire campus community. The campus library system was provided with \$650,000 in acquisitions funding in 2002/03 with an additional direct allocation of \$100,000 to the Law Library by campus administration. The under-funding of the Law Library acquisitions budget was identified by the ULC as a matter of concern in last year's ULC annual report.

During the 2002/03 fiscal year there was a rescission of \$150,000 from the General Library System (GLS) budget that was absorbed by administrative cuts without affecting services or collections. This was a one-time only reduction, not a permanent cut to the base. During 2003/04 however, the GLS will have a 2% base budget cut. This translates into a permanent cut of \$459,400 and a 5.5 FTE reduction. The libraries will deal with the cuts strategically rather than employ a straightforward across-the-board reduction to every division and department. The cuts that the library will make will not adversely impact the current level of service provided to faculty, staff, and students. Consideration will be given to centralizing certain functions in the GLS (e.g. acquisitions, cataloging, and interlibrary loan operations), with the aim of realizing greater efficiencies. Other options may include increasing lending fees for services such as interlibrary loan and a modest increase in user fees for document delivery (Library Express) services. However, the library administration has indicated its determination to maintain the quality and affordability of basic library services.

Overall cost increases for library materials in 2002/03 are projected at 2-4% for books and 7-10% for serials. Serials (including both paper journal subscriptions and full-text online databases) account for roughly half of \$9.1 million in expenditures for library collections. Despite the addition to the acquisitions budget in this fiscal year, the campus libraries have been unable to keep up with the relentless increase in the cost of journals and databases. Yearly cancellations are becoming more difficult with each round of cuts as libraries continue to look at criteria of usage and pricing in making decisions about which subscriptions will be continued. The libraries continue to take advantage of special purchasing opportunities that support new models of scholarly communication.

## **Library Services**

*Electronic reserves* are expanding considerably. In 2001/02 there were approximately 1,100 courses that had electronic reserves with usage of these files exceeding 2 million. In fall 2002 there were over 600 courses using electronic reserves with usage recorded at over 1.2 million. Spring 2003 statistics are expected to surpass those of fall 2002.

*Universal Borrowing - A UW System borrowing service* is an enhanced book transfer system designed to support resource sharing among campus libraries. Under the continual pressure of rising costs, campus libraries can no longer afford to duplicate book collections. The library system strives to build a single integrated collection and to make it convenient and accessible to all faculty and students. To that end, in January 2003, the libraries initiated a UW system-wide borrowing service. Through this service faculty, staff, and students from any UW campus can request a book or other item from another campus. Materials are generally delivered in 2-4 business days and can be returned at any UW campus library. In the first 2 months, UW-Madison libraries requested almost 500 items and provided over 1,400 items to other UW campuses. The libraries anticipate dramatically increased numbers after a summer 2003 promotion effort.

*Book Retrieval*, a new service that began March 2002, provides services similar to a paging service. It

allows patrons to request a book from a particular library and then have it sent to the circulation desk of the library of their choice in generally 2-3 days. In the first 13 months of this service nearly 21,000 books were retrieved for UW Madison faculty, staff, and students.

*Document Delivery* including *Library Express*, the largest document delivery operating system of any American university, provides electronic delivery of journal articles to computer desktops. Since its inception in 2001, Library Express has steadily grown in popularity. In 2002/03 it is expected that the libraries will have delivered over 51,000 articles, approximately twice the figure of the previous year. Currently the GLS pays most of the costs of the services, which allows the library to keep costs very low for users (\$1 per-article fee is charged for articles owned by campus libraries for the convenience of using the service). Articles are free if they come from a journal the library does not carry.

*Live Help* is a virtual reference project designed to provide instantaneous responses to questions over the Internet. Since the service was implemented in fall 2002 there have been an average of over 310 requests per month. It is anticipated that this service will grow dramatically as publicity and marketing efforts increase.

Traditional *Interlibrary Loan* (ILL) services continue to be heavily used. The libraries borrow materials not in our collection; ILL borrowing has increased approximately 15% from last year to this year. It is projected that borrowing could easily exceed 53,000 items this year. The libraries also lend materials to other libraries. It is anticipated the ILL lending will remain relatively stable from last year's figures, at approximately 111,000 filled transactions.

### **Wisconsin Historical Society (WHS)**

Budget cuts of close to \$500,000 have threatened one of the United States' premier North American history collections. UW-Madison Libraries submitted a proposal for shared responsibility for developing the North American history collection, ordering, processing, and cataloging through GLS technical services, and shared responsibility for conservation and preservation. The libraries will retain its regional depository status for U.S. government documents using staff from GLS technical services for processing materials. A reduction of the number of duplicate documents is underway and an analysis of the extent of processing requirements will also be analyzed. Recommendations include that UW-Madison take a leadership role and a proactive approach to a strategy for long-term planning for the WHS North American history library. The Library-Archives Study Committee released a report outlining the major issues and challenges facing the WHS with recommendations that included supporting a renewed relationship with the UW-Madison.

### **Extended study hours at Memorial Library**

In response to student requests, the libraries initiated a pilot project for extended (24/7) library hours in Memorial Library for study purposes. UW-Madison campus funded the pilot project for \$45,000 that was primarily the cost for security services. The pilot project was set up in the west corridor of Memorial Library due to costs and management considerations. Use of the service in Memorial Library has been closely analyzed. In November 2002 nearly 3,275 students used the west corridor and March showed usage to be at approximately 2,400 students.

Based on student requests, this study facility may eventually be moved to College Library. The Associated Students of Madison 24-Hour Library Campaign Group conducted a survey in March 2003, to examine the potential for late-night library use in College Library. Thousands of students also signed a petition that was presented to the ULC in support of 24-hour service at College Library. The request

includes access to materials including reserve items, books, and video courses. The libraries will continue to analyze and consider moving late night services to College Library; however, budget considerations remain a primary concern since maintaining 24-hour operations at College Library will cost more than the current services at Memorial Library.

### **High-density storage facilities/managing library collections**

The UW-Madison Libraries need space to house at least 1,000,000 volumes in ways that will ensure preservation, timely access to materials, and the possibility of future expansion of the facility. Current facilities are close to capacity. The current status at various libraries on campus includes Memorial Library at 70% working capacity, WHS at over 100% physical capacity, and at least two dozen other campus libraries are at working capacity. The libraries investigated the issue of building an off-campus shelving facility in summer 2002 and a plan was presented to campus administration.

The plan included a description of other research libraries that are building off-campus, high-density shelving facilities that are designed following the “Harvard model” for library collection storage. In this system library and archival materials are organized by size rather than subject and are retrievable by library staff. Several libraries including Duke University Library, Indiana University Library, and the University of Illinois, have built, or are in the process of building, such off-campus facilities that include processing, staff space, and in some cases extensive conservation laboratories. While there are significant cost drivers-- inventory software, environmental controls, security of the collections-- the cost of a facility such as this is 1/10 the cost of a new library building constructed on campus.

While the ULC agreed that the Harvard model would accomplish these goals, there was also an understanding that there are alternatives that would meet the immediate needs of the UW-Madison campus libraries at a lower cost. These alternatives would include: building a warehouse for conventional shelving and recycling the old shelving from the Middleton Health Sciences library and second, using lower-cost mechanical rather than power operated compact shelving for the first module of construction.

Given the current economic climate the issue has been tabled and will be given additional consideration in the future. The ULC has endorsed the use of compact movable shelving in the basement of the Middleton Health Sciences Library as an auxiliary shelving facility.

### **Decline in the biomedical collections**

During the last five years bioscience research has become a major focus of grant dollars and facilities planning on the UW-Madison campus, while funding for collections to support this research has declined. The UW-Madison Libraries ranked 2<sup>nd</sup> in the nation for total research spending and ranked 36<sup>th</sup> in total library collection budget allocations and spending. Prices for bioscience research journals increased 8-10% and with no budget increase, the libraries must cancel over \$160,000 of bioscience serials each year further eroding the journal subscriptions in these areas. The libraries will also have to pick up \$40,000 in annual costs for fifty core bioscience e-journals now being purchased through the Howard Hughes funds. In many cases electronic journals have higher costs than print counterparts and researchers demand access to new electronic and print journals in expanding areas of bioscience such as cloning and stem cell research. Last year close to 300 new journal titles were reviewed for purchase, however, the libraries were only able to start about 10 new subscriptions. These issues substantially erode the journal collections in the biomedical area. This cannot continue without seriously undermining the status of the UW-Madison as a premier research university.

### **The Open Book Café and the Parents Enrichment Fund**

College Library recently opened their study/coffee house called the Open Book Café. A collaborative effort between the libraries and the Wisconsin Union, the café provides an enhanced learning environment where students can gather for study or relaxation in a coffee house atmosphere. The renovations are made possible in part by a gift from the UW-Foundation's Parents Enrichment Fund. The room is also home to the Open Book Collection (formerly the recreational reading collection), DVDs, and videos that are available for check-out, and newspapers. Computers and laptop hookups are available, in addition to wireless Internet connections.

The Parents Enrichment Fund has been a key supporter of the libraries over the years. In addition to funds for the remodeling of the Open Book Café, the Parents Fund has provided for a state-of-the art lecture facility in Memorial Library that includes wireless Internet connections, conference-style seating, digital sound and video; a reading area in Memorial Library furnished with work tables equipped with Internet connections and desk lighting; new chairs for group and quiet study areas in College Library; additional plug-ins for laptop use; and several laptops for check-out.

### **Other Developments**

- *Special Purpose Libraries*  
Representatives of special purpose libraries on the UW-Madison campus submitted a report outlining the contribution of these libraries to the UW-Madison Strategic Plan. During a time when funding is of great concern, it is necessary to highlight the importance of these libraries to the campus community. Many of these libraries have been able to attract grants of other non-university funds to initiate a variety of projects that are responsive to the information needs of their campus user groups. Some of these projects have proven useful to both the unit's primary users and to world-wide users via the Web. Many of the special purpose libraries, however, find it difficult to maintain basic library functions such as acquisitions and cataloging due to a lack of sufficient funds and staff. The ULC supports the efforts that special purpose libraries make on campus to provide services and resources to specific user groups and will continue to encourage the support of these libraries.
- *Health Sciences Learning Center Library*  
The library in the new Health Sciences Learning Center continues on schedule and will be completed in 2004. Consolidation of the various collections is ongoing with the goal of merging three separate libraries (Middleton Health Sciences Library, Power Pharmacy Library, and Weston Clinical Science Center), in preparation of the move in 2004. Analysis is ongoing regarding the elimination of duplicates, binding, etc.

## COMMITTEE MEMBERSHIP

### Elected Faculty (voting members)

Arnold Alanen (Landscape Architecture)  
James Baughman (Journalism & Mass Communication)  
William Bland (Soil Science)  
Virginia Boyd (Environment, Textiles and Design), Chair  
Brenda Dingus (Physics)  
Evelyn Howell (Landscape Architecture)  
Christopher Kleinhenz (French and Italian)  
Kenneth Potter (Civil & Environmental Engineering)  
Eric Triplett (Agronomy)

### Appointed Academic Staff (voting members)

Susanne Breckenridge (University of Wisconsin Press)  
Susan H. Hellstrom (Engineering)

### Students (voting members)

Faith Kurtyka  
Edmond Lau  
Matthew Modell

### Ex Officio (nonvoting members)

Phillip Braithwaite (Budget Planning and Analysis)  
Eden Inoway-Ronnie (Special Assistant, University Administration)

### Librarians (nonvoting members)

Steve Barkan (LCC Liaison) (Law Library)  
Susan Barribeau (Electronic Resources Coordinator, General Library System)  
Ken Frazier (Director, General Library System)  
Irene Zimmerman (Head, CTS-Cataloging, General Library System)