



Law Library

UNIVERSITY OF WISCONSIN LAW SCHOOL



Strategic Planning & Assessment Report

2019 / 20

The UW Law Library regularly engages in strategic planning and assessment of its effectiveness in achieving our mission and realizing our goals. Each year, we establish several strategic initiatives designed to forward our mission. This report describes the library's efforts between July 2019 and June 2020 to realize those strategic initiatives.

As it did for so many, the COVID-19 pandemic caused significant disruption to the Law Library, from staffing and services to spaces and collections. In response to these challenges, library staff devised creative solutions to quickly pivot our services and collection access to remotely support our community with minimal interruption.

Our Law Library mission, vision, and key priorities serve as a reminder of our core purpose and guide our decision-making and actions. These guideposts acquired special importance this year as we re-envisioned and implemented new ways to support research and learning.

Our Mission: To foster research and learning

Our Vision: To provide valued service to the UW Law School and University communities using our unique skills as information professionals

Our Key Priorities: To foster research and learning we:

- Enhance the discoverability and accessibility of information
- Help patrons locate relevant information and optimize their use of research and learning technologies
- Enhance the scholarly visibility of Law School research, publications, and collections
- Offer attractive, comfortable, and welcoming space for study, collaboration, and learning
- Effectively manage library resources to maximize impact and efficiency

With these core principles in mind, the Law Library identified three strategic initiatives to focus on this year. Two were in place at the beginning of the year - a third was added in response to the pandemic.

Our 2019-20 Strategic Initiatives:

1. Enhance our online presence to promote content accessibility and visibility and to broaden engagement with law students, faculty, and the community
2. Expand connections with the Law School and broader legal communities through partnership and outreach
3. In response to the COVID-19 pandemic, continue to provide outstanding research and learning support for the law school community

Strategic Initiative 1

Enhance our online presence to promote content accessibility and visibility and to broaden engagement with law students, faculty, and the community

Focus on Scholarly Visibility

Maximizing the visibility of UW Law School faculty and staff scholarship is an ongoing priority for the Law Library and we provide national leadership in this area. The library has provided open access to UW Law scholarship through our digital repository and SSRN for several years. On that foundation, this year, we increased emphasis on promoting, measuring, and demonstrating faculty scholarly impact. This was, in part, due to the U.S. News and World Report announcement in February 2019 that it would expand its *Best Law Schools* data to include a new scholarly impact ranking of U.S. law schools using citations and publications from HeinOnline to measure faculty productivity.

In June 2019, we welcomed Scholarly Communications and Reference Librarian Liz Manriquez to the Law Library staff. Soon after her arrival, Liz began meeting with individual faculty members learn about their research interests and scholarship and to offer advice and assistance with curating their online presence, including the creation of author profiles. These meetings, which we call “scholarly wellness checks,” have become a vital part of the Law Library’s ongoing commitment to promoting faculty scholarly visibility.

Current trends and evidence suggest that maintaining online author profiles is an effective way to improve the visibility of faculty scholarship and, ultimately, the number of citations that it receives.¹ Liz helped faculty create and curate profiles across multiple platforms, including HeinOnline, SSRN, and Google Scholar. Particular emphasis was placed on HeinOnline since it is the data source for the U.S. News scholarly impact ranking.

The University of Wisconsin Law School has a strong tradition of interdisciplinary scholarship however, much of their scholarship is not available in HeinOnline. Fortunately, Hein recently partnered with ORCID enabling authors to import information about additional scholarly works found outside of HeinOnline, including interdisciplinary scholarship, books, book chapters, and numerous other types of scholarship.²

Following the Hein/ORCID integration, Liz began working with Associate Dean and Director Bonnie Shucha and Associate Dean for Research and Faculty Development Susannah Tahk to encourage faculty to create an ORCID profile and designate Liz as a Trusted Individual which allowed her to curate ORCID profiles on their behalf. Liz began the process of adding all faculty scholarship to their ORCID profiles in the Spring of 2020. This required Liz to connect with law faculty, as well as major stakeholders across the Law School, the university, and members of the broader academic ORCID community. Liz used multiple methods of adding faculty publications to their ORCID profiles, including manual addition, API driven upload, and employing third-party applications such as Harzing's *Publish or Perish* application.³ Liz has made substantial progress on the development of faculty ORCID profiles and their integration with HeinOnline. She will continue this work next year and in subsequent years.

¹ A 2019 study of law faculty by Caroline Osborne and Stephanie Miller at West Virginia University found that works by authors who had HeinOnline author profiles were more likely to be cited than authors without HeinOnline profiles. Works by authors with Google Scholar profiles also enjoyed a similar citation advantage as well as increased downloads in SSRN and institutional repositories compared to those without Google Scholar profiles. Caroline L. Osborne and Stephanie Miller, *The Scholarly Impact Matrix: An Empirical Study of How Multiple Metrics Create an Informed Story of a Scholar's Work*, SSRN, 16-20, https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3582607 (last visited Sep 2, 2020).

² ORCID is a nonprofit organization that provides unique, persistent digital identifiers (ORCID iDs) for authors that distinguish their work from the work of other authors.

³ <https://harzing.com/resources/publish-or-perish>

Bonnie Shucha has taken a strong interest in scholarly visibility as well, particularly as it relates to the U.S News scholarly impact ranking, HeinOnline, and ORCID. She has provided national leadership on this issue through posts on the library blog, WisBlawg, and given numerous presentations including the American Association of Law Libraries Annual Meeting in July 2019, the Association of American Law Schools Annual Meeting in January 2020, and the Law and Society Annual Meeting in May 2020. Bonnie has been invited to contribute an article on scholarly visibility for the Spring 2021 Yale Symposium on Citation and the Law.

To further promote scholarly visibility, the Law Library launched a new podcast in September 2019 called *Wisconsin Law in Action*, in which Assistant Director of Public Services Kris Turner interviews UW Law School scholars about their new or forthcoming work.⁴ The podcast was developed based on a suggestion by the faculty and is supported by Associate Dean Susannah Tahk. *Wisconsin Law in Action*, which has already been accessed thousands of times, is available through iTunes, Stitcher, and Soundcloud with additional episode information, links, and transcripts accessible on the website. Twelve episodes were released this year, including interviews with Professors Yaron Nili, BJ Ard, Michele LaVigne, Meg Gaines, David Schwartz, Keith Findley, Tonya Brito, Richard Monette, as well as with the editors-in-chief of the *Wisconsin Law Review*, the *Wisconsin International Law Journal*, and the *Wisconsin Journal of Law, Gender, and Society*.

Digital Repository Enhancements

The Law Library made numerous enhancements to the Law School Digital Repository this year including the release of several new collections, updates to existing collections, and improved searchability. The READ Poster Collection and the *Wisconsin Law Review Forward* Collection were both added this year. The READ Poster Collection highlights the library's many READ posters featuring UW Law School faculty.⁵ The *Wisconsin Law Review Forward* Collection contains an archive of articles (2013-) from this online companion to the *Wisconsin Law Review*.⁶

⁴ <https://wilawinaction.law.wisc.edu/>

⁵ <https://repository.law.wisc.edu/s/uwlaw/page/read-posters>

⁶ <https://repository.law.wisc.edu/s/uwlaw/page/wlr-forward>; <https://wlr.law.wisc.edu/wlr-forward/>

In addition to introducing these new collections, Liz Manriquez and Repository Intern Jenna Hyde updated our other law journal collections⁷ and the Alumni Photo Collection.⁸ Liz and Jenna also added hundreds of articles, book chapters, and reports to the Faculty Scholarship Collection.⁹ The Repository Team, including Liz, Jenna, Katie Dunn, Kris Turner, and Jarrod Bogucki and Eric Giefer from the Law School's IT Team, began the process of digitizing a collection of trial briefs by Professor Keith Findley and creating a metadata schema. The Findley Briefs Collection should be finalized in the next year.

The Law Library also completed and refined the Kastenmeier Collection¹⁰ and Fairchild Collection¹¹ this year. Liz ensured the completeness of these collections by adding lecture transcripts, cover sheets, and appropriate titling of individuals appearing on video. Liz and Jenna also collaborated throughout the year to regularize bibliographic metadata to comply with documentation and repository policies Liz created after joining the Repository Team.

We also worked on several other repository collections this year in collaboration with community partners. Those collections and partnerships are discussed below under Strategic Initiative #2.

Finally, the Repository Team also enhanced the searchability of the digital repository this year. These enhancements included changing the default advanced search function from OR to a button that users can toggle between AND and OR. They also worked to change the title of search fields from the default used by the repository platform, Omeka, to titles more appropriate to the digital repository's content and user expectations. Coupled with the regularization of metadata, these search enhancements created a more intuitive and fruitful research experience for users of the repository.

⁷ <https://repository.law.wisc.edu/s/uwlaw/page/law-reviews>

⁸ <https://repository.law.wisc.edu/s/uwlaw/page/Alumni-Photos>

⁹ <https://repository.law.wisc.edu/s/uwlaw/page/faculty-scholarship>

¹⁰ <https://repository.law.wisc.edu/s/uwlaw/page/kastenmeier>

¹¹ <https://repository.law.wisc.edu/s/uwlaw/page/Fairchild>

Redesign our Online Presence

This fall, the Law Library unveiled a newly redesigned website hosted on UW-Madison's WordPress instance. This redesign was led by Reference and Technology Librarian Emma Babler and the library's Web Committee including Vicky Coulter, Carrie Doyle, Shawn King, Kris Turner, Jarrod Bogucki, and Bridget Whelan, Law School Web Communication Specialist. In addition to the redesigned website, which launched in September 2019, the Library also migrated its long-running blog, *WisBlawg*,¹² to the UW WordPress instance along with the new Law Library-hosted podcast, *Wisconsin Law in Action*.

In collaboration with Bridget Whelan, Emma worked to enhance the accessibility of the Law Library website, the blog, and the podcast website. For example, all photos have alt-text descriptions, the website layout is such that a screen-reader can easily navigate from heading to heading, and all podcast episodes have transcripts linked.

In response to the Covid-19 pandemic this spring, the newly redesigned Law Library website served as a capable platform for fast-changing news and information. Emma was able to make immediate changes to website text, announcements of closures or updated policies, and later add sections about the Law Library's forthcoming seat reservation system that will be available once students return to campus.

¹² <https://wisblawg.law.wisc.edu/>

Strategic Initiative 2

Expand connections with the Law School and broader legal communities through partnership and outreach

Fostering connections with our community has been a multi-year initiative for the Law Library. Within the Law School, a strong focus this year was on connecting with faculty to maximize their scholarly visibility. We also worked with several Law School partners on expanding repository collections and redesigning our online presence as described above.

Digital Repository Community Partnerships

In the spirit of the Wisconsin Idea, the Law Library also developed several partnerships within the legal community to host legal content through our UW Law School Digital Repository. This valuable legal information is not otherwise available online. Our librarians worked with colleagues at the Wisconsin State Law Library (WSLL) to migrate over 100,000 Wisconsin Supreme Court and Court of Appeals briefs from an unstable server to our digital repository.¹³ The migration, which took several months, involved close collaboration between our Repository Team and WSLL staff on issues such as appearance, search functionality, and data privacy. We are pleased with the improvements to this collection which is used regularly by Wisconsin attorneys and pro se litigants.

The Law Library also collaborated with the Madison Equal Opportunities Commission (MEOC) to provide a stable, secondary environment for their Digest of Discrimination Cases on our digital repository.¹⁴ The Digest provides legal practitioners and others the full text of Commission decisions which are essential to the investigation of equal opportunity claims and the prevention of discriminatory practices. Although the Digest is currently available on the City of Madison

¹³ <https://repository.law.wisc.edu/s/uwlaw/item/search?collectionId=84634>

¹⁴ <https://repository.law.wisc.edu/s/uwlaw/page/meoc-decision-digest>

website, at the request of Professor Mitch, Director of UW Law School's Economic Justice Institute, the Law Library created a second instance to provide additional stability and availability for the decisions. Working with the City of Madison, the Repository Team gathered the full-text decisions, created an interface for the collection, and made the documents available. They also considered the privacy concerns raised by this collection and took steps to prevent the collection from appearing in Google searches. The library continues to work to enhance search functionality by adding subject metadata such as case number or party name, and area of law.

Also, the Law Library partnered with the Dane County Bar Association (DCBA) to develop and host a collection of oral histories documenting the lives and experiences of local attorneys. The DCBA has a large archive of oral histories that are available in print or on older media (such as cassette tapes) which we will digitize and make available on our repository. This collection is still in progress. We expect it to be completed next year.

Digital Publication of Tribal Laws Grant Project

In April 2019, Associate Dean and Director Bonnie Shucha applied for a National Leadership Grant for Libraries on behalf of the Law Library from the Institute of Museum and Library Services, an independent federal agency that provides library grants, museum grants, policy development, and research. Our proposal for the Digital Publication of Tribal Laws Pilot Project would develop a platform to improve access to tribal law in partnership with the Stockbridge-Munsee Community Band of Mohican Indians, the UW Law School Great Lakes Indigenous Law Center, the National Indian Law Library, and the open-access publisher, Open Law Library. We have since learned that we were awarded this three-year grant for a total of \$239,000.¹⁵

The right to know the law by which we are governed is a fundamental right. Access to our laws is essential to protect and promote due process and equal protection, access to justice, and self-governance. However, for a majority of the 574 federally recognized tribes, no laws have been

¹⁵ <https://www.imls.gov/grants/awarded/lg-246285-ols-20>

published. Where it is available, tribal law is scattered across databases, websites, and print publications, and is often incomplete and outdated.

The Digital Publication of Tribal Laws pilot project addresses this critical gap by developing tools to provide this content freely online. The project combines a *publishing platform* for Native Nations which addresses issues that plague other law publishing methods, including tribal control, currentness, authentication, and preservation, with a yet-to-be-created open-source *library platform* that combines the law of many tribes via a free, open access, federated search portal for enhanced discovery on library websites.

At this time, the pilot project is limited in scope to only two tribes (the Stockbridge Munsee, project partner, and the Pueblo de San Ildefonso which already uses the publishing platform) and two libraries (the UW Law Library and the National Indian Law Library). However, other Native Nations and libraries will be encouraged to participate in the future. When completed, this project will improve access to tribal laws published into the public domain and more fully serve the needs of diverse users including tribal members and leaders, legal, business, and government professionals, academic researchers and learners, and the public. The more tribes and libraries that participate, the stronger and more useful the platform will become. The project has been endorsed by the National American Indian Court Judges Association, the Tribal College Librarians Professional Development Institute, WiLS (Wisconsin Library Services), and the UW Madison Libraries.

Strategic Initiative 3

In response to the COVID-19 pandemic, continue to provide outstanding research and learning support for the law school community

The COVID-19 pandemic had a major impact on research and learning at the Law School. With the rest of the UW Madison campus, the Law School and Law Library closed to on-site access from March 17, 2020, through the end of the academic year. Working together, Law Library staff responded quickly to develop creative solutions to remotely support our students, faculty, staff, and one another as fully and seamlessly as possible. We also began the complex process of revisioning how to safely reopen the Law Library for the Fall 2020 semester.

In mid-March, when it became apparent that quarantine was imminent, the Law Library Executive Committee consisting of Associate Dean and Director Bonnie Shucha, Associate Director Vicky Coulter, and Assistant Director for Public Services Kris Turner began working with library staff to assess remote technology needs and workflows to allow staff to work effectively from home. Head of Acquisitions and Serials Carrie Doyle, Head of Cataloging and Metadata Shawn King, and Head of Circulation Mary Jo Koranda also met with the Executive Committee, each other, and their staff to revise workflows to fulfill essential Law Library and Law School duties, both remotely and on-site. Most library staff switched to working remotely full time, although Vicky, Carrie, and Stack Manager Jay Tucker, were deemed essential workers and, therefore, able to work some hours on-site. The Law School IT staff, including Assistant IT Director Jarrod Bogucki was instrumental in obtaining and configuring needed remote technology. Throughout the pandemic, library leadership endeavored to share information as openly as possible, listen and respond to staff concerns, and foster effective staff communication and good morale.

Each member of the Executive Committee collaborated with groups beyond the Law Library to coordinate the broader COVID-19 response: Bonnie was a part of the Law School Associate Deans and Leadership groups and the Library Coordinating Committee (campus library directors), Vicky worked with Law School administrators as building manager and later served on the Law School

Smart Restart group, and Kris worked with campus partners as part of the campus libraries Restart Committee.

To continue our support of students, faculty, and staff, Reference Librarians Emma Babler, Liz Manriquez, Sunil Rao, Eric Taylor, Kris Turner, and Jenny Zook immediately pivoted to provide remote research support via phone, email, and chat mirroring pre-pandemic levels and scheduling. They provided asynchronous instructional sessions for faculty upon request and met remotely with individual students. Reference librarians also provided needed access to library materials; some were delivered to individuals to support their research and others uploaded to Law School course pages to support student learning.

Reference librarians fulfilled many document requests electronically using the library's database subscriptions. Katie Dunn, Electronic Resources Librarian, expanded our available remote resources by working with our vendors to activate temporary online access to additional titles, including casebooks and Bluebooks for all law students. Because the Law Library is a nimble, autonomous library, Katie was able to move quickly to activate these resources in a matter of days. Katie also created a Libguide for students highlighting the availability of these resources.¹⁶

Other requests were for materials from our physical collection. Access Service Assistant Petey Lawrence Wehrle managed many interlibrary loan and document requests from law students, including Law School journal editors, faculty, staff, and campus partners. Jay Tucker, who was on-site as an essential worker, assisted with many scanning requests. For more complex questions, reference staff came on-site as needed to perform research and fulfill document requests. Overall, library staff received and filled over 200 document requests - most delivered within 24 hours.

As a result of the pandemic, Technical Services had to rethink how to process and pay for library material remotely. The library continued to receive material which Vicky Coulter delivered to staff at their homes for processing. Cataloging Assistant Gabby Bate, cataloged 212 new monographs and withdrew 659 duplicate titles. Head of Cataloging and Metadata Shawn King worked on fixing and improving 365 of the library's catalog records. Government Documents

¹⁶ <https://web.archive.org/web/20200529003748/https://researchguides.library.wisc.edu/law-library-covid-19>

Assistant Margaret Booth posted government documents the library was going to withdraw and worked on her procedure manual, ensuring the high standard of government documents management is well documented.

Head of Acquisitions and Serials Carrie Doyle was one of the library's essential workers. She spent much of her time setting up her staff with remote work. Lisa Pfaff, Acquisitions Assistant, ordered 215 titles, checked in 112 issues, implemented new methods for and paid over 75 invoices, many of which Carrie scanned and sent to her. As Acquisitions Assistant, Eric Taylor worked on cleaning up old records that were never updated when we moved to the new Library Management Software, Alma, updating over 250 serial records. Serials Assistant CJ Ullrich processed 1,196 new journal issues remotely.

Stack Manager Jay Tucker came in daily to continue shelving books and journals so the scans or any reference needs could be quickly met. He was the library's only staff member who worked in the building 100% time. In addition to managing their usual portfolios, Carrie, Vicky and Jay did a variety of additional work including accepting deliveries for the Law School and sorting new mail as soon as it came in so other Law School departments could continue their work remotely. They were often called upon by Law School staff to report on when deliveries would be sorted or to locate a new delivery or item in the school that someone working remotely needed. Legal Services are considered essential and the library staff were needed to provide quick turnaround of mail and deliveries to the areas of the building working with clients on active cases. The three were also called upon to let workmen in and to show them to an area they needed to find.

Once the immediate needs were met and remote workflows established, the Law Library began re-envisioning how to create a safe space for students and library staff for the eventual on-site reopening of the library. Vicky Coulter regularly ordered personal protective equipment (PPE) for the library to ensure we had enough of what was needed to keep staff and students safe. Circulation staff educated themselves about the virus and its impact on libraries.

Evening/Weekend Supervisor BJ Ramsay and Circulation Services Assistant Scout Slava-Ross joined Bonnie, Vicky, and Kris on the library's physical distancing/reopening working group. This group took the lead on recommending and later implementing safety procedures and equipment including but not limited to plexiglass barriers, stanchions to control foot traffic, seat

reservations system, the physical distancing of furniture, study room usage, cleaning schedules, technology use, and signage and web communication. Determining optimal library hours and library staffing for the fall semester was also very carefully considered, balancing both access and safety.

Throughout the spring and summer, the Law Library devoted a significant amount of thought, planning, and preparation to safely reopening the library. All library staff were involved and contributed suggestions on how to best continue to foster research and learning at the Law School with limited on-site access. We also carefully considered feedback received from law students, Law School leadership, campus library partners, and colleagues from other law libraries. Although we made some difficult decisions that will limit on-site student access in order to promote student and library staff safety, we believe that they were the right decisions in light of the circumstances. However, we very much look forward to the day when we can fully reopen the library without restrictions and warmly welcome back all library patrons.

Future Directions

The Law Library will continue to foster research and learning next year and into the future. We have identified the following strategic initiatives to guide our efforts in 2020-21. In response to the COVID-19 pandemic, we aim to:

1. Think creatively to provide outstanding research and learning support through our services and collections, meeting students, faculty, and other patrons where they are, whether on-site or remotely
2. Develop and implement strategies to provide a safe physical space to support law student learning
3. Assess and revise workflows to support library staff in safely and effectively meeting changing student and faculty needs

Fall 2020
UW Law Library Assessment Committee

Bonnie Shucha (chair), Associate Dean and Director of the Law Library
Vicky Coulter, Associate Director of the Law Library
Kris Turner, Assistant Director for Public Services
Jenny Zook, Reference and Instructional Services Librarian