NASIG Newsletter

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President's Corner

Kristen Wilson

Only two months after becoming NASIG vice president/president-elect in June 2018, I left my library job of 11 years to take a new position with a software development company. This was a lot to take on all at once, and I often wondered if I had made the right choices and how I would handle it all. But as the conference got into swing in Pittsburgh, I realized how grateful I was to have maintained my NASIG connections during a time of change. As always, when walking into a NASIG event, I thought, "These are my people."

And that's what I hope NASIG can be for its members - a community of friends and colleagues that provides professional support, even as our individual circumstances change. I see this creation of connections as the theme that ties together much of the work we will do in the coming year.

The 34th Annual Conference in Pittsburgh gave us a chance to strengthen connections by listening to members in different contexts. We tried something new this year, using one of the plenary sessions to conduct a town hall about diversity issues. These conversations are never easy, and I want to give major kudos to the Equality & Inclusion Committee members who planned and moderated the event with openness and humility. We received a lot of comments from the membership during the town hall and after, and I'm committed to internalizing this feedback and finding ways to act on it.

The Members Forum also brought out some strong voices in support of making NASIG more accessible by offering discounted rates to members based on salary, especially in light of a coming dues increase. I greatly appreciate the willingness of our members to improve the increase, while at the same time working to ensure that the distribution of costs is equitable. To this end, the Board prepared a new rate proposal for member comment and will aim to solidify the changes this fall.

Another way NASIG connects with its members and the wider community is through the publication of its proceedings. Last year, the board voted to move to the proceedings to an Open Access (OA) publishing platform in 2021. The dues increase will partially support the costs associated with a move, but we'll also need to continue planning efforts this year.

While a move to OA has benefits in and of itself, I've already seen the ways this work has created new connections and energy. Board members from our sister organization, UKSG, have been incredibly supportive, not just in helping us understand our OA options, but in comparing notes and engaging in conversations about our shared challenges. Reenvisioning the proceedings also gives us the chance to evaluate what we're doing now and see how we can make it better. We may be able to tailor writing opportunities to make them more appealing and offer new types of content on a new platform. Finally, considering this change has prompted us to launch a new Open Initiatives Committee, whose scope will extend beyond just the task at hand and suggest new directions for our organization.

To make these goals - and the many others that will inevitably crop up this year - a reality will take a lot of work and commitment. But I fully believe that anything that makes NASIG more available to a broader audience is worth that effort. I want to all of NASIG's current and potential members to have the same opportunity I did to find a place that feels like their professional home.

Articles

Interview with Sally Glasser, Winner of the Birdie MacLennan Award

Please start by describing your current position and how you came to be involved with information management (i.e., serials, e-resources, collection development, etc.).

I am the serials/electronic resources librarian at Hofstra University, responsible for the acquisition and management of journals and other serials/e-resources in both print and electronic format. I oversee two support staff members and together we manage serials and standing order acquisition, maintenance (print and electronic), e-access troubleshooting, workflow policy and improvements, and the submission of Hofstra student theses and dissertations. I also gather statistics for surveys (ACRL, Peterson, etc.) as well as usage statistics for serials reviews.

What initially led you to NASIG, and why do you continue to stay involved?

When I started at Hofstra I was fairly new to serials; NASIG was a welcome place for me to learn and grow professionally. I stay involved because there is always more to learn, and if I can give back to new librarians, I am happy to do so.

What prompted you to apply for the Birdie MacLennan award?

It seemed a perfect fit and I really wanted to attend NASIG as I had not been able to attend in a few years. While I did not know Birdie personally, I remember the outpouring of love and support when she passed away.

How did you react when you found out that you were the award recipient?

I was ecstatic!

Which NASIG session(s) did you enjoy the most? Why?

I enjoyed Matthew Jabaily's session called "Predicting Potential Electronic Serials Use," and I think I would have very much enjoyed "Connections of Evidence: Using Best Practices of Assessment in an Ongoing Serials Analysis Project" by Cynthia Kane, but unfortunately it ran at the same time as a session where I was presenting. I am currently very interested in and often working on resource use assessment projects so these sessions are very pertinent to my current area of interest.

How might the sessions you attended at the NASIG conference influence your daily work?

I find the sessions that deal with practical strategies for common issues are most influential, as I can implement them into my workflow.

What advice would you give to anyone interested in applying for the Birdie MacLennan award?

Write from your heart! I suspect (although I don't know) the essay is an important part of the application.

Report on the 2019 NASIG Award Winners

The Awards and Recognitions Committee presented the following awards at the 2019 NASIG Annual Conference: the Birdie MacLennan Award, the Diversity & Inclusion Award (sponsored by HARRASSOWITZ), two First-Timer Awards, the Fritz Schwartz Serials Education Scholarship, the Horizon Award (sponsored by EBSCO), two John Riddick Student Grants, two Mexican Student Grant Awards, two Paraprofessional Specialist Awards, and the Rose Robischon Scholarship. The committee asked award winners to respond to a survey about their experience as recipients. What follows is a summary of their comments.

Why do you feel it is worthwhile for newcomers to the field of serials to attend a NASIG conference?

- There are many reasons why newcomers to the field of serials should attend the annual NASIG conference. For one, we get to network with our counterparts at other institutions. Through the sessions, we discussed some of the challenges in our profession and learned about a multitude of things including new or emerging technologies and best practices, among others. Having the opportunity to learn and network are critical factors, especially for newcomers.
- Making connections with other people who do what you do, who understand the specialized responsibilities of this area of librarianship, is very valuable. Being able to ask your questions face-to-face and get help from people directly, as well as learning about how other people manage their workflow, is incredibly helpful. NASIG is small enough to not be super overwhelming to navigate, and small enough to really get to know people.
- The NASIG conference was a great introduction to the community of practice. As a newbie, it was an opportunity to learn from more experienced colleagues and establish new professional connections.
- It's useful for the friendliness of the conference. It's a good beginner's conference because it's not overloaded.
- Absolutely worthwhile. I was able to make connections, learn and have a blast at the conference.
- It allows newcomers to realize that there are people out there that have been where you are. That there are people that you can turn to, and gain knowledge from their experiences.
- I think serials are very important in libraries and plays an important role in collection development, budget management, and access.
- I do feel it is worthwhile for newcomers to attend the NASIG conference because it is a great learning

and networking experience. Also I find NASIG particularly welcoming and therefore perfect for newcomers who may be anxious.
- By attending the NASIG conference, newcomers can broaden their education and training beyond their own institution and learn about how other libraries are advancing. Through collaborative learning, newcomers can become innovative members of their workplace by bringing back new ideas and practices in the field of serials that they took away from the conference.
- Gain an insight to current methods in the management of metadata and more…
- I believe that there was a lot of information presented at NASIG for a person like me who is just starting out in this field.

How did attending the conference benefit you personally?

- Thanks to the award, I was able to network with NASIG members. As noted in my previous response, I also learned quite a lot and brought some of what I learned back to my institution and shared with colleagues. It was also pleasant to be paired with a seasoned librarian who now serves as a mentor.
- I met great people and had interesting conversations at every meal! I was able to ask some specific questions about my job and get feedback from others, so I could have more context for what I was doing and be reassured I wasn't doing something wrong or missing something important.
- I learned a lot at the conference, met new people, and got a lot of new perspectives…I'll be able to apply a lot of the conference session directly to my job.
- I was able to make connections with individuals that I normally would not have been able to make.
- I benefited from the conference in meeting people from all over that are happy to provide guidance, advice, support, and understand what you are talking about.
- It was my second time to conference, so it was a good experience to meet professional librarians and learn new things
- I benefited from listening to the sessions as well as meeting and chatting with others who do similar work to mine.
- The conference has allowed me to expand my personal network through all of the warm, welcoming and intelligent people I met. The opportunity to present at the Student Spotlight Session has also helped me to grow professionally as it was my first time speaking at a conference. I also took away many ideas that are highly relevant to the projects that I am working on and solutions to problems that my institution is also currently facing.
- The networking was very beneficial in meeting librarians with similar systems and their recommendations to common cataloging issues and general system processes.
- It helped me step out of my box, with meeting people with an entirely different lingo from my previous background. I met some amazing people and attended some great sessions.

Did attending the conference influence your career plans? If so, how?

- I cannot say that attending the conference has influenced my career path. However, I can say that after attending the NASIG conference, I am positive I chose the correct career path.
- I wish I had known about NASIG earlier in my career, as it was very helpful to connect with others doing what I'm doing. It influenced my career in that it confirmed I want to continue working in this area of librarianship.
- I'm already very involved in e-resources and collection management so this conference didn't change the trajectory of my career, but it did give me more resources to tackle problems and make improvements at my institution.
- No, I plan on remaining in acquisitions.
- Maybe it is definitely more in the front of my mind to maybe go for my MLIS.
- I have not decided where I want to be in after I graduate.

- I am a mid-career librarian so it did not. That said, when I first became a serials librarian, NASIG was one of the first organizations I joined and it has enriched my career over the years.
- No, I do not have concrete career plans as I am interested in many different areas of librarianship. However, speaking to other professionals has allowed me to see the vast scope and variety of projects and responsibilities that a librarian in a single department can have depending on the needs of their institution and their own personal interests.
- It solidified my goal of staying in the electronic resource management area of my library.
- Oh most definitely! I was just talking to my boss about it yesterday and asking about online programs that would allow me to get my MLS after I finish my undergrad.

What can NASIG and/or the Awards & Recognition Committee do to improve the NASIG Award program?

- Personally, I would not change anything. It was a fantastic experience.
- I have no suggestions. I thought it was done very well, and felt recognized without being put into too much of a spotlight.
- The only issue I had was that the application form is hard to use and print because of the scrolling textboxes
- I don't know that there is a way to improve it, it seemed to take in diversity and inclusion and seemed to have a great deal of awards given out.
- I believe there is only one award for the paraprofessionals it may be nice to have a second one for paraprofessionals that serials are their career path.
- I hope there is an award to promote diversity and inclusion.
- Can't think of anything.
- Consider investing in more diversity awards. Many groups are still underrepresented in the conference.
- Advertise via ER&L's conference. I learned about NASIG at ER&L from attendees.
- I have never applied for an award, this was not offered in my past career experience at the level I held, so just to have the opportunity to apply and be considered was an amazing feeling and accomplishment.

What could NASIG and/or the Awards & Recognition Committee do to improve your conference experience?

- My conference experience was superb. Hence, I do not think there is anything that can be done to improve the experience for future awardees. One possible suggestion, perhaps, is encouraging interaction among award winners prior to the conference, although this may be tricky.
- One small suggestion would be to include a definition of the different meeting types in the schedule, for those who are brand new. I wasn't sure what a "User group" meeting was (if it was open to anyone at the conference or if it was a closed meeting).
- The conference was great -- I really appreciated the First Timer social event.
- I don't know, maybe perhaps a session to introduce all of us to each other before the awards or have a brunch or something?
- I cannot think of anything.
- Host a short get-together for student attendees similar to the First-Timers reception.
- I had a wonderful experience and enjoyed meeting systems librarians. The best part was going out to eat with other librarians in the evening and talking shop.
- As this was my first big conference. (I have attended a serials workshop.) I believe everything was done perfectly. The first-timers reception was great, explained why NASIG is what it is, and the open session was beautifully outlined.

Do you have any other suggestions or comments? Please tell us about them here.

- I truly enjoyed my time in Pittsburgh. I am grateful to the wonderful group of people who led unofficial tours of the city as well as those who were very welcoming during my stay. Thank you for experience!

- Thank you to everyone who did all the work organizing and putting on the conference and awards program!
- Thank you, I truly appreciated the opportunity.
- It was wonderful to see so many young award recipients. I think it is great that NASIG provides so many award opportunities.
- Enjoyed the location of the conference.
- In my award, I also was offered to be a committee member and I am looking forward in seeing what this all entails for me and my future as I seek a new career in the library field.

How/where did you learn about NASIG's awards?

- I learned about NASIG through a co-worker.
- The NASIG Facebook page
- ERIL listserv
- Email / listserv
- I found out about them through the listserv emails.
- From a colleague
- Through the website and emails
- Email
- I heard about the NASIG awards from my supervisor who is an active member of NASIG and my colleague who had won an award the year before.
- I often visit the NASIG website to read up on what you all are talking about and saw a call for people to apply, so I did, and actually won. I was so excited!
- I am subscribed to ERIL-L's and found out about it that way.

Where should NASIG be promoting awards?

- I would say: social media (Facebook, Twitter, etc.), listservs, newsletters, library magazines and/or journals.
- Via MLIS schools, state library associations, and library-related social media pages/groups.
- E-resource related listservs are great - possibly also ALA Connect if you aren't already?
- Listservs, NASIG website.
- The distribution lists are perfect. I believe you already promote them there. Maybe library school alumni lists?
- Continue posting on various listservs but make the awards page more prominent on the NASIG website as it is buried among too many other categories in the About menu.

Upcoming Conference News

CPC Update: 35th in Spokane

Sion Romaine & Lisa Barricella, CPC Co-Chairs

The Conference Planning Committee (CPC) is gearing up for the 35th Annual NASIG Conference to be held June 8-12, 2019 in Spokane, Washington. The conference will be held at The Davenport Grand hotel. Located in the heart of the city's downtown, the hotel is within walking distance of the Riverfront Park and Spokane Falls, the historic Fox Theatre, the Northwest Museum of Arts & Culture, and several local wine tasting rooms. Within a 3 mile radius are Kendall Yards, Manito Park & Botanical Gardens, Finch Arboretum, Bing Crosby's family home and museum, and many of Spokane's historic neighborhoods including Browne's Addition and Nettleton's Addition. With a quasi-Mediterranean summer climate, Spokane is usually pleasantly warm and dry in June.

Long considered Seattle's sleepy cousin to the east, Spokane now has a lively nightlife and literary scene, in part thanks to an influx of hipsters from Seattle, Portland and other West Coast cities seeking refuge from higher housing costs. (We know Spokane is becoming hipster central, because in 2018, *National Geographic Traveler* magazine named Spokane as one of America's top 10 small coffee cities.)

Mark your calendars and plan on coming to NASIG in 2020! We'll report back with more developments in the coming months.

Spokane Fun Facts

Sion Romaine and Lisa Barricella, CPC Co-Chairs

Spokane is the birthplace of Father's Day!

Spokane's nickname is the Lilac City!

Spokane's Manito Botanical Gardens are free!

Spokane was home to Expo '74!

Spokane means "children of the sun" in the Salish language. The Spokane Tribe of Indians has lived in the region for hundreds of years!

In June 1889, much of downtown Seattle burnt to the ground in the Great Fire of '89! Not be outdone, just 2 months later, Spokane had its own Great Fire of '89 with even more spectacularly disastrous results! (Note: there have been no great fires since then so you do not need to worry about putting a fire extinguisher in your checked baggage or wearing a Kevlar suit while at the conference.)

Spokane's Ridler Piano Bar features dueling pianos!

Spokane's official tree is the ponderosa pine!

Spokane native Bing Crosby helped raise money for Gonzaga University Library by driving an Edsel!

Spokane's Centennial Trail is paved and 40 miles long!

And finally, Spokane's sculpture park features a garbage-eating goat!

PPC Update

Wendy Robertson, PPC Chair

Thank you to everyone who submitted suggestions for potential vision speakers and pre-conferences. We had an amazing list to choose from. We have sent our recommendations to the Board. We are still reviewing the pre-conference suggestions along with the feedback from the 2019 conference evaluations. If you have any additional recommendations or questions, please send them to prog-plan@nasig.org. We are looking forward to carrying on the tradition of bringing thought-provoking vision speakers, exciting workshops, and innovative sessions to the NASIG annual conference.

The PPC will announce the call for proposals this fall. More information regarding the proposal submission process will be available in the next few weeks.

Post-Conference Wrap Up

34th Annual Conference 2019 Members Forum Minutes

The Members Forum took place on Friday, June 7, 2019 at 4:30 pm local time.

Call to Order

The meeting was called to order at 4:31 pm local time.

Highlights From the Past Year, presented by Angela Dresselhaus, President

The Conference Planning and Program Planning Committees were recognized for organizing a wonderful conference.

Highlights from the 2018/2019 year include:

Strategic Plan 2017-2021

Strategic Direction #1: NASIG will revitalize its marketing approach to reflect its new mission and vision.

- Moving website to Wild Apricot
- Created position description for Marketing & Social Media Coordinator
- Moving discussion lists (including SERIALST) from ListServ to SimpleList
- Evaluated nasig.org for language re compensation and rates
- Launched new Join NASIG form for organizational members including more efficient organizational member management

Strategic Direction #2: NASIG will expand student outreach and mentoring.

- Year-long mentoring program
- Merger of Mentoring & Student Outreach

Strategic Direction #3: NASIG will find the optimum balance between paid staff and volunteer work.

- Reviewing organizational needs for paid support
- Reviewing strategic partnerships with other organizations

Strategic Direction #4: NASIG will be involved in creating new content to add to the body of scholarly work.

- Digital Preservation Task Force final report & presentations
- NASIG & UKSG Working Towards Open Access Conference Proceedings
- Creation of Open Initiatives Committee
- Continuing Education Webinars & Partnerships with NISO

Strategic Direction #5: NASIG will work to enhance benefits for commercial vendors, in addition to benefits for our other members.

- Creation of Vendor and Publisher Engagement Task Force
- Ongoing support for Fundraising Coordinator position

Additional Highlights

- Created Equity & Inclusion Committee
- Revised conference evaluation for better data collection
- Joined IFLA and had NASIG members elected to three IFLA standing committees
- Initial conference rotation sites chosen - Pittsburgh, Spokane, Madison, Atlanta

Financial Report, Presented by Jessica Ireland, Treasurer

Jessica Ireland reported that NASIG's total equity experienced a slight downturn this year, but has since stabilized. NASIG's deposit accounts are at $186,000 and our investments are at $289,000. Our financials for the last three conferences are as follows:

Pittsburgh 2019 Conference Financials	
Omni William Penn	
293 Attendees	
* Estimated *	
Expenses	
Hotel	$11,766.00
Hotel Food	$88,751.82
Room Block Penalty	$2,862.00
Opening Session (non-food exp)	$1,905.00
AV	$34,182.00
Speaker Fees & Travel	$10,378.00
Total Conference Expenses	**$149,844.82**
Conference Registration income	$110,554.00
Conference sponsor Income	$37,500.00
Café Press	$0.00
Total Conference Income	**$148,054.00**
Total Profit/Loss	**-$1,790.82**

Atlanta 2018 Conference Financials	
Grand Hyatt Atlanta	
327 Attendees	
Expenses	
Hotel	$16,960.70
Hotel Food	$83,722.58
AV	$44,645.00
Speaker Fees & Travel	$4,932.76
Total Conference Expenses	**$149,432.33**
Conference Registration income	$106,593.00
Conference sponsor Income	$37,655.00
Café Press	$29.27
Total Conference Income	**$144,277.27**
Total Profit/Loss	**-$5,155.06**

Indianapolis 2017 Conference Financials	
Westin Indianapolis	
289 Attendees	
Expenses	
Hotel	$20,359.69
Hotel Food	$85,350.42
Opening Social Venue	$8,092.70
Opening Social Food	$18,753.00
AV	$43,333.70
Speaker Fees & Travel	$4,483.96
Total Conference Expenses	**$180,373.47**
Conference Registration income	$88,106.00
Conference sponsor Income	$28,710.00
Café Press	$60.52
Total Conference Income	**$116,816.00**
Total Profit/Loss	**-$63,557.47**

Jessica thanked Pat Roncevich and Denise Novak and all of CPC for keeping a close eye on the budgets.

Introduction to the 2019-2020 Board, Presented by Angela Dresselhaus

- President: Kristen Wilson
- Vice President, President-Elect: Betsy Appleton
- Past President: Angela Dresselhaus
- Secretary: Beth Ashmore
- Treasurer: Jessica Ireland
- Treasurer-in-Training: Cris Ferguson
- Member-at-Large: Keondra Bailey
- Member-at-Large: Michael Fernandez
- Member-at-Large: Shannon Keller
- Member-at-Large: Lisa Martincik
- Member-at-Large: Marsha Seamans
- Member-at-Large: Steve Shadle
- Editor-in-Chief, NASIG Newsletter (Ex Officio): Lori Duggan
- Marketing & Social Media Coordinator (Ex Officio): Eugenia Beh
- Marketing & Social Media Coordinator (Ex Officio): Chris Bulock

Recognition of Outgoing Board Members and Committee Chairs, Presented by Jennifer Leffler, Awards & Recognition Committee Chair

Board:

- Past President: Steve Oberg
- Member-at-Large: Karen Davidson
- Member-at-Large: Maria Hatfield
- Member-at-Large: Ted Westervelt

Committee Chairs:

- Awards & Recognition: Jennifer Leffler
- Bylaws: Derek Hiatt
- Communications: Rachel Miles and Treasa Bane
- Conference Planning: Pat Roncevich and Denise Novak
- Continuing Education: Lori Terrell and Julia Proctor
- Digital Preservation: Shannon Keller
- Evaluation & Assessment: Esta Tovstiadi
- Membership Services: Char Simser
- Mentoring: Xiaoyan Song
- Nomination & Elections: Stephanie Adams
- Program Planning: Maria Collins
- Standards: Jennifer Combs
- Web-based Infrastructure Implementation Task Force: Paoshan Yue

Bridging the Gap: NASIG & UKSG Working Towards Open Access Conference Proceedings, presented by Angela Dresselhaus

Open Access publication is a democratizing force advocated by many in the library and information community. NASIG's vision outlines our stance to improve the distribution of information resources in all formats. We are taking a step forward by pursuing a partnership with the UKSG to publish the 2021 NASIG Conference Proceedings in the Open Access journal, Insights. https://insights.uksg.org/

When - The final conference published will be the 2020 Conference in Spokane. This volume will be published in 2021 in The Serials Librarian.

How - NASIG will pay the author processing charges for each paper. This is estimated to be about 400 dollars per article. Our Proceedings committee will continue to operate as normal. NASIG will need to realize efficiencies in order to backfill the revenue we received from Taylor & Francis.

Affording Open Access - We plan to raise money by reducing operational costs by funding less executive board travel, moving to a 3-4 city conference rotation, and using affordable tech solutions for association management and listservs. We also plan to do fundraising to cover these open access costs.

Fundraising Ideas:

- A new international membership (outside of North America) for $25 would allow members access to online NASIG content.
- A $25 dues increase would pay for one Open Access article per 16 regular memberships.
- Vendor/Publisher/Organization Sponsorship
- Offer speaking opportunities that do not require a proceedings paper (reduce the number of papers published)

Discussion:

The membership discussed the proposal including the following topics:

- A $25 increase in membership seems like a small price to pay to help make all of the proceedings open access, particularly considering how much article processing fees usually are for authors.
- If not all conference sessions are included in the proceedings, what alternatives for disseminating information to those who could not attend would be available? Conference slide shows are available on slideshare and Sched and small reports would still appear in the newsletter and presentations that are not going to appear in the proceedings could be given priority for reporting in the newsletter.
- Do we have usage statistics on the proceedings articles in Serials Librarian to know what are the most popular with readers? We will be gathering the statistics on those articles to help determine what we should continue to publish in the proceedings.
- Proceedings are one way we advertise NASIG membership. Will speakers have the option to do the proceedings or not? Yes, we will be working to find a model that will give speakers options based on their needs.

- NASIG could raise money for OA through a raffle or silent auction of items donated to NASIG. These are popular fundraisers at the state level and within individual libraries so there would likely be some expertise within the NASIG membership for running such events.
- The $25 increase in regular membership dues would represent a 33% increase which could work against our equity and inclusion efforts. Would it be better to have a tiered regular membership that would take into account income and where members are in their career?
- Would joint conferences be an option to save money? Yes, NASIG is open to conference partnerships and new models for conference sponsorship like selling attendee lists to vendors who are unable to attend. The Vendor and Publisher Engagement Task Force will be looking into a variety of sponsorship options, including different types of sponsorships and sponsoring meals and events. The last joint conference did not save NASIG money so we would need to carefully consider any partnerships.
- If we are trying to recruit new members a lower rate would be more enticing, so a tiered membership rate where long-time members can pay more would make sense.
- The registration for the NASIG conference includes a lot of meals. Could we consider doing fewer meals and lowering registration costs? We can definitely consider changing the number of meals that are included in the conference registration fee. When we contract with a hotel a certain amount of money is required to be spent on food and beverage to get reduced hotel room rates so we would not want to eliminate all meals. Also, having some meals together is bonding for those attending the conference and helps new members get to know each other and the rest of the community so striking a balance is important.
- Peer conferences such as Charleston ($475 early bird in 2018) and ER&L ($475 super early bird in 2019) have similar registration costs and provide some meals. The cost of the conference is what led to our choice of Spokane and Madison. These sites should have lower food costs so we can have high quality conference at a lower price.
- NASIG could offer a way for people to donate to the open access efforts as well as leaving money to NASIG as part of their retirement. NASIG has an Amazon Smile account to allow NASIG members to donate by shopping on Amazon.
- $100 membership dues seems reasonable for a national organization because some state organizations have comparable membership dues.
- NASIG could offer continuing education opportunities to fill gaps in library education and leverage our institutional knowledge and raise some money to support NASIG efforts as well.

Discussion of Old Business

There was no old business.

Call for New Business

Vote to approve change to membership dues increase, presented by Angela Dresselhaus, NASIG President (paper ballots distributed at the forum)

An in-person vote occurred. Ballots read:

<u>VOTE: Do you support an increase in the Regular membership rate to $100 per year?</u>

____ Yes
____ No

Discussion:

The membership discussed the proposal including the following topics:

- Would a yes vote preclude discussion of a tiered approach? No. All that a yes vote would do is allow the board to raise the regular membership rate to $100 during the next membership cycle. A yes vote would not stop the board from creating a tiered membership rate for regular members.
- How many yes votes are needed for the change to pass? Two-thirds of the members present would need to vote yes.
- Could a friendly amendment be introduced to change the motion to include a tiered membership rate? No, a friendly amendment is for changes that are less substantial. A revision to this amendment would require a motion and a second.

Susan Davis moved to change the motion to support an increase in the Regular NASIG membership rate with the top tier being $100. Elizabeth McDonald seconded.

The membership discussed the proposed change:

- If there was going to be a tiered rate could the top level be higher so more established NASIG members could contribute more. A disadvantage of a tiered system would be that it could potentially bring in less money with the same number of members.

Mary Ann Jones offered a friendly amendment to Susan Davis' motion to increase the top rate to $250. Susan Davis accepted this amendment.

Adolfo Tarango suggested that the board should fully consider what the implications of a tiered membership rather than trying to craft a proposal.

I in this meeting asked Susan if she would withdraw her amendment to the motion.

The membership discussed the proposed change:

- There were concerns that the board would raise the membership rate to $100 without a tiered system in place.
- NASIG already has tiers for student and retired members so adding additional tiers for early-career librarians or tiers that are based on income is not without precedent.

Susan Davis withdrew her amendment. Elizabeth McDonald agreed. Kristen Wilson said the board will investigate a further tiered membership rate system. The membership discussed if there would need to be votes to change the membership to a more tiered system. Yes, additional votes may be necessary, but they could be made online or at the next members forum.

The original motion passed with 59 votes in favor and 18 opposed.

Lisa Barricella moved that the board consider several tiers for regular NASIG membership. Cris Ferguson seconded. Motion passed.

Adjourn

The meeting was adjourned at 5:36 pm local time.

Minutes submitted by:

Beth Ashmore
Secretary, NASIG Executive Board

2019 Conference Evaluation Report
NASIG 34th Annual Conference
Building Bridges
June 5-8, 2019

2019 Evaluation and Assessment Committee:
Esta Tovstiadi (chair), Katy DiVittorio (vice-chair), Clint Chamberlain, Iris Garcia, Tim Hagan, Brad Hanley, Preston Livingston, Trina Nolen, Diana Reid, Lisa Wallis, Derek Wilmott

The 34th Annual NASIG Conference was held in Pittsburgh, Pennsylvania. The conference offered five pre-conference workshops, two vision sessions, one town hall, thirty concurrent sessions, one "Great Idea" showcase with six presentations, a "Student Spotlight" session with two speakers, four user group meetings, a "Snapshot Session" with six presentations, and ten "Vendor Lightning Talks." Other events included a vendor expo, fun run, dine arounds, an opening reception, first timers reception, and two late night socials.

There were 98 surveys submitted. Survey respondents could enter to win a $50 Amazon gift card. The winner of this year's gift card was Matt Jabaily from the University of Colorado, Colorado Springs. Additionally, 12 $5 Starbucks gift cards were distributed randomly to survey respondents.

Respondent Demographics

Similarly to previous surveys, the majority of respondents (76%) were academic library employees. The second-largest group of respondents were employees of specialized libraries (law, government, medical, corporate, or other).

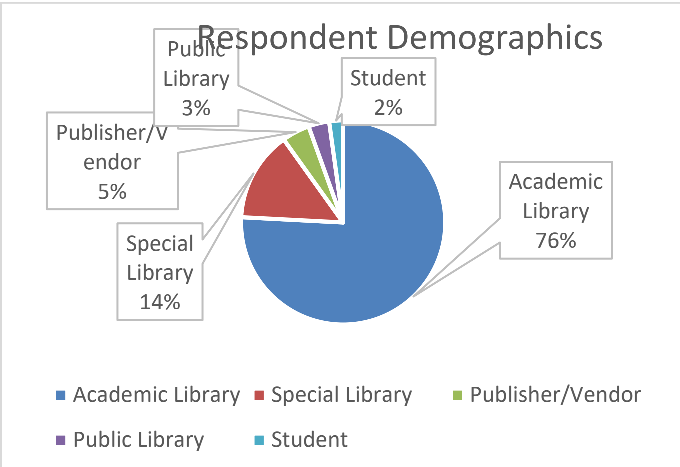

Figure 1. *Respondent Demographics.*

The majority (58%) of respondents had at least 11 years or more of professional experience. Respondents were asked to "describe your work" using 30 keyword checkboxes (including "other"). The top five responses were:

1. Electronic Resources Librarian (43%)
2. Serials Librarian (34%)
3. Acquisitions Librarian (24%)
4. Collection Development Librarian (24%)
5. Technical Services Manager (22%)

This was the first year in several years that "Catalog/Metadata Librarian" was not one of the top five responses.

Overall Conference Rating

Respondents were asked to give ratings on a Likert scale of one to five, with five being the highest. The overall rating of the 2019 conference was 4.45, a slight increase from the rating of 4.33 for the 2018 conference. This reverses the trend of a decline in overall conference ratings, which began in 2017.

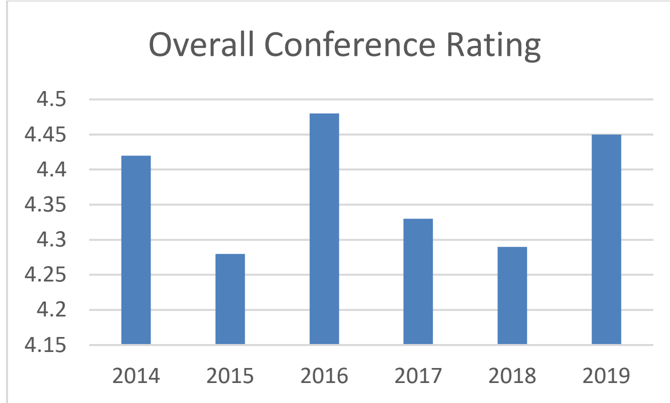

Figure 2. *Overall conference rating.*

The location (Pittsburgh) was rated 4.42, the same as Forth Worth (the location of the 2014 conference). This was another reversal of a trend of declining ratings for location.

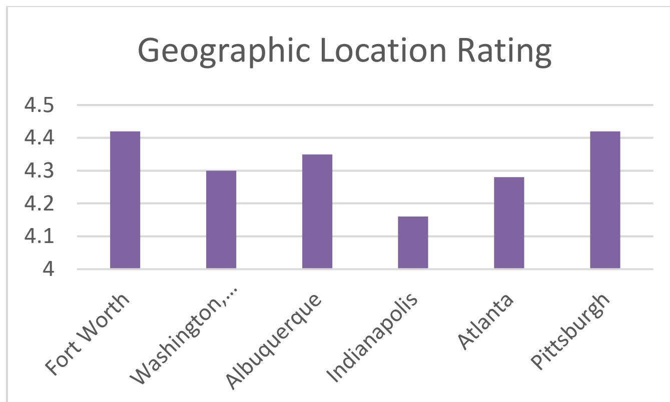

Figure 3. *Geographic location rating.*

There were 33 comments left regarding the facilities and local arrangements. Many of the commenters noted the lack of breakfast options at the hotel for various dietary needs and food allergies, particularly dairy-free, gluten-free and low sugar. Many commenters remarked about the charm of the historic Omni Hotel, while others noted that the temperature in many of the meeting rooms was not comfortable.

Almost all (92%) survey respondents used a mobile device during the conference. The most common uses were for accessing the conference schedule and room locations, taking photos, and accessing hotel or transportation information.

Opening Reception

The opening reception was rated 4.54, which was higher than the previous two conferences. There were several positive comments about the speaker and the food. Two suggestions included providing food to meet dietary restrictions and providing enough tables for everyone to sit.

Program Descriptions, Online Conference Information, and Schedule

Nearly all (93%) respondents rated the ease of understanding the layout and explanation of programs at a 4 or higher. Similarly, 88% rated the usefulness of the online conference information at a 4 or higher. Several respondents commented that the full schedule, including pre-conferences, needs to be available when registration opens. Additionally, several commented that the online schedule needed to include more details, such as whether or not refreshments would be available at breaks.

In general the overall scheduling of the conference was rated positively. A majority agreed or strongly agreed that the right amount of time were allowed for breaks (87%), the programs/sessions were an appropriate length (89%), and the conference maintained a good pace without feeling too rushed nor too unstructured. Many commented positively about the length of breaks and overall pace of the conference.

Pre-Conference Workshops

In general the five pre-conference workshops were well-received. Respondents were asked to indicate their agreement with statements, with 1 being "Strongly Disagree" and 5 being "Strongly Agree." The ratings for the statement "The workshop provided valuable information and/or skills" ranged from 4.25 to 4.83 and the ratings for "I would be interested in future sessions or a webinar on this topic" ranged from 4 to 4.83.

Vision Sessions and Town Hall

The 2019 conference included two vision sessions and one town hall meeting. Like for the pre-conference workshops, respondents were asked to indicate their agreement with statements based on a five point scale. The ratings for the statement "The workshop provided valuable information and/or skills" ranged from 4 to 4.68 and the ratings for "I would be interested in future sessions or a webinar on this topic" ranged from 4.04 to 4.43. Many respondents left comments praising DeEtta Jones' presentation as "inspirational" and "fantastic." Although comments regarding the Town Hall session focused on logistical problems inherent to conducting participatory sessions with large groups, overall comments seemed to indicate that respondents enjoyed this type of participatory session and want to see it again in some form at future conferences. There were several positive comments regarding Philip Schreur's presentation, while others commented that less marketing and more detailed information (such as Stanford's involvement in the project) would have improved the presentation.

Other Sessions

NASIG 2019 offered 30 concurrent sessions. Like the pre-conference workshops and vision sessions, respondents were asked to indicate their agreement with statements based on a five point scale. For 86% of sessions (26), respondents agreed or agreed strongly to the statement "The session provided valuable information and/or skills." For 90% of sessions (27), respondents agreed or agreed strongly to the statement "I would be interested in future sessions or a webinar on this topic."

There were ten "Vendor Lightning Talks," which were rated on a 5-point Likert scale of one to five, with five being the highest. These talks were rated 4.09, and 78% of respondents said that they would like to see this type of session continued at future conferences. One logistical suggestion focused on the timing of the talks in relation to the Vendor Expo, suggesting that if the talks occurred before the Expo then it would allow attendees to follow-up with questions for vendors at the Expo.

The "Great Idea Showcase" was comprised of six posters. Several commenters were surprised at the number of posters (the 2018 conference had 13) and several also noted that the hallway where the posters were displayed was too narrow.

Although three "Student Spotlight" session proposals were accepted, only two presenters were able to attend the conference. Both sessions had average ratings of 4.67, and received several positive comments. One commenter noted that it was inconvenient to have to choose between these sessions and the "Great Idea Showcase" posters.

There were six "Snapshot" sessions at this year's conference. These sessions were rated on a 5 point Likert scale of one to five, with five being the highest. All of the sessions received a 4 or higher.

Events

The "First Timers Reception" received a rating of 4.07. Almost all (95%) of respondents would like to see the event offered in the future. One suggestion that many commenters made was to allow for more time to mingle and fewer presentations during the reception.

The "Members Forum" received a rating of 4.37. Several respondents commented positively about the discussion at this forum.

The "User/Discussion Group Meetings" were a new feature at the 2019 conference. They were positively received, with an average rating of 4.5. The majority (82%) of respondents indicated that they would like to see these meetings at future conferences. One commenter suggested that it would be helpful to have the topics for these meetings decided early enough so that attendees can decide if they want to arrive in time to attend them.
The "Vendor Expo" was rated 4.07, and the majority (84%) of respondents would like to see this included at future conferences. Several respondents commented that locating the Expo in the same room as lunch was not ideal and made for a noisy and crowded event.

Future Conferences

The survey requested that respondents rate and comment on ideas for future programming. 61 respondents provided ratings and 27 submitted comments. Several respondents suggested including more interactive sessions.

Conference Reports

2019 Conference Reports

Pre-Conference Workshops

Contract Construction: Creating an Effective Licensing Toolkit in an Academic Library Setting

Stephanie Hess and Megan Kilb

Reported by Stephanie J. Adams

Stephanie Hess from Binghamton University and Megan Kilb from the University of North Carolina, Chapel Hill, are both responsible for licensing electronic resources at their respective institutions. During the workshop, they guided participants through various licensing concepts, helping them to identify important clauses and develop strategies that can be applied at their home libraries. They incorporated several group activities that allowed participants to apply the material presented.

The workshop consisted of six parts: an overview of standard terms, communication and stakeholders, determining priorities, negotiations, workflows, and records management. The presenters related the content throughout the workshop to the relevant sections of the NASIG Core Competencies for Electronic Resources Librarians (https://www.nasig.org/site_page.cfm?pk_association_webpage_menu=%20310&pk_association_webpage=7802).

Kilb began the overview of standard terms by defining a license agreement and describing typical license components. She also mentioned SERU (Shared Electronic Resource Understanding) as a possible alternative to standard license agreements in some situations. Standard terms included the parties referenced in licenses (licensee, licensor, authorized users, etc.), copyright, fair use, interlibrary loan, scholarly sharing, perpetual access rights, and ADA compliance. She cautioned participants to be aware of the contents of "forbidden" clauses, or those that can be objectionable to university counsel and contract offices. These included arbitration, indemnification, jurisdiction and governing law, and library responsibility for user behavior. Hess provided some advice and sample alternative language for managing these "forbidden" clauses. In a small group exercise, participants were tasked with identifying and analyzing specific terms within a sample license.

Stakeholders can include people and departments in the library, on campus, and outside your institution. Participants collaborated to compile a list of possible stakeholders from each group. The presenters then discussed when it might be advisable to contact each group during the licensing process. Communication with these groups is essential for negotiating a license in order to find out what is important to each stakeholder and make sure it is reflected in the terms. Handouts for the session contained a negotiation exercise that presented two scenarios. Participants were directed to discuss how to best advocate on behalf of the stakeholders and address their concerns.

The priorities of each group of stakeholders can vary. For example, the library may be concerned with the types of authorized users, permissibility of interlibrary loan, and discovery issues, while campus priorities may focus on auto-renewal and accessibility. If the college is a state institution, there may be additional priorities determined by state laws and regulations, such as allowable governing law, indemnification, and limitation of liability. Due to the extent of these different priorities, it is important to categorize them in preparation for negotiations. Licensing guidelines or checklists for your institution should contain the following categories:

- Business and access terms (ownership, authentication method, pricing model, etc.)
- Required elements
- Strongly preferred elements
- Unacceptable terms
- Contingencies/special situations
- Language to watch for

Participants were given time to complete a categorization activity where they decided how clauses referencing governing law, fair use rights, and authorized users would be categorized at their home institutions.

Categorizing institutional and stakeholder priorities helps to inform the negotiation portion of the licensing process. The presenters advised asking for the ideal first when approaching a negotiation, but preparing an acceptable fallback position. They also discussed deal-breaker terms and the possibility of using mitigating language to counter them. License negotiators should have a plan in place for handling deal-breakers. The plan should identify which stakeholders must be involved when these situations arise. A group activity handout on licensing exceptions described two scenarios involving deal-breakers and participants were asked to provide possible solutions.

Establishing workflows for the licensing process helps to track handoffs among staff, balance workload, and address bottlenecks. Kilb shared a sample flowchart for one-time purchases and renewals, a staff responsibility matrix, and a review checklist used at the University of North Carolina, Chapel Hill, for managing licensing workflows. Suggested project management planning tools were Asana, Microsoft, Planner, and Trello.

Hess concluded the workshop by discussing the importance of records management that consists of version control during negotiations, storage and accessibility of documents, and development of a retention schedule. It is important to develop a retention schedule for all documentation created during the negotiation process including emails, as records can be involved in liability issues. Formulating a retention schedule may involve others on campus and there may be state requirements to uphold.

The Future of Scholarly Communications

Lisa Hinchliffe

Reported by Kristen Twardowski

In this pre-conference workshop, Lisa Hinchliffe, professor/coordinator for information literacy services and instruction in the University Library at the University of Illinois at Urbana-Champaign, gave participants the tools to explore changes to the landscape of scholarly communications. These futures planning exercises included the futures wheel, trend analysis, creating guided discussion prompts, and exploring black swan events.

The futures wheel is a visual method for examining potential consequences of an event. For example, the wheel might explore what would happen if a library had 20% of its budget cut. Branching off that would be the first order effects, the immediate consequences of that cut. Then users of the future wheel would look at second order effects based off the first order effects. In the case of a library budget cut, a first order effect might be that a freeze is put in place on new acquisitions. The second order effect of that freeze could be dissatisfaction from faculty about the lack of new resources.

Though the futures wheel requires little advanced preparation, the next methodology explored in the workshop, trend analysis, involves previously collected data. Trend analysis delves into specific, already established scenarios. The pre-conference used trends identified in the 2019 SSP Charleston/ATG Trendspotting Trend Lab to explore how trends manifest, their impacts, and the best-case and worst-case scenarios for them.

The pre-conference participants also learned how to create discussion prompts as a future strategy. As part of the University of Illinois, Urbana-Champaign's strategic planning process, Hinchliffe led library faculty and staff through a series of prompts aimed at improving their exploratory thinking. The prompts started with a short observational statement and then went into focused questions.

Black swan events were the final future strategies tool presented. A black swan event is an occurrence that people could not anticipate. Thinking about that impossible event allows individuals to work backwards to identify unlikely but still possible events and to prepare for them. One sample black swan event is considering what if a major publisher were to be sold to a Chinese company. That may not happen any time soon, but Chinese companies are purchasing many individual journals. What effects will that have on the publishing industry?

Faculty and staff at libraries can use all of these strategies not only to identify possible futures but also to pinpoint the most desirable outcomes and align themselves to increase their likelihood. Of course, any futures study is not a prediction, merely a possibility. Unexpected events will happen, and people should adjust their actions accordingly. Though substantial changes can appear to have a single triggering event, multiple steps were always taken to lead to a particular future.

Library Leadership Your Way

Jason Martin

Reported by Stephanie J. Adams

Dr. Jason Martin, the interim dean of the James E. Walker Library at Middle Tennessee State University, distributed a workbook via his website (http://drjasonmartin.info/professional/service/nasig2019/) prior to the pre-conference workshop. Each participant was asked to complete various sections of the workbook throughout the session. The contents of the session were based on Martin's upcoming book entitled *Library Leadership Your Way*.

After giving a brief overview of the workshop agenda, Martin discussed the abundance of existing definitions for leadership and the importance of developing not only your own definition, but also a theory of leadership that explains how you will make your definition actionable. He explained that there are a variety of ways to lead and everyone has their own approach. Participants were asked to craft their own definitions and theories of leadership in the workbook and share them with the group. Elements of leadership definitions focused on motivating others both in completing organizational goals and in reaching their full potential, as well as the qualities of successful leaders**.** Commonalities in the participants' theories included the importance of listening and communicating as a leader so that you know your team and are working to keep them happy by being present (not ruling from afar).

The presenter then examined the leadership/followership process, specifically how leaders, followers, and organizational culture influence each other. Meaning is made in the interactions between leaders and followers. Participants were asked to reflect on how the romance of leadership, the idea that leadership is the main force in an organization's success or failure, has affected them.

Leaders must have a purpose founded on their personal and professional values, as well as a focus in order to stand out. Activities in the workbook for this section included listing personal and professional values, developing a leadership vision, and listing likes/dislikes about leadership. Martin emphasized that you must love your craft stating, "If you do not love it, then you cannot lead it."

Leading others requires building relationships and modeling desired behaviors. Martin urged participants to develop and practice a "people first, mission always" mindset within their organizations. He covered a number of leadership theories and philosophies including Theory X, Theory Y, Theory Z, transformational leadership, leader-member exchange, and servant leadership. The group discussed the strengths and shortcomings of each and were encouraged to consider which aspects of each theory and philosophy they could incorporate within their own leadership practices.

At the conclusion of the workshop, participants were asked to revisit their original definitions for leadership and make changes based on the concepts discussed throughout the workshop. They were challenged to put leadership concepts into practice by developing their unique selling proposition; defining leadership goals; and creating a leadership plan that incorporates a timeline, assessment/feedback, and reflection.

Recommended reading:

Martin, J. (2019). *Library leadership your way*. Chicago: ALA Editions.

Martin, J. (2019). The leadership/followership process: A new understanding of library leadership. *Journal of Academic Librarianship, 45*(1), 15-21.

Roll, R. (2012). *Finding ultra: Rejecting middle age, becoming one of the world's fittest men, and discovering myself*. New York: Three Rivers Press.

Willink, J., & Babin, L. (2017). *Extreme ownership: How U.S. Navy SEALs lead and win*. New York: St. Martin's Press.

Conference Sessions

An Accessibility Survey of Libraries: Results, Best Practices, and Next Steps

Beth Ashmore, Jill Grogg, and Hannah Rosen

Reported by Dave Macaulay

Jill Grogg and Hannah Rosen presented the results of a survey conducted by the LYRASIS consortium on accessibility policies at member libraries; Beth Ashmore gave an account of what is being done in this area at North Carolina State University. The survey asked about library policies on accessibility, the tools and training provided to assist in interpreting and implementing these policies, and the mandates that informed their creation. The questions distinguished between policies for acquisition of content created outside the institution, for creation of content internally, and for implementation of systems used for hosting content.

The majority of respondents indicated they did not have an accessibility policy addressing content acquisition, while over half had either a formal or informal policy covering content creation. Over half had no policy regarding accessibility in systems used to host content. The takeaway here was that libraries are most progressive in this area when they have control over content. With respect to training about accessibility policies, self-training and webinars were the most common option where content acquisition and systems were concerned, while in-person training was common for content creation. WCAG, ADA, and Section 508 were much more frequently cited as mandates informing accessibility policies than were internal or state-level mandates. Responses to a question about who is in charge of updating accessibility policies were split evenly between uncertainty, university-level responsibility, and library-level responsibility, indicating that responsibility for accessibility policy is a significant issue.

Conclusions drawn from the LYRASIS perspective centered on the need for more investment in fostering a community of practice around accessibility policy resources, which could include a clearinghouse for VPATs, policy documents, and training opportunities. A single body might be able to handle assessment of VPATs and vendor remediation efforts for the community. To help with day-to-day decisions, it was recommended that libraries create their own policies even in the absence of state or institutional guidance. A white paper on this topic was scheduled to be published in June 2019.

At NCSU, the library works from accessibility mandates and policies established at the state and university level. Their institutional information technology department provides useful resources covering the creation of accessible content, as well as for assessing accessibility of resources during the procurement process. The library provides services and technology to patrons who require help in accessing library materials. Partners in the accessibility area include campus IT and the purchasing office, who help with training; consortia such as LYRASIS; state networks such as the NC LIVE shared purchasing group, which maintains a page with accessibility information about acquired resources; and the library community, as tools for accessibility audits are developed and shared. Accessibility-related work is distributed throughout the library. In terms specifically of metadata, projects have focused on treating accessibility issues as “malformed metadata” - locating missing “alternative text” elements for web graphics, fixing initialisms that may be misinterpreted by screen readers, and generally creating and documenting best practices for creating metadata that are optimized for accessibility, along with procedures for efficiently identifying and remediating deficiencies.

The Authentication Landscape in 2019: One Does Not Simply Walk into Order

Jeff Arsenault, Angela Dresselhaus, and Shoko Tokoro

Reported by Kristen Twardowski

In this session, Jeff Arsenault, senior account executive at EBSCO, Angela Dresselhaus, head of electronic resources at Eastern Carolina University, and Shoko Tokoro, electronic and continuing resources librarian at the University of North Carolina, Charlotte, explored how access authentication has changed in recent years as well as the potential and pitfalls found with using OpenAthens. Arsenault began with an overview of various e-resource access management types including IP authentication, referring and embedded URLs, barcode patterns, and user accounts with publishers. Though IP authentication rose to be the dominant method, it is imperfect. RA21, a NISO initiative, seeks to standardize single sign-on solutions both to improve the discovery experience and to improve security protocols.

From there, the session moved into authentication case studies at the University of North Carolina, Charlotte (UNC-Charlotte), and Eastern Carolina University (ECU). Tokoro discussed UNC-Charlotte's experience moving from EZproxy to OpenAthens. EZproxy had served the university well since 2010; managing it was straightforward using stanzas, and an established community of users existed to help troubleshoot. However, the university decided to move to OpenAthens because it would provide more personalization to users, more easily prevent IP blocks, and allow for better control over which users are allowed access to which content. Struggles of moving to OpenAthens include the fact that not all publishers support OpenAthens, occasionally some DOIs fail to resolve, and that there is no established support community for OpenAthens. Despite these barriers, the benefits of OpenAthens outweigh the challenges for UNC-Charlotte.

Angela Dresselhaus then described why ECU also made the decision to move from EZproxy to OpenAthens. Under EZproxy, ECU experienced significant problems with data breaches, and usage data had to be heavily manipulated to account for illegal downloads. The university also has to manage access for a large contingent of off-site users from the local hospital that acts as ECU's teaching institute partner. By switching to OpenAthens, ECU could better segment resource access and offer a more user-friendly platform.

As of the time of the session, both UNC-Charlotte and ECU were still in the process of transitioning from EZproxy to OpenAthens, and Tokoro and Dresselhaus agreed on one main takeaway for a successful switch; campus IT had to be involved as soon as possible in the process. Other strategies such as maintaining account info, vendor contacts, and authentication training were important, but without campus IT support, the entire process would fall apart.

Bridging the Gap: Sustaining Publication of a Newly Created Undergraduate Research Journal

Melissa E. Johnson

Reported by Maria Stanton

Melissa E. Johnson, the Assistant Director of Reference and Education Services at Augusta University, shared the organization's experience launching and supporting *Arsenal*, an Open Access (OA), academic journal dedicated to publishing manuscripts from resulting undergraduate research. Augusta recognized that an early experience of writing and publishing would give students interested in an academic career a greater understanding of the overall research process.

A team was formed in 2015, and they reviewed existing publications in this space. The University of Pittsburgh's *Forbes & Fifth*, which publishes creative works along with student research, is still actively published. The team found that other publications appeared to be having difficulty. The University of North Georgia's *Papers & Publications* had not published since volume 6, 2017, at the time of the conference. However, volume 7, 2019, is now available. *Paper & Publications* is unique in that the journal accepts submissions from researchers outside the institution. Most of the examples, including *Arsenal*, are dedicated to promoting the research conducted at the institution.

The team encountered several early challenges, including faculty apprehension, insufficient submissions, changing publication boards, and graduating students. The faculty were concerned that students involved in faculty-lead research projects would publish results related to that work. In addition, this concern was further compounded by the fact the journal is OA. The journal typically receives fewer than four submissions per issue; the team was hoping for more. *Arsenal* is a student-led publication, and therefore the publication board turns over more frequently than would be ideal for managing an academic journal. Also, much of the work ended up being done by one student who was also trying to graduate. Finally, one of the submissions was still in the peer-review process at the time the author was graduating. With the student losing access to their university account, they encountered difficulties finalizing changes for publication. The team persevered and the first volume was published in 2016.

With a few issues now published, the team has also uncovered other concerns, including compliance with the mandates of the Internal Review Board (IRB) regarding research. The journal had to reject a submission because the IRB related to the research had specifically covered conducting research for a class and explicitly stated that the student was not allowed to publish the results.

The team has developed tools to help overcome some of these challenges. For example, they developed faculty mentor forms. The faculty are made aware the student wants to publish the research, and they give permission for the publication. Also, the team is working on greater visibility for the IRB process to ensure approval of publication. To manage the problem of changing personnel on the review board, the team works to ensure they have replacements in place.

Jennifer Davis, the scholarship and data librarian, and Sandra Bandy, the assistant director for content management, also contributed to the presentation. However, they were unable to attend the conference.

Arsenal is accessible at https://www.augusta.edu/curs/arsenal.php

Challenges of Collection Management: Analysis, Staffing, & Space

Lisa Adams, Michael Hanson, Ali Larsen, Melanie J. Church

Reported by Kristy White

Ali Larsen, serials and web resources librarian at Siena College, presented on "Managing the Unknown: Planning for the Uncertain Fate of Bound Periodicals." With two hundred active print subscriptions, Larsen found herself called into a meeting to discuss the need for space on campus and required to defend the periodicals collection. Larsen had to undertake a complete analysis of the library's serials collection, both current and bound journals, and the amount of space consumed by the two, as well as determine a process to ensure she could "defend the space" as necessary.

Facing not only the many challenges of print titles but trying to transition titles from print to electronic when possible, based on budgets and need, collection management librarians are often forced into a defensive stance, due to the typical, if not necessarily valid assumption that spaces with bound periodicals are under-utilized and better used by other campus entities. Knowing your collections and having policies and procedures manuals in place aid the process of defending your space.

In "Keep the Work Flowing: Managing Student Assistants in Deselection Projects," Melanie Church, content services librarian of Rockhurst University, started with approximately 100,000 volumes that needed to be weeded. Several smaller weeding projects had previously occurred but nothing on this scale. With a relatively small full-time and part-time staff, Church efficiently and effectively managed the large deselection project with student employee involvement. After developing a plan, Church and the liaison librarians were able to present the university faculty with lists of items in their collections suggested for deselection and a proposed plan of action for each department.

After undertaking the first part of the project, Church developed a set of processes for her student employees and delegated a significant part of the non-automated work. All student employees were trained in the same manner. She managed this project through a

SharePoint website where trainings, documentation, schedules, and notification boards were always available.

With upcoming building renovations on the horizon at Sam Houston State University's library, Michael Hanson, head of library technical services, had to make quick and efficient decisions for weeding the print collections. Not only did the students desire some of the library space for a different use, but other academic departments were being moved into the library and at least three collections were being relocated. The print collection had not been weeded in three decades and in order to make good decisions, a quick, effective, and efficient method for analyzing usage statistics and data was needed.

"Employing Data to Right-Size" explains this context and the tools used to achieve these ends. Hanson found OCLC's Greenglass Innovations and data visualizations extremely useful for collating data into a single downloadable file, giving the librarians an easy way to manipulate the data however they wanted.

Compelling Evidence: New Tools and Methods for Aligning Collections with the Research Mission

Joelen Pastva

Reported by Marsha Seamans

Joelen Pastva reported on a 2017 citation analysis research conducted by a project team that included Bart Davis, Karen Gutzman, Stacy Konkiel, Ramune Kubilius, and Aaron Sorensen. The project addressed the question, "Outside of traditional scholarly communication, how can Galter Health Sciences Library & Learning Center best support the research needs of Northwestern University Clinical & Translational Science (NUCATS) and the Feinberg School of Medicine (FSM) community?"

Galter Library became a development partner for Dimensions, a linked research data platform with enriched and interlinked data aimed at reimagining discovery and access to research. Dimensions data includes clinical trials, publications, grants, policy documents, data sets, and Altmetrics. The data is enriched to include institution identification, concept extraction, categorization, researcher disambiguation and reference extraction.

Utilizing the Dimensions Plus version and the Dimensions API, the researchers investigated two topics: Northwestern-affiliated clinical trials in dermatology, and patents with file dates between 2008-2017 with Northwestern as the assignee. Results for clinical trials yielded a list of 730 journals with counts of the number of times cited. The top 20 most-cited journals were all accessible in the library.

For patents, a spreadsheet of patent-level descriptions joined with cited reference metadata identified 1,163 journals cited from 2008-2017. The data was filtered based on the presence of Dimensions-applied disease categorization (RCDC) code, analyzed using Excel and Python, and visualizations created using Excel and Tableau. Results indicated 43% of the journals were OA, and 80% of the citations were in the top 30% of journals.

Pastva offered some data caveats and collection development applications. The clinical trials search was a pilot run, waiting on improved API functionality. Patent data is impacted by filed year versus publication year, and the patent process itself muddies the origin of citations. Observations related to collection development include: no gaps in collecting were identified; usage versus citation shows some variation, but a strong positive correlation; older articles maintain significance; there is a different set of "core" journals in the patent universe; and there is a strong OA presence, perhaps impacted by research funding.

The research project began as an attempt to replicate traditional citation analysis using Dimensions but ended with investigating new resource types and new data fields for potential further research such as patent-patent, OA status, article metrics, RCDC and other classification systems.

Connecting the Dots: Reader Ratings, Bibliographic Data, and Machine-Learning Algorithms for Monograph Selection

Jingshan Xiao and Wenli Gao

Reported by Kate Seago

This presentation was a collaboration between two librarians, but unfortunately Jingshan Xiao was not able to be at NASIG. Wenli Gao started by outlining how big data developed. Big data along with machine learning allows recommender systems to operate in both library and non-library settings. She cited several statistics that demonstrated that users clearly respond to recommendations. Two non-library systems that rely heavily on recommender systems are Netflix and YouTube. She also mentioned library systems such as Harvard's Hamlet that recommends theses for users as well as Elsevier's article recommender. Furthermore, a library in the United Kingdom was able to demonstrate that use of a recommender system increased borrowing and that with a small personalization, the borrowing based on recommendations increased again.

The two basic recommender techniques are using a collaboration filter that bases choices on the opinions of other people who share similar interests and content method that relies on the metadata of the item plus what is known about the user. Their project drew more on the content method using sources that identified best sellers such as the *New York Times* and Goodreads, as well as WorldCat for bibliographic data. Gao outlined the programing and algorithm used to arrive at their recommendations. There are some limitations in using recommender systems such as availability and integrity of the data, privacy issues, and clarity of algorithms used.

Wenli finished the presentation with some questions to the audience about where they saw the usefulness of machine learning and if this presented a threat to their jobs. Discussion followed with consensus that there would always be a role for librarians to make sure data is clean and that if machine learning could do some of the routine tasks then that leaves more time for humans to handle the more complex issues.

Connections of Evidence: Using Best Practices of Assessment in an Ongoing Serials Analysis Project

Cynthia Kane

Reported by Heidi Card

Cynthia Kane, of Emporia State University, gave a constructive, relevant presentation on best practices in a serials assessment project, illuminating the current landscape of changing user needs, budgeting realities, and the challenges of collecting data, set within the context of an ongoing assessment project at her library.

Beginning with the demographics of Emporia State University, Cynthia noted details affecting their analysis, such as a student population with almost one third classified as off-campus. This group included both undergraduate and graduate distance programs. However, the majority of undergraduate majors were in programs located primarily on campus. A familiar situation was outlined—students are using the library spaces at a higher rate so print is removed to make room for students, but the knee-jerk response to move towards predominantly electronic collections conflicts with the higher pricing in electronic resources. Cynthia used the example of University of California's cancellation of Elsevier, as well as the University of Iowa, who made news with their own significant cancellations, to illustrate that bigger change can indeed be made with more defined assessment practices, highlighting a key element: transparency with stakeholders.

The presentation returned to ESU and how they faced their own assessment project to deal with the rising serials costs, noting a specific caveat: print use had decreased with both students and faculty, and the access conundrum creates raised expectations for electronic resources—patrons expect full text to be immediately available and are frustrated when they learn that ESU is not subscribed to every journal on their website or that there are barriers like embargos.

Cynthia then outlined her plan to move their assessment ahead with all these considerations, while creating assessment themes using the ACRL framework of "searching as strategic exploration" and the idea that assessment has three clear steps: goals, information, and action.

Cynthia provided a brief historical illustration of previous Emporia Library serials analysis to contrast their current project—noting specifically how they learned the importance of educating faculty on embargos, subscription overlaps, and assurances that despite the analysis and discussions about cancellations, core journals would not be cancelled. Above all, she noted transparency in conversations with academic departments was key to keeping the lines of communication open.

The presentation closed with a demonstration of assessment goals, specific usage reports, cost-per-use calculations, and a benchmark for cancellations. Cynthia shared a template she created for documenting the data with a reminder of the potential data challenges that can skew usage stats.

This presentation was a clear illustration of one library's experience with an assessment project, complete with background information, the context of the school, demographics, and the methodology that was used. Specific tips such as "befriending anyone in the research office" for easy access to university demographics rounded out this very personable and informative presentation.

Demystifying Digital Preservation

Shannon Keller

Reported by Mary Wimer

Although the digital era has its upsides, publications owned by less than three libraries are at risk and could cease to be available. The Digital Preservation Task Force makes recommendations for NASIG to raise awareness and develop tools reducing the risk of losing important scholarly content. Committee members include Chair Shannon Keller (New York Public Library), James Phillpotts (Oxford University Press), Wendy Robertson (University of Iowa), and Heather Staines (hypothes.is).

On NASIG's website, the task force published key documents including Digital Preservation 101 and the Guide to the Keepers Registry. With the Keepers Registry, you can enter titles and run a report of what is at risk in your collection. Additionally, the task force surveyed the NASIG community and found that people know Portico, CLOCKSS, and LOCKSS but not the Keepers Registry, which has much potential.

Additionally, the survey identified that people are unsure of how to participate in digital preservation. Part of the reason is the ambiguity between born digital and digitized. Financial support was the most popular response to how we can help with digital preservation. When asked about lack of involvement, survey respondents cited lack of budget, time, and staff, as well as the difficulty to show value to administrators. Academic libraries are mostly neutral for CLOCKSS because many do not understand it. One reason the task force encourages involvement is that the Digital Preservation Network closed its doors in 2018. To better explain the importance of digital preservation, Ithaka published "The State of Digital Preservation in 2018: A Snapshot of Challenges and Gaps".

How can you help? Committee work is an option. Learning from digital preservation networks going forward is imperative. We can identify licensing suggestions and convince publishers about the importance of preservation. As librarians, we need to know what we can and cannot do with digital files. The task force stresses that institutions need a digital preservation policy.

Education and outreach are a necessity. We can teach about the Keepers Registry and conduct workshops on talking to administrators. Advocating preservation can be incorporated into workflow processes and planning. Administrators will want to understand the need to prepare for costs. Digital storage is not cheaper than physical storage, and storage can take up a lot of staff time.

Currently, libraries and communities proactive with digital preservation initiatives include the New York Public Library, France, and the Netherlands. The United Kingdom implements laws supporting digital preservation. The Library of Congress is working on guidance and policies. The task force urges librarians to be proactive and to start with understanding by reading the publications mentioned in this article.

"Mary Wimer contributed to this article in her personal capacity. The views expressed are her own and do not necessarily represent the views of the Centers for Disease Control and Prevention or the United States government."

EBA Is Not for You, or Is It?

Louis Houle

Reported by Kristen Twardowski

Using data collected from five years of e-book package purchases, director of collections at McGill University, Louis Houle, examined whether e-book acquisition through packages or evidence based acquisition (EBA) was the right choice. McGill is a large university of over 40,000 students, the libraries have a budget of approximately $42 million, and historically, the university has purchased the bulk of its e-books through large packages.

To determine whether that was a good purchasing practice, Houle analyzed the use of titles in e-book packages purchased from Elsevier, Springer, and Wiley between 2014 and 2018. Houle was interested in answering several questions: What portion of the packages was used? What was the cost-per-use of each package, and how did that compare to the list price? Moreover, what would the cost of these collections have been if McGill had purchased titles using EBA instead?

Though usage from each of the publisher packages varied over the five years, each package saw over 90% of titles used, resulting in a cost per use well below the list price of the titles. Had McGill purchased through EBA instead, the university would have had to acquire fewer titles at a higher price per title, and some usage would have been lost as a result of having smaller overall collections.

Houle concluded that for McGill University, continuing to purchase large e-book packages is the most cost effective option. It provides a better average cost per title, access to more content, less time spent on selection, easier overall management, less user frustration, no missing titles over time, and no extra costs over the year. However, for institutions with a different student make up or smaller budget, EBA is still a good option, as it has lower yearly costs and more flexibility when choosing titles. Ultimately, different e-book purchasing models best suit different institutions, and libraries should carefully consider their own situations when choosing how to acquire e-books.

Ebooks: Access vs. Ownership

Alexis Linoski and Sofia Slutskaya

Reported by Carol Robenstine Miller

A fundamental choice for libraries is whether to own the electronic books in their collections or purchase access to the content. In this presentation, Sofia Slutskaya, metadata strategist at Georgia Tech Library, discussed the advantages and disadvantages of these two approaches to collection development and the factors that may influence a library's decision. She described key characteristics of the Georgia Tech Library environment and the acquisition models used to provide access to e-books in the library's collection, discussed factors that influenced the library's decisions about e-book acquisition methods, and explained how the selected models meet specific needs of her organization.

The technical services department at the Georgia Tech Library is comprised of nine staff members. Slutskaya explained that the library currently purchases print resources only when electronic versions are unavailable. Electronic books and journals comprise over half of the collection, and usage of the library's e-resources far exceeds that of its print resources. All print books are stored offsite, which makes it critically important that patrons be able to discover resources through virtual browsing.

The Georgia Tech Library collection includes both purchased e-books and subscribed content. The library uses several methods to purchase e-books. Some titles are acquired as part of a collection (e.g., a package of frontlist titles) that is purchased from a vendor. Individual titles may be purchased either by firm order or through Demand-Driven Acquisition (DDA)/Access-to-Own (ATO) or Evidence-Based Selection (EBS) plans.

The suitability of fit between these acquisition models and the library environment was an important consideration in the evaluation of their features. Due to the importance of resource discoverability, high levels of metadata quality and access granularity were the decision points for selection. Other factors that influenced the choice of models include availability of MARC records in the library service platform (LSP) knowledge base, ease of providing and maintaining access, permanence of retention in the catalog, frequency of updates, and staff comfort level with workflows. Slutskaya emphasized that aspects of the library environment such as its priorities or access to financial and staff resources sometimes shift, and the e-resource environment itself is subject to frequent changes. She reiterated that decisions about e-book collection methods are never permanent, and evaluation of the factors that influenced the library's choices are part of an ongoing conversation.

The purchase of an e-book is a one-time expenditure that ensures perpetual access to content. The downside is that expenditures for e-book purchases vary from year to year, which can make budget planning and cost management somewhat challenging. Deposit accounts, if available, may simplify matters, but the budget may not always be able to accommodate unanticipated purchase requests.

Vendors offer a wide variety of purchase models, and new or hybrid models are frequently introduced. The availability of multiple options increases the likelihood that a library will find a plan that satisfies its requirements. Purchase models are designed to simplify and streamline the process of acquiring e-books, but each plan has a different workflow, and almost all purchase plans require local management of acquisition plans, purchases, cataloging, and collection maintenance.

Purchased e-books are cataloged at the title level, and the quality of their MARC records tends to be high, making them easy to discover through virtual browsing. Titles acquired as part of a package are cataloged at the collection level and have a lower level of access granularity.

Subscription access to e-book content requires payment of an annual fee. Although the cost of access typically increases each year, paying a set fee simplifies budget planning and cost management. Access to content is lost if the subscription is not maintained. Collection subscriptions typically allow unlimited access to all content, as do some other subscription models. Some plans limit the number of concurrent users or impose other restrictions on access. Models that offer purchase options charge a short-term loan (STL) fee to access content. E-books are purchased automatically after a set number of STLs, so a library may inadvertently buy titles it does not want or incur unanticipated expenses. EBS plans may also force the purchase of unwanted titles.

Subscription access requires a low level of local management, and catalog maintenance is uncomplicated. Technical staff manage the cataloging workflow for DDA/ATO plans, and the vendor manages all acquisition and catalog processing for subscription collections. Local management is required for only a portion of acquisition and cataloging workflows for other subscription models.

Content that is accessed by subscription may have a low level of access granularity. Subscription collections are cataloged at the collection level. DDA/ATO and EBS e-books are cataloged at the title level, but the quality of their MARC records typically is low. Most vendor-provided MARC records are discovery records that contain minimal descriptive metadata, and the quality of records found in knowledge bases frequently is poor.

E-book ownership requires a single payment, ensures perpetual access to content, and provides a high level of resource discoverability. Access to subscription content requires payment of an annual fee, access is lost if the subscription is not maintained, and content that is accessed by subscription is less easily discovered than owned content. Purchase model workflows are labor-intensive and require a high degree of local management and staff expertise. Subscription access workflows are relatively simple and require minimal local management. Subscriptions provide access to a larger volume and wider variety of content at a far lower price than purchase of the same content would entail. Despite the advantages that e-book ownership provides, subscription access may be a better acquisition model for libraries that have small technical services departments.

Getting More Bang for your Buck: Working with Vendors in the Age of the Shrinking Staff

Sara Bahnmaier, Bill Sherfey, and Maria Hatfield

Reported by Kate Seago

This presentation provided perspectives from the library and from vendors about when and why libraries would want to use vendor services and how to make the relationship productive for all involved. Sara Bahnmaier led off with a discussion on what led the University of Michigan to look at vendor services and see what made sense in their current environment. Bahnmaier outlined that librarians and staff had been shifted away from traditional serial and technical services duties in order to accommodate growth in new areas such as data management, metadata, accessibility, etc. Vendor services were able to fill in the gaps by handling access issues, providing EDI invoicing, and package management as well as online databases with a wealth of information about titles and tailored reports. A key point Bahnmaier mentioned that would be echoed by both Bill Sherfey and Maria Hatfield was that good communication and a clear understanding on what is possible is essential.

Using the history of Harrassowitz as an example, Bill Sherfey provided a solid overview of the sort of services that a vendor could provide to a library, as well as covering the history of how library vendors got started. Just as libraries have adapted to changes, library vendors have adapted their services to the changing needs of libraries. Vendors started by providing accurate orders, follow up to claims, assisting in title renewals, and providing payment options friendly to libraries. These services continue, but have shifted to include electronic delivery of invoices, online renewal options and reports, and management of electronic packages.

Building on the previous two presentations, Maria Hatfield concentrated on the steps for starting a relationship with vendor. She outlined how W.T. Cox has a team in place to assist the library in walking through the steps of setting up the account. She emphasized communication between the vendor and the library as key to a successful transition. There is a lot of information that needs to be exchanged about account structures, EDI protocols, title lists, and special instructions. Both sides need to figure out the optimal way to communicate with each other whether it is via phone, email, etc. as well as making sure it is clear what is needed for the next step. Many questions are asked and a lot of data is exchanged, but at the end of the day it a good working relationship between the vendor and library that ensures continued success for both.

Inside-Out and Outside-In: A Holistic Approach to Metadata Assessment for an Off-Site Storage

Marlene van Ballegooie and Juliya Borie

Reported by Shannon Keller

In their presentation titled, "Inside-Out and Outside-In: A Holistic Approach to Metadata Assessment for an Off-Site Storage Collection," Marlene van Ballegooie and Juliya Borie from the University of Toronto described their approach to a metadata review of serials data for materials stored in the off-site storage facility, Downsview. The speakers detailed their total reliance on metadata to serve users with material from Downsview. They assessed their serials metadata to improve service, facilitate comparison across partner library collections, and to prepare for an upcoming system migration to a new library services platform. Their methodology involved multiple approaches including: reviewing local vs. community managed records vs. CONSER records, recording perceptions of staff and library partners, surveying library users, and conducting focus groups with librarians and graduate students. They utilized Bruce and Hillmann's metadata quality measurement and metrics in their assessment, including completeness, accuracy, conformance to expectations, logical consistency and coherence, timeliness, and accessibility. At the conclusion of the presentation van Ballegooie and Borie provided details about their assessment. They concluded that serials metadata is dynamic and keeping up with serials metadata is challenging. In addition, indexing is important and metadata and systems are intertwined to the point that system interface design can impact discoverability. In addition, they observed that users are format neutral and the metadata needs to be flexible to meet user expectations. Their next steps include devising a strategy to improve records to improve discoverability, and building assessment into the process.

Bruce, Thomas.R. and Diane I. Hillmann, "Metadata in Practice," in *The Continuum of Metadata Quality: Defining, Expressing, Exploiting*, 238–256. (Chicago: ALA Editions, 2004).

Interactions between Technical and Public Services: Perceptions from Three Different Librarians

Heidi Zuniga, Xiaoyan Song, Raymond Pun

Reported by Chris Vidas

Academic librarians continue to strive to eliminate departmental barriers that exist within libraries. A strong library should be comprised of departments that work together seamlessly while demonstrating open and consistent communication, but it is not always as clear how that reality should unfold. In truth, it should be expected that specific operational functions will differ from institution to institution. For that reason, it was beneficial to hear the perspectives of three librarians offering ideas and solutions surrounding the ways in which technical services departments engage with public services units.

Heidi Zuniga was the first presenter from the trio of librarians, and she offered insight into how her position as Electronic Resources Management Librarian impacts public services at Colorado State University. She was fortunate to have served previously as a subject liaison where she witnessed database problems from a user's perspective. By conducting research with an array of e-resources, it quickly became clear that resolutions may demand time and patience, and more importantly, improvements may not occur unless public services librarians are diligent about reporting problems as they are discovered. Heidi came to appreciate that the library ecosystem requires widespread participation to improve working relationships through activities such as joint projects, lunch and learn events, task forces, and even acknowledging colleagues with casual greetings. Her concluding words of wisdom reminded attendees that improved communication builds stronger working relationships and that mutual respect and independence are possible across library units.

Xiaoyan Song discussed efforts to build a more outward facing technical services unit at North Carolina State University. She referenced a quiz that was utilized to determine if the unit was more inward or outward facing. Inward facing units focus more on specific tasks, whereas outward facing units engage users, work collaboratively to address issues, and ultimately create a culture of communication and teamwork. She emphasized that an outward facing unit focuses more on results and strives to witness progress over time rather than obsess over processes.

The session concluded with Raymond Pun discussing his dynamic role at the Alder Graduate School of Education where he performs both public and technical services responsibilities. While his independent role may eliminate the need for communication between librarians, it also provides an enlightening perspective from which to learn about the impact that technical services responsibilities can have on public services. Raymond oversaw many recent changes that affected the website, EZproxy, the collection development policy, library outreach, and more. Juggling these many responsibilities inspired Raymond to share his experiences, specifically focusing on the importance of regularly engaging faculty and students from both a public and technical services standpoint.

Each presenter offered unique solutions to common problems, and the common theme was communication and collaboration. While each library will identify unique techniques and workflows for accomplishing specific tasks, the way in which separate units engage can have a dramatic impact on morale and productivity. Each presenter suggested that improvements in communication and collegiality bolstered attitudes amongst the staff and produced better outcomes for both librarians and the populations they serve.

Managing Open Content Resources from Discovery to Delivery

Danielle Bromelia and Rhiannon Valaine Bruner

Reported by Maria Stanton

Danielle Bromelia, Product Analyst from OCLC, and Rhiannon Valaine Bruner, librarian from Wesleyan College, discussed challenges and strategies related to managing and promoting open access content.

The team started by outlining that one of the greatest challenges libraries currently face is simply defining open access content. Another challenge they addressed is that availability does not equal discoverability.

To overcome these challenges, libraries need clear collection development policies and workflows for open content. Open content often lacks consistent metadata indicators; it is variously described as freely available or open or not even given a proper metadata tag to support discovery. As a side consideration, could this be a standards opportunity?

While some institutions publish the selection criteria, it appears that OA may be under greater scrutiny at times than licensed publications. For example, some institutions limit OA holdings to titles indexed in online databases or ones included in a knowledgebase.

Best practices for collection development include the involvement of librarians from across the e-resources workflow, and clearly defined selection and evaluation criteria. The examples cited included the University of North Texas's *Collection Development Policy for Open Access and Born-Digital Resources*, which includes clearly stated goals, selection responsibility and guidelines, access, copyright compliance, and collection maintenance. Examples of Emory University and Duke University collection development and management policies were also discussed.

The talk discussed the importance of enabling open content for users coming from various sources, e.g., discovery layers, A-Z lists, and the local OPAC. OCLC demonstrated how to enable the "open content filter" for WorldCat.org and WorldCat Discovery.

Minding your Ps and Qs: Predatory Journals, Piracy, and Quality Questions

Marydee Ojala and Regina Reynolds

Reported by Kay G. Johnson

Marydee Ojala, Editor-in-Chief of Online Searcher, and Regina Reynolds, Director of the U.S. ISSN Center, described the challenges of identifying predatory journals, and the dangers of the proliferation of low-quality research. What makes a predatory journal? Ojala's Online Searcher is a non-peer reviewed magazine instead of a peer-reviewed scholarly journal, which falls outside the scope of guidelines that characterize predatory publishing. However, Online Searcher is definitely not predatory. Reynolds sees the term "predatory" as painting all journals with the same brush, and that there are fifty shades of gray with publishing and predatory publishing terms. A new journal may be amateurish; a different journal may be fraudulent. The spectrum of predatory publishing includes totally false journals; pseudo-scholarly publications that make false claims about impact factors or peer-review; hijacked titles that deceive by looking like legitimate journals; and scams where money is taken from authors or subscribers, but nothing is published.

Scholars publish in predatory journals because of publish or perish pressure, ease of getting articles accepted for publication, fast publishing turnaround, and growing support and requirements for Open Access (OA) publishing. The current system to publish in legitimate, peer-reviewed journals is a disadvantage to the increasing numbers of researchers in Global South countries; mainstream journals may not want to publish articles from these countries.

Other ways researchers fall prey to scholarly predation is by predatory conferences, and by token editor or editorial board positions where no editing is performed. Conferences and author page charges (APC) are moneymaking opportunities for predatory publishers. "Editors" of predatory journals may have no expertise or background in the journal topic.

Good science can be published in predatory journals, and non-predatory journals may publish fake science. The issue of high quality vs. low-quality research is the crux of the matter. Ojala and Reynolds describe resources such as *Think. Check. Submit.* and the *CRAAP Test* to help researchers identify trusted journals and sources of information. Cabell's fee-based *Blacklist* and several free websites offer lists of predatory journals. The ISSN role is to identify a publication, not to determine whether a journal is fraudulent. It is the responsibility of academia to raise awareness of predatory practices and low-quality journals, remove incentives to publish in these journals, and scrutinize editorial boards and publications more carefully in making tenure, promotion, or hiring decisions. Librarians have a role in educating faculty to discern between predatory and legitimate journals and publishers. OA journals should be assessed for their inherent value. Dealing with the inconvenience of predatory publishing today is changing the publishing and research environments towards a future permanent improvement in the scholarly landscape.

Resources:

CRAAP Test: https://library.csuchico.edu/help/source-or-information-good

Think. Check. Submit: https://thinkchecksubmit.org/

NASIG Core Competencies: Building a Bridge to the LIS Curricula and Job Responsibilities

Cris Ferguson and Caitlin Harrington

Reported by Carol Robenstine Miller

Cris Ferguson, Assistant Dean of Libraries, Murray State University, and Caitlin Harrington, Electronic Resources Librarian, University of Memphis, presented the findings of two recent studies that focused on different aspects of electronic resource management. The NASIG Core Competencies for Electronic Resources Librarians enumerates a range of competencies required to manage the responsibilities and processes that comprise each stage of the electronic resource life cycle. One study sought to determine the extent to which these competencies are taught in Library and Information Science programs, and the other examined how electronic resource management responsibilities are distributed in small- to mid-sized academic research universities.

Ferguson reported on a study that examined the degree to which content related to electronic resources, either as the primary subject of a course or as part of a course related to technical services, is included in the curricula of ALA-accredited Library and Information Science

Master's programs. Cataloging courses were not addressed in this study.

Researchers found that only 16.67% of programs in the study sample offered courses on electronic resources. They observed that technical services courses and those that focus on technology and automation were grouped separately in the curricula, with the result that course content from both groups was needed in order to address all of the Core Competencies. Ferguson noted that awareness of and interest in electronic resource management typically develops after library school. Overall, the study data indicated that the competencies typically expected of an entry-level electronic resources librarian are not taught in library schools.

Filling electronic resource management positions is challenging, and a formal structure for learning the Core Competencies is not readily available to potential and early-career electronic resources librarians. Support for this career path might be provided through post-graduate internships and alternatives to formal instruction such as webinars and online courses that target the Core Competencies.

Harrington discussed the findings of a study designed to determine how responsibilities for managing the acquisition, access, administration, support, and evaluation of electronic resources are distributed among staff members at small- to mid-sized academic research universities. The study was limited to institutions categorized in the [Carnegie Classification of Institutions of Higher Education] as small or medium R2 and D/PU doctoral universities. Core Competencies listed as personal qualities were excluded from this study because they are not related to specific job responsibilities.

The NASIG Core Competencies provide a useful overview of the large number and wide variety of responsibilities and processes that comprise the electronic resource life cycle. The workflows and number of staff members employed to manage electronic resources varies significantly among institutions of different types and sizes. While all electronic resource management responsibilities in smaller libraries may be assigned to one librarian, in larger libraries the acquisition, access, administration, support, and evaluation of electronic resources are often managed by different librarians.

The small- to mid-sized universities included in the study sample typically did not have a dedicated electronic resources librarian. Often, responsibilities for managing electronic resources were shared by staff members in R2 institutions, while more librarians in D/PU universities were solely responsible for electronic resource management.

Open Educational Resources: OER, Building Collaborative Bridges

Sarah W. Sutton

Reported by Scott McFadden

Sarah Sutton presented a case study of the experiences of the Open Educational Resources (OER) Task Force at Emporia State University, particularly their collaborations with internal and external stakeholders. Emporia State is a public institution in central Kansas with 3,569 undergraduates and 2,227 graduate students. It is the smallest of the six universities governed by the Kansas Board of Regents.

In Fall 2018, the Provost and Dean of Graduate Studies at ESU convened a task force to study current and future OER efforts at ESU. The task force began by adopting an operational definition of OER, "Open Educational Resources are teaching, learning, and research resources that reside in the public domain or have been released under an intellectual property license, such as Creative Commons, that permits their free use and re-purposing by others. OER include full courses, course materials, modules, textbooks, streaming videos, tests, software, and any other tools, materials, or techniques used to support access to knowledge." This definition was adapted from the William and Flora Hewlett Foundation.

Complications with this definition became clear as discussions with various stakeholders revealed varying levels of understanding of OER. For example, faculty and students both failed to realize that library resources are not actually free, and thus saw no distinction between traditional library materials and OER. Parents and students also tended to regard textbooks as a non-essential cost of higher education. Another problem was that the task force did not make enough effort to market this definition to the university community. As a result, many of the faculty were unaware that a definition had been adopted and were resistant to efforts to incorporate OER into their promotion and tenure guidelines. In retrospect, greater efforts to publicize the definition would have been useful.

The task force also recommended incorporating OER as an initiative in the ESU strategic plan. Students are clearly seeking an increased use of OER, as indicated by a student government survey and by course evaluations. In addition, OER is high on the agenda of the Kansas Board of Regents. This sort of inclusion within institutional strategic plans and other documents gives the proposal added strength.

Developing and using OERs places a burden on already busy faculty. There is a need to create incentives for faculty to create OERs, although the more traditional incentives of promotion and tenure may still take precedence as faculty allocate their time. In addition, intellectual property rights relating to the creation of OERs are often not entirely clear. As for students, while many are interested in OER, there remains a substantial percentage (close to 50 per cent) who prefer to purchase a hard copy textbook rather than use a free online version. Involvement of librarians is central to the success of OER initiatives.

The work of the task force resulted in a successful road map for moving toward increased creation and adoption of OERs. Steps included surveying the OER terrain, building networks, developing OER infrastructure, institutionalizing OER, and finally marketing OER success.

Optimizing Discovery: Developing a Holistic Approach to Managing a Discovery Service

Seth Sisler

Reported by Julia Palos

Seth Sisler, from Ohio University Libraries, presented a framework for approaching the management of a discovery service. Throughout the presentation, he used his institution's recent experience with updating their discovery service for illustrations. He began with a brief history of Ohio University's discovery platform and then moved on to the method librarians had used to update it: a holistic approach, combining the perspectives of users, technical services personnel, and public services personnel.

Sisler highlighted three primary elements of developing a holistic approach to managing a discovery service:

1) Actively manage your service through understanding the back-end functionality, performing routine maintenance and troubleshooting, and being able to answer questions about the platform. Be ready to research solutions and communicate with vendor representatives and colleagues at other institutions.

2) Communicate and collaborate with colleagues outside your unit. Don't allow yourself to become isolated. Knowing how to make changes is different from knowing what changes are necessary or useful to others, and every change you make could break something for another area. To increase collaboration, Ohio University formed a working group composed of personnel from several different library departments in order to strategize big-picture improvements to the system.

3) Understand your users and their search behaviors. Sisler noted that technical services librarians often don't interact directly with users, instead relying on second-hand reports of problems. He recommended combining quantitative data (e.g. usage stats, reference chat logs) with qualitative

feedback (e.g. surveys, usability studies) in order to form a full picture of user-preferences.

The speaker concluded his presentation by reporting some of the notable changes the working group made to their discovery service based on discussions and testing. He also listed some of the next steps for Ohio University Libraries, such as establishing an assessment cycle to catch problems early and conducting staff usability testing.

Out with the Old, in with the New: Revising ERM Workflows in a Time of Change

Kailey Brisbin and Hana Storova

Reported by Chris Vidas

Managing electronic resources in a large academic library is a daunting task, especially when utilizing outdated workflows. This was the challenging scenario in which Kailey and Hana had found themselves preceding migration to Alma, the selected library services platform (LSP) to be shared by institutions within their consortium. Their enlightening discussion offered insight into how they managed their electronic resource management (ERM) workflows at the University of Guelph in Ontario, Canada.

Kailey and Hana jointly manage the Electronic Resources and Metadata Team. Relatively recent staffing changes within their library allowed the dynamic pair to seize upon an opportunity to improve the way that their team functioned. Prior to their leadership, ERM workflows had not been updated in many years, having been generated at a time when the university possessed far fewer e-resources and systems. In addition, many workflows had not been previously documented, a problem that their revitalized team continues to work to rectify.

One of the primary goals of their work was to provide clarity to the tasks that their team completed. That process involved eliminating duplication of effort and introducing the ability to claim specific tasks. Their team referred to *Techniques for Electronic Resource Management* (TERMS) and *NASIG Core Competencies for E-Resources Librarians* for additional guidance. Throughout the process, communication was a major key to success so that team members understood individual roles within each workflow. Once this improved system was introduced, it became possible to prioritize tasks and to estimate the time and effort required to rectify an issue.

Ultimately, Kailey and Hana crafted new policies and procedures that enhanced communication and streamlined specific tasks. As the team revised its workflows, it became increasingly obvious that the strong leadership provided by Kailey and Hana had proven to be a major boon. By focusing on user experience, they established a solid foundation for their team's work heading into the migration to Alma. Their efforts yielded noticeable benefits pre-migration and will continue to do so post-migration. By sharing their experience, they have provided attendees of the enthusiastic audience with the tools necessary to begin dissecting and improving their own ERM workflows.

Predicting Potential Serial Use

Matt Jabaily

Reported by Kate Seago

This was an exploration about whether librarians have any valid method to predict potential serial use.

The presenter outlined several reasons why this would be useful such as identifying good value for new subscriptions, highlighting poor performing subscriptions, considering the opportunity cost when evaluating current subscriptions. In addition, this would be a data-driven method rather than relying on the perceptions of faculty or others about how critical a journal is to the collection.

The presenter provided a review of the literature on predicting potential serial use. There is very little out there and most rely on usage data. However, as most electronic resources librarians know, usage is very murky and may not be the most reliable method.

However, it is often the only data available. He pointed to "Garbage In, Gospel Out" by Bucknell (2012) as the classic discussion of this issue. Other potential ways to predict serials use might be the impact factor, ILL requests, turnaway reports or failed link resolver requests.

The presenter outlined what an ideal study might include: selecting a resource based on indications of demand, purchase access, review usage then seeing if there was a correlation between the indication of demand and actual usage. Since the perfect study rarely appears in the real world, the presenter outlined two case studies done at his home institution at Colorado Springs.

The first study was an upgrade from *CINAHL with Full Text* to *CINAHL Premium*, which increased the number of journals available and the depth of coverage for others. After the upgrade had been available for a year, neither a comparison of usage nor ILL requests presented positive evidence of meeting demand.

The second study was the expansion of their JSTOR Arts and Sciences Collection from access to sets I to VIII to sets I to XI. Again, there was not a clear indication from usage or comparison of ILL requests that this strongly met an unmet need or demand.

While a definite method for predicting potential serial use was not identified, the presenter explored what had been attempted and demonstrated some of the issues in applying different methods to real life situations.

Prioritizing Accessibility in the E-Resources Procurement Lifecycle: VPATs as a Practical Tool for E-Resource Acquisitions and Remediation Workflows in Academic Libraries

Kerry Falloon and Faye O'Reilly

Reported by Jean Sibley

Professor Kerry Falloon, Acquisitions Librarian, CUNY – College of Staten Island, and Faye O'Reilly, Digital Resources Librarian, Wichita State University Libraries, presented on how their respective universities are approaching VPATs in a workable and time-effective manner during e-resources acquisitions and remediation workflows.

In 2016, CSI Library began collecting VPATs (Voluntary Product Accessibility Templates) in CORAL, an open source electronic resource management system. In 2017, they received a grant to evaluate the accessibility of library resources regarding ADA compliance and AA standards. They used California State University's ATI (Accessible Technology Initiative) as a model for accessibility documentation, compliance and workflow. Falloon mentioned other tools for compliance, such as AIM's WAVE tool and Color Contrast Checker, PDF Accessibility Checker, EPUB Validator, AChecker, and Deque reports. Falloon used an E-Resources Accessibility Conformance Tool (ER-ACT) and user questionnaire for the project to evaluate e-resources with a three-prong approach. Falloon created a questionnaire and a Rating Accessibility of E-Resources Competency Rubric (RAE-CR) to map, evaluate, and rate the e-resource performance for 20 databases. A visually-impaired employee helped with the testing.

The CSI Library study recommends that VPATs be updated every two years at minimum. User testing is important. Vendors should be able to provide reasonable alternatives and be partially compliant with standards for level AA accessibility. Libraries need to think of access in other ways as well, such as DRM-free content. Future database evaluations should be benchmarked against similar platforms that comply with AA.

The Wichita State University Libraries conducted a 2017 audit of the university's websites and e-resources. It was determined that there was a need for more accessible digital spaces. A taskforce was formed to redesign the library website. A notes field was added to the catalog records and an ADA icon in Springshare – which links to vendor access documentation for the databases. O'Reilly created an Accessibility Remediation Guide (ARG) with 10 criteria from VPATs for WSU Libraries' accessibility goals. Discussion of screen reading software and tools including EPUB and PDF Accessibility Validators, WAVE, and AChecker followed. This helps identify accessibility issues to vendors and users. WSU Libraries used the ARG in licensing, tracking issues and communicating concerns to vendors.

The presentation illuminated how VPATs can be used as a negotiation tool to justify e-resource procurement. They can influence vendors to be compliant with Title II of the *Americans with Disabilities Act of 1990* and Sections 504 and 508 of the *Rehabilitation Act,* which requires federal agencies to make their electronic and information technology accessible to people with disabilities.

Project ReShare: Building a Community-Owned Resource Sharing Platform

Kristen Wilson, Jill Morris

Reported by Sara K. Hills

What's ReShare? It's a community project that includes libraries, consortia and software developers who are building an open access resource sharing platform to support resource sharing between consortia members. When complete, Project ReShare will have a shared index for content discovery, ILL request management, and, where possible, unmediated request fulfilment. Morris stated that Project ReShare's shared index could benefit content discovery more generally and provide data for collection analysis.

Pennsylvania Academic Library Consortium (PALCI) is the driving force behind the idea for Project ReShare. Building on the information architecture of Folio, PALCI is working closely with Index Data to build Project ReShare. PALCI, originally founded as a resource-sharing consortium, sees Project ReShare as the next step in resource sharing – a way to leverage the diversity of their institutions' collections to support collaborative collection development, data-informed decision making, and to address gaps in the marketplace for resource-sharing software.

The only question addressed how PALCI was managing its relationship with commercial vendors. Morris stated that they have a community charter and a memorandum of understanding that clearly outlines each community's responsibilities. Morris additionally stated that PALCI recognized early on that a service provider, such as Index Data, would be necessary for success. Based on the memorandum of understanding and the community charter, Index Data, by participating, would have the first opportunity to offer the services out to the community.

Project ReShare and Index Data plan to have mockups available for Project ReShare members in Spring 2019, and minimum-viable product in Fall of 2019. Software testing and pilots will occur in Spring 2020. If you would additional information, visit https://projectreshare.org or email info@projectreshare.org

Publisher Platforms and NISO's PIE-J: Working Together to Improve E-Journal Access

Sarah (Sally) Glasser, Julie Zhu, and Heather Otrando

Reported by Brad Reel

Sally Glasser, Chair of NISO PIE-J Standing Committee, provided an overview of PIE-J (the Presentation & Identification of E-Journals) and its origin as a National Information Standards Organization (NISO) 2013 published recommended practice. PIE-J addresses issues of discovery and access related to how journal records are displayed online. Glasser provided a PIE-J handout identifying seven areas where issues arise, with recommendations to address each issue. Glasser focused on the first three recommended practices: Journal Title & Citation Information, Title Changes/History, and ISSN. Title and citation history should be linked and display as the actual citation source for a given article. Any changes to title should be accompanied by request of a new ISSN, and title history should include at least one immediately preceding and/or succeeding title. ISSNs should display for both print and online formats for each historical title. Glasser provided examples of properly displayed records for each recommended practice.

Julie Zhu, Discovery Service Relations Manager, IEEE, discussed how IEEE identified issues of PIE-J non-compliance, the challenges faced while addressing said issues, and initiatives taken for remediation. A three-year project (2016-2018) to remediate journal ISSNs addressed missing or incorrectly displayed ISSNs for current and legacy titles displayed in IEEE's search engine. Hyperlinked title history, with corresponding dates ranges, now display in the journal, browse, home, about and table of contents pages. Additionally, each title in the history displays unique print and/or online ISSN. Challenges inherent in this project included the requirement of nine different internal IEEE departments/teams to sign off on an addition or change of ISSN on the website. Zhu provided slides showing changes to journal displays in response to PIE-J recommendations. Ongoing efforts include providing dynamic ISSN on journal "About" pages, as well as redesigns of journal home pages for further clarity and discovery of true cited sources.

Heather Otrando, Academic Product Support Manager, Cambridge University Press, grouped title change history, challenges and the goals of Cambridge Core (formerly Cambridge Journals Online - CJO) into three journal display scenarios. Using the CJO interface, Otrando demonstrated how the older process of updating title names effectively "erased" previous titles and all prior history. With the advent of Cambridge Core (2016), a second scenario created a new display page and identifier for new title change. This step technically created compliance with PIE-J but did not associate new titles with older naming on the public display. The most current manifestation creates one landing page with the most current title displayed at the top and hyperlinked title history displayed on the page. Ongoing challenges include bringing pre-2016 non-compliant titles into compliance whenever possible. Best practices include linked former titles in both the title history and A-Z journal list result pages, and the ability to search within current and previous title history simultaneously. Predictive text search capabilities also assist in finding both current and past journal titles.

Presenters encouraged attendees to visit the PIE-J website and to continue providing feedback to vendors that PIE-J compliance does help users find their resources.

Pushing on the Paywall: Extending Licensed Resource Access to External Partners to Enhance Collaborative Research

Juleah Swanson and Steven Brown

Reported by Sharon A. Purtee

Juleah Swanson and Steven Brown reported on a pilot program that has been in effect since the signing of an MOU between the University of Colorado, Boulder (CUB) and the University Corporation for Atmospheric Research in partnership with National Center for Atmospheric Research (NCAR) in October 2017. The goal of the pilot is to explore extending resources licensed by CUB to researchers located at NCAR who have dual affiliations; paywalls silo research and researchers by their home organization, but research is not done in isolation, and many researchers hold multiple appointments. The parameters included extending the access only from the NCAR facilities, and the titles would have to integrate into the existing discovery system in place at NCAR.

Swanson stated that the first issue was user credentialing. Patrons were confused when confronted with registration or login requirements. Another challenge was the variety of ways by which vendors define who may or may not have access to the licensed content. For example, one vendor permits access to "full and part-time faculty, students, staff, researchers, contractors…" while another states that only "individuals serving in the capacity of **employee** faculty and other teaching staff, students, and other instructors…" have access to content. These variances led her to read every contract to each resource that would be made available to NCAR researchers.
Brown relayed the initial set-up took place in November and December 2017 with implementation in January 2018. The set-up included title matching from Serials Solutions 360 to SFX and getting the EZProxy systems at

each site to handshake. However, in January 2018, the NCAR researchers had access to over 6000 CUB journals, over a 300% increase to content.

At the end of the first year, the staff assessed the use and user satisfaction.

- Discovery and access pathways to content is significant to users; expecting researchers to login to obtain content requires a significant behavior change that many will not make
- A consistent user experience across platforms is expected, and when content "behaves" differently from vendor to vendor, patrons lose patience
- Increased access does not necessarily equate to increased use of materials
- Some titles that had been getting high use saw large declines due to access changes

The MOU is for a term of five years. The staff at CUB is looking at ways to enhance the user experience for the remainder of the time. Some ways they are/will be exploring include:

- Providing a more streamlined means to access licensed content
- Exploring tools for better statistics/assessment such as EZProxy Analytics, since Counter has proven unhelpful
- Engaging the NCAR library staff more regarding patron education

They concluded their presentation by reminding the audience that collaboration is complex and pervasive in research, but that paywalls, license agreements and identity management create confusion and are an unfriendly means of accessing content. Librarians are challenged to improve the status quo.

In response to audience questions:

- NCAR patrons have a classic e-journals page populated by SFX that lists the journals to which they have access.
- The American Chemical Society would not extend the license to include NCAR; a new license was purchased and NCAR paid for it.
- As licenses get near expiration, vendors are requested to expand their definition of allowable users of the content.

Trial by Fire and Then Some for Electronic Resources: Connecting the Community Through Customer Service

Mary E. Bailey, Christina Geuther, Michelle Turvey-Welch

Reported by Charlene N. Simser

Disaster planning is nothing new for libraries, and most have created plans to deal with physical collections. A fire in May 2019 at Kansas State University Libraries pointed out the critical need for ensuring the management of electronic resources is included in the library's disaster plan.

"It's in the cloud - no problem!" Guess again. Turvey-Welch described the fire on the main library's fourth floor, the 500,000 gallons of water that poured into the building and the tremendous smoke and soot damage that has made most of the print and non-print formats housed there - some 1.5 million items - inaccessible. The university data center, in the basement of Hale, had only recently begun moving to the cloud. The servers were soaked, which shut down web services, email, telecomm, payroll, student information systems, and more for the entire university.

Acquisitions and financial services staff were in the throes of last-minute invoicing prior to fiscal year roll over. More critical, the disaster brought to light that library and university IT staff had no current and accessible back-up of the locally-hosted proxy server configuration files. There could be no authentication for off-campus access.

The presenters described the prior fall's implementation of a "triage team" for troubleshooting e-resources, and how cross-training meant more individuals were familiar with e-resources issues. They had seen improvement with the new model, but the fire created new challenges. Staff had no offices; some had no computers and/or no internet access from home except via cell phone.

Getting off-campus access working was the main priority. Within five days of the fire, an old proxy configuration file was found, and the team began using it to contact vendors and publishers to inform them of the disaster and resulting IP change. Working through 900 lines of the configuration file took four weeks. Harrassowitz, their main subscription vendor, helped where they could, though many publishers required direct contact from library staff.

The work provided everyone a lesson in the hazards of siloed information, and led to better documentation, improvements to ticketing system workflows, and more empathy for the end user. The disaster brought people together to work, exemplifying the concepts of library as community and vendors as allies.

Upcycling a Schol Comm Unit: Building Bridges with Creativity, Reallocations, and Limited Resources

Andrea Wright and Peter Whiting

Reported by Andrea Conboy

Andrea Wright and Peter Whiting of David L. Rice Library at the University of Southern Indiana (USI) discussed their library's experience in developing a scholarly communications department. The aim of their talk was to describe the development of the unit, explore opportunities and challenges, provide a model for other resource-restricted institutions, and to discuss their work with creating an institutional repository. They prefaced their discussion with an overview of their institution and library. USI is a public 4-year college with approximately 11,000 students. It has both undergraduate and graduate (master's) programs and is a Carnegie Foundation Community Engaged University. Rice Library, which boasts 26 employees, started the development of the Scholarly Communications Unit when the library experienced a re-structuring and re-evaluation of staffing. They identified gaps in staffing and realigned existing personnel. The Scholarly Communications Unit was then created and consists of Andrea Wright and Peter Whiting. Wright reported that her previous experiences included public services, copyright, instruction/teaching, open access funding, institutional repositories, and outreach/engagement. Whiting reported that his previous experience includes metadata/cataloging and serials. Given his longstanding career at USI (20 years), he held a large professional network of faculty, but also librarians at other institutions who also perform scholarly communications work.

When the Scholarly Communications Unit was created, their initial work began by revamping the library's website, creating and leveraging the use of Libguides, and re-considering internal communications. Wright and Whiting qualified their unit's approach as faculty-oriented, with a strong focus on the dominant undergraduate studies. While they hold weekly departmental meetings, they also hold bi-weekly meetings with the four research and instruction librarians. These four librarians act as liaisons to the four colleges on campus. They have a strong focus of bringing their work 'outside the library' by attending faculty and employee meetings, committee and council meetings, and college and departmental meetings. They have launched new programs such as 'lunch and learns,' offering copyright courses for graduate students and advisors, and providing publishing support. They recommend networking with other scholarly communications units at other libraries and urge others to strongly consider accessibility and equitability.

Wright and Whiting report that in conjunction with other staff at Rice Library, their work has also focused on developing and implementing an institutional repository. The Institutional Repository Team began their work in August 2018 with a goal of launching during Open Access Week 2019 (October 21-27th, 2019). They began in Fall 2018 by gaining insight for the process from *Toyota's Secret: A3 Report.* Before participating in demos of different platforms, they developed a rubric and general demo feedback form. Following demos, a platform was identified and recommended. In Spring 2019 they proceeded by creating a sandbox of the platform, branding and creating a logo, creating a submission agreement, guidelines, and FAQ, and performing outreach on campus. They sighted the following resources as helpful to the process: SPARC, Open Access (Suber, 2012), Copyright for Educators and Librarians (Coursera), OER: A Field Guide for Academic Librarians (Wesolek, 2018).

Usability Beyond the Home Page: Bringing Usability into the Technical Services Workflow

Kate Hill

Reported by Julia Palos

Kate Hill, Electronic Resources Librarian at the University of North Carolina at Greensboro, presented on usability testing for technical services librarians. She noted that the primary audience for the presentation is those who know a little about usability testing but don't have significant practical experience. Then she moved on to a brief definition of usability and a justification for its relevance to technical services librarians. Since librarians are experts in library tools, they can miss usability issues encountered by users who do not have this expertise and often use online materials without professional guidance. Therefore, usability testing can allow librarians to identify problems unique to the user's perspective. For databases and other platforms for online materials, usability testing is particularly useful for technical services librarians, who are accustomed to troubleshooting problems with these platforms, are familiar with their limits, and are comfortable working with vendors to resolve problems.

After establishing usability testing's value for librarians, Hill moved on to some tips for usability testing, covering topics such as choosing an appropriate group of testers and facilitating sessions. She also outlined several different methods of usability testing: classic usability tests, heuristic testing, card sorting, A/B comparison, and prototype testing. Following this "Usability Testing 101", the speaker described how she got into usability testing and offered some tips for getting started, such as starting small and low tech, finding allies and support, collaborating with colleagues outside your area, educating colleagues on the value of usability testing, and sharing results.

She concluded by discussing a usability study she had performed on her institution's A to Z page, which resulted in the decision to move the library's A to Z page to a more user-friendly platform.

Profiles

Profile of Kristen Wilson, NASIG President

Christian Burris, Profiles Editor

Kristen Wilson is the president of NASIG for 2019-2020. She serves as the Project Manager/Business Analyst for Index Data, and she is based in Raleigh, North Carolina. Before arriving at Index Data, she had worked in library positions at the State Library of New York, Syracuse University, and North Carolina State University. I completed my interview with Kristen by e-mail on Monday, September 2, 2019.

Who or what drew you to NASIG initially?

I have to thank my former supervisor at NC State Libraries, Maria Collins, for getting me involved. Maria always spoke so positively about NASIG, telling me how fun, informal, and welcoming the community was — and that all turned out to be true! Maria also encouraged me to apply for the Horizon Award, which I won in 2009, leading me to attend my first NASIG conference in Asheville, NC. I really enjoyed that meeting and met a lot of great people. That experience has kept me coming back all these years.

Photo courtesy of Kristen Wilson

When did you decide to become a librarian?

I decided to become a librarian on a bit of a whim. I was a reporter for the student newspaper at Lehigh University, and one day I had to do some research in the university archives, located in the beautiful Linderman Library. I remember thinking, “I could see myself working in a place like this. I wonder what you have to do become a librarian?” I went home and Googled it and the rest is history.

What has been your greatest reward as a librarian?

Even though as a technical services and systems librarian I’ve always been a bit behind the scenes, I’ve felt rewarded by the extent to which my work has helped make people’s lives better. As a serials and e-resources supervisor at NC State, I also tried my best to provide clarity, structure, and compassion to the people who reported to me. And now, in my role at Index Data, I try to design tools and systems that will make work easier and more fun for the people who use them. And of course, the end goal in all of this is making sure that students and researchers can get access to the information they need. I might not see the end product everyday, but I feel happy knowing that my work in libraries is a net good for the world.

How did you begin working with electronic resources?

This story is another case of serendipity. In library school, I was very interested in metadata and taxonomies. When I interviewed for a job as a Libraries Fellow at NC State, I said that I wanted to work on metadata projects. The Fellows position involves a dual assignment, so in addition to being assigned a role in Metadata & Cataloging, I was given a special project to work on NC State’s homegrown electronic resources management system, E-Matrix. I knew nothing about e-resources at the time, but the work appealed to my love for creating structure, analyzing processes, creating efficiencies, and making work easier for those who do it. I also had two great supervisors — Maria Collins and Erin Stalberg — who mentored me and cultivated my desire to remain in that area of librarianship.

What drew you to academic libraries?

As I mentioned earlier, I love college campuses and beautiful buildings, so the atmosphere alone was a big draw. I also greatly enjoyed my studies in college — English and journalism — and I had desire to do work that would help others be successful as students and researchers.

How did you transition to your position at Index Data?

At NC State, I spent a good portion of my time participating in software design projects, including E-Matrix, Kuali OLE, The Global Open Knowledgebase (GOKb), and FOLIO. These experiences brought me into contact with a different side of the library world, helping to design the tools that people use for core processes like acquisitions, cataloging, and circulation. I really enjoyed that role, and I had an opportunity to get to know several of the people at Index Data through my work on FOLIO. I was really impressed by their sincere desire to be a partner to libraries, so when a chance came up to work with them on library software design full time, I took it. The transition has actually been easier than it might seem, since I'm continuing to work with so many of the people I met through my various projects over the years.

Have you had any memorable moments in this role?

The most fun part of the job has been getting to expand my work into other areas of librarianship. I'm serving as the project coordinator for ReShare, a consortial resource sharing tool, so I'm learning a ton about interlibrary loan and meeting a lot of new people in that subset of the field. I've also gotten some great exposure to the international BIBFRAME community, and last fall I got to travel to the European BIBFRAME Workshop in Florence, which was of course wonderful. Most recently, Index Data has taken on its first FOLIO implementation customers. It's been really exciting to see this system, which has been in the works for years (especially if you count OLE as a precursor), actually becoming a real product.

Who are you currently reading?

I recently reread The Deptford Trilogy, which is made up of three of my favorite novels by Canadian author Robertson Davies. These books just have everything: great storytelling, unusual characters, vivid settings, and a wise sense of the degree to which feeling and myth must play a role in life, alongside more rational or intellectual approaches.

I've also been achieving completist status for J.K. Rowling's novels. While I like Harry Potter as much as the next person, I've been really impressed by her Cormoran Strike mysteries. And I'm currently finishing her standalone novel *The Casual Vacancy*, which is a homage to 19th Century authors like Trollope and Elliott. It does a great job of capturing small town life and the way that issues that may seem petty to an outsider can become magnified in an insular community.

How has NASIG changed/evolved during the time that you've been involved?

I've seen NASIG expand its emphasis from more traditional serials and cataloging work to broader issues such as scholarly communication and digital preservation. I think it's good for NASIG to be taking a bigger picture view, but I also hope that we can retain our focus as a practitioner's community, a place where people can come to swap war stories and learn from their peers. NASIG has also been trying to focus more on issues of equity and inclusion in libraries and in technical services specifically. This is an area where I believe we can make a real impact, especially if we can organize our energy and begin to put forward practical suggestions to the community. Our town hall at the Pittsburgh conference was a good early step in this direction.

What are your priorities/goals as the president of NASIG for the coming year?

A lot of my goals are very practical. I want to help us develop a budget and manage our priorities, so that we can better evaluate the other things we want to do. Broader goals that have come up so far include moving the proceedings to an open access publisher, figuring out whether we can benefit from paid help within the organization, expanding our activities in the area of equity and inclusion, and doing more outreach through marketing and fundraising. All of these activities will require investments of people and funds. I mentioned earlier that I love making sense of complex systems and finding efficiencies, so I'm trying my best to bring those skills to NASIG. I want to create an environment where our board members, committee members, and membership feel like they have a stable platform to pursue the work they're passionate about.

Checking In

Kurt Blythe, Column Editor

[Note: Please report promotions, awards, new degrees, new positions, and other significant professional milestones. You may submit items about yourself or other members to Kurt Blythe at kcblythe@email.unc.edu. Contributions on behalf of fellow members will be cleared with the person mentioned in the news item before they are printed. Please include your e-mail address or phone number.]

New members make the world go 'round!

Beth Ketterman, MLS tells us:

> I became a NASIG member recently after too many years of "meaning to do it." NASIG President Angela Dresselhaus is a colleague of mine at East Carolina University and after learning more from her about the benefits of membership I thought it was my time to join. I worked exclusively as a collection development librarian for about five years before taking on more management responsibility and, though I am a library director now, I still consider the work and research I do in the area of recurring resources management a major area of professional interest. I'm also really excited to have been nominated by NASIG to serve on the IFLA Health and Biosciences Committee, which advocates for the open access of health information worldwide amongst other meaningful work. I'll share more with NASIG from that group over time – looking forward to meeting more of the membership and contributing to the great work of this group.

Beth Ketterman, MLS
Director
Laupus Health Sciences Library
East Carolina University
orcid.org/0000-0002-4505-258X

Rachel Wheeler shares:

> I have been involved in library work for over twenty years at Indiana University. I started out doing reference work for Indiana small businesses and nonprofits and then transferred to the main library on campus (Wells Library) 15 years ago. My first job in technical services was a dream because I was trained in cataloging popular materials for the dorm libraries on campus (back when they still purchased VHS). This very unhip gal was able to impress friends (and strangers on the bus) with my knowledge of popular culture thanks to that position! In 2012 I then shifted to our Serials Cataloging Unit (under James Castrataro) as the Electronic Serials Cataloger. Again, this was a dream job because I was NACO and CONSER-trained in cataloging both physical and electronic resources. In 2015 I was promoted to head the Serials Acquisitions Unit for the IU Libraries (another dream job). We place orders, receive materials, claim, bind, manage online access, and work closely with the Serials Cataloging Unit and with the different collection managers. I work under the Head of Acquisitions: formerly, Lynda Clendenning and currently, Lori Duggan. In 2017 I attended my first NASIG Annual Conference and hope to start attending with a more normal frequency. I joined NASIG because I highly regard the expertise of the members and value the publications and continuing education opportunities.

Rachel Wheeler
Head of Serials Acquisitions
Indiana University Libraries
racwheel@indiana.edu

Citations: Required Reading by NASIG Members

Kurt Blythe, Column Editor

[Note: Please report citations for publications by the membership—to include scholarship, reviews, criticism, essays, and any other published works which would benefit the membership to read. You may submit citations on behalf of yourself or other members to Kurt Blythe at kcblythe@email.unc.edu. Contributions on behalf of fellow members will be cleared with the author(s) before they are printed. Include contact information with submissions.]

Scholarship makes the world go 'round!

Treasa Bane published a research blog post, "Information Services for Indigenous Communities." *The Librarian Parlor*, November 7, 2018. https://libparlor.com/2018/11/07/information-services-for-indigenous-communities/ and a book review "Self-Determined Stories: The Indigenous Reinvention of Young Adult Literature," *The International Journal of Information, Diversity, & Inclusion* 3, no. 1(2019). https://jps.library.utoronto.ca/index.php/ijidi/article/view/32274

Katy DiVittorio is spearheading a new initiative of ILL for streaming video, SILVR Pilot for Streaming Video: https://coalliance.org/news/sillvr-pilot-streaming-video-resource-sharing

Bonnie Thornton had a presentation accepted and presented on her behalf by cataloger, Preston Salisbury. The presentation was accepted by the ALCTS Electronic Resource Interest Group at ALA Annual 2019, and discussed how Mississippi State University Libraries has changed its workflows in light of altering how we catalog and store e-book records. The title of the presentation was "Revamping workflows and enhancing communication: How Mississippi State University Libraries improved electronic resource processing."

Title Changes

Kurt Blythe, Column Editor

[Note: Please report promotions, awards, new degrees, new positions, and other significant professional milestones. You may submit items about yourself or other members to Kurt Blythe at kcblythe@email.unc.edu. Contributions on behalf of fellow members will be cleared with the person mentioned in the news item before they are printed. Please include your e-mail address or phone number.]

Moving onward and upward makes the world go 'round!

As of May 20, **Treasa Bane** is an Electronic Resources Management Librarian at the University of Wisconsin-Madison.

Heidi Card, MA, MLIS writes:

> I started as Duquesne University's Access & Discovery Librarian last September after 10 years of doing communication and social media for the University of Pittsburgh's library system. I've come full circle, in a way, as my MLIS internship in 2007 was in technical services. It was a huge career change for me now, but I know I'm where I should be. I love problem-solving and helping with access issues. NASIG is the first ER-related professional group I joined – and this year's conference was in my city. Very convenient, although I did miss out on some of the social aspects of the conference as I had to get home to my dogs every evening. I enjoyed meeting other ERMs and found the mentoring program so helpful in connecting me with fellow NASIG-ers – it was great to talk to others dealing with the same issues I was learning about and working on. I was also really interested to find how different libraries set up their collection and metadata services. I'm new to scholarship but very open to collaborating with my colleagues, so if anyone is looking for a writing partner, let me know.

Heidi Card (she/her), MA, MLIS
Access & Discovery Librarian
Collections & Metadata Services
Gumberg Library
Duquesne University

Sandy Folsom reports:

> I am retiring after 35 years at Central Michigan University Libraries. During this time, I've done serials and general cataloging, reference, instruction and collection development. I've also cataloged multiple formats in the Clarke Historical Library and created metadata for the institutional repository. Prior to coming to CMU, I was serials cataloger at Old Dominion University.
>
> I've been a member of NASIG since 1987. I've attended all but two of the conferences. My first NASIG conference, in 1987, was at Denison

University in Granville, Ohio. I drove down to Ohio with my late colleague John Riddick who was then president of NASIG. We travelled in a large university van that was stuffed full of member packets and other conference related material. NASIG was something of a shoestring operation in those days.

Since that conference, NASIG has been my "home" professional organization. Over time, its scope has broadened just as my responsibilities have broadened so it's been a very good fit for me. I've been happy to be active in the organization, making presentations and serving on numerous committees. Most of all, I've enjoyed and benefitted from the professional relationships I've made via my membership in NASIG.

I was gratified to be able to attend the recent conference in Pittsburgh. As always, it was a great conference. It also gave me the chance to say some good-byes in person. To anyone I missed and to all the other colleagues from over the years, good-bye, good luck, and thank you.

Melissa Johnson accepted the position of Assistant Director of Reference and Education Services at Augusta University's Reese Library. In addition, a chapter she co-wrote, "Breaking New Ground: Librarians as Partners in a SoTL Fellowship," was published in The Grounded Instruction Librarian, a book released in July by the ACRL.

Melissa Johnson, MLIS, MA
Assistant Director of Reference & Education Services
University Libraries, Reese Library
Augusta University

Vici Siler writes:

I took over as Electronic Resources Librarian at Elon on June 1 after Dianne Ford's retirement. I joined NASIG in time for conference because I wanted to meet other e-resources librarians and hear about all the great work they are doing.

Vicki Siler
Electronic Resources Librarian
Belk Library, Elon University

Lastly, but not least:

My name is **Bonnie Thornton** and I've recently moved into the position of Electronic & Continuing Resources Librarian at Mississippi State University.

Bonnie Thornton
Electronic & Continuing Resources Librarian, Assistant Professor
Mississippi State University Libraries

NASIG News

NASIG Membership Dues Increase Passes

At the Members Forum of the NASIG 34th Annual Conference, a motion passed to increase the regular membership rate from $75 to $100, with 59 votes in favor and 18 opposed. The new rate will be effective January 1, 2020. Student, retiree, and lifetime member rates will not change.

The Executive Board regrets having to raise rates, but the increase is necessary to support the continued costs of the organization, as well as the initiative to publish the NASIG Proceedings in the Gold Open Access journal *Insights*. We appreciate the support of NASIG's members in approving this increase and will do our best to continue providing the high-quality services you have come to expect.

At the Members Forum, several people raised the possibility of introducing a tiered system of membership that would offer lower rates for paraprofessionals and early-career librarians. The Board is considering the logistics of a tiered system and will aim to hold another vote before the rate increase takes effect on January 1.

NASIG on Demand Now Open Access

If you missed NASIG on Demand: Features of the 2018 Conference last year, all sessions are now freely available!

NASIG on Demand includes the following sessions from the 2018 conference:

- "The Scholarly Commons" (Maryann Martone (University of California San Diego))
- "Serials Clerk to Dean: 20 Years with a Head in the Clouds" (Jeff Steely (Georgia State University))
- "Wrangle and Corral that License Agreement" (Carolyn Carpan (University of Alberta) and Alexis Linoski (Georgia Institute of Technology))
- "The New Dimension in Scholarly communications: How a Global Scholarly Community Collaboration Created the World's Largest Linked Research Knowledge System" (Dr. Robert Scott (University of Georgia), Ralph O'Flinn, (University of Alabama, Birmingham), and Heidi Becker, (Digital Science))
- "Cultivating TALint: Using the Core Competencies as a Framework for Training Future Information Professionals" (Marlene van Ballegooie and Jennifer Browning (University of Toronto))
- "The Heart of the Cycle: How Can Metadata 2020 Improve Serials Metadata for Scholarly Communications and Research?" (Juliane Schneider (Harvard University))
- NASIG 2018 Snapshot Session

Executive Board Minutes

NASIG Board Conference Call
April 3, 2019

Executive Board:
Angela Dresselhaus, President
Kristen Wilson, Vice President/President-Elect
Steve Oberg, Past-President
Beth Ashmore, Secretary
Jessica Ireland, Treasurer

Members at Large:
Karen Davidson
Maria Hatfield
Lisa Martincik
Marsha Seamans
Steve Shadle
Ted Westervelt

Ex-Officio:
Eugenia Beh
Lori Duggan

Welcome (Dresselhaus)

The meeting was called to order at 3:00 pm Eastern.

Marketing Update (Beh)

A lot of announcements have gone out to the membership and on listservs over the last week, including announcements from program planning, mentoring and student outreach, newsletter, and elections. Eugenia Beh has tried to stagger the announcements so as not overwhelm the membership. Upcoming announcements include, calls for user groups and mentors/mentees for mentorship program. It is probably best to send the save the date announcement for the 2020 and 2021 conferences next week to keep them from getting lost in the shuffle of 2019 conference announcements. Eugenia Beh will be late to the conference this year so she will be in need of someone to post social media updates during the opening session. She has reached out to the communications committee to see if there are any volunteers to do live streaming and tweeting for the opening session.

2019-2020 Committee Appointments Update (Wilson)

Kristen Wilson has created draft rosters for each of the 2019-2020 committees and is preparing email appointments for all the new committee members. There were very few volunteers for conference planning, but Siôn Romaine from University of Washington has agreed to be a co-chair and Crystal Alberthal from University of Washington Law Library has agreed to be a CPC member. Kristen Wilson asked if we should put out a second call for volunteers since we still need a co-chair. Angela Dresselhaus suggested reaching out to Lisa Barricella from East Carolina University to see if she is interested in being co-chair. She is not local but she has experience on conference planning which could be useful to Siôn Romaine who has not been on the conference planning committee before. Kristen Wilson will reach out to Lisa Barricella. The board discussed when the 2020 and 2021 conference sites will be announced. Since contracts are signed, the board agreed that we can do a short save the date announcement soon and follow up with more information in Pittsburgh and after the 2019 conference. Steve Oberg provided the 2018-2019 conference site announcement from the NASIG Blog: https://nasig.wordpress.com/2017/04/10/2018-and-2019-conference-sites/

When we announce both 2020 and 2021 conference sites we can add that we are seeking CPC volunteers from the northwest and midwest to finish out the CPC roster for those conferences. Kristen Wilson also asked the board how they would like to handle the digital preservation task force since they are planning to recommend that they become a standing committee. Because we did not know this before the volunteer call, we did not ask for volunteers for this new committee. The board agreed that we can solicit volunteers for this committee along with volunteers for the new open initiatives committee as well as allowing current task force members who are willing to stay on. The board discussed voting on the creation of the new committee before the 2019 conference so that we can recruit potential committee members at the conference as well. The board also discussed processes for removing committee members from committees. Ted Westervelt added that the task force is planning on presenting their report to the board by May 1. The board agreed that if they want to recommend that they form a standing committee before they submit their report, the board can get a motion and vote on that recommendation.

Treasurer's Report & Conference Registration Update (Ireland)

Jessica Ireland reported that award winners received their checks last week. We have $83,000 in checking and savings and 150 attendees are registered for the conference. This number is down 11 attendees from the same point last year. The board agreed that the recent announcements and the addition of the pre-conference lineup should create some new buzz for attendees.

Secretary's Report & Action Item Update (Ashmore)

Beth Ashmore reported that votes on the open initiatives committee, approval of the March conference call minutes and the move of Serialst from LSoft to Simplelists all passed. Angela Dresselhaus asked Jessica Ireland to check on the new membership brochure.

Committee Updates (All)

- Awards & Recognition: Ted Westervelt reported that he has been in contact with committee chair Jen Leffler about various award issues and everything is going well.
- Continuing Education: Lisa Martincik asked if the board needed to vote on the revisions to the core competencies for electronic resources librarians. Angela Dresselhaus stated that the board would need to vote and Steve Oberg asked if the board should consider whether or not that is necessary going forward. Beth Ashmore will ask for a motion

via the executive board listserv and the board can discuss if we want to do a vote in the future. The committee is also working on getting the lost webinars re-recorded. One current webinars had to be pushed back due to one of the speakers being unavailable, but they have rescheduled and everything is on track.

- Digital Preservation Task Force: Ted Westervelt reported that he will let the board know when the task force is ready to submit their recommendations.
- Diversity: Eugenia Beh reported that Del Williams has asked if current committee members can stay on for a third year and most members have agreed. Kristen Wilson added that they may need to adjust the terms of the current members to stagger them so everyone does not rotate off at once. There has been a lot of interest in serving on this committee so there should be no problem filling open slots and there may be some opportunities to ask if some of these volunteer would be interested in the other new committees that are forming.
- Evaluation & Assessment: Karen Davidson asked for a $50 Amazon gift card for the evaluation and assessment committee to use as the prize in the drawing for completing the conference assessment. Jessica Ireland will request the gift card and have it available at the conference.
- Web-Based Infrastructure Implementation Task Force: Lisa Martincik reported that Paoshan Yue has divided the website transition work into four groups and is recruiting leaders for those groups. The groups are looking at the Wild Apricot documentation and making plans for the transition.

Adjourn (Dresselhaus)

The meeting was adjourned at 4:00 pm Eastern.

Minutes submitted by:
Beth Ashmore
Secretary, NASIG Executive Board

NASIG Board Conference Call
May 14, 2019

Executive Board:
Angela Dresselhaus, President
Kristen Wilson, Vice President/President-Elect
Steve Oberg, Past-President
Beth Ashmore, Secretary

Members at Large:
Karen Davidson
Maria Hatfield
Lisa Martincik
Marsha Seamans
Steve Shadle
Ted Westervelt

Ex-Officio:
Lori Duggan

Guests:
Betsy Appleton, Incoming Vice President
Keondra Bailey, Incoming Member at Large
Cris Ferguson, Incoming Treasurer
Michael Fernandez, Incoming Member at Large
Daniel O’Donnell, FORCE 11

Regrets:
Jessica Ireland, Treasurer
Eugenia Beh, Ex-Officio
Shannon Keller, Incoming Member at Large

Welcome (Dresselhaus)

The meeting was called to order at 3:00 pm Eastern.

FORCE 11 Partnership (O’Donnell)

Daniel O’Donnell, President of FORCE 11, presented to the board FORCE 11’s history, mission and structure. O’Donnell described NASIG and FORCE 11 as complimentary organizations looking to address similar problems with similar approaches but working with different communities. While NASIG came out of the serials community, FORCE 11 began in the researcher community. Both organizations are looking to support their respective communities with collaborative education and a forum for community engagement and knowledge mobilization through conferences, working groups, and best practices. FORCE 11 uses a three-pronged approach to this work with FORCE Con (the original beyond the PDF conference), working groups to take ideas and put them into practice, and the FORCE 11 Scholarly Communication Institute (FSCI). Outputs of these efforts include mobilization of education on Scholarly Communication Fair Data principles, Data Citation principles, and the Scholarly Commons. O'Donnell proposed that a partnership between FORCE 11 and NASIG would include using the FORCE 11 network combined with the expertise of NASIG members to mobilize knowledge through papers, classes, and working groups. The board agreed that there were opportunities for the two communities to work together, potentially through working groups and each organizations annual conferences.

Treasurer's Report & Conference Registration Update (Ireland)

Jessica Ireland reported via email (see tables below) a continued downward trend in our equity, although not as steep as last year, and continued gains in our investment portfolio. Also, Jessica has received gift cards for E&A (1 @ $50), Mentoring (4 @ $25), and Student Outreach (1 @ $25) which she will deliver to the committees at the conference, unless they are needed beforehand.

Atlanta 2018 Conference Financials	
Grand Hyatt Atlanta	
327 Attendees	
Expenses	
Hotel	$16,960.70
Hotel Food	$83,722.58
AV	$44,645.00
Speaker Fees & Travel	$4,932.76
Total Conference Expenses	$149,432.33
Conference Registration income	$106,593.00
Conference sponsor Income	$37,655.00
Café Press	$29.27
Total Conference Income	$144,277.27
Total Profit/Loss	-$5,155.06

Indianapolis 2017 Conference Financials	
Westin Indianapolis	
289 Attendees	
Expenses	
Hotel	$20,359.69
Hotel Food	$85,350.42
Opening Social Venue	$8,092.70
Opening Social Food	$18,753.00
AV	$43,333.70
Speaker Fees & Travel	$4,483.96
Total Conference Expenses	$180,373.47
Conference Registration income	$88,106.00
Conference sponsor Income	$28,710.00
Café Press	$60.52
Total Conference Income	$116,816.00
Total Profit/Loss	-$63,557.47

	May 2019	May 2018	May 2017	May 2016
Total Equity	$452,852.67	$473,737.68	$538,193.43	$555,964.07
Deposit Accounts	$167,787.16	$196,019.24	$275,033.73	$315,085.86
Checking	$151,195.66	$139,609.40	$98,082.05	$133,792.82
Savings	$16,591.50	$56,409.84	$176,951.68	$181,293.04
Investments	$285,065.51	$277,718.44	$263,159.70	$240,878.21
Percentage Change	-4.612%	-13.606%	-3.302%	

Date	Amount	% Change	
April 2012	$96,926.53		
April 2013	$104,866.36	8.19%	
April 2014	$116,719.00	11.30%	
April 2015	$240,918.48	106.41%	Deposit from Savings

April 2016	$240,878.21	-0.02%	
April 2017	$265,188.80	10.09%	
April 2018	$276,274.19	4.18%	
March 2019	$285,065.51	3.18%	

All of the preconferences have enough participants to go forward although overall registration is a little behind last year at this time. The board discussed trying to synchronize the registration opening and the preconference announcement so people can register for preconferences and the conference at the same time since some people book their travel when they register making it difficult for them to add a preconference. Possibly, some of these preconferences could be repeated next year since some people may have missed out.

Secretary's Report & Action Item Update (Ashmore)

Beth Ashmore asked board members to update their action items on the Trello board and provide their travel details on the Board Meeting sheet in the Google Drive.

PowerPoint for Opening Session (Dresselhaus)

The board discussed which sessions (opening session, members forum) highlight which information (award winners, highlights from the year). Angela Dresselhaus asked liaisons to contact committee to get highlights from the past year for their committee work that they would like to have included in the Members Forum PowerPoint.

ACTION ITEM: Ted Westervelt will ask the Awards & Recognition Committee to work on obtaining photos of award winners for the opening session.

ACTION ITEM: Kristen Wilson will send a reminder email to contribute highlights for the opening session and members forum PowerPoints.

Committee Updates (All)

- Awards & Recognition: Ted Westervelt needs the mailing address for the hotel so the awards can be mailed there in advance of the conference. One of this year's Mexican Student Award winners, Fatima Alejandra Morado Castillo from Universidad Autonoma de San Luis Potosi, has been denied a visa on her second attempt. She has been notified that she can use her award at Spokane next year when she will hopefully be allowed to attend. A 2017 Mexican student award winner, Eva Gabriela Leyva was profiled on the Obregon Tribuna site and she mentions her experience as 2017 NASIG Mexican Student Grant winner and going to NASIG in Indianapolis. Steve Oberg asked if last year's Marcia Tuttle award winner, Allen Scherlen, could be honored this year because he was unable to attend NASIG last year. Ted and Steve will follow-up on Allen and Steve Shadle will get the address for the awards to be mailed.
- Nominations & Elections: Steve Shadle reported that Nominations & Elections needs further clarification on the requirements for references for board candidates. Steve Shadle will send the question to the listserv for board members to discuss.
- Standards: Maria Hatfield reported that the Standards committee has questions about the potential partnership between the NASIG Standards Committee and UKSG's Standards group. They committee wants to know if there has been any movement on that partnership. Angela Dresselhaus and Andres Barker from UKSG will know best what is happening with partnership. Maria Hatfield also reported that committee chair for next year will be Fiona McNabb and Matthew Ragucci will be vice chair.

Kristen Wilson will send emails to liaisons, outgoing chairs, and incoming chairs to be sure to finish up projects as we get closer to the conference and the leadership transition begins. She will also include information on using the committee breakfast, if possible, to help with leadership transition and onboarding new committee members. Kristen will also be sending a poll to plan new chair orientation and invites anyone on the board to assist in revising the presentation for the committee chair orientation.

Adjourn (Wilson)

The meeting was adjourned at 3:54 pm Eastern.

Minutes submitted by:
Beth Ashmore
Secretary, NASIG Executive Board

NASIG Board Meeting
June 4, 2019
Omni William Penn Hotel, Pittsburgh, PA

Executive Board:
Angela Dresselhaus, President
Kristen Wilson, Vice President/President Elect
Beth Ashmore, Secretary
Jessica Ireland, Treasurer

Members At Large:
Karen Davidson
Maria Hatfield
Lisa Martincik
Marsha Seamans
Steve Shadle
Ted Westervelt

Ex-Officio:
Eugenia Beh
Lori Duggan

Guests:
Betsy Appleton, Incoming Vice President
Andrew Barker, UKSG Chair
Maria Collins, PPC Chair
Anna Creech, Conference Coordinator
Cris Ferguson, Incoming Treasurer-in-Training
Shannon Keller, Incoming MAL
Denise Novak, CPC Co-Chair
Wendy Roberston, PPC Vice-Chair
Pat Roncenvich, CPC Co-Chair

Regrets:
Keondra Bailey, Incoming MAL
Michael Fernandez, Incoming MAL
Steve Oberg, Past President

Welcome (Dresselhaus)

Angela Dresselhaus started the meeting at 9:01 with introductions from all the board members and guests. Andrew Barker shared greetings from UKSG and discussed the ongoing connections and partnerships between UKSG and NASIG and how he has enjoyed having monthly meetings with Angela to discuss ways we can further collaborate. UKSG is excited about the opportunity to work with NASIG to make our proceedings open access.

Treasurer's Report & Preliminary Conference Financials (Ireland)

Jessica Ireland said that the overall conference financials will change based on the information CPC just provided. With this new information it looks like we might break even on the conference. We currently have $117,000 in our Chase accounts to pay conference bills and we have already paid $50,000 to the hotel in March. We have $16,000 in savings and $289,000 in investments. Jessica also has gift cards for committees that need them as prizes so those committees can come and see Jessica at registration. The gift card for Evaluation and Assessment will be mailed to the winner once they are chosen at random by the committee.

Set the 2020 Conference Rate and Consider Opening Registration in July 2019 (All)

The board discussed the possibility of raising the conference rate for regular, student and paraprofessional conference attendees in 2020. Considering that we raised the conference rate for regular members this year and the financials are looking good we can probably use this rate for Spokane as well. The board also discussed that we would like to keep the student and paraprofessional rates low to support their attendance at the conference. Even though this represents subsidizing their attendance because the rate is lower than what we pay per person for food, the numbers of student and para-professional attendees are relatively low (9 students, 16 para-professionals this year) so it is not a huge subsidy and these individuals often do not have access to other sources of funding for conference attendance. We also have opportunities to increase conference revenue by getting pre-conference sessions settled as early as possible before registration opens as well as getting more sponsorships.

VOTE: Ted Westervelt moved to use 2019 conference rates for the 2020 conference. Lisa Martincik seconded. 10 votes in favor. 0 votes against. 0 abstentions.

The board discussed the possibility of opening registration earlier to get people interested in and committed to coming to NASIG earlier in the fiscal year. The board discussed what it would take to get registration opened earlier than the end of January when it opened this year.

- Pre-conference speakers would need to be arranged and marketed when registration opens because if someone is going to attend a pre-conference it involves adjustments to travel plans. The Program Planning Committee (PPC) would need to be on board to make this change to their schedule. We could support PPC in this work by being more intentional with our pre-conference planning by inviting speakers from past preconferences that were successful like MarcEdit with Terry Reese, or other speakers who we have identified that are talking about topics we want to cover, like leadership and middle management. PPC could also send out a separate earlier call for pre-conference speakers. If pre-conference topics come in through the regular call for sessions we could always add an additional pre-conference later if something really good came in.
- Vision session speakers should probably be arranged and marketed in order to create buzz when registration opens. PPC would need to be on board to make this change to their schedule.
- Opening registration early this year could be problematic since we are migrating to Wild Apricot and it might not be ready in time for a summer or early fall registration roll out.
- Rather than opening registration a lot earlier, potentially we could do some marketing with examples from previous conferences of the types of sessions you can expect to find, along with conference dates, location, and rates so people can plan and put in travel requests with their organization and then open conference registration in January with pre-conferences set.
- We would also need to ask the Conference Planning Committee (CPC) to get the conference theme and logo ready in July, but also not let the lack of theme and logo keep us from beginning to market the conference as early as we would like to.
- We could also announce at the Pittsburgh conference that rates will be the same for Spokane.
- We could begin marketing by announcing when the call for proposals will happen in July along with information about award deadlines. Then we could get the call for proposals out on October 1 so as not to get too close to the Charleston Conference in early November.
- Andrew Barker shared that UKSG does a call for papers in May and June for their conference in April. They also leave a few places open for things that may come up later, but they have 80% of their program set up 10 months in advance. September 1st could probably work for our call for proposals, but we wouldn’t want to go so early that people who are thinking about presenting and come to the website only to realize that the call for proposals has already passed.
- We need to ask PPC chairs about their current schedule and what they might have to change to get this going for those pre-conference and program deadlines as well as talk to CPC about prioritizing the information that needs to go on the conference website in order to get the website out early and lessen the pressure on CPC and Communications to have the website complete before they release it.

- Does the conference need to be in June? Some past conferences have been in May and the 2021 Madison conference will be in the beginning of May. We can see if that changes anything although it is hard to pinpoint why a particular conference did well or not because there can be so many factors to a conference's success.

ACTION ITEM: Beth Ashmore will put together a calendar of peer conferences for the board to review.

ACTION ITEM: Steve Shadle (CPC liaison) and Betsy Appleton (PPC liaison) will work with the committees to discuss these ideas for getting conference information set earlier in the year.

Sponsorship Update and Planning for 2020 Conference (Wilson)

Nicole Ameduri is our new Fundraising Coordinator. The board discussed when we want to release sponsor information on the conference website. Maria Hatfield suggested that the Vendor and Publisher Engagement Task Force (VPETF) begin their work by revising sponsor outreach materials and better defining the sponsorship opportunities and benefits.

The board discussed offering a wider variety of sponsorship opportunities including sponsoring AV, streaming, wifi, snacks, meals and the opening reception. Charleston has sponsors for individual sessions and snacks and uses announcements and signage to recognize those vendors for their support. The board also discussed what the best time to ask for sponsors would be. The VPETF will work on the sponsorship form and calendar to determine when it would be the best time to make requests including the information that sponsors can commit now but will not be invoiced for their sponsorship until closer to the conference. The VPETF will also provide a list of sponsorship opportunities and the benefits as well as looking at codifying how awards sponsorships should work.

ACTION ITEM: Maria Hatfield and the VPETF will work on defining sponsorship opportunities and benefits and revising sponsorship messaging and timing.

Fundraising for OA Proceedings (Dresselhaus)

Moving to publishing with UKSG Insights, we will pay per article for our proceedings so one way we can reduce costs is by covering fewer sessions in the proceedings. Pre-conferences have always been difficult to include in the proceedings because they are usually more practical and hands-on in nature and it often involves asking an attendee to act as recorder. The board agreed that preconferences could probably be left out of the proceedings and that we should collect some information on what kinds of articles are most popular in our proceedings to help make decisions on the future.

ACTION ITEM: Beth Ashmore will collect stats on past proceedings articles to see what is popular.

The board discussed allowing some concurrent session speakers the opportunity to opt-out of the proceedings. Some speakers just want to present a topic without having to write a paper and others want to publish their findings in a peer-reviewed article and may be reluctant to report on them in proceedings first. There are also concerns that our normal 40-paper proceedings is too many for Insights to manage. We could negotiate with Insights the number of papers that would be ideal. Another reason that we published so many papers in the past is because the proceedings generated revenue and we had a page count we needed to meet, but going open access takes both of these factors out of our decision. We could focus on disseminating session information through multiple avenues (slide sharing services, YouTube and streaming videos) and publish the proceedings as NASIG highlights with select articles including vision sessions. We could use a variety of approaches to identify the presentations that should appear in proceedings including presenters opting-in, NASIG proceedings editors inviting presenters to write papers with or without recorders, and UKSG Insights editors helping to identify presentations that they think would be good to cover. UKSG sends Insight editors to the UKSG conference and then they identify the content they would like to publish and ask people to write an article on that topic and it doesn't have to stick to that presentation. In the future, we will need to ask Andrew Barker if the articles we submit to Insights will go through peer-review.

ACTION ITEM: Michael Fernandez will ask the Communications Committee to share the current processes/venues for sharing presenter slides and ask them to provide guidance on the long-term plans for preserving these slide shows and whether or not we might be able to include a platform like the Open Science Framework (OSF) as a long-term solution for providing access.

The Open Initiatives Committee will be helping with fundraising for open access. Some of the current and future fundraising efforts are:

- A $25 increase to the regular membership dues that will be voted on in the members forum with new funds earmarked to help fund OA proceedings.
- The NASIG website now has a donate to the open access fund button as well as an opportunity to donate to open access efforts when you renew your membership.
- NASIG has an Amazon Smile account so members can go through the NASIG portal to shop at Amazon and NASIG will receive a percentage of the purchase as a donation.
- Facebook fundraising is also still a possibility, but it is made more difficult because birthday fundraiser's are run through Facebook Pages and NASIG currently only has a Facebook group so we would need to create a Facebook Page for NASIG in order to let members donate to NASIG via Facebook.
- The board has also been looking at operational costs:
    - The board passed a motion to move SERIALST to the SimpleLists platform. Beth still needs assistance with converting the SERIALST archives to the MBOX format. Beth will send Shannon Keller and Marsha Seamans the information she currently has as both know someone that might be able to help with the PERL script that is needed to convert the archives.

ACTION ITEM: Beth Ashmore will send Shannon Keller and Marsha Seamans the information she has about the PERL script to convert the archives and they will see if their colleagues can help diagnose the problem and fix it.

ACTION ITEM: Beth Ashmore will work with Michael Fernandez as liaison to Communications to move the listserv to SimpleLists.

- Continuing Education is looking to move from WebEx to Zoom webinars.
- The board will review how we handle the fall board meeting to reduce the costs associated. This could include doing the fall board meeting via Zoom or meeting at a central location where we can get free meeting space rather than meeting at the conference hotel. This would also include ensuring that a small spring meeting would occur for CPC, PPC, Conference Coordinator and possibly a few board members to visit the conference location in the spring before the conference to nail down arrangements.
- The Vendor and Publisher Engagement Task Force will look at the suggested new sponsorship opportunities for open access.
- A new International membership category that would allow librarians outside of North America to join NASIG for $25 and receive member rates for online NASIG events. UKSG could help us to market this and it would also provide opportunities for potential NASIG members in the global south to have more access to NASIG content and the proceeds would be earmarked for open access which would benefit the international community as well. We would potentially want to discuss with the membership why international members would pay a lower rate and would want to restrict the member rate to only online events. This

opportunity could be publicized through IFLA. Shannon Keller, Michael Fernandez and Ted Westervelt will all be at IFLA in Athens this year so they could help spread the word.

Wild Apricot Implementation (Martincik)

Web-based Infrastructure Implementation Task Force has begun the transition of the NASIG website infrastructure to Wild Apricot. The task force chair Paoshan Yue is stepping down and has suggested the workgroups report directly to the board. The board discussed that they would like there to be a project manager to coordinate the workgroups and report to the board liaison. Lisa Martincik will speak to the working group members that have been identified as potential project managers.

The web management workgroup asked the board how to proceed with the migration of web content including what content might not need to be migrated as well as what kind of redesign the board would like to see. The board discussed some specific changes they would like to see that Lisa will take back to the group and asked the workgroup to focus on information about mission, vision, bylaws and current and future NASIG events first and leave historical documentation for later. The board suggested a deadline of January for the basic website to be functional with a focus on getting information for the NASIG 2020 conference on the new site so registration can be run through the new platform.

Strategic Plan Assessment & Record Keeping (All)

Eugenia Beh provided information on how the marketing and social media efforts have contributed to NASIG's marketing efforts per strategic direction #1. The board discussed how effective Eugenia's efforts have been and how adding Chris Bulock as the Marketing and Social Media Coordinator-in-Training will continue the overall positive trend. The board discussed how the NASIG media profiles are designed to both communicate with members, but also to share information among the NASIG community and those with similar interests. We have done a lot better at communicating with NASIG members and have room to grow when it comes to sharing interesting articles and information with our larger intellectual community. This will involve trying to identify both thought leaders and content that we think members and the larger community will be interested in.

Angela asked Eugenia if she thought we accomplished most of the elements that we wanted to from the marketing plan that Non Profit Help provided. Eugenia thinks we went as far as we could with their recommendations and we can sunset that marketing plan. The board discussed new directions for marketing including looking at outside marketing firms that work with libraries and having at least two people on the marketing and social media coordination at any time. The board also discussed continuing to support relevant regional conferences through sponsorship and being open to, if not actively pursuing, partnerships with peer conferences including Code4Lib and FORCE11.

ACTION ITEM: Beth Ashmore will add FORCE11 partnership discussion for the next board conference call.

Committee Updates (ALL)

- Awards & Recognition: Ted Westervelt reported that committee would like to update language for award winners to the 2020 annual conference to a specific dollar amount. Currently, the language speaks to flights, hotels, and meals, which is difficult to manage financially. This update would allow for more transparency for the awardees. The change would also allow for the committee and board to be more upfront about the total number of awards available for 2020. The board agreed and said that this was supposed to have changed after the Indianapolis conference, but all of the information did not get updated. The board discussed being more clear about sponsorship levels for awards and separating award sponsorship opportunities from other sponsorship opportunities since they currently can be bundled. The board should communicate to Awards and Recognition each fall how many awards they can give based on NASIG financials and sponsorships with a minimum number of awards being one of each award. Awards and Recognition, the treasurer, and VPETF should also coordinate any changes to award sponsorship opportunities.

ACTION ITEM: Beth Ashmore will find the language to be used for awards from the Indianapolis board meeting minutes and pass along to Awards and Recognition and Communications to update the website and any internal documents and forms.

ACTION ITEM: Beth Ashmore will move the Conference Planning Committee's question about volunteer benefits to the next board conference call.

- Digital Preservation Task Force: Shannon Keller and Ted Westervelt reported that they are looking at recruiting new members for the standing committee and looking for ways to support the keeper's registry, now that EDINA has lost funding from JISC. The newly-formed standing committee will be tasked with creating a template or model preservation policy in conjunction with vendor input and collaborating with other preservation agencies and organizations interested in preservation, particularly with the void caused by the Digital Preservation Network disbanding. The ISSN Centre has a proposal to keep the Keepers Registry alive, but they are waiting on an official request from EDINA because EDINA will need to keep it going until December when ISSN Centre could take it over. The board discussed the possibility of collaborating with UKSG in this space and potentially recruiting committee members from some of the disbanded programs. The committee is also working with Continuing Education and Program Planning to plan webinars and preconferences on digital preservation topics.
- Diversity: Eugenia passed along a question about getting supplies for the Town Hall vision session. Angela said that she would coordinate with the committee to make sure they had what they needed for the session.
- Nominations & Elections: Steve Shadle reported that the committee would like to know if the relationship of the NASIG-related references needed to be so specific for nominees. The Board agreed that we could open it up to NASIG members that the nominee has worked with on a NASIG committee with a preference for a committee chair or board member that the nominee has worked with.
- Standards: Maria Hatfield reported that the committee wanted to know if there was anything that they needed to be doing with the standards group from UKSG. Angela reported that there is nothing to be done at this time as UKSG is still working on making changes to their standards group.
- Student Outreach & Mentoring: Marsha Seamans reported that the committee wanted to know if the board had any way of determining which NASIG members teach in Library Schools in order to target those members to assist in outreach to the library schools and improving the ambassador program. We don't currently collect that data as a number of our members may be primarily working in a library as well as working as an adjunct professor in a library school. The board suggested the committee work with membership services to identify library school faculty who are members or could be members that might help promote NASIG with their students.
- Web-based Infrastructure Implementation Task Force: Lisa Martincik reported that the task force inquired about receiving paid help to migrate the website as well as going forward to help maintain and develop the new site. The board discussed that interns or an independent contractor would be worth investigating to support this work.

Adjourn

Ted Westervelt moved to adjourn the meeting. Karen Davidson seconded. 10 votes in favor, 0 votes against, 0 abstentions. Meeting adjourned at 4:56.

Minutes submitted by:
Beth Ashmore
Secretary, NASIG Executive Board

Committee reports

Conference Planning Committee Annual Report

Submitted by: Denise Novak and Pat Roncevich

Members

Denise Novak, co-chair (Carnegie Mellon University)
Pat Roncevich, co-chair (University of Pittsburgh)
Barbara Albee, member (EBSCO)
Stacy Baggett, member (Shenandoah University)
Lisa Barricella, member (East Carolina University)
Donna Bennett, member (Georgia College)
Eleanor Cook, member (East Carolina University)
Beverly Geckle, member (Middle Tennessee State University)
Richard Guajardo, member (University of Houston)
Trina Holloway, member (Georgia State University)
Martha Hood, member (University of Houston at Clear Lake)
Mary Ann Jones , member (Mississippi State University)
Shannon Keller, member (New York Public Library)
Anu Moorthy, member (Life University)
Sarah Perlmutter, member (EBSCO)
Janet Pingitore, member (EBSCO)
Chris Todd, member (University of Pittsburgh)
Joyce Tenney, ex-officio (retired)
Anna Creech, ex-officio (University of Richmond)
Tom Osina, ex-officio (Non-Profit Help)
Steve Shadle, board liaison (University of Washington)

Continuing Activities

Budget
Working with the hotel staff to ensure that the conference runs smoothly

Completed Activities

Web site completed
Local Events and other information for Conference Website completed
Food for all events completed
Entertainment confirmed
Opening Speaker MOA signed and preview of presentation completed
AV contract finalized
Committee meet regularly via conference call
Vendor showcase organized and all issues resolved
Dine arounds organized and leaders assigned for 9 restaurants for Thursday June 6
Conference will make a profit
Volunteer coordinator ensured adequate staffing for all registration desk hours

Recommendations to Board

AV costs/ WIFI will continue to rise, either budget needs to be increased or the CPC will need guidance as to what can be eliminated.

Revise the policy permitting volunteers to attend pre-conference events if there are empty seats if the pp/cost for food drink for the session are minimal.

Submitted on: June 3, 2019

Program Planning Committee Annual Report

Submitted by: Maria Collins

Members

Maria Collins, chair (North Carolina State University)
Wendy Robertson, vice chair (University of Iowa)
Marsha Aucoin (EBSCO)
David Burke (Villanova University)
Chris Burris (Wake Forest University)
Mandy Hurt (Duke University)
Gail Julian (Clemson University)
Steve Kelley (Wake Forest University)

Samantha Mairson (Syracuse University)
Nicole Ameduri (Springer Nature)
Katherine Mason (Eastern Michigan University)
Maria Stanton (American Theological Library Association)

Ex Officio:
Eugenia Beh (MIT), Marketing & Social Media Coordinator
Tom Osina (Non-Profit Help)
Board Liaison:
Kristen Wilson (Index Data)

Completed Activities

2019 Conference Program Slate

The principal business for the Program Planning Committee in 2018/2019 was to oversee the execution of the program for the 2019 conference in Pittsburgh, Pennsylvania.

1. Vision Speakers

Two vision speakers were selected by PPC and approved by the board. DeEtta Jones, who presented her talk: Courageous Leadership: Walking your Talk from Wherever You Are and Philip Schreur who presented his talk: Bridging the Worlds of MARC and Linked Data: Transition, Transformation, Accountability. Both Vision Sessions were livestreamed via Zoom and recordings have been made available on the NASIG YouTube channel. The second vision session slot was filled by a town hall discussion: What should diversity and inclusion in NASIG look like? led by NASIG's Diversity, Equity and Inclusion committee members.

2. Preconferences

PPC identified topics for 5 preconferences and identified presenters. The preconferences that were conducted consisted of one full day preconference and four half day preconferences. These preconferences were:

- Text Mining - Speaker: Dr. Sarah Sutton - full day
- Library Leadership Your Way - Speaker: Dr. Jason Martin - half day
- BIBFRAME Basics: A Crash Course - Speaker: Dennis Christman - half day
- Contract Construction: Creating an Effective Licensing Toolkit in an Academic Library Setting - Speakers: Stephanie Hess and Megan Kilb - half day
- The Future of Scholarly Communication - Speaker: Lisa Hinchliffe - half day

All of the preconferences were well attended.

3. General Conference Program

PPC held one call for presentation proposals, received a total of 39 proposals. Where there were two proposals with similar topics, presenters were asked to combine their talks into a single concurrent session. There were 30 programs slated (6 sets with 5 concurrent sessions each). Where appropriate, presenters were asked if they would be willing to present in other types of conference sessions like the Snapshot Sessions or during the First Timers Reception program.
Once again, PPC used ProposalSpace to collect and manage the proposals for the main program and Sched to create the online program schedule. The committee recommends they continued use of these products for PPC.

4. Great Ideas Showcase/Snapshot Sessions
The Great Ideas Showcase (i.e. poster sessions) and Snapshot Sessions were repeated this year and both the sessions were well-attended. Proposals were submitted using SurveyMonkey.

5. Student Spotlight Sessions

SOC issued the call for proposals. Proposals were collected using SurveyMonkey. The proposals were reviewed by SOC and SOC made their selection. Three students were scheduled to present, but one student presenter was unable to attend the conference so only two students presented. Attendance was good and we recommend that this session be continued.

6. Vendor Lightning Talks

NASIG organizational members, Tier 1, and Tier 2 sponsors were invited to participate in Vendor Lightning Talks once again. 10 vendors participated and attendance was strong. We recommend that the sessions be continued.

7. Informal Discussion Groups

PPC used SurveyMonkey to solicit discussion topics and leaders. Five groups were identified. All of the sessions were well attended and we recommend this type of programing to continue in the future.

8. Resources for Speakers and Presenters

A list of resources for speakers, including tips on creating presentations and public speaking, was made available to all presenters. The page originally created for the 2017 conference was adjusted for this year’s conference.

Submitted on: September 5, 2019

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Send inquiries concerning the NASIG organization and membership to:

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