

Access Services Conference



Atlanta, GA



Global Learning Center 2014 Conference

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2014

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Welcome!

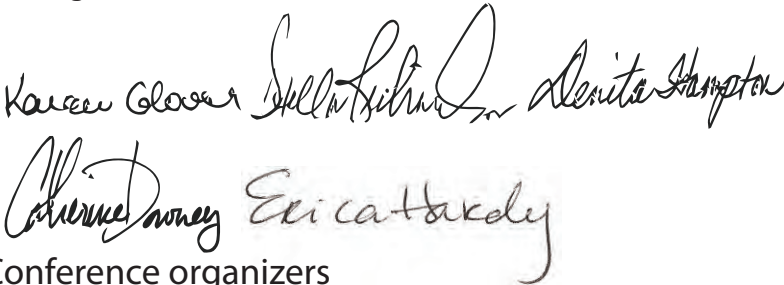
We are excited to welcome you to the sixth annual Access Services Conference.

Six years! We have covered traditional Access Services topics, newfangled ideas and technology, staffing, training, and more. We have learned a lot from you and hope whether you have attended every year or are new to the conference that we keep being valuable to you and your work. We try to be responsive to the comments and suggestions you provide so please complete the conference evaluation. Contact us at any time with ideas or to volunteer for the next conference. When you work with your vendors, we would appreciate you mentioning this conference to them and the valuable information and networking opportunities it provides; tell them they should become sponsors!

Thank you to the committee members and other volunteers who give of their time and expertise to make this conference a success. We are also appreciative of each of our presenters for providing such valuable content and making this conference what it is.

We must also mention our amazing sponsors for their very generous support.

Have a great conference!



Conference organizers

Karen Glover, Georgia Tech Library

Stella Richardson, Georgia Tech Library

Denita Hampton, Georgia State University Library

Catherine Jannik Downey, Georgia Gwinnett College Library

Erica Hardy, Agnes Scott College Library

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Thank YOU!

The Access Services Conference was made possible with the help of the following people:

Conference Organizers

Conference Coordinator: Karen Glover, Georgia Tech Library
Program Planning: Stella Richardson, Georgia Tech Library
Sponsorship: Denita Hampton, Georgia State University Libraries
Marketing: Catherine Downey, Georgia Gwinnett College Library
Local Activities: Erica Hardy, Agnes Scott College

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Hilary Fredette, West Virginia University
Krista Higham, Millersville University
Jason Schulz, University of California, San Diego

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Paul J McDonough, University of Florida
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Steve Roberts, University of Miami
Mary Ann Venner, University of North Texas Libraries
Karen Glover (Organizing Committee Representative), Georgia Tech Library

Conference Support Team

Registration: Heidi Lowe, Georgia Tech Library
Logo Design: Justin Ellis, Georgia Tech Library
Program Design: Joey Fones, American University Library
Volunteer Coordinator: Beth Thomas, Georgia Tech Library
Photography: Dan Schoonover, Florida State University
Georgia Tech Library Volunteers

We would like to once again thank the Georgia Tech, Georgia State, Georgia Gwinnett College, and Agnes Scott College libraries for allowing us the time and resources to plan this event.

As always, we thank Bonnie Tijerina for inspiring, informing, and encouraging this endeavor. Special thanks also go out to our sponsors: Generation Fifth Applications for the Opening Session and Keynote; Taylor & Francis for the Reception; Atlas Systems for the conference bags; and RapidILL for sponsoring the conference program booklet. Lastly, we are always grateful to **Access Services** people everywhere for their continued support and enthusiasm.

Cover photograph of the Atlanta Skyline Courtesy of Chuck Koehler:
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Conference Schedule

Wednesday, November 12		
7-9pm	Georgia Tech Hotel and Conference Center Salons 1-3	
	Welcome Reception and Check-in (Appetizers and beverages provided)	
Thursday, November 13		
7:30-8:45am	Global Learning Center (GLC), Room 236 and Break Room	
	Check-in and Continental Breakfast (provided)	
8:45-9am	Global Learning Center Room 236	
	Welcome Address	
9-9:50am	Global Learning Center Room 236	
	Keynote Address	
10:15-11am	GLC 236	GLC 222
	Using Participatory Management in Access Services Improves Staff Quality and Participation in Decision-Making	Changing Times, Changing Needs: Opening Course Reserves
11:15-Noon	GLC 236	GLC 222
	Be Our Guest - Exceptional Patron Library Experience	Assessing the Success of an Interlibrary Loan Operation's Buy Not Borrow Program
12:15-1pm	GLC 236	GLC 222
	Re-thinking customer service training: A curricular solution to a familiar problem	Emergency Preparedness: The MIT Libraries' Response in the Wake of the Boston Marathon Bombings
1-2:30pm	GLC Atrium	
	Lunch (provided)	
2:30pm	Georgia Tech Hotel Lobby	
	Trolley Tour (pre-registration required)	
2:30-3:15pm	GLC 236	GLC 222
	Getting the Word Out: Developing a Marketing Plan for Access Services	Orienting Access Services Staff to Other Library Service Points
3:30-4:15pm	GLC 236	GLC 222
	Assessing the 24/5 library: does data matter?	OERs and Open Textbooks on the Access Services Horizon
6:00pm	Georgia Tech Hotel Lobby	
	Dinner Social (Dutch) Pre-registration required	

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Conference Schedule

Friday, November 14			
8:00-9:15am GLC 2nd Floor Break Area			
Continental Breakfast (provided)			
9:15-10am	GLC 236	GLC 235	GLC 233
	Let's Start From the Very Beginning: How to Market a New Library Service	Student Library Use data and class standing	Moving Mountains: Migrating a Consortium to a New Integrated Library System
10:15-11am	GLC 236	GLC 235	GLC 233
	Developing a Space Plan for an Academic Library (Or how we stopped putting out fires and came to be strategic in our space decisions)	Access Services and User Experience: How complementary roles result in user compliments	A Library Storage Facility's Success through Service and Integration
11:15-noon	GLC 236	GLC 235	GLC 233
	Publishing in Access Services (or How Can I Keep Working This Hard and Make Tenure?)	A Floating Collection at a Large, Multi-Campus, Academic library	
12:15-1pm	GLC 236	GLC 235	GLC 233
	Patron Driven Access Services	Garbage data in circulation and entrance statistics: common mistakes and how to improve data accuracy	To Boldly Go: E-Reserves from Home-Grown to Standalone to CMS
1-2:30pm	Georgia Tech Hotel Cafeteria		
	Lunch (provided)		
2:30-4pm	GLC 236		
	Open Discussion		

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Detailed Schedule Wednesday, November 12

Welcome Reception

7:00-9:00 PM - Georgia Tech Hotel Salons 1-3

Conference check-in and bag pick up, along with a beer, wine and hors d'oeuvre reception to welcome all conference attendees.

Thursday, November 13

Conference Check-in and Continental Breakfast

7:30-8:45 AM - GLC Room 236

Welcome Address

8:45-9:00 AM - GLC Room 236

Presented by Denita Hampton

Keynote Address

9:00-9:50 AM - GLC Room 236



The Keynote speaker for the 2014 Access Services Conference will be Trevor A. Dawes. Dawes is an Associate University Librarian at Washington University in St. Louis. He was previously the Circulation Services Director at the Princeton University Library, and prior to that held several positions at the Columbia University Libraries in NYC. He has worked with staff in developing and providing training for electronic reserve services; has written on RFID technology in libraries; has co-authored a publication on the organization and management of access services; has edited a volume on electronic reserves; and has either planned or presented at various local, national and international conferences on a variety of topics. His new co-edited volume, *Twenty-First Century Access Services: On the Front Line of Academic Librarianship*, was published by ACRL in the summer 2013. Since 2006, Dawes has been an instructor in the MSLIS program at the iSchool at Drexel University. Dawes earned his MLS from Rutgers University, and has two additional Master's Degrees from Teachers College, Columbia University. He is an active member of the American Library Association and is the 2013-14 President of the Association of College and Research Libraries.

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Detailed Schedule Thursday, November 13 10:15-11:00AM

Using Participatory Management in Access Services Improves Staff Quality and Participation in Decision-Making

Ray Morrison - *GLC Room 236*

Traditionally, libraries have been run by authoritarian managers with all decisions being made at the top while the staff was expected to follow directions without question. That style of management can still be found in many academic libraries today. However, Access Services Librarians are now beginning to use participatory management to successfully direct their staff. Using participatory management increases work productivity, greater job satisfaction, higher level of motivation, improved quality and reduced costs. The speaker is an advocate of participatory management and has used it while serving as a Library Director for over two decades and now as the Coordinator of Access Services.

Changing Times, Changing Needs: Opening Course Reserves

Elizabeth O'Brien, Adriana Sgro, and Lola Rudin - *GLC Room 222*

The demand for Course Reserves at the University of Toronto Scarborough Library is growing every year. The circulation rate for Reserves has eclipsed the total circulations of our general book collection. Previously, Reserves were behind the Circulation Desk requiring staff assistance to retrieve books; the collection was not accessible when the Desk was closed. To increase access to Reserves, we have created a self-service model. Now, students can access the collection whenever the library is open. We will present our project plan, implementation, outcomes and lessons learned for this exciting initiative as well as the ripple effect this project produced in the unit and the entire library.

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Detailed Schedule Thursday, November 13 11:15-12:00PM

Be Our Guest - Exceptional Patron Library Experience

Sophia Sotilleo - *GLC Room 236*

Charles Darwin said "It is not the strongest of the species that survives, or the most intelligent, but the one most responsive to change." In our ever changing world of technology and accessing information we are all aware of the challenges that libraries are experiencing. We may not be able to end or change everything that is happening to libraries, however there is one aspect that we can improve on that could help us advocate for our libraries and that is Exceptional Customer Service. This session will explore some principles and processes that can help your library focus its vision and assemble its people to deliver exceptional customer service. We are all striving toward the same goal - how best to keep and serve our patrons, this can be done if we invite them to be our guest and deliver exceptional customer service.

Assessing the Success of an Interlibrary Loan Operation's Buy Not Borrow Program

Sarah McHone-Chase - *GLC Room 222*

The interlibrary loan unit at Northern Illinois University has had a Buy Not Borrow program in place for over a year. This presentation will examine different facets of this program to discuss in what ways the program might be considered successful. Is the program supporting the academic mission of the library? Is the program saving the ILL unit money?

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Detailed Schedule Thursday, November 13 12:15-1:00PM

Re-thinking Customer Service Training: A Curricular Solution to a Familiar Problem

Sharon Epps, Sheridan Sayles, Judith Kidd, and Toni Negro - GLC Room 236

Customer service is a core component of user experience and an important element in making patrons feel welcomed and valued within our libraries. At the University of Maryland Libraries, we took on the challenging task of creating a customer service training curriculum for all staff working at public service points. Comprised of yearly meetings, an online course offered via our course management system, and in-person workshops held throughout the semester, employees earn a digital badge for successful completion this program which is part of their annual review. This presentation will detail our sometimes difficult, often uncertain, but worthwhile process of determining training needs and creating this program as we incorporate customer service into the daily work of our employees.

Emergency Preparedness: The MIT Libraries' Response in the Wake of the Boston Marathon Bombings

Jeremiah Graves - GLC Room 222

Growing awareness over the past decade of a wide variety of potential emergencies has led to a marked increase in such planning at academic research libraries. Traditional library "disaster recovery" planning, focused primarily on tangible collections, has broadened to include much more than books and servers. The need for these changes became abundantly clear to the MIT community in the wake of the events of April 2013 which highlighted the human aspect of emergency situations. A campus-wide initiative was launched to develop concrete emergency preparedness plans within each department. This presentation details the work done by the MIT Libraries to ensure the safety of our community and the integrity of our campus.

1:00-2:30PM

Lunch (Provided) - GLC Atrium

2:30PM

Trolley Tour

Meet in the GT Hotel Lobby

Pre-registration is required and will be held at the conference checkin table. A limited number of seats are available.

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Detailed Schedule Thursday, November 13 2:30-3:15PM

Getting the Word Out: Developing a Marketing Plan for Access Services

Mary Ann Venner - *GLC Room 236*

In November of 2011, the Circulation and ILL departments merged to become the Access Services Department at the University of North Texas Libraries. One of the opportunities this merger created was the development of a marketing plan for the new department, which highlighted new and existing services. Surveys conducted in previous years by the UNT Libraries illustrated a lack of awareness of existing services. This presentation will examine how the Head of Access Services approached developing the marketing plan, examine the plan itself, and highlight what strategies were used to execute the plan. The presentation will also examine how the marketing plan was evaluated. Samples of marketing materials will be shown.

Orienting Access Services Staff to Other Library Service Points

Rob Withers - *GLC Room 222*

Access Services staff are the first people library patrons are likely to see upon entering the library, and they often work at hours when no other staff are in the building. Yet they may lack opportunities to learn how other library services operate and relate to their work. This session details one library's experience in developing a program to systematically expose its staff to other areas of the library during breaks and intersessions. After attending a few orientations of varying degrees of usefulness, staff participated in drafting a list of questions which Access Services staff might have about each part of the library. These questions helped to better guide tour leaders in other parts of the library; as a result, Access Services staff report being better able to assist our patrons.

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Detailed Schedule Thursday, November 13 3:30-4:15PM

Assessing the 24/5 Library: Does Data Matter?

Ken Johnson and Kelly McCallister - *GLC Room 236*

Belk Library's 24/5 hours model has experienced multiple changes since first implemented in 2006. First we started small, then expanded, then reduced, and finally expanded again. Looking through the lens of an assessment cycle, we learned that the importance of data to make decisions about hours all depends on perspective. Students want to have the library open regardless of cost; campus administrators think about effective use of state monies; and the library falls somewhere in between. This presentation will tell the story of Belk Library's 24/5 evolution within the assessment cycle framework; describe student led advocacy efforts; provide valuable data on overnight headcounts; and offer a glimpse into the types of activities engaged in by students during overnight hours. Libraries considering 24 hour operations as well as libraries analyzing their current 24 hour models will find value in this presentation.

OERs and Open Textbooks on the Access Services Horizon

Tucker Taylor and Jeffrey Gallant - *GLC Room 222*

Consortial, state, national, and even global efforts are underway to create open educational resources (OERs) and open textbooks, making the cost of education more affordable for students. As with the Open Access movement, librarians across the globe are thrilled, but what do Access Services librarians need to consider as these efforts move forward? Jeff and Tucky will discuss how OERs and open textbooks could enhance traditional Access Services issues, what OER creators and providers will need to do in order to include libraries in their efforts, and discuss examples of current OER and open textbook projects.

6:00 PM

Dinner Social (Dutch)

Meet at the GT Hotel Lobby

Coordinated by the Local Activities Committee, this will be a chance to get out with your fellow attendees. See the town, meet some people, and discuss the days events. Please note--this dinner is not paid for by the conference, you're on your own for this meal.

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Detailed Schedule Friday, November 14 8:00-9:15 AM

Continental Breakfast
GLC Second Floor Break Room

9:15-10:00 AM

Let's Start from the Very Beginning: How to Market a New Library Service

Hilary Thompson - *GLC Room 236*

Using the launch of UBorrow as an example, this presentation will cover how to plan, execute, and evaluate a marketing campaign for a new library service. In 2014 the University of Maryland Libraries undertook a yearlong effort to promote this expedited fulfillment service, which is a benefit of our new membership in the Committee on Institutional Cooperation (CIC). By planning ahead, bringing partners in early, and setting specific goals, we were off to a great start. By establishing a baseline and employing assessment tools, we have been able to measure the effectiveness of our promotion, which was conducted via a wide array of print, online, and social media, and make changes as needed. As the campaign concludes, we will share our results and any secrets to success that we have discovered.

Student Library Use Data and Class Standing

Felicity Walsh and Thomas Sneed - *GLC Room 222*

How can we measure the impact of what academic libraries provide to enable students to succeed? Libraries provide a diverse suite of services, from item check outs, to electronic resources, to course materials, to a place to sit and study. Does the use of any of these services correlate with academic success as recorded by student GPA? Rather attempt a more traditional pre- and post- testing set up or focus group interviews, the MacMillan Law Library designed a longitudinal data review to see if any patterns emerged for our students. Presentation covers selection of data sources (including what was or could not be used), how the data was obtained and compiled, what we learned and ideas for further study.

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Detailed Schedule Friday, November 14 9:15-10:00AM (Cont.)

Moving Mountains: Migrating a Consortium to a New Integrated Library System

Molly Blalock, Turner Masland, Bronwyn Dorhofer,
and Anya Arnold - *GLC Room 233*

In the fall of 2013, the Orbis Cascade Alliance, a consortium consisting of 37 Academic Libraries in the Pacific and Inland Northwest, began its move to a new shared Integrated Library System (ILS), as well as a discovery platform both created by ExLibris. The libraries within the Alliance were broken down into four cohorts that would migrate every 6 months consecutively. Portland State University (PSU) and University of Oregon (UO) are in third and current cohort scheduled to go live in mid-June. Access Services staff and student assistants are continuously working in the test system. They are also attending regular meetings with library staff and other members of the consortium in order to learn and understand the new ILS and Discovery systems. In this session we will offer tips and best practices for migrating to a new ILS, including early preparations, communicating with colleagues, documenting new workflows, and testing.

10:15-11:00AM

Developing a Space Plan for an Academic Library

(Or how we stopped putting out fires and came to be strategic in our space decisions)

Connie Strittmatter - *GLC Room 236*

One of the struggles academic libraries face is competing demands for library space. Finding the balance between stacks space, group study space, staff work space and space for new initiatives and cross-campus collaborations can create stress and tension throughout the organization. Decisions are often made spontaneously and without consideration for the overall direction and vision of the library's future. This presentation will discuss the process used by Montana State University Library for designing a library space plan. The program will discuss the planning, data collection, analysis and results of the committee's work which resulted in a report issued to library administration that outlined the unique spaces needed in the library, the square footage that should be allocated to them, and a list of next steps to achieve the steps outlined in the plan.

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Detailed Schedule Friday, November 14 10:15-11:00AM (Cont.)

Access Services and User Experience: How Complementary Roles result in User Compliments

Kristina Rose and Nadaleen Templeman-Kluit - *GLC Room 235*

As the first point of contact for many users, virtually and physically, collaborations between Access Services and User Experience departments are a natural fit, and have the potential to greatly improve users' experiences. This program will demonstrate the value in collaboration between traditional Access Services departments and emerging User Experience departments. Several recent collaborations between NYU's Access Services and the User Experience (UX) department-including an upgrade of a room reservation system and a re-imagining of NYU's borrowing and access privileges databases- will be used to illustrate the value in these departmental collaborations. Tools and methodologies for successful collaborations, including guerilla user testing and agile frameworks, will also be discussed.

A Library Storage Facility's Success through Service and Integration

Melinda Dermody - *GLC Room 233*

Library storage facilities are often the subject of concerns ranging from campus proximity to the unhappiness of faculty who want every book kept within the library. This presentation will discuss the success of Syracuse University Libraries Facility, a gem in the department of Access & Resource Sharing which opened in October 2013. In addition to its innovative construction model, the Facility also has a service model that is deeply integrated with other areas of Access Services and the library. It is this integration and seamless service that has ensured the operational success of the Facility. With strong connections between Delivery & Retrieval Services and Interlibrary Loan, the Facility provides patrons with efficient and streamlined access to the resources housed in this high-density storage facility.

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Publishing in Access Services (or How Can I Keep Working This Hard and Make Tenure?)

Paul Sharpe - *GLC Room 236*

Getting your work published can be a daunting task. Writing and research are an unneeded burden when coupled with the grueling task of keeping the circulation desk operating smoothly, or processing a boatload of inter-library loan requests. In some cases, however, academic appointment may depend on publishing and contributions to the professional literature. This presentation aims to calm the fears and apprehensions the audience might have regarding publication of their work, specifically as it applies to access services. The speaker will tell the story of his own naive journey from newbie author to journal editor, sharing tips and helpful strategies along the way. Attendees will take away a better understanding of the publication process in hopes of contributing scholarly communication related to the work we do.

A Floating Collection at a Large, Multi-Campus, Academic Library

Barbara Coopey - *GLC Room 235*

A floating collection is operational across 19 campus libraries of this large, multi-campus, academic library. A floating collection is a group of items that are housed at whichever library most recently discharged them. Floating collections have been successful in public libraries, but no evidence was found that the concept had been attempted in a large academic library system. In 2009, a task force was charged with examining the feasibility of a floating collection. In 2011, a floating collection, limited to circulating monographs in the general stacks of multiple campus libraries, was implemented. This session will describe what we learned since the project's inception and successful implementation, including some unintended benefits and consequences.

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Detailed Schedule Friday, November 14

12:15-1:00PM

Patron Driven Access Services

Stephen Griffes - *GLC Room 236*

How can Access Services staff at your library engage with student organizations to provide new services and make innovative use of spaces? In 2013-2014, our University Library Access Services staff collaborated with several student organizations on new initiatives in the Undergraduate Library. This presentation will focus on our Napping Station, which has received regional press and radio news coverage. The presentation will also cover other student-driven services, such as Table Share, which aims to maximize use of study space by encouraging students to share tables with the aid of a simple sign. The presenter will talk about some of the concerns that we addressed and policies that we developed before the service pilots went live, as well as some of the obstacles and surprise successes that we found along the way. Lastly, the presenter will talk about a historical, campus-wide student-organized event that was held in the library and logistically supported by Access Services staff.

Garbage Data in Circulation and Entrance Statistics: Common Mistakes and How to Improve Data Accuracy

Zachary Elder - *GLC Room 235*

The old saying about data remains true, "garbage in = garbage out." We often accept circulation and entrance statistics unquestioningly and decisions are made about collections, services, and policies based on those statistics. But these can have fundamental flaws. For example, circulation numbers for many academic libraries appears to be decreasing but I submit that a large part of this downtrend is connected to the proliferation of wireless networks and luxurious study spaces that cause students to use items more "in-house," but these statistics are often uncounted or not included in circulation numbers. I will show several ways that statistics could be undercounted or over counted, and offer tips and solutions so that your circulation or entrance data reflects a truer, fuller picture of what is going on at your library.

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Detailed Schedule Friday, November 14 12:15-1:00PM (Cont.)

To Boldly Go: E-Reserves from Home-Grown to Standalone to CMS

Carol Goodson and Katie Mitchell - *GLC Room 233*

The University of West Georgia created its own, very clunky e-reserves system in the early 2000s, then moved to Docutek when it became affordable through a University System-sponsored consortial agreement in 2005. Although we had been planning to sign a contract with Ares in 2013, we made the decision to free ourselves completely from a hosted, turnkey system, and join the growing ranks of academic libraries which have chosen to utilize their campus Content Management System (in our case, Desire2Learn), as a platform for accessing e-reserves. We are trying to take advantage of this period of change (which faculty often resist) as an opportunity to introduce the campus to the Georgia Board of Regents' Affordable Learning Georgia initiative, striving to encourage faculty, as they become accustomed to uploading links or documents to D2L, to utilize resources we already own through our licensed databases and other open source materials which are increasingly available. During this session, we will share our experiences working through this transition, which began in Summer 2014.

1:00-2:30PM

Lunch (Provided) - GT Hotel Cafeteria

2:30-4:00PM

Open Discussion

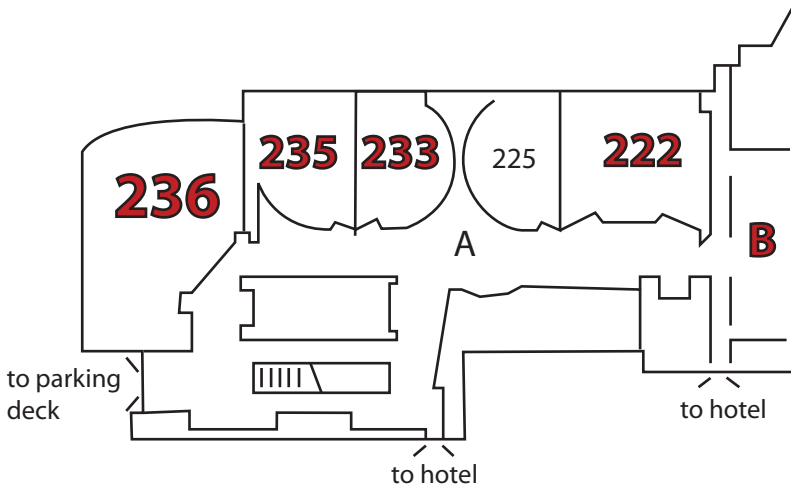
Moderated by the Conference Organizers - *GLC Room 236*

Please join us for an open forum where we will talk about current trends and trade ideas on a variety of access services topics. We'll also be giving away 2015 conference registration vouchers (worth \$250) to 4 lucky participants.

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Getting Around

The Global Learning Center Floor Plan



Accessing Wifi

1. Choose GT visitor.
2. In your browser, choose HOTEL USERS AND PREPAID PASS.
3. Type in your e-mail and password of your choice to create a GT Visitor account.
4. To redeem your free pass, then enter this code:

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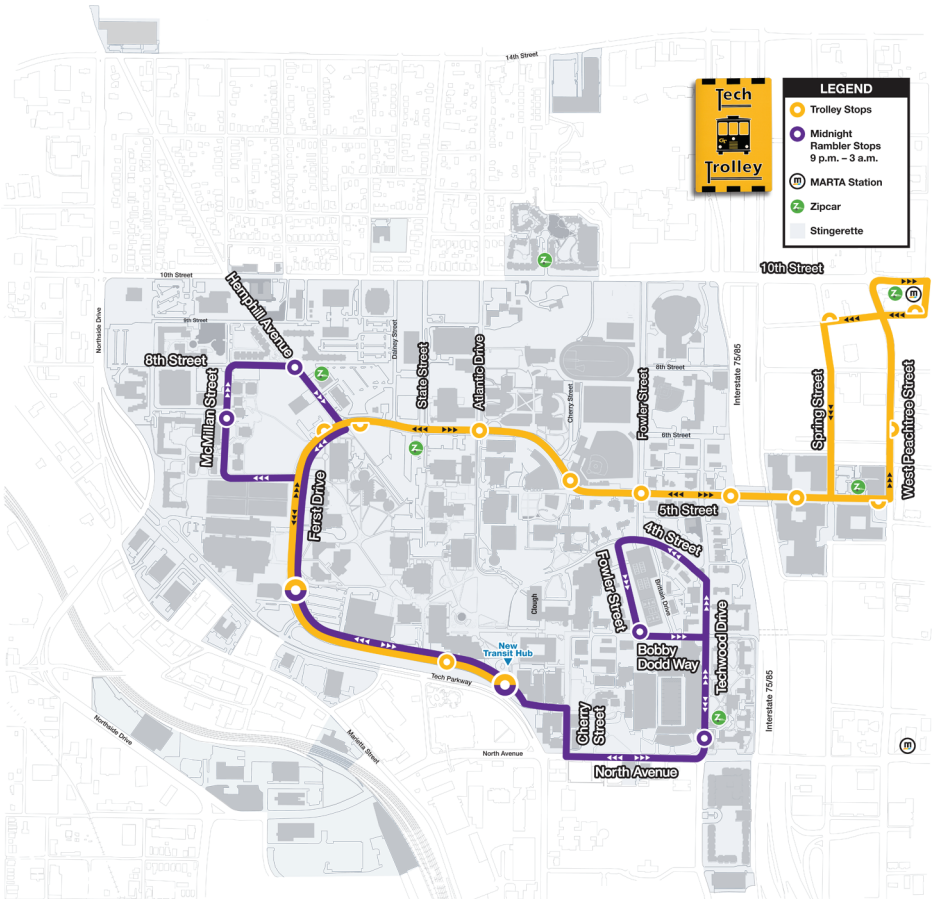
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Getting Around Georgia Tech Campus and Tech Square

Georgia Tech has various options for getting around campus and Tech Square. The Tech Trolley stops right in front of the Global Learning Center and travels all around the Georgia Tech campus. You can stop at the New Transit Hub to visit the Georgia Tech Library. For more information on trolley and shuttle schedules, please refer to the GT Parking website at www.parking.gatech.edu.



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Conference Attendees:

MARY AAGARD BOISE STATE UNIVERSITY / ALBERTSONS LIBRARY
MARGARET ADEOGUN CALIFORNIA POLYTECHNIC STATE UNIVERSITY
JULIAN AIKEN YALE LAW LIBRARY
ANDREA AKITI DC PUBLIC LIBRARY
TESS ALLISTON GRAND RAPIDS COMMUNITY COLLEGE
WADHA ALTHANI QATAR NATIONAL LIBRARY
LYNN AMBER DARTMOUTH COLLEGE
SANAM ARAB UNIVERSITY OF MICHIGAN
CHUCK ARMBRUST-KOHLER GEORGIA STATE UNIVERSITY
ANYA ARNOLD ORBIS CASCADE ALLIANCE
JOSE AUGER GEORGIA STATE UNIVERSITY
BRICE AUSTIN UNIVERSITY OF COLORADO AT BOULDER LIBRARIES
ROSANNA BACKEN ADAMS STATE UNIVERSITY
SEANGILL BAE PRINCETON UNIVERSITY LIBRARY
JODY BARKER NAZARETH COLLEGE OF ROCHESTER
RAMEKA BARNES TEXAS A&M UNIVERISTY LIBRARIES
PAUL BARROW THE UNIVERSITY OF MICHIGAN
BUENAVENTURA BASCO UNIVERSITY OF CENTRAL FLORIDA
KAREN BATDORF UNIVERSITY OF ST. THOMAS
MICHELE BEHOUNEK GRINNELL COLLEGE
DOUGLAS BELL UNIVERSITY OF NORTH GEORGIA
CHRIS BENTON ELON UNIVERSITY, BELK LIBRARY
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TESSA BERRY EASTERN KENTUCKY UNIVERSITY LIBRARIES
CHRISTOPHER BISHOP OXFORD COLLEGE OF EMORY
MOLLY BLALOCK PORTLAND STATE UNIVERSITY LIBRARY
DAVID BOLINGER CLAREMONT COLLEGES LIBRARY
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CATHERINE BOSWELL ANTIOCH UNIVERSITY LIBRARY
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TERRA FEICK NORTHWEST MISSOURI STATE UNIVERSITY
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