With the opening of a new, state-of-the-art facility in summer 2007, the UW-Sheboygan University Library now looks the part of a modern academic library. Housed on the first floor of the UW-Sheboygan Acuity Technology Center, it is appropriate that the library is situated at the main entrance to the campus. Exquisite architectural features, wireless Internet throughout, several full technology-equipped study rooms, a 36-seat computer lab and a variety of comfortable seating areas for study and research make this facility shine. But the library staff completes the picture of WLA’s Library of the Year.

Library Director Jeffrey Ellair and staff have been systematically building and enhancing a comprehensive program of progressive library services for well over a decade. By implementing a series of student surveys and assessments, the staff has considered user needs in the design of the new building, acquisition policies and service development. When interlibrary loan skyrocketed, the staff created an internship program funded by the UW-Sheboygan Foundation that allowed the library to manage an increased workload.

UW-Sheboygan University Library showcases its excellence by giving the greater community access to the library’s wealth of resources. In addition to welcoming area businesses and professionals, Director Ellair’s visits to local high schools and public libraries have already resulted in greater use of the library by the public. In the two years since the new building opened, the gate count has tripled and reference and computer questions have increased by more than 83 percent.
The Making of a Library of the Year, the Reality of a Budget Crisis, and Where do we go from here?

Jeff Ellair, Library Director
University of Wisconsin-Sheboygan
About UW-Sheboygan

- One of 13 UW Colleges campuses
  - Freshman/Sophomore liberal arts UW
  - Increasing # of collaborative degrees
  - Centralized & decentralized admin structure
  - State/local partnership
  - UW’s access institution

- ~850 enrollment, 570 FTE (47% PT)
- ~35% students age 22+
- No residence halls
- ~45 faculty/instructors, 29 FTE
About University Library

- 2.5 (2.16) FTE permanent library staff
  - Director, Ref/Instruc Librarian, 50% LSA
  - + Library Support Services @ Fond du Lac
  - + student workers (12 hrs), IR intern (12 hrs)

- Open 64.5 hours/week

- Opened new facility May 2007
Origination of an Idea

- Carthage College Hedberg Library, 2004 Library of the Year
- Coming new facility
- Review of award criteria
The Library of the Year Award is conferred upon any type of Wisconsin library, library system or library network for distinguished achievement in service. The staff, library board or administering body, and the community or people served shall all be involved in the work for which recognition is sought. The award shall be based upon such activities or accomplishments as the following:

1. User oriented services.
2. Structure of library service including development and participation in networks and systems and cooperative planning and programming with other types of libraries.
3. Collections based on sound selection policies.
4. Development of opportunities for professional growth and job satisfaction for all employees.
5. Changes or improvements in physical facilities resulting in better services.
Origination of an Idea

- Carthage College Hedberg Library, 2004 Library of the Year
- Coming new facility
- Review of award criteria
- Newer special initiatives
Timeline to Award

- **July 2007**
  - Composed & sent nomination

- **June-July 2008**
  - Denied call and letter

- **Aug 2008**
  - Revised & sent nomination

- **Jan-Feb 2009**
  - Win award

- **March 2009**
  - WLA Awards Banquet, campus reception

- **April 2009**
  - 

- **May 2009**
  - 

- **June 2009**
  - 

- **Jun-Sep 2009**
  - 

- **Oct 2009**
  - 

- **Nov 2009**
  - 

Float idea to Dean, for ‘08
The Nomination - Overview

- Clear focus on mission
- Facility, including joint support
  - $1.8M Acuity, $4M County, $1.2M State
- Usage increases
  - Quadrupled gate count over 2 years
  - 83% increase computer/reference questions
  - 63% increase print circulation
Library Gate Count, by Semester

- Fall 2006: 11,508
- Spring 2007: 12,951
- Fall 2007: 34,449
- Spring 2008: 42,871
- Fall 2008: 50,259
- Spring 2009: 57,494

(new facility)
The Nomination - Overview

- User-focused, data-driven assessment
  - Spring ‘05 student survey, 40% response
  - Replicated Spring ‘09, 32% response
  - Ongoing collection usage analyses, Fall ‘04-
  - Serials reductions of 42%, 2005
- Internship program, Summer ‘07-
- Creativity of staff, willing to experiment
- UW/C libraries joint services, resources
- Availability to community, HS students
Criteria: user-oriented services

- *New IT help-desk operation, Spring ‘09
- *Internship & surveys
- Faculty/staff orientation meetings
- Relaxed renewal policies
- Food policies & availability
- Gate counter data & adjust hours
- Recent acquisition delivery to faculty/staff
- *Textbook pilot
- *Copier/doc scanner funded by SGA
Criteria: cooperative planning, programming with other libraries

- UWM SOIS field experience, Fall ‘07, ‘09
- *HS and local college class visits
- *E-journals A-to-Z listing outside of proxy
- Cited in ‘08 Annual Report as example of “greater community access”
- *Meeting w/ MPL director, Big Read, hours, acquisition decisions
- *Online student exam proctoring pilot
Criteria: cooperative planning, programming with other libraries

- *NEW ERA card, UWC ILL
- Local paper news articles, new books
- ESLS cooperation, newsletter articles, ILL
- *UW databases, acquisition decisions, UB, ILLiad
Criteria: collections based on sound selection policies

- *UWC collection development policy
- Faculty/instructor input (CHOICE), librarian review
- Librarian awareness of curriculum, via BI, reference, faculty/staff interactions
- *MPL, UW holdings
- *UW/C annual review of databases
- ILL reviewed for acquisitions
- *Assessment, books & serials
Criteria: opportunities for professional growth for employees

- Campus professional development funds
- UWC libraries funds, programs, professional development collection
- UWC institutional programs
- ESLS programs
- Campus programs
Criteria: improvements in physical facilities resulting in better services

- Increased computer stations & Internet
  - 36-station BI and general access lab
  - WIFI throughout, lots of power outlets
  - 16 laptops for in-library use
  - 13 PCs in main part of library

- Study rooms
Criteria: improvements in physical facilities resulting in better services

- Location, open independently
- Above-ground, natural light, attractive design
Criteria: improvements in physical facilities resulting in better services

- New shelving
  - Wider aisles
  - Signage
  - AV collection to open stacks

- Variety of seating options
Criteria: improvements in physical facilities resulting in better services

• Display case, new books shelf, book return
• Staff areas
  ◦ Larger, for group meeting, collaboration
  ◦ 2 offices + workroom
  ◦ Improved storage areas
  ◦ Layout within facility
Letters of Support

- Select writers thoughtfully
- Start early
- Minimal direction, but review
Benefits of Award

- Plaque, banquet
- Accomplishment for staff
- Campus pride
- Local press, PR
  - Increased community awareness
  - Acuity
- Institutional use
- Impact on cuts??
The Budget Cut to Libraries

- $500,000 initially prescribed, to staff
  - ~21% of entire staff budget, incl fringes
  - ~15% of entire lib budget, incl staff fringes

- $402,100 ultimate cut to be implemented
  - $316,800 staff (librarian 50% reduc. Sum/Jan)
  - $ 65,000 acquisitions reductions (-15%)
  - $ 20,300 LSS travel, student help, equip/supplies

- $1,600,000 total UWC ongoing cut
Timeline to Award

- Float idea to Dean, for ‘08
- Denied-call and letter
- Composed & sent nomination
- Revised & sent nomination
- Win award
- WLA Awards Banquet, campus reception

Timeline:
- July 2007
- June-July 2008
- Aug 2008
- Jan-Feb 2009
- March 2009
- April 2009
- May 2009
- June 2009
- Jun-Sep 2009
- Oct 2009
- Nov 2009

Composed & sent nomination

Win award

WLA Awards Banquet, campus reception
Timeline to Award, and other Stuff

- Float idea to Dean, for ‘08
- Denied-call and letter
- UWC Budget Work Group
- Revised & sent nomination
- Library Task Force
- Chancellor announces decisions

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<td>Composed &amp; sent nomination</td>
<td>$174M cut to UW System</td>
<td>Wisline w/ Chancellor, release of BWG report</td>
<td>Win award</td>
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Where do we go from here?

• Highest high, lowest low
• Personal impacts, decisions
• Brakes on, status quo at best, for now
  ◦ Despite usage increases; students want more
  ◦ Reduce summer to save fall/spring
  ◦ Acquisitions cuts
Where do we go from here?

• Pull back on cited nomination activities
  ◦ Meeting with public libraries’ staffs
  ◦ High school visits
  ◦ Student survey
  ◦ Reduce assessment activities
  ◦ Faculty/staff orientations
  ◦ Recent acquisitions lists/delivery

• Same mission, priority-setting process
Conclusion

- New year, new job, move ahead
- Award

- Questions, discussion

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