

Access Services Conference



**Loudermilk Conference Center
2022 Conference
Atlanta, GA**

www.accessservicesconference.org

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Welcome!

Welcome to the 2022 Access Services Conference! We are delighted that you are joining us again this year, either in person, or virtually. This will be our (lucky) 13th 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. We also hope that you take a moment to recognize the contributions of yourself and your peers to the library profession.

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

Hilary Fredette, Marketing

Krista Higham, Sponsorship

Amanda Bena, Awards

Emy Decker, Networking

Viki Timian, Program Planning

Mary Poland, Volunteer Coordinator

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

Conference Schedule

NOVEMBER 15 • TUESDAY

5:00 PM - 8:30 PM Tour and Reception at the Georgia Tech Library - [Georgia Tech Library](#)

NOVEMBER 16 • WEDNESDAY

8:30 AM - 9:30 AM Breakfast Provided - [Loudermilk Lobby](#)

9:30 AM - 10:45 AM Keynote Address by Jill Morris - [Ballroom](#)

11:00 AM - 11:45 AM DE-Why?: The Importance of Inclusion Initiatives in an Academic Library Setting - [Pope](#)

Filling the Gap: A Focus on Accessibility and Curriculum in Equipment Lending- [Cramer](#)

Why Would a Patron Do This?! A Trauma-Informed Approach to Supporting Student Workers- [Duke](#)

12:00 PM - 1:00 PM Lunch Provided - [Ballroom](#)

1:00 PM - 1:45 PM Designing and launching user-centered services- [Pope](#)

It's Time: Eliminating E-Reserves and Investing in Faculty Empowerment - [Cramer](#)

Access Services 2.0 through Employee-Directed Planning - [Duke](#)

2:00 PM - 2:45 PM Library Security: From Community Service Officers to Students to Contracted Guards - [Pope](#)

Engaging with Equity: A Participatory DEI Initiative for Student Employees- [Cramer](#)

~~Re-envisioning the structure of Access Services: A discussion of where we started to where we are today - [Duke](#)~~

3:15 PM - 4:00 PM Addressing Receiver Apprehension in library patrons asking for assistance- [Pope](#)

Funding and Experience Optional: Developing an Academic Library Outreach Plan - [Cramer](#)

Scavengedy (Excite Your Training Approach)- [Duke](#)

4:15 PM - 5:00 PM Lightning Talks! - [Check Agenda for Presentations/Locations](#)

5:00 PM - 6:00 PM Sponsors Reception - [Ballroom](#)

Conference Schedule (cont.)

NOVEMBER 17 • THURSDAY

- 8:30 AM - 9:30 AM Breakfast Provided - **Loudermilk Lobby**
- 9:30 AM - 10:15 AM Analytics: Tips, tricks and time saving ideas - **Pope**
- Introducing Shared Print : What Resource Sharing Librarians need to know- **Cramer**
- My post-retirement plan didn't include returning to start a diversity program but...- **Duke**
- 10:30 AM - 11:15 AM Expanding Equipment Lending for Student Success (Virtual Presentation) - **Pope**
- Ideology in the Servicescape- **Cramer**
- Access Services Orientation for the Inexperienced Employee.- **Duke**
- 11:30 AM - 12:15 PM Gadgets and Lockers to the Rescue: New Modes of Service Delivery- **Pope**
- Hazel-Rah's Leadership Skills for Library Staff- **Cramer**
- Other Duties We Wish Were Not Assigned: Total Library Reboot- **Duke**
- 12:30 PM - 1:30 PM Lunch Provided - **Ballroom**
- 1:30 PM - 2:15 PM Counting Our Patrons - Highlights and Hurdles from an Academic Library's Journey- **Pope**
- Reel Them In: How to prioritize Instagram Reels in your library social media strategy (and why you should) - **Cramer**
- To Forgive, Bill, or Trade: Reconciling our consortial D2D to move forward - **Duke**
- 2:15 PM - 3:00 PM Lightning Talks! - **Check Agenda for Presentations/Locations**
- 3:15 PM - 4:00 PM Special Topic Panel Discussion: Reimagining professional development for Access Services- **Ballroom**
- 4:15 PM - 5:00 PM Closing Session and Open Discussion- **Ballroom**

See the agenda, attendees, mobile apps, and more at:
<https://www.eventleaf.com/e/2022AccessServicesConference>

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

Awards Committee

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Gretchen Avery, Bowling Green State University
Natalie Berg-Wall, St Olaf College
Kim Copenhaver, Emory University
Adebola Fabiku, Appalachian State University
Emma Kate Morgan, Augusta University

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Norma Perez, Rice University
Andrew Yager, University of Maryland

Conference Support Team

Joey Fones – Program Design

Jin Wu - Cover Photo: https://www.flickr.com/photos/jason_wu_/

Thank you to the Georgia Tech Library leadership team for their support and to all the members who assisted in organizing the tour and reception

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!

2022 Access Services Conference Travel Grant Recipients

Ashley Chen
University of Maryland, College Park

Kim Karim
Lycoming College

**For more information or to nominate a potential recipient/award winner,
check the website at:**

<https://www.accessservicesconference.org/support-staff-travel-scholarship/>

Keynote Address



Jill Morris is the Executive Director of PALCI, the Partnership for Academic Library Collaboration & Innovation, a regional nonprofit library consortium made up of 71 academic and research libraries in Pennsylvania, New York, New Jersey, and West Virginia.

Since 2009 Jill has enjoyed playing leadership roles in large library consortia where her primary responsibilities have centered around organizational leadership, collaborative collections, and eResource licensing and negotiations. Jill became PALCI's Executive Director in January 2019, after previously serving as the organization's Senior Program Officer and Associate Director. Prior to her time at PALCI, Jill was the Assistant Director and Interim Executive Director of the statewide NC LIVE consortium, supporting 200 public and academic libraries in North Carolina. Jill received her MSLS from UNC Chapel Hill and holds a BA in History and Adolescent Education from SUNY Geneseo.

Conference Presentations

Access Services 2.0 through Employee-Directed Planning
Briana Knox and Seti Keshmiripour

Access Services Orientation for the Inexperienced Employee
Jalesia Horton

Addressing Receiver Apprehension in library patrons asking for assistance
Karlene Clark

Analytics: Tips, tricks and time saving ideas
Solomon Ameen

Counting Our Patrons - Highlights and Hurdles from an Academic Library's Journey
Scott Pftzinger

DE-Why?: The Importance of Inclusion Initiatives in an Academic Library Setting
Kylie Bailin and Kate Pitts

Designing and launching user-centered services
Mia Partlow

Find the detailed program abstracts and links to mobile apps at:
<https://www.eventleaf.com/c/accessservicesinlibraries>

Conference Presentations (Cont.)

Engaging with Equity: A Participatory DEI Initiative for Student Employees

Natasha Finnegan and Amy Jones

**Expanding Equipment Lending for Student Success
(Virtual Presentation)**

Matthew D'Apice

**Filling the Gap: A Focus on Accessibility and Curriculum
in Equipment Lending**

Briana Knox and Emily Akers

**Funding and Experience Optional: Developing an Academic
Library Outreach Plan**

Christopher Marcum

Gadgets and Lockers to the Rescue: New Modes of Service Delivery

Shandra Jones, Eric Brower, and Justin Ellis

Hazel-Rah's Leadership Skills for Library Staff

Katherine Williams

Ideology in the Servicescape

James Waters, Eleanor Cleveland, and Jeff Hipsher

Find the detailed program abstracts and links to mobile apps at:

<https://www.eventleaf.com/c/accessservicesinlibraries>

Conference Presentations (Cont.)

Introducing Shared Print : What Resource Sharing Librarians need to know

Ben Walker

It's Time: Eliminating E-Reserves and Investing in Faculty Empowerment

Ali Gomez

Library Security: From Community Service Officers to Students to Contracted Guards

Lindsey Xanthopoulos

My post-retirement plan didn't include returning to start a diversity program but...

Kimberly Sheldon, Karen Manning, and Stella Richardson

Other Duties We Wish Were Not Assigned: Total Library Reboot

Mary Jordan and Cynthia Horne Wise

Re-envisioning the structure of Access Services: A discussion of where we started to where we are today

Joanne Rumig

Find the detailed program abstracts and links to mobile apps at:

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Conference Presentations (Cont.)

Reel Them In: How to prioritize Instagram Reels in your library social media strategy (and why you should)

Laura French

Scavengedy (Excite Your Training Approach)

Jai (James) Washington

To Forgive, Bill, or Trade: Reconciling our consortial D2D to move forward

Phoebe Walker and Kaitlin Kehnemuyi

Why Would a Patron Do This?! A Trauma-Informed Approach to Supporting Student Workers

Sagan Wallace

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Lightning Talks

Authentic Leadership: What it is, Why it Matters, How to Make it Yours

Amy Lee Heinlen

Wed., 11/16 at 4:40pm - Cramer

Best Practices for Equal Access to Library Online Events

Keith Manuel and Kestrel Ward

Thurs., 11/17 at 2:15pm - Cramer

Creating the Silver Lining - Using Disruptions to Your Advantage

Debbi Carrizal and Kayleen Lam

Wed., 11/16 at 4:15pm - Pope

From DVDs to MP4s: How COVID changed our reserves video service for good (Virtual Presentation)

Carli Agostino

Thurs., 11/17 at 2:40pm - Pope

Implementing New Approaches to Reserves Service Delivery at the UC San Diego Library

Kymberly Goodson

Wed., 11/16 at 4:15pm - Cramer

Find the detailed program abstracts and links to mobile apps at:

<https://www.eventleaf.com/c/accessservicesinlibraries>

Lightning Talks (Cont.)

Inter-Institutional Mobile Hotspot Lending Program

Alva Jones

Wed., 11/16 at 4:15pm - Duke

Maintaining Services and Building Excitement Before and During a Total Building Renovation

Jacob Gordon and Sara C. Kern

Thurs., 11/17 at 2:15pm - Duke

Rapido Early Adopter Program: Experiences and Considerations from a Participant's Perspective

Shelly Hypes

Wed., 11/16 at 4:40pm - Duke

Shift Happens

Kimberly Smith

Thurs., 11/17 at 2:15pm - Pope

Student Affairs Policy and Library Policy a helpful connection

Austina Jordan

Wed., 11/16 at 4:40pm - Pope

The Great Migration - How I Learned to Stop Worrying and Love Tipasa

Lynne Colbert

Thurs., 11/17 at 2:40pm - Duke

Find the detailed program abstracts and links to mobile apps at:

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Stay Connected

Access Services Conference presentations are available at:

www.AccessServicesConference.org

Look for 2022 presentations in January, 2023.

Attendee/Event information can be found here:



Got feedback?

Take our survey here:

