

Library Self-study Facilities Committee Self-Study

Facilities Committee

Kathy Davis

Mike Jan, Terri Muraski, Andy Pech, Heather Tetzlaff

Name of reporting area

Name of Coordinator

Names of other staff involved in unit
self-study

Description of services

The current LRC (Learning Resource Center) was completed in 1970 and was partially renovated 1986, increasing the useable square feet from 60,000 to 133,000. The last renovation was completed in 2002 and involved the remodeling of the first and second floors. The Museum of Natural History was enlarged, a staircase was added between the first and second floors, 1st floor lobby, access services areas, and portions of the reference room were remodeled, and a new classroom was added. During 2006 the “Food for Thought” café was added to the first floor afterhours area. The LRC is home to a variety of services other than the University Library. These services include: Tutoring and Learning Center, Center for Academic Excellence and Student Engagement, Assistive Technology, Wisconsin Center for Environmental Education (WCEE), Peace Institute, Food for Thought Café, Natural History Museum and selected IT (Information Technology) services.

As the home of the University Library, the facility houses a collection which includes: books, journals, archives, special collections, government documents, reference materials, media, manuscripts, realia, microfilm/fiche, maps, and scores. Most library service areas are self-contained and have unique borrowing policies and hours. The current library collection of 2,014,546 titles/volumes is divided among six floors with staffing offices divided over seven floors.

The library houses 33 library faculty/staff and 89 student workers. Service points include: first floor (Main Circulation, Reserve, ILL, Main Reference Desk), second floor (Periodicals), third floor (IMC), fifth floor (Archives), sixth floor (Government Documents). Circulation takes place at all of these points except the Main Reference Desk. Reference services are offered on floors 1(Main Reference), 5 (Archives), and 6 (Government Documents).

Staffing – support for building

The library administrative staff and Coordinator of Main Circulation manage the use, maintenance, and remodeling of the LRC.

Library staff that support the building include:

Kathy Davis – Director of LRC/University Library

Heather Tetzlaff- Library Business Manager

Andy Pech - Access Services – Coordinator of Main Circulation and LRC Building Coordinator

Facilities – Library Only

The LRC is open to the public a total of 104 hours per week. The IT lab in room 110 and Café (open for study) are open 24 hrs per day. There are adequate public spaces on six of the seven floors of the building but most users prefer the first and second floors for studying. The lack of adequate staff work areas and offices have caused staff areas to encroach on public spaces. For example, three of the small group study rooms have been taken over as offices for non-library services (Tutoring, Service Learning, Assistive Technology). Currently 10% of the student body can study in the University Library at one time. Research carrels for faculty and graduate students are metal cages that must be shared by two users and are totally inadequate. For detailed list of seating, equipment, and computers see attachment 1.

Maintenance of the building and grounds is handled by campus wide Facilities Services. Custodial services totaling 81 hours per week are available on all floors.

Facility Improvements, Initiatives, Issues, & Concerns Health & Safety

The University Library participates fully in all campus health and safety initiatives, providing training sessions and workshops for all building occupants. An AED was recently installed as were emergency evacuation signs and first aid stations. Over the past three years, four air quality tests were conducted in the building which determined air quality to be at or above acceptable standards. In 2006, a new campus-wide alarm system was installed which includes a voice emergency notification system and both visual and audio alarms.

Issues & Concerns

- An old and outdated intercom system fails to provide service to the basement, making it difficult to convey information to all building occupants during an emergency situation.
- Some of the carpets in the building are worn, torn or wrinkled to the point of creating tripping hazards.
- Some of the compact shelving units are malfunctioning.
- First floor public restrooms are small and inadequate for the large amount of traffic they receive.

ADA

The University Library's main circulation desk is fully ADA compliant. The reference room public computers offer easy access to the Library's catalog and databases. Recently, the east entrance ramp was renovated to meet ADA guidelines. The main circulation desk provides assistance accessing materials in the stacks and provides elevator assistance to those needing access to the lower level.

Issues & Concerns

- Some of the service desks on other floors are not ADA compliant.
- There is not a direct, ADA compliant public entrance into the basement.
- Some of the restrooms are not handicapped accessible.
- Many doors do not have automatic door openers or ADA compliant hardware.

Appearance

In the past several years, many initiatives improved the University Library's overall appearance. Lounge and study furniture was updated on the second floor and in the reference room. Two Menominee Indian exhibits were added to the lobby. Artwork and displays were updated and added throughout the building. Worn and outdated window treatments were removed from the second floor. A large, student-created statue was installed on the building's west lawn. New carpeting was installed throughout most of the second floor. The administrative offices were painted, refurnished and much of their carpeting was replaced.

Issues & Concerns

- Much of the building furniture is still old, worn and mismatched.
- Many carpets are old and worn,
- In some areas, lighting is inadequate and/or outdated.
- Directional signs are sometimes inaccurate and lack a consistent plan.
- Grounds need planting updates and better care.

Maintenance

The University Library's Administrative staff are working closely with campus facilities coordinators and custodial supervisors to facilitate more efficient and adequate building maintenance. The building's air handlers were recently updated. New ramps and handrails were added to the east side of the building. Several custodians' shifts were switched from nights to days to better address the increased traffic in the lobby and other cleanliness concerns.

Issues & Concerns

- Most walls are dirty, faded and in need of routine painting.
- Response to building maintenance needs/requests are often unreasonably slow.
- Burned-out light bulbs and lighting fixture failures are not handled in a routine, expedient manner.
- Elevators malfunction frequently and are not always serviced in a timely manner.
- General cleaning is inconsistent and in some cases poor.

Planning

The LRC administration is currently working with all of the facility's occupants in an attempt to develop and meet the diverse goals and needs of each unique entity. At the same time, resource sharing and teamwork are stressed. Current collaborations include laptop circulation, the *Menominee Clans Exhibit*, the *Food For Thought Café*, events-schedule monitors in the lobby, a building-wide surplus property drop-off area, and the reconfiguration of IT and TLC spaces in the lower level. A new uniform signage design and distribution plan is currently under development.

Issues & Concerns

- There is currently no long term furnishing and space allocation plan and no overall facility plan for the LRC that includes all occupants and services.
- There is a lack of continuity and theme of appearance.
- Some unrelated placements of departments and people leads to inefficiency in workflow and staffing.

Access

The library's access services department was recently renovated, merging three departments and providing a more streamlined customer service system. Building hours have been expanded to make services more widely available to students and faculty. The stacks collection was recently shifted and reorganized to provide better access to the library's general collection.

Issues & Concerns

- The loading dock is poorly designed and does not meet the building's needs for pickup or delivery.
- Services offered in the building have inconsistent hours.
- Multiple service desk locations create confusion for patrons.
- Directional signs are inconsistent and sometimes confusing.

Public Areas

Improving the quality and function of the library's public areas has been a focus. New study furniture has been placed on the first, second and fourth floors. New carpeting has been added to the second floor study area. The *Food For Thought Café*, a coffee shop and study area, was recently opened on the building's first floor. New computer pods were installed on second floor and in the reference room. Wireless internet was added throughout the building along with a laptop docking station area in the reference room. Many displays and artwork exhibits have been either added or updated throughout the building. A student presentation room equipped with audiovisual technology was recently added to the fourth floor. The WCEE expanded its collection and public access area. The TLC expanded its tutoring area. The campus installed a "green roof" on the east side of the building, not only enhancing the public's view from the study area located on the second floor, but improving air and water quality in our community. Old "study cages" were removed from the fifth floor and replaced by an archival display and public seating area. Automated information displays were installed in the building's lobby.

Issues & Concerns

- Insufficient and poorly located electrical outlets for laptop use.
- Small group study rooms on 4th floor are insufficient and in need of basic updates.
- Faculty and graduate student research cages are uninviting, outdated and inadequate.

- Additional technology teaching/presentation rooms are needed and some current classrooms need updates.
- Many study areas are outdated, uninviting and inadequate.

Staff Areas

Many of the building's staff areas have been vastly improved over the last five years. The entire acquisitions and cataloging department received a new modular office system. The UWSP records manager, the automation librarian, the technology support staff, the serials librarian, the accountant and the cataloging librarians all received new modular furniture systems in their offices. The administrative offices were updated and fitted with new modular furniture. The main circulation desk was reconfigured and updated to accommodate the circulation of laptops. The periodicals assistant received a new modular office system behind the periodicals circulation desk. The employee lounge was repainted and its furniture reupholstered. Vacant space in the lower level was converted into an IT computer service area. A new workspace was added to the WCEE. All building storage areas were reorganized and cleaned.

Issues & Concerns

- The employee lounge is inadequate in size for the amount of total staff located in the building.
- The administrative office is located on the fifth floor making it remote and hard to find.
- A few faculty offices are remote and hard to locate.
- Allocation of space is uneven and unplanned creating some workspaces which are not adequate in size and other workspaces which are not fully utilized.
- Some staff work areas lack a private space to conduct supervisory and confidential business.
- Faculty and staff offices and workplaces on 3rd floor, 5th (Archives), and 6th floors have not been updated.

Technology –

Technology advancements in the library have been a priority over the last several years. Library technical staff have worked with IT technical staff to develop and implement a collaborative plan for backup, security, and maintenance of network processes. The entire LRC is now wireless and a laptop checkout program has been initiated as a collaborative effort between the Library and IT. Three new computer pods have been added to the reference room and 2nd floor over the last two years and there are plans to add two additional computer pods to the library this summer. A student presentation room has been created on the fourth floor to support students who are working on power point or other types of presentations that rely on technology. The library administration is working with IT to develop a plan for further developing public computer areas within the building that support individual and collaborative research and study. Four public access computers were added to the Library Café. IMC has extended its services to support iPod, MP3 and video camera checkout over the last two years. A faculty computer upgrade schedule is in place every three years but the staff computers must rely on trickle down from replacements. This system is sometimes problematic for areas such as cataloging and circulation.

Issues and Concerns

- A study of the role of the library in supporting media on campus is a priority. IMC has a long history of supporting the campus with media materials and media production. The changing media needs of students and faculty need to be identified and addressed in collaboration with other media support services on campus.
- More updated presentation, study and teaching facilities are needed.
- In addition to computers, the library needs to update microfilm and copy machines to reflect the most recent communication options available through email and digitizing.
- Copy machines should all be Point Card compatible.

- IT is currently working with the library administration to develop a plan for replacement of all public computer stations. This initiative will free library funds for the development of more technology appropriate study and work spaces.

Statistics – Gate Count:

2003-2004 – 284,133
 2004-2005 – 296,341
 2005-2006 – 310,956
 2006-2007 - 338,948

Assessment Activities –

The University Library participated in a nation-wide LibQual Survey during Spring 2004. In the "Library as Place" questions, the Library more than met respondent minimum expectations. There was a relatively small gap in respondents' desired level of service and their perceived level. (See LibQual appendix)

Faculty Carrel Survey - Faculty were surveyed during the fall of 2006 concerning the need for quality library study carrels for faculty and graduate students. Twenty eight faculty members responded and all but three respondents expressed interest in secure, comfortable carrels for faculty and student research. (See attachment 2)

Users were asked to evaluate new furniture options during 2006-2007 and participated in the selection of new furniture selections by voting on their favorites.

Special Projects Underway or Major Changes Implemented

See Timeline (attachment 3).

Goals

- Provide a safe, useful, well maintained, and inviting facility that serves as a central gathering place for the diverse teaching, scholarship and artistic activities of the university community.
- Adapt the Library's physical space to new and changing ways of teaching and foster an environment conducive to effective teaching, collaboration, discovery, and learning.
- Provide spaces that enable and support the evolving learning technologies and behaviors of today's students.
- Develop a unified facilities plan that supports the University mission and incorporates all occupants and spaces in the facility.

SWOT analysis of area – see attachment 4.

ATTACHMENT 1

Library Seating/Equipment/Computers (Non-staff):

1st floor:

Reference Room – 95 seats

7 computer pods (4 computers each) – 32 public computers

Food for Thought Café – 82 seats

Lobby – 12 seats

2nd floor Periodicals:

Study – 103 seats

1 computer pod – 4 computers

12 microfilm readers

1 microfiche readers

3 microfilm reader/printer

1 microcard reader

2 photocopiers

2 catalog stations

3rd floor:

Study – 54 seats

2 catalog stations

3rd floor IMC:

136 seats

2 catalog stations

20 TV's

11 VCRs/DVDs

1 copier

1 video disc

3 CD players

4 cassette players

1 record player

4 VCRs

2 35mm projectors

2 slide projectors

1 overhead projectors

4th floor :

Study – 196 seats

1 catalog station

5th floor:

Study – 174 seats

2 microfiche readers

3 microfilm readers

2 microfilm/fiche reader/printers

2 copy machines

2 catalog stations

6th floor:

Study – 115 seats
8 microfiche readers
1 microcard reader
4 microfilm readers
1 fiche/fiche printer
1 fiche/paper printer
1 copy machine
2 catalog stations
1 internet station

Classrooms/conference:

Classroom 107 - 35 seats
Classroom 310 - 38 seats
Conference room 507 – 18 seats
Classroom 604 – 26 seats

Small Group Study Rooms:

16 rooms on 4th floor (three group rooms are being used as offices, 13 are used for the public) –
73 chairs in the 13 public group rooms

IMC Viewing rooms:

3 small group rooms

ATTACHMENT 2

Faculty Carrels Survey Selected Comments
March 25, 2008

By all means I would find this useful.

A small faculty space in the library would be nice.

Chairs with padded seats.

An upgrade to greater comfort would make the cage wonderful.

I believe the greatest need would be for graduate students since some of them do not have office space on campus. I believe the need is less critical for faculty since they have favorable checkout privileges and offices relatively close to the library, but that there would definitely be times when faculty would use the spaces.

We have a research grant and I expect to hire a post-doc in a year or so. I would love to have a faculty carrel for that person if it's possible.

I would welcome such space.

I would love to have a quiet retreat space.

I would definitely be interested.

More shelves and better lighting.

Put shelves in the rooms (for faculty members to put a few books on); add a couple of very comfortable reading chairs, a table or two for working, and a terminal.

Make these genuinely dedicated spaces for scholarly work and nothing else.

Require faculty to check out any books that they put in the room.

I would be interested in space for research and writing purposes.

As a faculty member currently on sabbatical, I believe this is a wonderful suggestion and am highly supportive of your idea.

I think what faculty should have, for research purposes, is some places that are quiet, private, and secure enough to leave notes and documents.

With the wonderful new delivery service that the library offers, I don't foresee a need for a research carrel. I'd prefer to see this space designated for students who are working on research projects.

The current faculty cages are not conducive to research, so I would support some alternative. It would still be helpful, however, if people could keep research materials there.

I may be interested in other, more comfortable space depending upon its location (my carrel is very remote and quiet) and how much sharing would go on. I would prefer no more than one carrel-mate.

ATTACHMENT 3 Timetable

facilities timeline.doc

ATTACHMENT 4



Area: **Facilities**

Participants: **Kathy Davis, Mike Jan, Terri Muraski, Andy Pech, Heather Tetzlaff**

S.W.O.T. Analysis

<p style="text-align: center;">STRENGTHS (Internal)</p> <p>Size, prominence, location on campus. Variety of building occupants. Amount and variety of seating. Service based facility. Renovation of many public and staff areas.</p>	<p style="text-align: center;">WEAKNESSES (Internal)</p> <p>Configuration of the building – outdated, inflexible, encourages isolation of departments and is confusing to users. Traditional arrangement of services with outdated infrastructure (heating & cooling), furnishings and lighting. Unresolved ADA compliance issues. Inadequate restrooms on busiest floors. No dynamic space plan and current service plan requires maximum staffing. Lack of sunlight in many staffing areas. Limited comfortable group seating.</p>
<p style="text-align: center;">OPPORTUNITIES (External)</p> <p>Campus Plan/Vision 2015/Library Self study/External Review. Changing expectations and needs of users. Changing trends in university libraries nationwide. Campus sustainability initiative. Collaboration with other instructional support services. Outreach and marketing.</p>	<p style="text-align: center;">THREATS (External)</p> <p>Budget outlook. Bureaucracy involved in facility changes. Unresponsiveness of campus facility services to building and grounds issues. New UC. Need to recognize the changing needs of users and trends in libraries. Expansion of non library LRC services. Public and campus administration view of the importance of university library facilities.</p>