MINUTES
University Library Committee
Wednesday, March 8, 2017
2:30 pm – 3:30 pm
College Library Room 3255
Minutes prepared by Ian Benton

Voting Members
Faculty
- Cécile Ané, Botany and Statistics
- Catherine Arnott Smith, Library & Information Studies
- Yang Bai, Physics
- Sabine Gross, German
- Kyung-Sun Kim, Library and Information Studies
- Daniel Klingenberg, Chemical and Biological Engineering
- Eneida Mendonca, Biostatistics and Medical Informatics
- Sarah Thal, History

Academic Staff
- Cid Freitag, DoIT
- Carol Pech, School of Medicine and Public Health

Classified Staff
- Shira Hand, School of Education

Students
- Che Rui Chew
- Zhianqui Xu

Non-Voting Members
- Phillip Braithwaite, Budget, Planning & Analysis
- Dennis Lloyd, Director, University of Wisconsin Press
- Julie Arensdorf, Teaching & Learning Programs, Libraries
- Steven Barkan (LCC Liaison), Director, Law Library
- Ian Benton, College Library
- Ed Van Gemert, Vice Provost for Libraries

Also Present
- Carrie Kruse, Director, College Library
- Kelli Hughes, College Library
- Lee Konrad, AUL for Technology Strategies and Data Services
- Nancy Graff Schultz, AUL for Administration
- Brett Nachman, Library Ambassador
- Jim Jonas, MERIT
1. Minutes
   a. Approved

2. Announcements
   a. None

3. ULC Chair Selection
   a. Dan’s term as chair is done as of the May meeting. He would like an incoming chair put in place for the May meeting.

4. Libraries Update
   a. See handout
   b. In addition
      i. Advancement/Development Committee is maturing. Ben and Ed are trying to morph it into a money board – to make connections with people and corporations that have finances that could support UW Libraries.
      ii. Question from Sarah T. about storage from the Big Ideas section. Can we insure that it’s browse-able? We’re losing the ability to locate like items from shelving categories.
         1. Lee points out that we’re working on call number browsing in a digital format.
         2. Discussion of challenges.
         3. Julie points out that digital browse ability exists in other catalogs. Something akin to an iTunes browse.

5. Library Ambassadors – Kelli Hughes
   a. See Handout
   b. In addition
      i. Discussion of application processes - recruiting a diverse body of ambassadors is a primary consideration.
      ii. Ambassadors meet once per month for an update on what’s going on in the libraries. For example:
         1. Book Madness and National Library Week
         2. Additions or cancelations to library resources
         3. A staffer seeking feedback on an issue (e.g., LCP team, IDWoG Research Tips and Tricks, College Library Floor Plan)
      c. Brett’s Nachman’s experience as a Library Ambassador – as a grad student this is an opportunity to learn about the library system for his own use. Further, to pass knowledge to his graduate student peers and colleagues. He facilitates the research needs of his peers, for example navigating the Inter Library loan system. Brett sees value in being involved because of the education it provides him and the opportunity to speak with students. Library Ambassadors creates networking opportunities with other students and staff at the UW. Also to generate new ideas for his own personal research and coursework. Brett is in Ed Policy and Leadership analysis.
      d. Final thoughts & discussion
         i. Kelli points out that Library Ambassadors receive training in resources. Thus there’s a tension between using Ambassadors to get an “average” user perspective because the training they receive makes them above-average.
ii. Sarah – Suggests reaching out to FIGs or incorporating Library Ambassadors into the instruction work libraries do already (ala Com Requisite A).

iii. Dan – With Master Planning and Consolidation, to what level has the Ambassador program been used? Are they providing feedback?
   1. Not very much but the consultants will be meeting with Ambassadors specifically in April. Kelli reminds that Ambassadors are not the “Average” user. Carrie mentions that consultant opportunities have been advertised to Ambassadors but availability / timing is problematic. One was present at an undergrad listening session. Carrie points out that the Intercept Interviews were successful and promoted via the Ambassadors.

6. College Library Overview – Carrie Kruse
   a. Overview
      i. Primary service to undergraduates – focus on students who are new to academic research
      ii. Introductory books on every subject, there are no disciplinary boundaries
      iii. Research services are about process and College is a teaching library. Teaching encompasses all elements of service points
      iv. Open 24 hours + Café + no food restriction + lots of food delivery
      v. Focus on learning space is a primary service – even more so than collections. Undergraduates typically identify library space as a primary concern and College caters to that. Using the space is an end in and of itself (users needn’t engage with collections or service points for College to be filling a need for them).
      vi. Students value variety of space because any individual student has a variety of fluctuating space needs. Student use of spaces is evident everywhere.
   b. Partnerships & Spaces
      i. See Slides
      ii. Space philosophy
         1. Some co-location
         2. Some partnership
         3. All space flexibility – library doesn’t give up spaces, it maximizes use of them and supports those who use them.
         4. A major benefit of partnerships is that they bring resources to the library to create beautiful new spaces that support both partner and library needs.
      iii. WisCEL
         1. Open Nov. 2011 Active Learning Lab. Variety of classroom and learning support options. Reconfigurable. WisCEL is currently managed through the VP for Teaching and Learning – collaborating with both instructors and libraries (how the spaces are used when classes aren’t in session). Designed to meet library and instruction needs.
      iv. Computer Lab is a partnership that’s existed for decades with DoIT All the following is in 2250. A suite of services that go all the way from classroom, to conceptualization, to creation, to display.
1. College is one of DoIT’s most tightly collaborative partnerships. College staffs and administers the space.
2. Support for instruction, technology, study.
4. Help Desk
   a. Technology checkout
   b. Computer Book Collection
   c. Printing Services, including poster and 3D with our own point of sale system.
   d. Computer Lab Classroom – used for workshops and drop-in sessions like Software Training for Students and Information Literacy Instruction.
5. Design Lab – teaches and assists with the aesthetics of design. A writing center model for effective design of visual media. Doesn’t teach software but does work closely with STS to connect students to training opportunities.
6. General Computing – still very busy despite studies that show high levels of device ownership among undergraduates.
7. Digital Salon – showcase student digital media projects. A place to display output. Turn the Open Book Café into an exhibition space.
   v. Student Services Area
   1. Writing Center Satellite, CCAS, GUTS, UHS Let’s Talk, others
   vi. Open Book Café
   vii. Soar Advising
7. Memorial Library Committee Update
   a. No update.
ULC Update
Wednesday, March 8, 2017
Ed Van Gemert
Vice Provost for Libraries and University Librarian

**Master Plan Update:**
- Consultant visit #4 is scheduled for March 28-30, 2017
- Faculty and Graduate students have been invited to participate in a workshop to further discuss the Campus Libraries Facilities Master Plan with our team of consultants from brightspot and Engberg Anderson Architects.
- The purpose of this user experience workshop is to bring together graduate students and faculty members to discuss the role libraries currently play in their research and teaching, and how that role could strengthen in the future.
- Date: Wednesday, March 29, 2017
- Time: 4:00-5:00pm
- Location: Room 2252 College Library (Media Studios)

**Big Ideas:**
- What do we do with Memorial Library? Renovation. What does a renovated library that supports humanities, arts, and the social sciences look like?
- Why don't we have one science library? $1B campus research expenditures.
- Special Collections - art, music, archives, manuscripts, special collections. Cultural artifacts and collections. These are the most important in terms of differentiating our collections and our institution.
- Lynchpin is adequate storage

**Ebling Health Sciences Library Director search committee**
- Doug Way will participate in the search and screen process and I will participate in the interviewing of the finalists.

**Chazen Museum Director search committee**
- I am serving on the search committee for this important campus position.

**Thursday, May 11 library fund raising event**
- The Great Libraries of UW-Madison: A History of Transformation
- 5:30 – 9 pm, Wisconsin Historical Society
- Bill Cronon is the keynote speaker for the evening
- $100 fee to attend. $60 is tax deductible

**Respecting Differences and Building Community - A workshop series for library staff**
- This two-part workshop series is intended to support efforts to build a community where all library staff members feel safe, valued, supported, and welcomed. By learning more about our individual identities and their various intersections, we can develop an understanding of culture, identity, and difference, as well as the skills and commitment to create a community that is inclusive for all people.
- We are pleased to announce a new professional development workshop series for this spring! The workshops are sponsored by the GLS Equity & Diversity Committee. All library university and academic staff are encouraged to attend.
Library Ambassadors are undergraduate and graduate students who engage in conversations on the UW-Madison Libraries, advocate for the perspectives of student library users, and promote library resources and services to the campus community.

Library Ambassadors:

- Suggest ways to improve the student experience within the UW-Madison Libraries by participating in monthly meetings and focus groups
- Publicize and work at library events, such as the Helen C. House Party, Go Big Read Keynote Address, and guest lectures & exhibits
- Promote library services and resources to students in residence halls, classes, and beyond
- Represent the UW-Madison Libraries at campus resource fairs, SOAR, Graduate Student Orientation, and other campus events as needed

The Ambassador program provides undergraduate and graduate students with leadership skills, professional connections, and the opportunity to make a positive impact at UW-Madison.

Current Ambassadors

- Mix of about 25 undergraduates and graduate students from a variety of majors
- About 25% work in a library on campus
- Recruited via social media, library screensavers, word-of-mouth

Accomplishments

- Volunteer at Your UW Days, UW Benefits Fair, Go Big Read, and more
- Provided feedback on Library Course Pages, Research Tips & Tricks pages, College Library floorplans, NodaFi app

Challenges

- Expanding recruitment/Increasing awareness of the program. Attempted to recruit in residence halls without much success
- Scheduling!

Ambassador Experience

- Brett Nachman – graduate student in ELPA
- Undergraduate student testimonials (see reverse)
  - Phoebe Marquardt – 3rd year student – Neurobiology & ILS
  - Emily Michael – 2nd year student – Animal Science
  - Priya Patahre – 2nd year student – Materials Science & Engineering
Phoebe Marquardt

First of all it is so nice to have an outlet to give back/contribute via volunteering at events, offering my opinion for improvements to something I love and appreciate so much here on campus: the libraries! The title alone has allowed me spread my love and knowledge of the libraries to friends, co-workers, even strangers much more easily. Although before I would often offer up great resources I knew about or ways to get the most out of our libraries, I now find people specifically asking me questions: "Can I check out a computer charge? How?" "Can we schedule large group workshops?" "So if I wanted to find out if the library has one of my textbooks..." I think many people who might rather just not continue their search if it requires asking a librarian, or searching the website (usually, it’s just simple questions), gravitate towards a peer who can act as a resource/touchstone/ambassador. I also think my enthusiasm when talking about my position has encouraged people to discover what our libraries have to offer.

Emily Michael

Participating in the UW Library Ambassador Program has given me the opportunity to directly impact our library system. As a representative of my fellow undergraduate classmates, I provide input and opinions on matters ranging from those as inconsequential as website layouts to those as significant as updates to the library master plan. Additionally, the Library Ambassador Program has given me countless resources concerning our library system; not only that, but in doing so it has allowed me to become a resource for my peers. The program is structured such that we ambassadors can give back to our classmates and community both through sharing our knowledge and resources and through volunteering within the library system. The UW Library Ambassador Program is a well-rounded organization which provides a plethora of both leadership and volunteer opportunities; any UW student with a passion for our library system would be a fool to not take advantage of it.

Priya Pathare

Going to the library whether it be to check out books or to attend a program was a big part of my life growing up. My mother actually works at the public library in my hometown so I spent a lot of time there as a child. Upon accepting my offer to attend UW-Madison as a senior in college, I knew that I wanted to continue to express my love for the library system in some way. After pulling up the UW Madison Libraries webpage, I saw an advertisement for joining the Library Ambassadors Program and after reading about the different things they do, it seemed like the perfect fit for me. Being an active member of the Library Ambassadors Program here on campus means that I get to volunteer at a lot of events where I interact with potential incoming students interested in this university. I really enjoy these types of events as it is fun to help guide these kids who are still trying to figure out what they want to do in life. These events also let me see how much I have grown as a person since attending UW-Madison as not long ago, I was in the same place as them trying to discover who I am. Overall, I think the Library Ambassador Program is a great group that has a diverse mix of students. We have both graduate students as well as undergraduate students with a variety of different majors which leads to engaging discussions in our meetings. It is a group that I wish to participate in for the rest of my undergraduate career.
Learning Spaces Partnerships

Examples from College Library

Carrie Kruse
Director, College Library, User Experience and Learning Spaces
Sharing Spaces and Services

- Space partnerships: more than co-location
- Multipurpose: library and partner needs
- Shared service goals
- Benefits of adjacency
  - Users
  - Partners
Wisconsin Collaboratory for Enhanced Learning (WisCEL)

- Active learning classrooms in two libraries (undergraduate and engineering)
- Break-out rooms; flexible use for multiple pedagogical uses
- Library study space outside of scheduled classes
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Media Studios

- Semester-long courses with digital media component
- One-time events (workshops, video broadcasts, etc.)
- Open use at any unscheduled time
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Computer Lab Help Desk

- 24-hour point-of-need assistance
- Equipment check-out
- Specialized services, such as poster printing
- Computer collection (books) check-out
Help Desk Services

- Technology support
- Equipment checkout
- Classroom setup
- Operational management
- Security
Computer Lab classroom

- Software training classes and workshops
- Small group use outside of scheduled events
- Back-up classroom for information literacy sessions
DesignLab

- Consultation services on design, composition, aesthetics
- Multi-disciplinary expertise
- Supports posters, videos, animations, podcasts, data visualization
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Computer lab
• Student technology fee supports software and hardware
• Still in heavy use
Computer lab

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- Still in heavy use
Digital Salon
Showcasing Student Digital Media Projects

University of Wisconsin-Madison Libraries • Madison, WI 53706
Phone: (608) 262-3193 • www.library.wisc.edu
Other Partnerships

Student Services Area
Other Partnerships

Open Book Cafe
SOAR Advising

Starting summer 2017, SOAR Advising will occur in College Library