Law Library
UNIVERSITY OF WISCONSIN LAW SCHOOL

Strategic Planning & Assessment

ANNUAL REPORT

2016-2017

The UW Law Library engages in regular strategic planning and assessment of its effectiveness in achieving our mission and realizing our goals. This report describes the library's efforts between July 2016 and June 2017 to achieve our mission and vision, pursue our key priorities, and realize this year's strategic initiatives.

In June 2016, the Law Library formed an assessment committee to develop and lead our program of planning and assessment. We were informed by our own observations and reflections, data and statistics, discussions with library staff at all levels, as well as by consultations with law students and faculty. The Law Library routinely seeks feedback from law students and faculty about library services, collections, and physical space. We reach out to students by participating in meetings with the Student Bar Association, encouraging suggestions and comments through our suggestion boxes (both physical and digital), offering instructional sessions, and engaging students at service desks and through our Facebook page. We also have developed personal connections with faculty through our liaison program and routinely attend faculty meetings and other Law School programs.

The committee's first objective was to review and revise our mission and vision statements to reflect our core purpose and guide our future direction. We developed the following statements:

Our Mission
To foster research & learning

Our Vision
To provide the highest level of library & information services to the UW Law School & University communities

With these core principles in mind, we developed the key priorities and strategic initiatives described below. These comprised our 2016-2017 Strategic Plan (see Appendix). This plan was formatted in an easy-to-read, single page and was shared with each Law Library staff member as well as with the Dean and the Law School leadership group.

Ongoing Key Priorities

To guide decisionmaking regarding services, collection management, and space planning, we established five ongoing key priorities. The progress made toward each of these priorities this academic year is described below.

➢ *Enhance the discoverability & accessibility of information*

The library enhanced the discoverability of more than 60,000 titles by adding full records for 37 electronic collections to the library catalog. Previously, these titles had only been accessible if the user knew to go directly to the database. Additional catalog records will be added as available to ensure continued discoverability and accessibility of these collections.

- The library purchased Cassidy Cataloging record sets for 30 HeinOnline collections containing 21,000 titles and configured OCLC's WorldShare Collection Manager to supply catalog records for an additional four HeinOnline collections.
- In addition, we added full records for thousands of ProQuest titles to the library catalog including Congressional CRS Reports (35,000 records) and federal administrative law documents available through Regulatory Insight (2,400 records).
- 2,126 catalog records were included with the library's purchase of Gale's Making of Modern Law Foreign Primary Sources, Parts I and II.
- 50 catalog records for Oxford Constitutional Law were also loaded into the library catalog to provide richer research results.

Library staff also enhanced information discoverability by highlighting several of our collections through signs and displays.

- Numerous slides highlighting information available in our subscription databases were added to the rotating slide deck on our digital sign near the circulation desk.
- Staff also created a display entitled "Documents Through the Decades" showcasing the Law Library's 35 years in the Federal Depository Library Program. The display featured interesting government documents of various media types.

Enhance the Discoverability & Accessibility of Information

Full catalog records for
60,000 titles added to library catalog

ProQuest
37,400 titles
CRS Reports
Regulatory Insight

HeinOnline
21,000 titles
Case law
Statutes & Session Laws
and many others

Making of Modern Law
2,126 titles
Foreign Primary Sources,
parts I & II

Collections highlighted
on digital sign and in displays

➢ *Provide expert assistance in locating relevant information*

Reference Assistance - Professional reference librarians answered research questions and logged them using Gimlet, an application designed to track reference statistics.

o This academic year, library staff answered more than 2,600 questions. More than 67% of questions were answered in person at the reference desk (1,750). Other methods included email (371), phone (269), chat (162), by appointment (48), and social media (1).

o More than half of all questions asked were reference questions (1,449) in which our librarians provided research assistance. Although the number of reference questions asked has declined over the last few years, the decline has remained relatively proportionate with Law School enrollment.

o Law School students (1,111) and Law School faculty/staff (446) asked 59.9% of all reference questions. UW Madison campus users (428) asked 17.6% of questions. These groups comprise our primary patron base. In support of the Wisconsin Idea, we also serve other community groups. One in ten reference questions (9.7%) was asked by those engaged in the practice of law - Law School alumni (55), other attorneys (109), and pro se patrons (88). The general public (334) asked an additional 12.8% of questions. We

received excellent feedback from our users this year about the many resources that we've helped them discover.

- o Approximately half of all reference questions (1,504) were answered within five minutes. However, an increasing number of reference questions (114) required at least 30 minutes to answer. This number has increased in recent years demonstrating a rise in the complexity of reference questions asked. The length of time required to answer a question correlates to the complexity of the question: a more complex question will take longer to answer.

- o The busiest time of year for questions was the fall semester, with major spikes in questions from August to November.

Research Guides - For researchers who need assistance anytime, our reference librarians offered several additional types of research guidance.

- o Our Law Library website serves as the gateway to many library resources and services, including our many databases. Our website was viewed more than 137,636 times this year. The average website session duration was approximately five minutes.

- o Librarians have created many online research guides on subject specific legal topics (http://library.law.wisc.edu/researchguides.html). The Law Library's 59 published LibGuides were collectively viewed 115,982 times this year. The most popular guides included a guide to legal research in Germany (28,333 views), a guide to legal citation (15,981 views), and guides to legal apps for iPad (15,784 views) and Android (13,693 views). Librarians created one new guide on *Assessment Resources for Law Faculty* this year and are currently drafting several others.

- o Librarians have also created video tutorials instructing patrons on the use of library databases and tools. The ten tutorials available on the UW Law Library YouTube Channel have been watched 1,139 times this year (https://www.youtube.com/channel/UC78674Vtx-MRXAHzWeYj4zA). Users are finding the tutorials in a variety of ways, including YouTube's suggested videos (53% of views), YouTube searches (20%), links from our Law Library website (18%), and other ways (9.3%).

- o During the school year, reference librarians wrote weekly articles for the Law School online newsletter (http://law.wisc.edu/newsletter/Law_Library/?iShowAll=1). This year, librarians authored thirty-one articles that featured reviews of new acquisitions, provided research tips, and introduced new and innovative legal research tools.

- o Librarians frequently announced new resources, sessions, and services to faculty and staff via the Law School's "Watercooler" listserv.
- o The Law Library also reaches outside the Law School through the library blog, WisBlawg, which offers legal research news and information with an emphasis on Wisconsin (http://wisblawg.law.wisc.edu/). This year, WisBlawg received more than 290,000 visitors including librarians, attorneys, judges, and other legal professionals.

Provide Expert Assistance in Locating Relevant Information

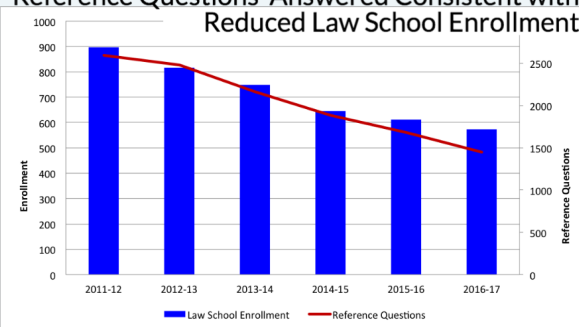## Reference Questions Answered Consistent with Reduced Law School Enrollment

Chart compares all reference questions answered with Law School enrollment figures

Increased Complexity of Reference Questions Asked

Questions requiring 30+ minutes to answer

Chart shows reference desk questions answered with duration of 30 minutes or more

Reference Questions Asked by

- Law students ⎤ Law
- Law faculty/staff ⎦ School - 59.9%
- UW Madison – Campus - 17.6%
- Law alumni ⎤
- Other attorneys ⎬ Law Practice - 9.7%
- Pro se patrons ⎦
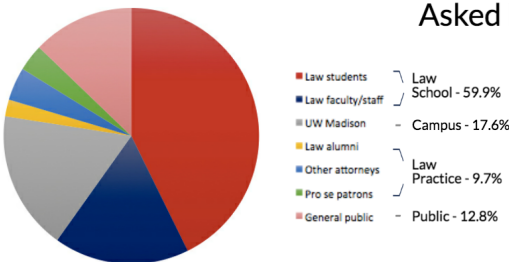- General public – Public - 12.8%

Chart shows all reference questions answered in 2016-17 by type of patron

Anytime Research Guidance

WisBlawg Law Library blog
290,000+ visitors

Law Library Website homepage
137,600+ views

LibGuides 59 bibliographies
115,900+ views

Video Tutorials 10 tutorials
1100+ views

➢ *Provide support on the use of research & learning technology*

Reference librarians presented numerous instructional sessions and logged them using a campus libraries instruction statistics tool called LibAnalytics.

- o This academic year, librarians taught 37 sessions to 628 attendees on numerous topics including corporate governance, foreign and international law, human rights, legal citation (Bluebook), legal research, tax law, and writing tools. Several of these sessions were offered in conjunction with the Law School Academic Enhancement Program while others were presented at the request of faculty.
- o In partnership with the Law School Orientation Committee and the Legal Research & Writing department, librarians helped welcome and orient new students. In the week before school began, librarians offered several library tours. These were followed up with a visit to each 1L LRW class providing a point-of-need introduction to library resources and services in advance of their first legal research and writing assignment.
- o Law Library staff provided focused instructional sessions to law students serving on law reviews, student organizations, and legal clinics and offered follow-up individual training and consultation as requested.
- o Librarians offered workshops for Law School faculty and staff in conjunction with the Institute for Legal Studies and the Committee on Academic Staff Issues. These included sessions on learning and assessment tools such as Flipquiz and Kahoot, research tools such as Perma.cc and Zotero, and current awareness tools such as Browzine, RSS feeds, and news aggregators.
- o Reference librarians also routinely introduce new research and learning technologies to students and staff at the reference desk or during one-on-one consultations.

Provide Support on the Use of Research & Learning Technology

Instructional Sessions for Students

37
Sessions Taught

628
Attendees

Topics Taught
Corporate Governace
Foreign & International Law
Human Rights
Legal Citation (Bluebook)
Legal Research
Library Orientation
Tax Law
Writing Tools

Student Groups
Law Review
International Law Journal
Gender Journal
Law & Entrepreneurship Clinic

Library Instruction Statistics from LibAnalytics

Instructional Sessions for Faculty & Staff

Assessment Tools
Polling & quizzing tools

Research Tools
Databases
Zotero & Perma.cc

Current Awareness Tools
Browzine
RSS feeds
News aggregators

➤ *Enhance the visibility of Law School research, publications, & collections*

The Law Library has increased the visibility of the Law School by developing and managing repositories that make scholarship, publications, and collections freely available on the Internet.

- o The library actively developed and added content to the UW Law School Institutional Repository. This important new library collection of materials by and about the Law School is scheduled to launch in 2017-18. More than 100,000 documents have already been added to the repository. A discussion of this work appears later in this report.

- o Although most content in the institutional repository is not yet public, one collection debuted this year. *Bhopal: Law, Accidents, and Disasters in India*, a special collection from Professor Marc Galanter featuring primary sources related to the Bhopal nuclear disaster, was launched in conjunction with a Law School panel on "Law and Accidents in South Asia" in October 2016(http://repository.law.wisc.edu/collections/show/43). There already has been much interest in the collection. Since its release, there have been 7,929 unique page views and 11,050 documents downloaded from the Bhopal collection.
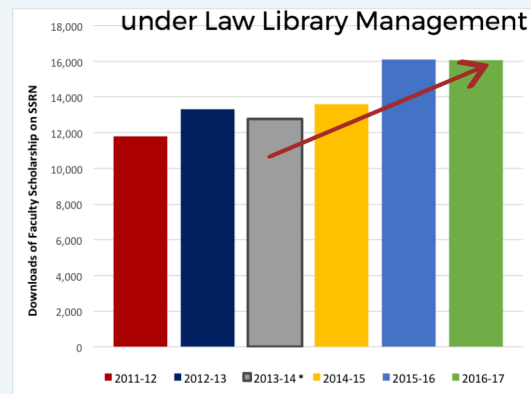
- o Library staff also manages the University of Wisconsin Law School Legal Studies Research Paper Series on SSRN (https://www.ssrn.com/link/u-wisconsin-legal-studies.html). Librarians work closely with faculty to collect, describe, and upload their scholarship to SSRN, thereby increasing its visibility to the legal community. This year, 33 articles were added to the almost 500 already available in the research paper series. Since

library staff took on maintenance of the series in 2013, downloads of Law School scholarship have increased by more than 25 percent with 16,052 downloads occurring this year.

> *Offer attractive & comfortable space for study, collaboration, & learning*

The Law Library remains a well-used location for quiet study by Law School and UW Madison students.

- o This year, more than 148,000 people visited the Law Library, with highest use in September, October, and February. Although total library visits have declined in the last few years, this decrease is consistent with the decline in law student enrollment. The ratio of library visits to law student enrollment has remained relatively consistent.

- o Because the Law Library is such a popular campus study location, access to the Law Library is limited during the exam period to provide adequate study space for law students. Only law students, law faculty and staff, and individuals needing to use the collection are admitted during the four weeks prior to and during final exams.

- o Use of the Law Library's eight study rooms has remained very high despite the decline in law student enrollment over the last few years. During the weeks before final exams, use of the rooms is particularly heavy (approximately 70-80% use in the afternoons) with some students unable to reserve a room.

The Law Library made many improvements to our physical space this year.

- o In the Habush, Habush & Rottier Reading Room, improvements included cleaning and reupholstering several chairs in the soft seating area, relocating several soft seating chairs that were underused elsewhere in the library, acquiring and hanging an original Gibson Byrd painting, and working with university electricians to repair lighting to ensure the safety and functionality of the space.

- o In the Quarles & Brady Reading Room, improvements included repairing several broken wooden chairs and adding a display case repurposed from another area of the Law School. Since receiving the case in November, library staff has created a number of attractive displays including a history of Law School courses, law in film, National Library Week events, Law School faculty and staff reading recommendations, and a photo tribute to Director of Student Life, Mike Hall.

- o We created a more welcoming atmosphere in the library by painting a colorful accent stripe in the entrance foyer and adding an adjustable frame to house the current year's faculty READ poster. The library also installed four new multi-unit garbage/recycling bins to replace worn and damaged units in several locations around the library.

- o Finally, the Law Library repurposed a conference table and chairs from the External Affairs office creating a new, attractive group meeting space on the 6th floor of the library (Palay Room). Legal Research & Writing staff has been invited to use this meeting space.

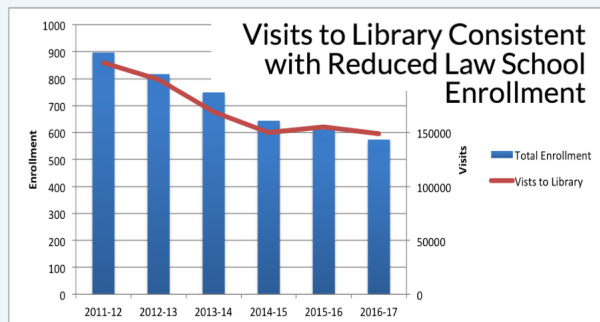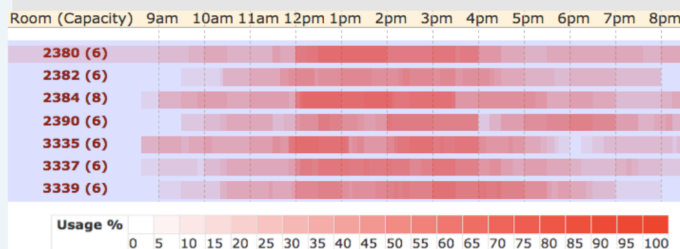Offer Attractive & Comfortable Space for Study, Collaboration, & Learning

Visits to Library Consistent with Reduced Law School Enrollment

Chart compares library vists recorded by automatic gate counter with Law School Enrollment figures

Study room use heavy especially near final exams

Room (Capacity)	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm
2380 (6)												
2382 (6)												
2384 (8)												
2390 (6)												
3335 (6)												
3337 (6)												
3339 (6)												

Usage %
0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Heat map depicts use on Wednesdays four weeks prior to and during finals, Fall 2016 as recorded by UW Law School Calendar, Room Useage Addon

Improvements to Physical Space

Repurpose Law School case & create several attractive displays

Install original Gibson Byrd painting & new frame for faculty READ poster

Clean, reupholster chairs & relocate soft seating area

Repair several chairs in Q&B Reading Room

Repurpose conference table creating new meeting space

Install new multi-unit recycling bins

Oversee safety upgrade to lighting in HH&R Reading Room

Brighten up entrance area by painting colorful accent stripe

2016-17 Strategic Initiatives

Consistent with these general key priorities, we identified four strategic initiatives on which to focus our efforts in 2016-17. Our progress toward achieving these strategic initiatives appears below.

➢ *Expand library services to other Law School units & offices*

Although the Law Library has long partnered with numerous units in the Law School, this year we expanded our services in several new directions.

o In one significant partnership, library staff worked with the External Affairs office to identify and digitize distinctive Law School materials to showcase in our soon-to-be-released institutional repository. We digitized several collections of historical materials for the repository, including Law School photos and publications and added metadata to make content more accessible and discoverable. We also devised a method of digitizing photos of Law School alumni through heavy and very difficult-to-open frames which was much

appreciated by External Affairs staff who no longer need to open the frames for photo scanning.

o   We worked with External Affairs to digitize dozens of oral histories of Law School faculty, adding indexing and, in most cases, transcription and closed captioning to ensure broad accessibility and discoverability of the content. This material will be a vital part of the Law School's Sesquicentennial Celebration in 2018.

o   In addition, we worked with External Affairs and Information Technology staff to make available audio and video recordings of Law School events. We developed procedures to host and preserve this content using appropriate legal permissions and accessibility standards.

o   Library staff also worked with the External Affairs office to bring author Matthew Desmond to the Law School for an exclusive discussion of his Pulitzer Prize winning book, *Evicted: Poverty and Profit in the American City*, which was this year's selection for Go Big Read, UW-Madison's common reading program. We also secured a free copy of the book for all Law School students so that they could engage in discussions.

o   The Law Library also partnered with the Law School's three student-edited law journals – the Wisconsin Law Review, the Wisconsin International Law Journal, and the Wisconsin Journal of Gender, Law, and Society – to increase the visibility of their journals. In addition to compiling and uploading their existing articles into our repository, this year we reached out to the editorial staff of each journal to discuss procedures for receiving and adding new content. Work on this will continue next year.

o   Finally, we expanded our involvement in the UW South Asian Legal Studies Group. Collaboration with this group allows librarians to more actively support faculty scholarship by recommending research sources to enhance their scholarship and receiving their collection suggestions.

Expand Library Services to Other Law School Units & Offices

External Affairs
Identify, digitize & showcase distinctive historical content

Make content accessible & discoverable

Bring Go Big Read book author to Law School

External Affairs & IT
Host & preserve audio & video recordings of Law School events

Follow legal & accessibility standards

Student-edited Journals
Compile & upload existing articles into repository

Discuss procedures for adding new content

South Asian Legal Studies Group
Enhance faculty scholarship by recommending sources & receiving collection suggestions

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➤ *Launch our institutional repository to enhance the visibility of Law School research, publications, & collections*

Developing the UW Law School Institutional Repository was a major project this year. Library staff designed and built the repository using the open-source tools Omeka and Fedora and has already added more than 100,000 documents to our repository collection. Staff continues to add metadata descriptors and to provide full-text content for the collection to enhance the discoverability and accessibility of Law School research, publications, and collections.
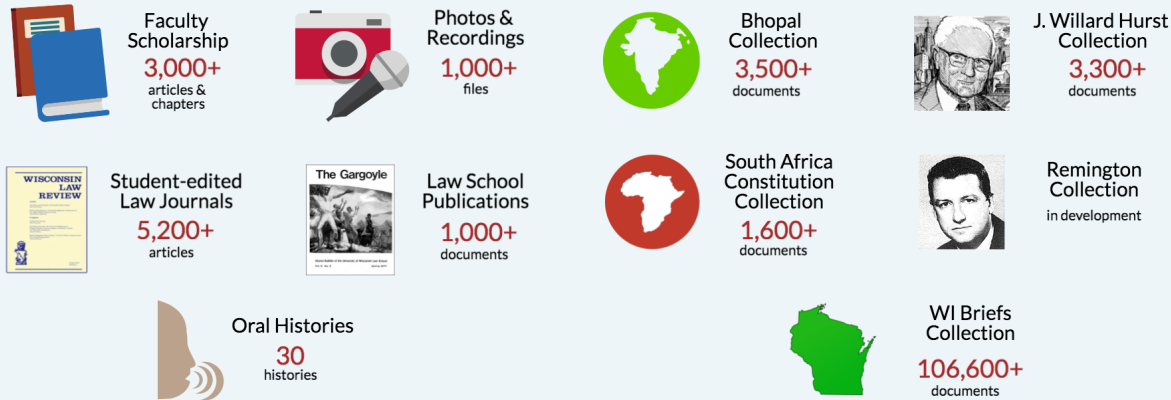
- o *Faculty Scholarship* – Law School faculty and staff scholarship will be the centerpiece of our institutional repository. Library staff has worked to locate, organize, and tag the 3,021 articles and book chapters in this collection, many of which were added this year. All documents are full-text PDF with accompanying descriptive and citation metadata. The interface and schemas are still being refined. We plan to 'soft launch' the collection to Law School faculty and staff in late 2017.

- o *Student-Edited Journals* – As described above, the library uploaded 5,254 articles from the Law School's student-edited law journals into the repository. The library purchased the full-text PDFs of these articles from Hein and added article-level metadata to increase discoverability.

- o *Oral Histories* – Oral histories of Law School faculty also will be highlighted in the repository. Working with the UW Madison Oral History Program, the library collected and added thirty histories to the repository, with two new histories recorded in 2016. To

increase accessibility and usability, complete transcription and indexing was added for most of the histories, with more to come next year.

o *Photographs and Audio/Video Recordings* – As described above, the library collected and added many photographs and audio/video recordings of Law School events for the repository. Library staff are adding descriptive metadata to make the materials more accessible and discoverable.

o *Law School Publications* – Library staff have combed through our files to identify and digitize many Law School publications. We will scan these files with optical character recognition software (OCR) so that full-text is available for increased discoverability and accessibility.

o *Bhopal Collection* – Although the bulk of the repository is expected to launch in 2017-18, a special collection featuring primary sources related to the Bhopal disaster in India launched this year as described above (http://repository.law.wisc.edu/collections/show/43). The collection currently contains 3,500 documents.

o *South African Constitutional Law Collection* – Professor Heinz Klug's South African constitutional law collection featuring documents tracing the development and ratification of the South African Constitution is another collection under development. Currently, nearly 1,600 items have been added.

o *Frank Remington Collection* – Another special collection is in the very early stages. Librarians met with Remington Center staff to discuss the feasibility of processing and digitizing a collection of materials by and about Professor Frank Remington and the Remington Center.

o *J. Willard Hurst Collection* – The Hurst Collection details the career of the UW Law School professor commonly identified as the father of modern American legal history. This collection of Hurst's correspondence and scholarship was launched a decade ago (http://library.law.wisc.edu/hurst/). Its 3,358 documents were moved to the repository server and the collection will be incorporated into the repository next year.

o *Wisconsin Briefs Collection* – This collection contains briefs for Wisconsin Supreme Court and Court of Appeals cases from 1992 to 2009. This collection was launched around 2005 (http://library.law.wisc.edu/eresources/wibriefs/). Its 106,690 documents were moved to the repository server and the collection will be incorporated into the repository next year.

Launch our Institutional Repository to Enhance the Visibility of Law School Research, Publications, & Collections

Repository Collections

Faculty Scholarship
3,000+
articles & chapters

Photos & Recordings
1,000+
files

Bhopal Collection
3,500+
documents

J. Willard Hurst Collection
3,300+
documents

Student-edited Law Journals
5,200+
articles

Law School Publications
1,000+
documents

South Africa Constitution Collection
1,600+
documents

Remington Collection
in development

Oral Histories
30
histories

WI Briefs Collection
106,600+
documents

➢ *Continue the transformation to an electronic library environment in order to realize maximum benefit from allocated resources*
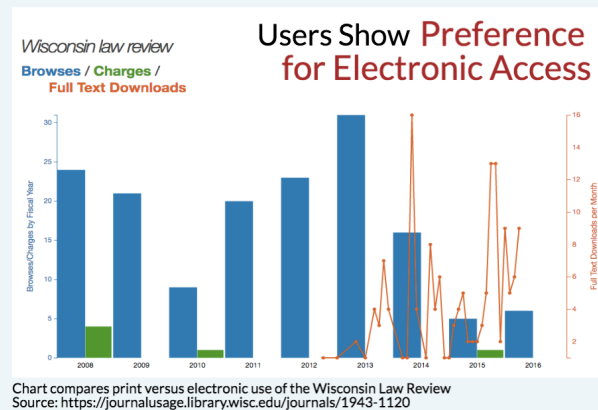
This year, the Law Library continued the shift toward an electronic environment by confirming a preference for and acquiring numerous digital titles. We also achieved significant cost savings through database contract negotiation.

o In fall 2016, the Law Library updated and revised our Collection Development Policy with the understanding that there will continue to be rapid growth of legal publications in both print and electronic formats. Because many library users now prefer digital formats, we have focused our collection strategy on growth and maintenance in this area.

o Although the number of print titles held by the library has remained relatively steady since 2012, the number of electronic titles held has more than tripled (345.8% increase) from 2012 to 2016.

o Law Library spending reflects the increasing preference for electronic material. This year, we spent 24% more on digital materials than last year. In the same time period, print spending decreased by 40%. We expect this trend to continue.

o The library negotiated large discounts on three databases this year, saving approximately $85,000. With the savings, the Law Library acquired several new digital collections, providing library users access to thousands of additional materials. We purchased two Gale
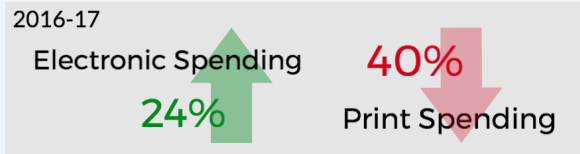
Making of Modern Law databases – US Supreme Court Records & Briefs and Foreign Primary Sources, Part I and II. The library also purchased Proquest's Supreme Court Insight and the 2016 and 2017 updates to several Proquest titles already owned. In addition, we acquired two Oxford databases, US Constitutional Law and Bibliographies in International Law, as well as several additional HeinOnline libraries, and VoxGov, a database of federal government documents, legislation, news releases and social media updates.

o We received feedback from numerous Law School students, faculty, and staff expressing appreciation for the resources that we made available this year.

o The library cancelled many print titles when electronic access became available. For example, previously we purchased all print ABA-accredited law school journals. Currently, with many of them available electronically, we no longer subscribe to new print law school journals.

o We have withdrawn many print titles that were out of date or available electronically and infrequently used. This included the withdrawal of 9,500 volumes of print Congressional hearings (1,900 this year) that are available electronically and on microfiche.

Continue the Transformation to an Electronic Library Environment to Realize Maximum Benefit from Allocated Resources

Users Show **Preference for Electronic Access**

Wisconsin law review
Browses / Charges / Full Text Downloads

Chart compares print versus electronic use of the Wisconsin Law Review
Source: https://journalusage.library.wisc.edu/journals/1943-1120

$85,000 Saved through Savvy Database Contract Negotiations

2016-17
Electronic Spending ↑ 24%
40% ↓ Print Spending

Electronic Titles Tripled while Print Titles Remained the Same
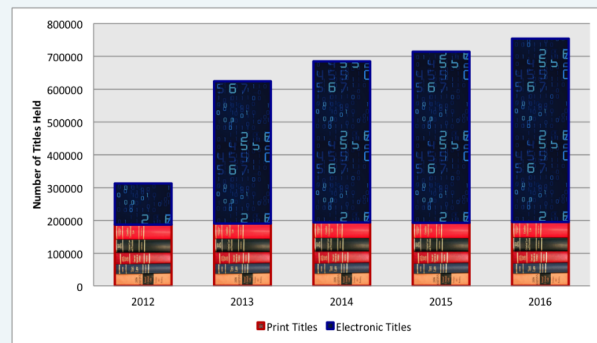
Chart shows number of Law Library titles held in print and electronically
Source: Data submitted to US News

Print Titles   Electronic Titles

➢ *Develop in-house expertise on learning technologies*

Library staff participated in several trainings and workshops to increase their knowledge of learning technologies to assist the faculty in their teaching and assessment of learning outcomes.

- In August, many library staff attended a workshop on Teaching Technology sponsored by the Law School Committee on Academic Staff Issues (CASI). Attendees examined several instructional technologies and explored when and how they might be used to support or assess student learning. Two library staff members also presented at the workshop.

- In January, the Law Library organized a training session on the Canvas Learning Management System for the public services librarians. The session was tailored to show features within Canvas that library staff can use to support faculty requests.

- Library staff also attended several other conference programs and workshops in which learning technologies were demonstrated and discussed. These included the following: the Institute for Law Teaching & Learning Conference on Formative Assessment in Large Classrooms at Emory Law School, the Computers in Libraries conference, and the LOEX Annual Conference (instruction and information literacy).

- o The library has developed a collection of materials and tools on law school learning outcomes and assessment. These resources will be shared with Law School faculty and staff through our LibGuide, *Assessment Resources for Law Faculty* at http://law.wisc.libguides.com/assessment/.

Develop In-house Expertise on Learning Technologies

Library Staff Participation in Learning Technology Sessions

Law School CASI Teaching Technology Workshop

UW Canvas Learning Management System Training

Other Learning Technology Conference Programs & Workshops

Conclusion

2016-17 has been a very productive year for the Law Library. Working together and in partnership with the Law School, the library staff has successfully fostered research and learning by building upon our on-going key priorities and achieving each of our annual strategic initiatives.

Report compiled September 12, 2017
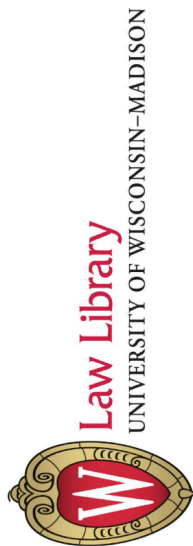
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Law Library
UNIVERSITY OF WISCONSIN–MADISON

Strategic Plan
2016-2017

Our Mission

To foster
research & learning

Our Vision

To provide the highest level of library & information services to the UW Law School & University communities

Key Priorities

To foster research & learning, we:

- Enhance the discoverability & accessibility of information

- Provide expert assistance in locating relevant information

- Provide support on the use of research & learning technology

- Enhance the visibility of Law School research, publications, & collections

- Offer attractive & comfortable space for study, collaboration, & learning

Strategic Initiatives

This year, we aim to:

- Expand library services to other Law School units & offices

- Launch our institutional repository to enhance the visibility of Law School research, publications, & collections

- Continue the transformation to an electronic library environment in order to realize maximum benefit from allocated resources

- Develop in-house expertise on learning technologies