



Loudermilk Conference Center 2021 Conference Atlanta, GA



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**ASiL
Incorporated**

Access Services in Libraries



Welcome!

Welcome to the return of the Access Services Conference! We are delighted that you are joining us after a year of hiatus. This will be our twelfth annual conference and we once again bring the programming and community engagement you expect. 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 are 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.

ASiL Steering Committee

Karen Glover, Conference Coordinator

Jeremiah Graves, Marketing

Krista Higham, Sponsorship

Sarah Mangrum, Awards

Erica Rosalle, Networking

Viki Timian, Program Planning

Karen Glover, President and Director of Operations and Finance

Viki Timian, Secretary

Stella Richardson, Board Member

Denita Hampton, Board Member

Catherine Jannik Downey, Board Member

Access Services in Libraries, Incorporated Board Members



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Conference Schedule

NOVEMBER 17 • WEDNESDAY • Event Opens at 8am

9:30 AM - 10:45 AM

Keynote Address - **Ballroom**

11:00 AM - 11:45 AM

Building a Shared Vision - **Ballroom**

Creating Safe Spaces to Support Student Success: Outcomes of Students-Only Library Hours Pilot Program - **Pope**

Don't have room or the budget for a High Bay Storage System, we have a solution with lessons learned - **Duke**

12:00 PM - 1:00 PM

Lunch

1:00 PM - 1:45 PM

Bringing the Monkey Bars to the Library: Moving More and Sitting Less During Your Workday - **Duke**

Lights, Camera, Action!: Library Video Tutorials for the Pandemic Era and Beyond - **Pope**

The Library as a Learning Organization: Adapting for Continuous Improvement through Training and Development - **Ballroom**

2:00 PM - 2:45 PM

Access Services Copyright Superpowers - Pope

Moved to Thursday 10:30 in **Duke Virtual Presenters**

And Your Name Is... What?; Addressing and Eliminating Name-Based Microaggressions in a Library Environment - **Ballroom**

Creating a new consortium: an Access Services perspective - **Duke**

3:15 PM - 4:00 PM

Fostering student employee engagement: Creating a sense of ownership through task sharing initiatives - **Ballroom**

Too boring; didn't read: reimagining patron communication - **Pope**

When Tragedy Calls: Best Practices for Training Staff on Handling Trauma Calls - **Duke**

4:15 PM - 5:00 PM

Conference Poster Session - **Ballroom and Duke**

5:30 PM - 7:00 PM

Conference Reception in Loudermilk Conference Center Lobby





Conference Schedule (cont.)

NOVEMBER 18 • THURSDAY

- 9:30 AM - 10:15 AM Flexible Work Scheduling: Can Access Services Staff Continue to Work From Home? - **Pope**
- Reflections on Deflections: Investigating Causes for Low ILL Fill Rates and Developing Potential Remedies - **Duke**
- Seeing spaces differently: library space assessment through a DEI lens - **Ballroom**
- 10:30 AM - 11:15 AM Meeting Students Where They Are: Social Media as Service Point and Remote Work Opportunity - **Ballroom**
- 11:30 AM - 12:15 PM No Holds Barred: How We've Learned to Love Open Holds - **Ballroom**
- Virtual Circulation Desk Assistance: Pros, Cons, and Lessons Learned - **Pope**
- 12:30 PM - 1:30 PM Lunch
- 1:30 PM - 2:15 PM Down the Path to a Controlled Digital Lending Program - **Duke**
- Re-professionalizing Circulation Services: Moving Academic Access Services in a New Direction - **Ballroom**
- Using Your Library Student Worker Program to Mentor for Job- Readiness - **Pope**
- 2:15 PM - 3:15 PM Break
- 3:15 PM - 4:00 PM Purchasing on Demand through ILL: A 15 year Retrospective - **Pope**
- Service Above All: A Service-Oriented Staff Development Initiative - **Duke**
- We Had the Accommodations All Along: Using Pre-COVID and COVID Lessons to Advocate for Student Employees - **Ballroom**
- 4:15 PM - 5:00 PM Closing Session - **Ballroom**

See the agenda, attendees, mobile apps, and more at:

<https://bit.ly/3pXvz0P>



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Thank You!

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

Program Planning Committee

Viki Timian (Chair), University of Georgia
Nancy Abashian, Binghamton University
Heidi Eakin, Colgate University
Pilar Baskett, University of North Texas
Nicole Belbin, Western New England University
James Britt, Duke University
Ali Gomez, Augusta University
Charlotte Johnson, University of Pittsburgh
Seti Keshmiripour, University of North Texas
Megan Kickbush, Xavier University
Ben Kline - University of Cincinnati
April Miller, Southwestern Oklahoma State University
Erin Owens, Sam Houston State University
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Chris Sharpe, Kennesaw State University
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Molly Gunderson, Portland State University
Velappan Velappan- Fayetteville State University
Lindsey Xanthopoulos, University of Central Florida

Community and Networking Committee

Erica Rosalle (Chair) - Philadelphia College of Osteopathic Medicine, GA Campus
Ashaki Haroon, Xavier University of Louisiana
Renise Johnson, Morgan State University





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

Awards Committee

Sarah Mangrum (Chair), The University of Southern Mississippi
Gretchen Avery, Bowling Green State University
Kim Copenhaver, Emory University
Kayla Flegal, Depauw University
Shelly Hypes, University of North Carolina - Charlotte
Austina Jordan, University of North Georgia
Lily Pang, University of Florida
Hilary Thompson, University of Maryland
JeanThoulag, University of Hawaii at Manoa
Jennine Vlach, Case Western Reserve University
Andrew Wilson, Harvard University
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Sponsorship Committee

Krista Higham (Chair), Millersville University
Michael Straatmann, University of Nebraska
Whitney Vitale, Oklahoma State University

Conference Support Team

Joey Fones – Program Design

Bryan Katz - Cover Photo: <https://flic.kr/p/2jdQAPX>

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!

2021 Access Services Award

Chris Sharpe

**Director of Access Services Librarian Associate Professor
Kennesaw State University Library System**

2021 Access Services Conference Scholarship Recipients

**Megan Brown, University Libraries Western Michigan University
Heather Holmes, Wells Library Indiana University**





Keynote Address

Curtis Kendrick is dean of libraries at Binghamton University (SUNY) where he manages the activities, services, collections and budget of the \$14 million operation. As a founding board member of the SUNY Libraries Consortium, Kendrick led the planning team in the formation of the statewide consortium and as chair of the consortium's Commercial Products Committee, led statewide negotiations for electronic resources resulting in annual savings in excess of \$7 million.



Prior to his position at Binghamton, Kendrick served as university dean for libraries and information resources at the City University of New York. In this capacity he provided leadership for 21-campus university library system serving 250,000 students. While at CUNY he pioneered the university's efforts in open educational resources, established a system-wide resource sharing program, convened a national conference on assessment and developed a bridge program with the New York City public school system to support students transitioning from high school to college.

Kendrick also initiated a faculty exchange program for librarians with their counterparts at two Shanghai universities, and promoted the first visit of a group of librarians/archivists from a U.S. university to Cuba once relations with that nation were normalized.

Before serving at CUNY Kendrick was director of access services at Columbia University where he also guided programmatic planning efforts for the development of the Research Collections and Preservation Consortium's offsite shelving facility, shepherding the work of representatives from Columbia, Princeton University and the New York Public Library. Kendrick's work at Columbia built upon his experience at Harvard University as assistant director for the Harvard Depository. The Harvard Depository has become the model for how research libraries respond to collection overcrowding, and Kendrick was at the forefront of making this approach for the long-term offsite preservation of library collections a politically acceptable solution for the national academic community. Earlier, as head of circulation and reserves at the State University of New York at Stony Brook he oversaw a major book-stack expansion project, directed the library's implementation of the circulation module automated library management software, instituted a program to recruit underrepresented minority students to the field of librarianship and as subject bibliographer for the African American Studies Department, worked closely with department chair, noted author Amiri Baraka. His initial appointment as a librarian was at Oberlin College where he served as assistant to the director and reference librarian.

Curtis Kendrick currently serves on the board of Ithaka. Formerly, as trustee of the Yonkers Board of Education he provided oversight for the \$550 million public school system in the fourth largest city in New York State. He has also served as a trustee of the Yonkers Public Library Board (Vice President), and on the boards of the New York City Department of Education School Libraries Council, the New York University Polytechnic School of Engineering Enterprise Learning Board, the New York State Higher Education Initiative Board, and the board of MOUSE, a youth development organization. He has been active in the American Library Association and several of its subdivisions since 1983.





Conference Presentations

Access Services Copyright Superpowers
Sarah McClesky and Tucker Taylor

And Your Name Is... What?; Addressing and Eliminating Name-Based
Microaggressions in a Library Environment
Jessica Valli

Bringing the Monkey Bars to the Library: Moving More and Sitting
Less During Your Workday
Hany Hosny

Building a Shared Vision
Ryan Buller and Lindsay Gypin

Creating a new consortium: an Access Services perspective
Erin D'Agostino

Creating Safe Spaces to Support Student Success: Outcomes of
Students-Only Library Hours Pilot Program
Chanta Payne and Emily Earnest

Find the detailed program abstracts and links to mobile apps at:
<https://bit.ly/3pXvz0P>





Conference Presentations (Cont.)

Don't have room or the budget for a High Bay Storage System,
we have a solution with lessons learned

Kirk Lake and Verne Neff

Down the Path to a Controlled Digital Lending Program

Carla Hose and Jean Thoulag

Flexible Work Scheduling: Can Access Services Staff Continue
to Work From Home?

Kristen Barnes

Fostering student employee engagement: Creating a sense of
ownership through task sharing initiatives

Emily Akers

Lights, Camera, Action!: Library Video Tutorials for the Pandemic
Era and Beyond

George Tiong

Meeting Students Where They Are: Social Media as Service Point
and Remote Work Opportunity

Catherine Paolillo

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Conference Presentations (Cont.)

No Holds Barred: How We've Learned to Love Open Holds
Heidi Vieira, Angela Brown, and Susan Garrison

Purchasing on Demand through ILL: A 15 year Retrospective
William Gee

Re-professionalizing Circulation Services: Moving Academic
Access Services in a New Direction
Bailey Wallace

Reflections on Deflections: Investigating Causes for Low ILL Fill
Rates and Developing Potential Remedies
Emy Decker

Seeing spaces differently: library space assessment through
a DEI lens
Tara McCurley, Carrie Hintz, Alex Kyrychenko, and Kim Copenhaver

Service Above All: A Service-Oriented Staff Development Initiative
Erin Owens

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Conference Presentations (Cont.)

The Library as a Learning Organization: Adapting for Continuous Improvement through Training and Development

Matt Frizzell, Sofia Slutskaya, and Marlee Givens

Too boring; didn't read: reimagining patron communication

Morgan Bond and Erin Kovalsky

Using Your Library Student Worker Program to Mentor for Job- Readiness

Mechele Romanchock

Virtual Circulation Desk Assistance: Pros, Cons, and Lessons Learned

James Britt

We Had the Accommodations All Along: Using Pre-COVID and COVID Lessons to Advocate for Student Employees

Gretchen Avery and Trinidad Linares

When Tragedy Calls: Best Practices for Training Staff on Handling Trauma Calls

Marina Hand and Lacey Rogers

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Poster Presentations

Access Services: scholarship, tenure, promotion, and beyond
Bethany Sewell and Denise O'Shea

From Emergency to Essential: Going from a COVID-19 service to a permanent service
Jalesia Horton

Incorporating Student Perspective for Inclusive Pandemic Planning
Jung Mi Scoulas and Elena Carrillo

Shifting into Teams: the transition to using Microsoft Teams and Shifts for managing student employees
Seti Keshmiripour, Pilar Baskett, and Briana Knox

That Escalated Quickly: From Circulation to Collections Access in Three Years
Josh Olsen

Using Project Management Tools and Methodologies to Manage Change in Access Services
Shelly Hypes

Why Isn't This Available Streaming?
Cory Aitchison and Sally Bryant

Find the detailed program abstracts and links to mobile apps at:
<https://bit.ly/3pXvz0P>





Stay Connected

Access Services Conference presentations are available at:

www.AccessServicesConference.org

Look for 2021 presentations in January, 2022.

Attendee information can be found here:

<https://bit.ly/3pXvzOP>

#ASCATL





The 2022 conference will be held in mid November.

See you next year!

