Access Services Conference
Unlocking the 21st century library!

2019

Global Learning Center
2019 Conference
Atlanta, GA

ASiL Incorporated

Access Services in Libraries

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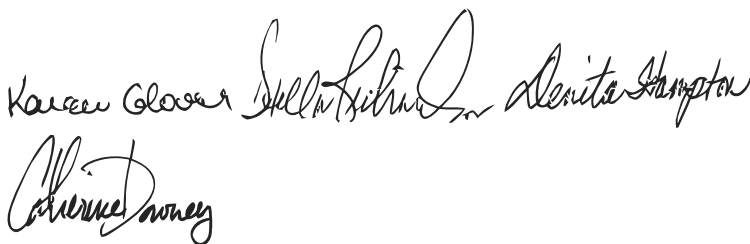
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Access Services in Libraries

Welcome!

Welcome to the eleventh annual Access Services Conference! We have another wonderful conference planned for you and we are excited that you could join us. This conference is possible because of you, the Access Services community. The presenters, volunteers, committee members, and attendees are what makes this gathering so worthwhile year after year.

We hope that you meet new colleagues, discover something you didn't know, and return home inspired to continue doing the valuable work of Access Services.

Please let us know how we can make this conference more valuable to you. If you know a vendor who should be affiliated with the conference, let them know you would like to see them here as a sponsor. Please thank our partners in this endeavor who help make this possible.

Conference Organizers

Karen Glover, Director of Operations and Finance
Stella Richardson, Director of Programming
Denita Hampton, Director of Vendor Relations and Secretary
Catherine Jannik Downey, Director of Marketing and Communications
Access Services in Libraries, Incorporated Board Members

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Conference Schedule

NOVEMBER 20 • WEDNESDAY
7:00pm – 9:00pm	Welcome Reception - GT Hotel and Conference Center Ballroom (800 Spring St NW, Atlanta, GA 30308, USA)

NOVEMBER 21 • THURSDAY - GLC Room 236
7:30am – 8:30am	Continental Breakfast in the GLC Break Area
8:30am – 8:45am	Welcome Address by Leslie Sharp
8:45am – 10:00am	Keynote Address by Brad Warren
10:15am – 11:00am	Operating Clearly in the Gray: Copyright, Policy, and Terms of Service in Access Services
11:15am – 12:00pm	Serving Those Who Served: Enhancing the Student Veteran Experience in Academic Libraries
12:00pm – 1:00pm	Complementary Buffet Lunch on the 1st floor of the GLC
1:00pm – 1:45pm	It's (Probably) Not Them! How Workplace Systems Destroy Employee Motivation and What You Can Do About It!
3:15pm – 4:00pm	Adoption Isn't Easy: Changing Leadership in a Library Department from One Generation to the Next

NOVEMBER 21 • THURSDAY - GLC Room 222
7:30am – 8:30am	Continental Breakfast in the GLC Break Area
10:15am – 11:00am	Autism and the Libraries
11:15am – 12:00pm	Implementing a 24/7 Self-Service Course Reserves Cabinet
12:00pm – 1:00pm	Complementary Buffet Lunch on the 1st floor of the GLC
1:00pm – 1:45pm	Connecting Student Employment to Student Success
3:15pm – 4:00pm	Don't Panic! Promoting Safety and Security Initiatives in Academic Libraries

NOVEMBER 21 • THURSDAY - GLC Room 225
7:30am – 8:30am	Continental Breakfast in the GLC Break Area
10:15am – 11:00am	Course Reserves: What do you buy? Why? With what money?
11:15am – 12:00pm	Demystifying Data: Getting Started with Assessment
12:00pm – 1:00pm	Complementary Buffet Lunch on the 1st floor of the GLC
1:00pm – 1:45pm	This Chair is Too Small! The Intersection of a Space Use Study and Library Furnishings
3:15pm – 4:00pm	"Tell Us What You Think:" Results of An Exploratory Study of Student Feedback on an Academic Library

THURSDAY 2-3PM Poster Session - GLC Outside Rooms 225 and 222

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Conference Schedule (cont.)

NOVEMBER 22 • FRIDAY - GLC Room 236

7:00am – 7:45am	Continental Breakfast in the GLC Break Area
8:00am – 9:00am	Movin' on up: Lessons Learned from Moving from Access Services to Leading a Library
9:15am – 10:00am	Informed Improvements to Request Services through Multi-Faceted User Research
10:15am – 11:00am	I Spy: Patron Privacy Issues in Your Library?
11:15am – 12:00pm	Whose Responsibility is That? A Discussion on Equitable Task Sharing
1:00pm – 1:45pm	From Customers to Patrons: Benefits of Public Library Skills in the Academic Library
2:00pm – 2:45pm	Safety and Security in a Large, Public, University Library System: A Panel Presentation

NOVEMBER 22 • FRIDAY - GLC Room 222

7:00am – 7:45am	Continental Breakfast in the GLC Break Area
9:15am – 10:00am	Accessing Shared Purpose: Strategies for Developing Mission, Vision, and Values with Your Team
10:15am – 11:00am	Integrated or Interconnected? When a Single Service Point Isn't Enough
11:15am – 12:00pm	You've Got a Makerspace, Now What? How a Makerspace Works in Access Services
1:00pm – 1:45pm	Collaborating Across Departments: Partnering Resource Sharing with E-resources to Improve Patron Experiences
2:00pm – 2:45pm	Strategies for Dealing with Diverse Personalities and Workplace Conflicts: Tips for Access Services Supervisors

NOVEMBER 22 • FRIDAY - GLC Room 225

7:00am – 7:45am	Continental Breakfast in the GLC Break Area
9:15am – 10:00am	Building Cheap Technological Solutions for Space Assessment using Raspberry Pi, the Ups and Downs
10:15am – 11:00am	Using Interlibrary Loan Data to Evaluate Journal Subscription Decisions
11:15am – 12:00pm	It's not us, it's you: Putting Users at the Center of Library Service Design
1:00pm – 1:45pm	Outreach and Marketing and Access Services: Findings from the 2018 Environmental Scan for the Access Services Framework...and More.
2:00pm – 2:45pm	Moving Beyond Great Service: Crafting Meaningful Relationships With Patrons

FRIDAY 12:00PM – 1:00PM Complimentary Lunch - First Floor of the GLC

FRIDAY 3:00PM – 4:00PM Poster Session - Outside Rooms 225 and 222

Personalize your program at
https://2019accessservicesconference.sched.com

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

Program Planning Committee
Chuck Armbrust-Kohler - Georgia State University
Terri Brown - University of Kentucky
Jennifer DeVito - Stony Brook University
Carmen Gass - Pennsylvania State University Libraries
Amy Lee Heinlen - Duquesne University
Lena Hicks - Pasadena City College
Jalesia Horon - Augusta University
Seti Keshmiripour - University of North Texas Libraries
Tammy Kiter - The New School
Christopher Marcum - University of San Diego
Jessica Martin - Temple University
Lara Nesselroad - University of Oregon
Mary Poland - University of Georgia
Joanne Rumig - Carleton University
David Smith - Emory University
Michael Straatmann - University of Nebraska
Mary Sullivan - Virginia Tech
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Viki Timian - University of Georgia
Whitney Vitale - Oklahoma State University

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Jeremiah Graves - Massachusetts Institute of Technology
Krista Higham - Millersville University
Velappan Velappan - Fayetteville State University

Community and Networking Committee
Erica Rosalle (Chair) - Philadelphia College of Osteopathic Medicine, GA Campus
Catherine Paolillo - University of San Diego
Melisa Perez - University of Texas, San Antonio

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

Awards Committee

Sarah Mangrum (Chair) - The University of Southern Mississippi
Angela Chikowero - University of California Santa Barbara
Rita Dickey - Tallahassee Community College
Kayla Flegal - DePauw University
William Gee - East Carolina

Conference Support Team

Joey Fones – Program Design
Beth Thomas – Volunteer Coordinator
Justin Ellis - Conference Logo Design

Ron Milline - Cover Photo: flickr.com/photos/156439929@N08/44835365632/

We would also like to thank the volunteers who donate their time to the event. As always, we thank Bonnie Tijerina for inspiring, informing, and encouraging this endeavor.

Lastly, we are always grateful to Access Services people everywhere for their continued support and enthusiasm.

Congratulations
2019 Access Services Conference Scholarship Recipients

Gretchen Avery and Mary Martini

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Special Events

Welcome Reception
Wed., Nov. 20, 7:00-9:00 PM - GT Hotel and Conference Center Ballroom
Conference check-in and a beer, wine, and hors d'oeuvre reception to welcome all conference attendees.

Ares User Group & Atlas Systems Happy Hour (pre-registration required)
Thurs., Nov. 21, 4:00-5:30 PM - GT Hotel and Conference Center- Conf. Room A
All Access Services Conference attendees are welcome to attend, whether or not they use Ares. Drinks and light appetizers with Atlas Systems staff and your Ares colleagues. Get caught up on Ares news and network with other Ares users.

Continental Breakfast
Thurs., Nov. 21, at 8:00 AM and Fri., Nov. 22, at 7:00 AM - GLC Break Area

Lunch (Provided)
Thurs. and Fri. at 12:00 PM - GLC Atrium

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Keynote Address
Brad Warren
Thursday, November 21, 8:45 -10:00 AM - GLC Room 236

Brad Warren is the Associate Dean of Library Services at the University of Cincinnati Libraries. He is responsible for the development and provision of library services with direct oversight of the Langsam and Arts and Humanities Libraries. Brad is also responsible for helping shape and develop new strategies and initiatives for collection development services and engagement along with the overall organizational development of the UC Libraries. Previous to his role at Cincinnati, Brad has spent the majority of his career in Access Services in a variety of roles and positions at Yale University, UNC Charlotte, and NC State University.

He is the founder of the ACRL Access Services Interest Group and the recipient of the 2016 Award for Distinguished Achievement in Access Services at the Access Services Conference. His professional interests include change management, innovation, and the radical transformation of library services. Atlanta is one of Brad's favorite cities, and he is excited and honored to be speaking at the 11th annual Access Services Conference.

Conference Presentations

Accessing Shared Purpose: Strategies for Developing Mission, Vision, and Values with Your Team
Shelly Hypes

Adoption Isn't Easy: Changing Leadership in a Library Department from One Generation to the Next
Natalie Logue and Jessica Garner

Autism and the Libraries
Lara Nesselroad

Building Cheap Technological Solutions for Space Assessment Using Raspberry Pi, the Ups and Downs
Solomon Ameen

Collaborating Across Departments: Partnering Resource Sharing with E-resources to Improve Patron Experiences
Joe Marciniak

Connecting Student Employment to Student Success
Cindy Pierard, Olivia Baca, and Anne Schultz

Course Reserves: What do you buy? Why? With what money?
Richard "Ted" Chaffin and Michael Siriwardena

Find the detailed program abstracts at:
https://2019accessservicesconference.sched.com/

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Conference Presentations (cont.)

Demystifying Data: Getting Started with Assessment
Audrey Richardson

Don't Panic! Promoting Safety and Security Initiatives in Academic Libraries
Reilly Curran, Mickey Rayment, and Stacey Fullwiler

From Customers to Patrons: Benefits of Public Library Skills in the Academic Library
Stephanie Bennett, Christopher Moffat, and David Smith

Implementing a 24/7 Self-Service Course Reserves Cabinet
Eric Dillalogue

Informed Improvements to Request Services through Multi-Faceted User Research
Mia Partlow

Integrated or Interconnected? When a Single Service Point Isn't Enough
Keith Teeter

I Spy: Patron Privacy Issues in Your Library?
Teresa Doherty

It's not us, it's you: Putting Users at the Center of Library Service Design
Carrie Donovan and Meg Atwater-Singer

Conference Presentations (cont.)

It's (Probably) Not Them! How Workplace Systems Destroy Employee Motivation and What You Can Do About It!
Robin Sakowski

Moving Beyond Great Service: Crafting Meaningful Relationships With Patrons
Charles Becker

Movin' on up: Lessons Learned from Moving from Access Services to Leading a Library
David McCaslin

Operating Clearly in the Gray: Copyright, Policy, and Terms of Service in Access Services
Jessica Bower

Outreach and Marketing and Access Services: Findings from the 2018 Environmental Scan for the Access Services Framework...and More.
Jean Thoulag

Safety and Security in a Large, Public, University Library System: A Panel Presentation
Eric Clark, David Ketchum, Jenn French, and Lara Nesselroad

Serving Those Who Served: Enhancing the Student Veteran Experience in Academic Libraries
Elizabeth Foley and Matthew Foley

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Conference **Presentations** (cont.)

Strategies for Dealing with Diverse Personalities and Workplace Conflicts: Tips for Access Services Supervisors
Angela Chikowero and Valva Janusoniene

"Tell Us What You Think:" Results of An Exploratory Study of Student Feedback on an Academic Library
Maggie Mason Smith, Jessica Serrao, and Anne Grant

This Chair is Too Small! The Intersection of a Space Use Study and Library Furnishings
Ken Johnson

Using Interlibrary Loan Data to Evaluate Journal Subscription Decisions
Kate Zdepski

Whose Responsibility is That? A Discussion on Equitable Task Sharing
Lauren Day, Sherry Smith, and Jasmine Pawlicki

You've Got a Makerspace, Now What? How a Makerspace Works in Access Services
Emily Lelandais and Donna Femenella

SCHED

Download our mobile schedule from the app store, or visit us on the web for detailed programming information at:
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Poster Presentations

Add It Up: Using Data to Make Informed Spatial Decisions
Lynné Colbert

All Are Welcome : Empowering Student Workers to Make the Library an Inclusive Hub
Elena Carrilo, Mozdeh Khodarahmi, and Jung Mi Scoulas

Assessing the Impact of Open Access Tools for Interlibrary Loan Services
Jennine Vlach

Beautification: Making Course Readings Accessible, Functional, and Just Plain Pretty
Jenny Vitti

Can't They Study at Starbucks?: The Value of Space in Academic Libraries.
Turner Masland and Hilary Smith

Combating Food Insecurities
Antoinette Harrington

Empowering Ethical Practice: Activities for Access Services
Jane Scot and Heidi Senior

A Fine Time Without Fines: Suspending Borrowing Privileges for Overdue Items
Katie DeFord and Tom Quinn

Poster Presentations (cont.)

From Bones to Drones: Challenges of Checking out Unicorns
Rodger Bishop, Fredda Owens, and Suzanne Rook Schiff

I Got New Rules, I Count 'Em
Andrea Kincaid

Setting Higher Standards: Student Worker Contracts, Evaluations and Training
Mary Martini

Student and Staff Perceptions of University Library Usage: Comparing Reality to Interpretation of Space Usage
Sarah Mangrum

Telling Our Story: Marketing Library Services by Painting the Big Picture
Laura Benjamin

Unlocking Your Courier Potential in the 21st Century with Tableau
Tyler Martinale, Anthony Pendleton, and Marty Pierce

Using RStudio to Visualize ILL Statistics
Kaitlin Kehnemuyi

What We See, What Our Users Say: Development, Distribution and Analysis of an Interlibrary Loan and Course Reserves End User Survey
Xuan Lily Pang

Stay Connected

Access Services Conference presentations are available at:
www.AccessServicesConference.org
Look for 2019 presentations in January, 2020.
Attendee information can be found here:
https://www.accessservicesconference.org/2019-attendees/

The 2020 conference will be
held in early November.
Dates TBD

Got Feedback?

https://tinyurl.com/ASCSurvey2019

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