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What We Learned @ ALA Annual Conference 2019

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What We Learned @ ALA Annual Conference 2019

Presentation to Clemson Libraries by
Lisa Bodenheimer, Camille Cooper, Bob Freeman, Anne Grant, Janice Prater, Ed Rock, Suzanne Rook Schilf and Jessica Serrao

July 18, 2019
“Container Collapse: Student Search Choices and Implications for Instructional Interventions”

- Based on an IMLS grant study of students from 4th grade to graduate school (175 participants in all)
- Students don’t think about the “containers” that information lives in (such as books, articles, websites, etc)
  - I learned the term “format agnostic”
- A good activity might be to get students to match citations to the type of container
- The sources that students felt were most helpful (like Wikipedia) were not always the ones they said they would cite
“New Destinations in the Recruitment, Retention, and Advancement of People of Color to the Library Profession”

- Panel discussion made me think about what it really means to “be a good fit” in a library setting and how this can discourage diverse staff from being hired and from staying if they are hired
- Found out about a book called *Librarians With Spines: Information Agitators In An Age Of Stagnation*
- Learned about ways we might be able to get a grant to fund a small conference to discuss issues in diversity
- Discussion about how people in power need to be the ones thinking about these important issues of diversity
“Setting Privacy Boundaries: Student perspectives of data sharing and use practices for library learning analytics”

- There is a SPEC Kit (#360 Learning Analytics) devoted to this work
- Made me ask some questions:
  - Do we have a data use policy? Are we letting students know how we are using their data?
  - What data are we collecting as a library? Journal usage stats? Database usage?
- The study they conducted found that students don’t mind sharing data as long as they directly benefit
- They also found that students had no idea where their data was going
“Stay on Target!: Stellar Practices for Strategic Outreach through Collaborations, Marketing, and Peer Leaders”

- Learned about the Mason Undergraduate Peer Research Coaches at UNLV - one of the seniors in this program was presenting at ALA!
- Idea to create student profiles to better understand our audience - one for a commuter student, one for a grad student, etc.
Change in a Volatile World: Change Management to Change Readiness, 1

- Presented by Steven Bell and Catherine Soehner
- Presented the concept of “change readiness” as a form of change management
- Change = angst, anxiety = NORMAL.
- Change readiness is a mindset: people in an organization must move from a fixed mindset to a growth mindset to show change readiness.
Change in a Volatile World: Change Management to Change Readiness, 2

- Resistance often happens. They had some good things to say about resistance.
  - Resistance can be seen as an indication that change is already happening.
  - Those who resist change have good information to share with library administration about why they resist change, and:
  - Resistance can help organizations to unearth core values.
Change in a Volatile World: Change Management to Change Readiness, 3

- How to encourage change readiness:
  - “Feedback is a gift.”
  - Encourage transparency down AND up.
  - Involve others in the big issues and decisions.
  - Share high-quality information.
  - Ask for help if you need it.
  - Ask ‘what if’ questions.
  - Be open to learning about ideas outside libraries.
CaMMS Catalog Management Interest Group

- There were 3 presentations given here: I’m only going to talk about one: Does Working in Batch Mean Sacrificing Quality Metadata?
- Presenter was Jennifer Eustis of the University of Massachusetts at Amherst.
- She talked about using MarcEdit, Open Refine, Excel, and the Python programming language in her electronic resources cataloging work.

What Lisa learned @ ALA
Common issues she saw in vendor records for ebooks.

Stressed the need for local standards that govern “acceptable” metadata for a set of materials.

She also talked about a “rating system” that she uses to rate records from vendors. Low, medium, and high indicated how much “massaging” is necessary for a record set. Low=almost no massaging; High=so much data work that she wondered why use vendor records at all.
Much of the presentation was about how she used MARCEdit, Open Refine, Excel, and Python to evaluate record sets and massage the data in them. Real technical stuff.

She had 3 slides of “takeaways.” I left with a question: how can we leverage these tools in our work, especially with a new workflow for electronic resources cataloging?
What Lisa learned @ ALA

Other sessions/IGs I attended

- Pitfalls of Neutrality: What Does Inclusivity Mean in Libraries?
- Role of the Professional in Technical Services Interest Group
- Cataloging Form and Function Interest Group
- Creative Ideas in Technical Services Interest Group
- Authority Control Interest Group
- Surfacing, Understanding, and Changing Internalized Organizational Culture
How Did I Get Here? Exploring Mindfulness in Library Instruction

- Jill Luedke @ Temple University
  - Students often come to a library session with other things on their mind; she wants to refocus their attention
    - Close eyes, take slow, deep breath in through nose and out through mouth 2x; 3rd time, **sigh** the breath out -- externalizes any stress they brought into class with them
    - Draw spiral labyrinth with writing utensil using dominant hand; with nondominant hand, attempt to trace labyrinth, using a different-colored utensil -- helps focus attention
Give Them What They Want: Reader - Focused Collection Development

- All speakers were public librarians with responsibility for their leisure collections
- Most interesting takeaways for me:
  - They color-code a spreadsheet of their holdings to make sure they have a good number of titles that reflect the diversity of their community
  - Materials are renewed automatically if there are no holds on them
Film & Media Roundtable: Open Forum on Streaming Video

- Mostly academic librarians, but open to vendors (a couple of Swank reps were there)
- Discussion focused on experiences with Kanopy and its (unsustainable) PDA model
- Important takeaway: can often get a better deal if you go straight to the film production company to get access; Kanopy does NOT always have exclusive rights
National Archives from Anywhere: Online Primary Sources for History, Genealogy, Foreign Relations, and Teaching

- NARA has records from federal agencies, Presidential records, Congressional records, & federal court records
  - There are NO acts that require Congress and the federal courts to give particular documents to NARA
- Website is organized by user group; for educators, DocsTeach has curated collections for historical periods / events / people
- Lots of military records (maps, deck logs, casualty records) and data files that can be downloaded to spreadsheets
- Has some videos, too, accessible from catalog.archives.gov
Beyond CRAAP: An Updated Approach to Source Evaluation  [CRAAP=Currency, Relevance, Authority, Accuracy, Purpose]

- Mary Thill (Northeastern IL U), James Rosenzweig (Eastern WA U), & Frank Lambert (Middle TN State U) developed model for source authority evaluation
  - Based on taxonomy by Leeder, Markey, & Yake, *College & Research Libraries*, v. 73 no. 2 (2012), 115-133)
  - Rubric published in “Student Constructions of Authority in the Framework Era: A Bibliometric Pilot Study Using a Faceted Taxonomy,” *College & Research Libraries*, v. 80 no. 3 (2019), 401-420 (Tables 1-3 on p. 405-6 could be used with a class)
A Conversation with U.S. Supreme Court Justice Sonia Sotomayor

- She started writing children’s books after she was confirmed to the Court to remember where she came from.
- Her new book, *Just Ask*, focuses on challenging assumptions and specifically “don’t assume the worst when you see someone doing something you don’t understand.”

- The inspiration came from an occurrence in her life when she was still concealing that she was diabetic. A woman saw her giving herself an insulin shot in a restaurant bathroom. Later that night she overheard the woman accusing her, a federal judge at the time, of being a drug addict.
An Alternative to Open Source Textbooks: A Case Study of a Library Spearheading a Campaign to Reduce Students’ Textbook Costs by Partnering with a Textbook Rental Company

- I attended a session on e-textbook rental program piloted at Goldey-Beacom college in Delaware.
- Partnered with Chegg to provide license codes for students to download e-copies of textbooks.
- Ran a pilot program in the Spring of 2018. Not continued due to cost.
  - Spent $15,000 on the first pilot and Chegg wanted to increase the cost to $100,000 for a second. A campus-wide program serving all 2,200 students would cost $1.2 to $1.5 million per year.
- The most interesting insight I heard at this session was that you need two types of faculty involved in experimental programs. You need the enthusiastic proponents that will champion your program. But you also need the cranky ones who initially dislike what you are trying to do. If you can show them how it works and win them over, they will be your greatest supporters and truly demonstrate your success.

What Bob learned @ ALA
Academic Library Services to Graduate Students Interest Group

- Four graduate student service librarians from the University of Northern Colorado, Salisbury University, UNC Greensboro, and UNC Chapel Hill gave presentations on activities for grad student outreach at their institutions.
- Their efforts focused on offering intensive workshops for writing, dissertation prep, and literature reviews. They also talked about organizing orientations, creating learning objects, and getting embedded in courses inside the LMS.
- Affirming to know our graduate student services are on par, if not superior, to some of our peers.
- Potential for a full-day intensive workshop event.
Auditorium Speaker Series featuring Frank Miller and Tom Wheeler

- Frank Miller talked about his new graphic novel, *Cursed*, which twists the classic legend of King Arthur and tells a story from the perspective of the Lady of the Lake.

- It was interesting to hear one of my favorite creators discuss their own personal evolution on gender-issues.

- Most of Frank Miller’s work is very male focused and he said he wanted to do a project that featured women more prominently. He said it was interesting to “add a feminist dimension to a classic story with such a masculine canvas.”

What Bob learned @ ALA

https://www.simonandschuster.com/books/Cursed/Frank-Miller/9781534425330
ACRL Project Outcome for Academic Libraries Workshop

- Project Outcome provides short (6 question), standardized surveys for libraries to use to collect impact data.
- Survey topic areas:
  - Instruction
  - Research
  - Teaching Support
  - Events / Programs
- Four key outcomes measured:
  - Knowledge
  - Awareness
  - Space
  - Library Technology
  - Digital & Special Collections
  - Confidence
  - Application/Behavior Change

- Think beyond satisfaction, think “what good did we do?”
- [https://acrl.projectoutcome.org/](https://acrl.projectoutcome.org/)
“Changing the Service Culture of Your Library”

- Workplace culture is the way an organization’s members think, act, and understand the word around them.
- Florida’s Orange County Library system transformed its service culture in 4 steps:
  1. Creating a shared customer service vision with a framework: service philosophy, service standards, and service behaviors
  2. Initial 5 week roll out led by “Team Fun” included a theme song, activities, t-shirts, candy; a box was sent to each branch every week
  3. Reinforced w/ training
  4. Assessment of employee engagement levels - used kudos cards, mystery shopper, surveys, and capture & share customer stories

- Presented by Danielle King, Colleen Hooks, and Debbie Tour. They reiterated that this process took 4 years of work! Culture does not change overnight.
ALC Resume Review Service

- Giving back is fun!
- Consulted with 4 aspiring librarians about their resume and job search.
- Make it a point to ask questions:
  - Tell me about what you do?
  - What type of position are you applying for?
  - Specific skills and expertise you’d like to highlight?
  - What questions do you have?
- Point out inconsistencies and red flags.
- Dig out the gems they don’t think are relevant and highlight them.

ALA JobLIST Placement and Career Development Center
Other sessions I attended:

- “Self-care is not Selfish: Preventing Burnout”
  - If you’re doing a job that uses *emotional* labor it takes a toll.
- “Change in a Volatile World: From Change Management to Change Readiness”
  - Employees who are “change ready” ask if they can help
- “Surfacing, Understanding, & Changing Internalized Organizational Culture”
  - Culture vs. Climate - they aren’t the same thing
- “The Tough Stuff: What’s OK in Middle Grade Books”
  - Because going to the lighter stuff is how I prevent burnout :-)
RUSA Genealogy Preconference

Enhancing Photograph Descriptions: Advice from the Photo Detective, Maureen Taylor

- Resources for describing photos to improve discovery
  - Create an [ancestral chart](#) of people in the photo
  - [DCRM(G): Descriptive Cataloging of Rare Materials (Graphics)](#)
  - [SAA Visual Materials Section](#)
  - [LC Thesaurus for Graphic Materials](#)
  - [A Visual Dictionary of Architecture](#), Francis Ching
  - [The Encyclopedia of Collectibles](#)
  - Crowdsourcing

- Resources for researching photographer studios
  - Census records, Land records and maps, Immigration records

- [https://maureentaylor.com/](https://maureentaylor.com/)

Image credit: [https://maureentaylor.com/](https://maureentaylor.com/)
RUSA Genealogy Preconference
The Future of Genealogy Librarianship

- Faculty are realizing wealth of primary source information in genealogy collections
- University of South Florida hosts Genealogy Librarianship mailing list, genealib
- ProQuest update
  - Ancestry can now be subscribed to cost by department not by enrollment.
  - Libguides for Genealogy Training Materials and Ancestry Lib Edition
  - Looking into creating state-by-state lists of resources in Ancestry.
  - Not yet official news - possible partnering with educational groups (Salt Lake Institute of Genealogy, Georgia, etc.) to bring professionals to teach librarians about using these resources.

Image credit: Jessica Serrao, National Archives “What Is Past Is Prologue
Faceted Subject Access IG
FAST Headings at the Smithsonian Libraries

- Assigned FAST to monographic data sets prior to 1923
- Rationale for adoption
  - ease of assignment, more flexible, compatible with existing metadata, retrieval effectiveness of controlled vocab, cost of maintenance, semantic interoperability, MARC data exposure
- Tools used
  - Windows, Cataloging (Connexion, Horizon), Office 365, cURL, MarcEdit
- Outcomes - breaking old habits
  - Break down cataloging silos (multiple cataloging sites with divergent policies and communication), reinvent workflows (professional development opportunity for all staff levels)
DPLA Update

● DPLA Exchange and the shift to ebooks
  ○ Exchange where libraries can buy directly from publishers
  ○ Provides libraries and users with ebook alternatives that prioritize patron needs and maximize equitable access
  ○ Opportunities for libraries to get broad selection and better control
  ○ Works with SimplyE-one platform to access all ebooks
  ○ Disspells the feeling that the vendors are the libraries to build better relationship between library and patron.

● Will continue to aggregate cultural heritage collections
● Go to Strategy.dp.la for a fuller conversation

Research Focus on Equity, Diversity and Inclusion in Libraries

- **Qualitative and Quantitative Methods in Librarianship** (QQML), international scientific online open access peer reviewed journal
- [ALA EDI site](#)
- [ALA LARKS](#) (Librarian and Researcher Knowledge Space) for research methods in LIS and Social Sciences
- National Education Association (NEA) [Diversity Toolkit](#)
- UNESCO [World Day of Social Justice](#)
- Joint Council of Librarians of Color
- [International Journal of Information, Diversity, and Inclusion](#), peer reviewed

My Visit to the Library of Congress

The oldest cultural institution in the nation's capital, the Library of Congress occupies a unique place in American civilization. Established as a legislative library in 1800, it grew into a national institution in the nineteenth century, a product of American cultural nationalism. Since World War II, it has become an international resource of unparalleled dimension and the world's largest library. In its three massive structures on Capitol Hill, the Thomas Jefferson, John Adams, and James Madison Memorial Buildings, the Library of Congress brings together the concerns of government, learning, and librarianship--an uncommon combination, but one that has greatly benefited American scholarship and culture.
Open House Tour
The Dome

On the ceiling of the lantern, which rises above the highest part of the dome, is a painting of a beautiful female figure representing Human Understanding, in the act of lifting the veil of ignorance and looking forward to intellectual progress. She is attended by two cherubs: one is holding the book of wisdom and knowledge and the other seems, by his gesture, to be encouraging viewers beneath to persist in their struggle toward perfection.
Main Reading Room

What Janice learned @ ALA
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Throughout his life, books were vital to Thomas Jefferson’s education and well-being. His books provided Jefferson with a broader knowledge of the contemporary and ancient worlds than many of his contemporaries had obtained through personal experience.

Jefferson’s library, which developed through several stages, was always critically important to him. In the midst of the American Revolution and while he was United States minister to France in the 1780s, Jefferson acquired thousands of books for his library at Monticello. By 1814, when the British burned the Capitol and with it the Congressional Library, Thomas Jefferson had acquired the largest personal collection of books in the United States.

Short of funds and wanting to see the library re-established, Jefferson offered to sell his personal library to Congress as a replacement for the destroyed collection. After some controversy, Congress purchased his library for $23,950 in 1815. Although a second fire on Christmas Eve of 1851 destroyed nearly two thirds of the 6,487 volumes Congress had purchased from Jefferson, the Jefferson books remain the core from which the present collections of the Library of Congress—the world’s largest library—developed.

In this reconstruction of Jefferson’s library, the books have been arranged in an order that Jefferson described as “sometimes analytical, sometimes chronological, and sometimes a combination of both.” Jefferson followed a modified version of the organization of knowledge created by British philosopher Francis Bacon (1561–1626). The books were divided into categories of “Memory,” “Reason,” and “Imagination”—which Jefferson interpreted as “History,” “Philosophy,” and “Fine Arts”—and further divided into forty-four chapters. Included in this recreation are 3,000 volumes from the original Jefferson Collection. An additional 3,000 or so volumes—editions that match those lost in the fire that struck the Capitol in 1851—come from other collections in the Library of Congress. Other missing works have been acquired through gifts. Several hundred volumes have been purchased since 2000.

The reconstruction of Thomas Jefferson’s Library was made possible by Jerry and Gene Jones

This exhibition was made possible by Peter D. and Julie Fisher Cummings and the Marjorie M. Fisher Fund
Where are the Library of Congress collections stored?

Because of the extraordinary size and diversity of the Library's collections, there is no one place for researchers to access them. Most (but not all) of the Library's collections are located in the three main buildings of the Library--the Thomas Jefferson Building, James Madison Building, and John Adams Building--near the U.S. Capitol. (The collections of the National Library Service for the Blind and Physically Handicapped are housed elsewhere. Researchers coming to the Library can access materials in over 20 public reading rooms in the Jefferson, Adams, or Madison Buildings, depending on the format, subject, or language of the materials they are using. Most researchers use more than one reading room during their visit here.
What materials are in the Library of Congress collections?

The Library has in its collections well over 100 million items, in hundreds of different languages and virtually every format—not just books and journals, but also prints, drawings, government documents, photographs, microforms, films, sound and video recordings, manuscripts, and other formats. As large and diverse as the Library’s collections are, it does not have every book ever published. While virtually all subject areas are represented in the collections, the Library does not attempt to collect comprehensively in the areas of clinical medicine and technical agriculture, which are covered by the National Library of Medicine and the National Agricultural Library, respectively. Researchers should also note that the Library of Congress is distinct from the National Archives, which is the major repository for the official records of the United States government.
ACRL @ ALA Annual

- ACRL Leadership Council
  - EDI Strategic Initiative: “Microaggressions & Implicit Bias”, “How To Be an Ally” - Anne Phibbs
  - ALA Steering Committee on Organizational Effectiveness (SCOE)
- ACRL Chapters Council
  - State Ecosystem Task Force
  - ACRL Chapter Topics libguide
Thank you for Attending!

Questions?