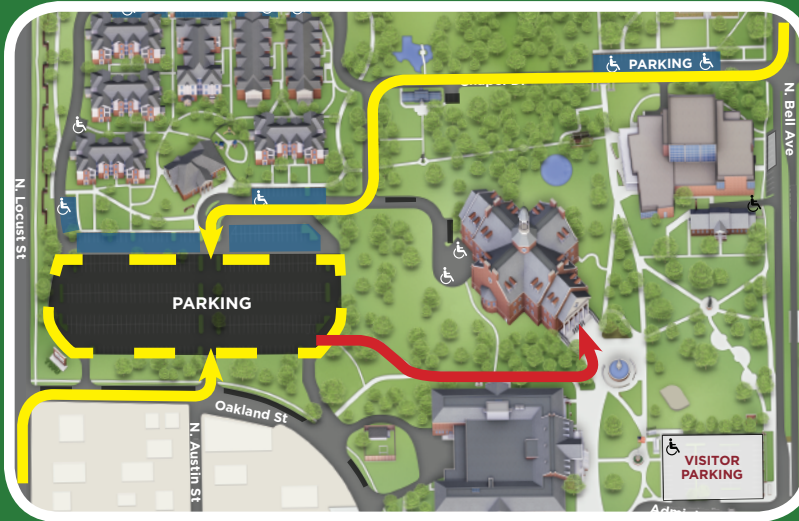


2018



Welcome to the
2018 CTLC
Conference!

Campus Map

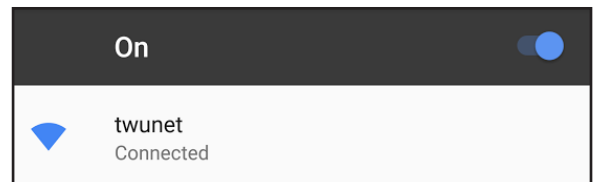


DETOUR AHEAD

The driving routes in **Yellow** will take you to the library parking lot and the walking path in **Red** will guide you to our front door!

Free Wifi Info

TWU Offers Free WiFi access for all visitors to our campus. To connect to this wifi please use the “**twunet**” access point.



Session Map

For your convenience, all sessions are located on the first floor



Welcome!

Texas Woman's University Libraries is proud to host the 6th Annual Conference of the Cross Timbers Library Collaborative. We welcome you to our beautiful Denton campus and the Blagg-Huey Library. Every effort has been made to ensure your comfort and convenience during the conference. Please contact me or any of the library staff if you have a question or concern of any kind. We are here to help. Thank you for continuing to support the CTLC with your attendance at the annual conferences and the affinity group meetings. Again welcome and enjoy the day!

Suzanne Sears

Suzanne Sears
Dean of TWU Libraries



Schedule

Session & Time	More info	
Registration and Breakfast	8:00 AM-9:00 AM	Pg. 4
Welcome/Keynote	9:00 AM-9:50 AM	Pg. 4
Sessions 1A-1C	10:00 AM-10:50 AM	Pg. 5
Sessions 2A-2C	11:00 AM-11:50 AM	Pg. 6
Lunch & Learn/Posters	12 Noon - 1:00 PM	Pg 8
Affinity Groups	12 Noon - 1:00 PM	
Sessions 3A-3C	1:00 PM- 1:50 PM	Pg. 10
Sessions 4A-4C	2:00 PM- 2:50 PM	Pg. 12
Sessions 5A-5C	3:00 PM- 3:50 PM	Pg. 14
Sessions 6A-6B	4:00 PM- 4:50 PM	Pg. 16
Conference Wrap-up(Rm A)	4:50 PM - 5:00 PM	

On the Road

Registration/Check-In and Poster Setup

8:00 AM-9:00 AM

First stop by our conference reception area to pick up everything you need and get any important updates for the conference. Once you're registered you can set up any posters for poster sessions you might have. Then fuel up for a whole day of information and engagement in the Living Room with a free continental breakfast.

Welcome and Keynote: Expanding the realm of the possible through collaboration

9:00 AM-9:50 AM



Welcome by Suzanne Sears, Dean of Libraries, Texas Woman's University

Keynote Introduction by Kris Helge, Assistant Dean of Libraries, Texas Woman's University

Kristi Park, our keynote speaker, is the Executive Director of Texas Digital Library. For nearly a decade, Kristi Park has been leading scholarly communications, digital preservation, and open access initiatives at the state and national levels. As marketing and programming coordinator and currently executive director of the Texas Digital Library (TDL),

Kristi oversees a portfolio of services that improve efficiency and cost-effectiveness for institutions in Texas to collaborate around sharing and preserving scholarship and research data. Kristi has been instrumental in organizing, empowering, and championing TDL's membership to create open source tools for the management of electronic theses and dissertations while also contributing to other open source platforms, like DuraSpace's DSpace and DuraCloud and Harvard's Dataverse, to enable dozens of institutions to provide long-term open access to their content.

Beyond Texas, Kristi works to expand the capacity of community-based open initiatives. She serves on DuraSpace's DSpace Steering Committee and has worked closely with the Digital Preservation Network and others to make sure affordable, distributed, digital preservation storage solutions are available to the academic library community in Texas. She was also one of the co-authors to the Digital Preservation Declaration of Shared Values draft document, signaling her commitment to collaborative solutions for digital preservation. Kristi celebrates collaboration across organizations to make all academic libraries better stewards of the cultural heritage and scholarly record.

Keynote: Equitable access to information and a commitment to the public good are core values of librarianship. But in an era of resource scarcity for public institutions, how are libraries succeeding in maintaining these essential commitments? Drawing on more than a decade of experience in collaborative library work, this talk will explore and celebrate the power of collective community-based efforts to transform libraries in the digital age. Successful community collaborations – including the Texas Digital Library's consortial research data repository and the implementation of multi-institutional networks for preservation of digital collections – continue to expand the realm of the possible beyond individual institutional efforts and amplify those efforts to make invaluable digital collections more accessible, usable, and secure.

Session 1

10:00 AM - 10:50 AM: Session 1, Concurrent Panels

Panel 1A (Living Room)

- **21st Century Skill Building with Teen Interns**

Bob Loftin & Rachel Hadidi, Plano Public Library - Digital creativity is a growing 21st century skill and Plano Public Library's (PPL) two Digital Creation Spaces (DCS) have accessible equipment and classes available. PPL leveraged our teen volunteer program to create a "DCS Teen Intern" program to increase engagement with our teen population and increase usage of the space. In 2016, in order to promote the DCS and better serve our teen patrons, we created a group of teen interns, whose mission is to promote the use of the lab. Learn about issues related to creation and continuation of this intern group, including intern selection, training, retention, mentoring, and project creation and selection..

- **But I'm Boorrreeed Decoding the Tween brain The Tween Scene at your Library**

Resa Mai, Clearview Library District - Remember being a tween? That curiosity, excitement, and often fearful awkwardness, about growing up? In this session we'll explore the middle school years with a look at tween brain development, and hear from some tweens themselves, via recorded interviews, about preadolescent awkwardness. We will combine the findings with successful programming plans proven to reach, engage and serve tweens. The highly interactive discussion will include volunteer opportunities, programming and readers advisory ideas, with plenty of time to exchange your ideas, experiences, and challenges for serving tweens..

Panel 1B (Rm 101)

- **Transforming Liaison Services: Deconstructing and Reconstructing Liaison Librarianship at UNT Libraries**

Julie Leuzinger & Coby Condrey, University of North Texas Libraries - Liaison services are critical to the success of the UNT Libraries. New models of service have emerged that offer exciting opportunities to improve librarian skills sets, clarify expectations of subject expert librarians, standardize assessment of liaisons, identify a variety of strategies for providing liaison services, and share knowledge among peers in liaison programs both internal and external to the institution. This 50-minute session will explore the environment that prompted the UNT liaison workgroup co-chairs to re-think liaison services, the ideas that are driving change in academic library liaison programs, the ways the liaison workgroup co-chairs went about involving key people in crafting a new philosophy of liaison librarianship, the progress to date, and future implementation plans. A 10-minute Q&A segment will follow the main presentation.

Panel 1C (Rm 103)

- **Using PaperCut to Improve Print Services at a College Library**

Cheryl Lawson, Richland College Library - Finding a solution for handling print services is a common quest in libraries today. Libraries need the ability to print from anywhere, coupled by the ability for patrons to release and pay for their print jobs using cash or credit cards. In 2017, the Dallas Community College District, which includes Richland College Library, selected PaperCut to manage its print services for patrons. Enhancing cash and credit card transactions played a major role in the implementation of Papercut. However, stress-testing at multiple release points and copiers was also important, too. Both the expected and unexpected benefits of Papercut's web-based online system are to be discussed with outcomes for its future.

- **Increasing Departmental Efficiency with Google Drive**

Chance Maggard, Texas Woman's University Libraries - From the initial application submission to the exit interview, this presentation explores various ways that Google Drive can potentially change the way that your department hires, manages, and communicates with your student assistants.

Session 2

11:00 AM - 11:50 AM: Session 2, Concurrent Panels

Panel 2A (Living Room)

- **Preparing for the Main Event: Creating a Culture of Customer Service**

Shedrick Pittman-Hassett, North Central Texas College - Customer Service is more than just being nice. It is a teachable skill as important, if not more, than technical skills in our service-oriented industry. In 2017, NCTC Libraries--Gainesville Campus participated in a 6-month long customer service-building project employing many of the concepts detailed in "The Customer Service Revolution" by John DiJulius. This project laid the foundations for creating a "culture of service" within the front-line staff. This staff-driven process produced a vision statement, a promise to our customers, customer service standards, and a customer service training manual for new hires and old hands. Walk through the process and be inspired to create your own culture of service within your library!

- **Batteries Not Included? Enhancing Customer Service**

Troy A Christenson, University of Texas at Arlington - Every person is special but many times we simply answer the question or take action to solve the problem. Frequently there is more we can do with the people we touch that makes them want to come back to you or your organization. The objective of this presentation is to provide some suggestions on how you can provide that special touch to your daily job and make people feel special by taking customer service to the next level.

Panel 2B (Rm 101)

- **Reference is Dead: Piloting A Peer Research Assistant Program**

Andrew Smith, Austin College - The classic reference interaction with patrons is all but a thing of the past. At our institution, the reference desk itself disappeared altogether five years ago, with reference shifting to an on-call model. This ghosting of the reference desk and its affiliated service was ushered in by a sudden influx of new furniture and technology brought in to "dress up" the library's drab first floor, but was likewise buoyed by dwindling reference statistics and overburdened staff. Due to various factors (librarians' lack of visibility, perceived indifference from students and faculty, the so-called "information literate" millennial generation), reference statistics sunk to an all-time low over the subsequent years. Thus, we decided two things: 1) bring back the reference desk, and 2) staff it (primarily) with student workers. Hearing of similar services being introduced at fellow Oberlin Group college libraries and beyond, we moved forward with piloting a program where we hired and trained a small staff of work-study eligible student workers to serve as the first point of contact in the reference interaction while staffing the reference desk. The rationale for this, in part, was data supporting the notion of "librarian fear" or "library anxiety," coinciding with our belief that students are more likely to seek help or advice from other students—their peers—than they are from a librarian. This session will articulate our experience introducing this service – from the impact on our statistics, to the best practices, pitfalls, and lessons learned that we incorporated for the coming academic year.

**ROADSIDE
ATTRACTION**

**TWU
Write
Site**

Second Floor

- **Students Teaching Students: The Benefits of Student Interns in Library Instruction**

Meagan Elise May & Alec Head, Texas Woman's University - For the past five years, TWU Libraries have provided workshops in support of the First-Year Experience UNIV 1231 course. Library instruction for these workshops was comprised of two-part, in-person sessions, and by the 2016-2017 school year, nine librarians and one library assistant were leading over 100 workshops for the 50 plus sections of UNIV 1231. With the growing amount of workshops placing a strain on the schedules of librarians, Abigail Morris, the Manager of Instruction and Services, began to explore how the use of interns, along with different models of instruction, might assist the program.

In the fall 2017 semester, three graduate students were hired from TWU's SLIS program for fifteen weeks to assist with the UNIV 1231 library workshops. With the additional implementation of a flipped model of instruction, and the student interns quickly adapting to leading sessions in addition to assisting with them, the workshops received overall positive feedback both from the students attending the workshop and from their UNIV 1231 instructors. Additionally, the number of librarians required for instruction was able to be reduced to just three librarians, one library assistant, and the three student interns.

This presentation provides a closer look at the execution of the fall 2017 workshop sessions from the perspective of two of the interns. Through an examination of our successes and challenges along with the assessment results of the workshops, the benefits of utilizing student interns for library instruction, as well as participating as a student in the opportunities, will be fully explored.

Panel 2C (Rm 103)

- **What's Up, Doc? Free U.S. Government Health and Medical Resources**

Marna Morland, University of Texas at Dallas & Paige Shank, J. Eric Jonsson Central Library, Dallas Public Library - Paige Shank and Marna Morland, members of the Cross Timbers Government Information Affinity Group, demonstrate free U.S. Government databases and websites on the topics of health and medicine. From statistics to images, come and see the variety of resources available!

- **Pronunciator: A Powerful Tool for Language Learning**

Lisa Katzenstein, Richland College - Pronunciator is a phenomenal tool for learning any language. I will be focusing in on how a foreign language student can learn Spanish, one of 87 languages taught on Pronunciator. For this presentation English will be the interface language and Spanish will be the target language. Pronunciator offers a main Spanish course with five different levels of difficulty, and Learning Guides, which are 8 week long highly structured courses of different language levels for 5 days a week, 1-2 sessions per day. Live 30 minute free conversation classes are offered on weekdays, but one must be the first of 5 people to sign up 5 minutes before the class begins online. The main Spanish course offers drills with phonetic spellings of each word, along with the opportunity to record oneself and be graded by Pronunciator for accuracy in pronunciation. The drills also give the student practice in vocabulary, listening comprehension, reading, and writing. The student then can go to the quiz section and be tested on all of these language skills. Movies, poetry and popular music are offered as well. Teachers can also customize Pronunciator for their students. Participants should bring their laptops or tablets. Headsets are helpful, but not mandatory. One month access to Pronunciator will be provided.

Lunch & Learn

12:00 NOON - 1:00 PM Lunch

Attendees will be provided with a lunch and offered the opportunity to network on their own or with an affinity or interest group. You can pick up your chosen lunch in the living room.

12:00 Noon - 12:45pm Lunch and Learn

Room B (Rm 101)

- **Open Educational Resources: Overview and Lessons Learned at Rice University**

Speaker: Nicole Finkbeiner, Director, Institutional Relations, OpenStax at Rice University

Join us for a lunch and learn session as Nicole Finkbeiner from OpenStax at Rice University provides an overview of open educational resources and lessons learned along the journey. This program will be applicable to all schools looking to create and use open educational resources.

12:30 PM - 12:50 PM: Poster Session

Posters (Rotunda)

- **Becoming a One Service Point**

Muntz Library had endeavored to become a one service station for a number of years. This is an idea that the Executive Director had desired for some time. When the opportunity arose, the idea began to take shape. The Library took advantage of it, and began the One Service Point initiative. This poster represents the start, the transition, and the final product.

- **Library Instruction Impact on Undergraduate Student Success: A Four-Year Study**

This presentation tracks library instruction impact on undergraduate English students by using anonymized student information, including grades and semester GPAs, to find a correlation between library instruction classes and student success. This was a four year study of English Writing II students who participated in library instruction classes. All of these students card swiped at the beginning of their instruction classes giving us the student information we needed to analyze their semester GPAs. We compared the student's GPAs who attend a library instruction class to other students who did not attend a library instruction class. After gathering and analyzing the information we found a positive correlation with library instruction and student success.

ROADSIDE
ATTRACTION

Silent
Study
Area

GARDEN LEVEL

• Making a Case for Makerspaces

Libraries strive to create and foster a collaborative learning environment for various types of learners. To fulfill this mission, libraries need to include a space that engages users and gives them opportunities to use technologies that they would not normally have access to. This need is further emphasized by the advancements in technology in local and international communities, universities, and workplaces. A solution to this growing problem is the implementation of a makerspace.

A makerspace is not set to one single definition but in the simplest terms, it is a space where people have the opportunity to explore, invent, and learn. There are several skills that can be introduced and honed through a makerspace, including but not limited to: the collaboration and fostering of unique ideas and relationships, to become well acquainted with the intricacies of concept and design, to utilize critical thinking skills and ingenuity to solve problems, and to recognize what it takes for a concept to go from a draft to a finished product, all while catering to different learning styles and needs while bridging the STEM and humanities fields.

Most importantly, this will allow library patrons to change from consumers to creators while utilizing both the physical and virtual world. This alone will provide them with a skill set that is highly sought by those in the professional and academic world(s), ensuring that they will be an asset to our local communities and beyond.

• Benefits of weeding your collection

Weeding a library's collection is often over looked and a project that is frequently placed on the "back burner". Let's revisit the benefits of keeping a collection properly weeded and maintaining an efficient group of materials

1. *Removing worn books and/or initiate repairs*
2. *Decrease holding costs generated by dormant materials*
3. *Maintain and display current updated collections*
4. *Increase floor plan availability for other uses*
5. *Decrease item records in OPAC.*

• Locating the Intersections of Scholarly Communication & Information Literacy

This poster outlines recent efforts at the UNT Libraries to identify and cultivate some of the intersections between scholarly communication and information literacy. Seeing both competencies as vital to the university as an educational and research community, and as opportunities for outreach, education, and resource development, we wanted to find productive ways of bringing them into conversation. The fact that these areas of expertise are often divided between different units within the Libraries (the Scholarly Communication Office and Library Learning Services, among others) presented an initial challenge. But beginning with a Fall 2017 ACRL-sponsored workshop that prompted us to think about our definitions of these terms and how they might overlap with one another, we then sought to develop specific "learning experiences" to help librarians, faculty, and students develop their understanding and skills in both areas. Our first effort—a series of presentations on the ACRL Framework for Information Literacy—was aimed primarily at subject librarians who were encouraged to develop their own strategies for employing the Framework in their instruction and collaborations with faculty. The second phase of the project—a series of online articles developed for our Center for Learning Enhancement, Assessment, and Redesign's Teaching Commons website—was designed to provide practical tips and resources for faculty instructors. A third phase, still in development, will look for ways to introduce students more directly to the concepts, skills, and practices needed to become information literate and to participate more actively in the scholarly communication process.

Session 3

1:00 PM - 1:50 PM: Session 3, Concurrent Panels

Panel 3A (Living Room)

- **Making HerStory OurStory-Building a Wikipedia program from the ground up**

Samantha Dodd, University of Texas at Arlington - In an effort to provide increased access to Special Collections and open access library materials, staff at UT Arlington libraries designed a program to utilize Wikipedia's reach and resources. The program began with outreach to faculty during Open Access week in fall 2017. A former Wikimedian-in-residence walked attendees through reflections on his 11 Years as a Wikipedian. Following his presentation, a panel of faculty from across the metroplex discussed using Wikipedia based assignments in the classroom, and how these projects affected student learning. Library staff participated in a compacted version of the Wikipedia + Libraries Better Together program to understand the complexities and logistics of editing the world's encyclopedia. The Wikipedia program culminated in the first edit-a-thon on campus during Women's History Month in 2018. Partnering with the Women's and Gender studies department, HerStory offered students, staff and guest the opportunity to contribute content to overlooked and marginalized groups on Wikipedia. With over 61 editors contributing to HerStory, the edit-a-thon shattered expectations. As the number of editors is growing on campus, the number of citations to library resources added on Wikipedia is increasing. Wikipedia offers libraries a way to serve 21st-century information needs. It is how we can improve access to knowledge, teach digital literacy, and a way to empower our communities.

**ROADSIDE
ATTRACTION**

**Texas
Woman's
Hall of Fame
SECOND FLOOR**

- **Faked-Out by Fake News: Library Instruction in a New Media Landscape**

Abby Morris, Texas Woman's University Libraries - Are you being bombarded with fake-news stories in your social media feeds or in conversations with friends, family, or co-workers? Our students and patrons are facing the same issues and often don't have the skills to identify fake news and find reliable news sources. TWU librarian, Abby Morris, will present on a fake news media literacy program she began over the past year. She will discuss workshops she has offered to TWU students, social studies teachers, and even Girl Scouts. Attendees will learn to adapt traditional library media literacy instruction to our new media landscape for a variety of audiences.

Panel 3B (Rm 101)

- **Things I Didn't Learn in Library School: An Online Experience**

Kayleen Cox, University of North Texas Health Science Center - Online learning opens educational opportunities for working adults and this presentation aims to open a discussion for ways to improve curriculum and opportunities for students. Online library programs provide an alternative for adult learners when on-campus coursework is not a viable option. However, the digital nature of the degree has its drawbacks, especially for those students with little or no library work experience. This presentation discusses some of these challenges while comparing the online learning experience with a traditional face-to-face program. These difficulties include perceived job preparedness and connection with faculty, classmates, and the university.

- **Little Egypt, Dallas: Lifelong Learning through Liaison Work**

Rae DeShong, Richland College, DCCCD - As a reference librarian with an interest in family history, I was asked by two professors teaching a history and anthropology block to help track down the life story of an 1860's freedman community's founders.

These professors have been working on the Little Egypt Project since fall 2015 and continue to do so. Egypt, the Fields Community, and the Rodgers Community are documented for students in a sheaf of papers that lack citation, but these post-Civil War black communities were just southeast of Richland College.

Working on this project has not only given lessons in liaison work but has broadened a view of Dallas and its people prior to Central Expressway and Lake Highlands.

This presentation will give an overview of the project, sources, and outline some ideas for sharing work.

Panel 3C (Rm 103)

- **Vendor Relations: Evolving Ethos and Etiquette (45 minute presentation)**

Laurel Sammonds Crawford & Allyson Rodriguez, University of North Texas Libraries - As vendors consolidate and the electronic resources market matures, products are increasing in complexity and vendors are marketing ever-changing acquisition models. To safeguard the financial health of our institutions and the utility of our collections, librarians must adapt to changes in the library market and vendor behavior. The University of North Texas Libraries has embarked on a multi-year effort to improve our ability to do this, by proactively preventing problems and by responding effectively to new situations as they arise. Our session will explore practical techniques and everyday actions that help librarians successfully meet these challenges. We will explore librarians' attitudes toward vendor activities, including how our tolerance for adverse behaviors and our reactions affect our ability to prevent and solve problems. And we'll look at how librarians' responses and behaviors are changing as traditional approaches become less effective. We will also examine four important aspects of vendor-librarian relations. First, how librarians should examine and adjust their mindset upon entering a business relationship. Second, evaluation of products and services as an important step that both heavily influences and is influenced by the vendor relationship. Third, negotiating pricing and features and how it is essential to maintain control over the library's finances and the patrons' ability to access important materials. Lastly, we will discuss the concept of setting boundaries and how personal steadfastness can create successful vendor relationships.

Session 4

2:00 PM - 2:50 PM: Session 4, Concurrent Panels

Panel 4A (Living Room)

- **Utilizing Canvas to Create an Online Literature Searching Course**

Emily Johnson & Brook Amen, University of North Texas Health Science Center - Liaisons at UNTHSC are embedded in classroom curriculum in all colleges on campus, teaching topics such as searching for academic medical literature and managing citations using EndNote. However, the library is currently not involved in courses being taught online through the School of Public Health. Therefore, librarians recognized a need for online instruction in literature searching concepts that matched what traditional students received. Research and Education Librarians Brook Amen and Emily Johnson worked with the Center for Innovative Learning to develop an online course through Canvas and will be marketing and enrolling students in the course for the Fall 2018 semester. This presentation will highlight the development of the course, steps taken to integrate the course into public health curriculum, challenges faced and future steps for the project.

- **Expand Your Reach: Redesigning LibGuides with the User in Mind**

Sarah Jenkins, Hollie Gardner, & Megan Heuer, Southern Methodist University - Academic libraries struggle to define online research guides and their role within the library website. SMU Central University Libraries recently underwent a LibGuides redesign that resulted in a 50% increase in guides usage. Using user-centered design and web design best practices, we created a new template for research guides that serve as a major instruction tool, replicate the experience of the library website, and function well within the course management system. This presentation outlines both the usability testing and the decisions that were made based off of that testing. Attendees will learn practical tips for conducting usability exercises, general website design principles, guide design strategies, and more.

Panel 4B (Rm 101)

- **I “art” libraries: Exhibiting 101**

Rachel Hadidi & Sarah O’Pella, Plano Public Library - Art is essential for expressing a community’s cultural identity and promoting the growth of ideas. Libraries can leverage local resources to provide patrons with access to quality art experiences and services. Embrace your art community by scaling exhibits based on budget, grant opportunities, community need, and audience interest. Plano Public Library began hosting local art exhibits in 2016 and expanded exhibit space to all 5 libraries by 2017 driven by demand in the community. Learn how to create community driven art exhibits, create policy and expectations, and connect with your local art community.

- **Playing for Learning: Basic Improvisational Comedy for Librarians and Patrons**

Elizabeth Barksdale, Two Umbrellas/University of Dallas & Holly Bagwell & Kevin Beane, Two Umbrellas - This presentation will give a fun, interactive look at how improvisational comedy (improv) can be used for team-building among library staff members. In addition to staff development and team building, basic improv comedy can be a fun programming and outreach activity for kids, teens, adults, college students, and other patron groups. Improv can help people hone skills such as listening, teamwork, thinking on your feet, learning from failures, and how to bring a sense of fun and creativity to job tasks and life in general. It’s also a great way to work on public speaking skills in a different and more informal way than Toastmasters and similar groups. You do NOT have to be a comedian or even consider yourself funny to attend. This will be a low pressure learning experience where participation is encouraged but not required!

Panel 4C (Rm 103)

• Collaborative Management in Libraries

Shannon Willis & Marcia McIntosh, University of North Texas - Management, and specifically project management, is a central part of the work of libraries. However, this management work is not always done independently by a single autonomous individual. Instead, librarians and staff often have to balance, coordinate, and share the management of both people and projects. In the Digital Projects Unit (DPU) at the University of North Texas (UNT), two librarians in distinct but overlapping positions collaboratively manage a digitization lab of 20 plus student workers. Together, the two librarians oversee the running of a lab that operates for 10 hours a day and digitizes over 80 projects a year of cultural heritage materials from both within and outside of the university. This presentation will address the process of shared supervision of a large student staff, a layout on how to negotiate roles and workflows, the importance of redundancy and cross-training of colleagues, and procedures for the joint-management involved in coordinating multiple projects simultaneously.

• Organizing Campus-Wide Graduate Student Workshops Using Digital Badges

Victor D Baeza, Edmon Low Library - Oklahoma State University - Academic libraries exist in large part to support users and their learning experience at the university. The spectrum of how to do this has widened to include new types of services and resources. The challenge then is to promote the library's resources to their target audience. A growing trend at universities is to use micro-credentialing (digital badges) to capture the "soft skills" students gain outside of the classroom through various training and workshop opportunities. Libraries can use this trend as an opportunity to become the campus leader in micro-credentialing, using the system to promote their programming as well as to coordinate campus-wide workshop programming. Oklahoma State University Libraries has used digital badges to become the program administrators for the Graduate College, serving as the central organizer of information on campus training activities for graduate students. The Library now organizes workshops offered to graduate students by the Library, Career Services, the Writing Center, the High Performance Computing Center, University Wellness, and the Institute for Teaching and Learning Excellence. The library has also become the location where the majority of the workshops are held, solidifying the library as the hub of graduate workshops. With the success of the program, the Graduate College has turned to the library to support other training activities using the infrastructure developed to support the digital badges. So the Library is providing the new service of organizing workshops for users, just as it organizes other sources of information and learning, while facilitating distribution, awareness and access.

ROADSIDE
ATTRACTION

TWU
Herbarium
Collection

FIRST FLOOR

Session 5

3:00 PM - 3:50 PM: Session 5, Concurrent Panels

Panel 5A (Living Room)

- **Making a Memory Maker Space**

Laura Douglas, Denton Public Library - Libraries and archives are ideal places for the public to preserve their memories. Denton Public Library has created a Memory Maker Space where the public is trained and encouraged to preserve their family history. This session gives professionals the tools to create their own Memory Maker Space.

- **Adulting 101: Life Knowledge for Emerging Adults**

Rachel Hadidi & Jaccavrie Pund, Plano Public Library - According to the Pew Research Center's Libraries 2016 study, millennials are the most likely group to have visited a library or used library services, but also the most likely to feel that a library closing would not affect them or their families. Many libraries are not adequately providing programming or services tailored to millennials—at Plano Public Library (PPL), we evaluated our programming and found the same issue. PPL created a program titled "Adulting 101," a four part educational series that focused on getting a job, managing finances, keeping a clean house, and feeding yourself something other than ramen. We found over half of the attendees at each segment of the program had never attended a library program of any kind. Learn how to create similar programs, challenges, and marketing to this demographic.

Panel 5B (Rm 101)

- **Reaching your Academic Distance Learning Population (Roundtable)**

Bridget Barry Thias, Amberton University - Upon arriving in my position almost three years ago I discovered that the university's student population had changed from a primarily on campus presence to a majority of online students. Library services needed to be modernized and enhanced in terms of technology and outreach. The goal was to reach students where they are, be available when they need help and provide them with both asynchronous and synchronous services tailored to their specific needs. Benchmarking best practices, professional development and the support of management enabled us to add some new services to help our students. The majority of feedback we have received from students is positive about our expanded online outreach efforts.

Panel 5C (Rm 103)

- **It's in the Bag: Creating Sustainability in the Faculty Book Delivery Service**

Rebecca Brand, Emily Cornell, Chris Cunningham, Seti Keshmiripour, & Pam Johnston, University of North Texas Libraries - In 2012, the Access Services department established the Faculty Delivery service to deliver library books to faculty offices. Since then, the library has spent over \$3,000 on approximately 6,000 plastic poly-mailers for the service. As this service responds to greater demand, we are becoming more aware of the environmental impact these packages have because they are neither recyclable nor reusable. To address the growing cost and sustainability issues, a pilot project was developed. Through grant funding, reusable courier bags were purchased and uniquely branded. A preliminary survey was conducted to gather faculty feedback on current practices, including user satisfaction and delivery methods. After a six-month trial period, a post-survey will be sent to faculty members to find out if the new bags have impacted user satisfaction. This presentation will discuss the development, implementation, and survey results of the project. Furthermore, best practices, lessons learned, and challenges encountered will be shared.

- **By popular demand: Modifying library policies to improve user experience**

Seti Keshmiripour, Briana Knox, Pamela Johnston, & Chris Cunningham, University of North Texas Libraries - Libraries and more specifically Access Services Departments create and follow several policies, which are intended to help provide services while managing resources. However, sometimes these policies cause negative impact on user experience. Analyzing feedback from patrons encouraged us to review policies and procedures in the Access Services Department and propose changes. For each policy revision, a task force was created to work on the project and communicate with the stakeholders. In this presentation, several projects and their progress will be discussed:

- *The recall policy was replaced with ILL to improve access to library resources*
- *ILL services to distance learning students were expanded to include home delivery of ILL books*
- *Permanent reserves and non-circulating books were reviewed and changed to circulating in order to increase accessibility*
- *Food for Fines was extended from a few weeks each semester to year-round*
- *Graduate Reserves service was opened to Honors students*



Session 6

4:00 PM - 4:50 PM: Session 6, Concurrent Panels

Panel 6A (Living Room)

• 2018 CTLC Career Advancement - Library Dean Panel

Speakers:

- Cherie Hohertz, Dean of University Libraries, University of Dallas
- Laura McKinnon, Dean, Educational Resources, DCCD
- Suzanne Sears, Dean of Libraries, Texas Woman's University

Moderator: *Amanda Zerangue, Manager of Digital Services & Scholarly Communication Librarian, Texas Woman's University Libraries*

Join Cherie Hohertz, Laura McKinnon, and Suzanne Sears for a panel discussion about career advancement. Getting hired, advice for a successful job application, pet peeves on CVs or resumes, and the interview process are just a few of the topics that will be addressed during this dynamic and informative panel discussion. There will be time for questions from the audience at the end.



Sticky
Notes

Be sure to add your sticky
note opinion to the board
on your way out!

Panel 6B (Rm 101)

• Lightning Round

1. **Diversity and Community: Have Your Cake And Eat It Too!** Diversity and Community are both great things to have, but we often fail to recognize how, left to their own devices, these two ideals are actually at odds with each other. We may feel we have to choose one or the other...but really, we can have both! Drawing on concepts from philosophy and negotiation strategy, as well as real-world examples, Dennis explores the tension between these two concepts and highlights a path toward resolving this tension by discovering and embracing the ways in which the “new” and the “old” are not as different as one may have thought.
2. **Research-Help on Demand: How to Increase Literacy via Research Consultation** As the population of our communities and liaison areas continues to grow, so too does the demand for research consultation. Previous methods of scheduling research consults are no longer effective. I’ve had students said that it can be intimidating to schedule research consultations via phone and email. Furthermore, scheduling appointments over the phone is a time and resource draining process that’s also inconvenient for almost everyone. More and more patrons prefer to conduct common tasks—such as scheduling appointments—online instead of calling or emailing. This is evident in my consultation statistics which has increase significantly since I’ve introduced online appointment scheduling. During this talk, I will outline some of the benefits of establishing an online scheduling system. Online schedulers allow individuals to conveniently and securely book their research consultations with a librarian. Online scheduler are free and are easily integrated with a librarian’s calendar. Additionally, online schedulers will automate email confirmation, appointment reminders and keeps track of consultations statistics for future assessment.
Online schedulers enable everyone to spend less time on the phone or emailing booking and managing appointments. Therefore, freeing up more time to provide more research help and consultations. This also helps to eliminate intimidating steps that may prevent someone from seeking help.
3. **Flipping Information Literacy Instruction** Originally, our Information Literacy Boot Camp was a straight forward path of face-to-face Boot Camp information then worked on quizzes and tutorials with a citation assignment on their own. After working through reoccurring questions through the course of three semesters, we flipped the instruction so that students completed the quizzes and tutorials then came to the library for a face-to-face Q/A session and receive detailed instruction on the NoodleTools assignment. There were fewer questions about the assignment and students made fewer errors via this method of instruction.
4. **The OA2020 Expression of Interest** OA2020 is an international initiative that supports institutions committed to the large-scale shift toward open access to the scholarly journal literature. Institutions that sign the Expression of Interest commit to making a good faith effort to devise and implement practical strategies and actions for transitioning their funding for subscribing to journals to supporting open access. This lightning talk with provide an overview of the overall initiative and related resources to help guide decision-making on how to redirect library funding and will explain how to participate.
5. **Teaching freshmen about the library when they’ve been here longer** This lightning talk is a short summary of my beginnings at Texas Wesleyan. I started in my role a week after classes began, and my first task was to teach library component of the Freshmen Success course. In less than a month on the job, I was supposed to teach all the freshmen about the Library, something that I was (and am) still learning myself. I will share the steps I took in seeking out faculty when planning the instruction for this course, and learning about how the course was taught in previous years. I drew from my previous experience of libraries, freshmen, and teaching to create a fun and interactive lesson for the freshmen body. I’ll discuss what worked well, what didn’t work so great, and plans for next semester.
6. **In the My-story BOX!** Building excitement with the unknown Using consistency, and a little mystery I will show you how to create and build excitement from one Storytime to the next. I will share best practices designed to encourage patrons, no matter how small to come in the door focused on you, your theme and your storytime.

About The CTLC

About CTLC

The Cross Timbers Library Collaborative (CTLC) is a library consortium based in the Cross Timbers region of the United States.

Mission Statement of the CTLC:

The Cross Timbers Library Collaborative fosters partnerships among the region's libraries through cooperative staff development, resource sharing, and innovative programs.

Who we serve:

All libraries in the Cross Timbers region of the United States.

Membership of the CTLC:

Membership in CTLC is defined by institutional participation. Any library in the Cross Timbers region which shares the Collaborative's values are welcome to participate and identify themselves as participating organizations.

Our Values:

These values guide CTLC's work within our libraries and the communities we serve:

Inclusivity, Collaboration, Responsiveness, Cost Effectiveness, Sustainability, Innovation, Collegiality, Information Sharing, Flexibility, and Leadership

Governance of the CTLC:

CTLC is a self-organized coalition of libraries with open membership. We are directed by participants; attendees at each planning meeting serve as the steering group for the organization.

Transparency in governance will be maintained by publishing outcomes of the planning meetings via the website and listserv.

Affinity groups based on the interests of individuals or organizations may form to address common issues.

Planning meetings will be held at least twice yearly. Conveners will rotate among member institutions. An annual conference will be hosted by a member institution. Affinity groups may meet at will.

Social Media & Listserv

"Like" CTLC on Facebook for updates on CTLC activities, and join the Facebook Group to share information about happenings at your Library!

Join the CT-LC listserv to participate in discussions about CTLC! You can join the listserv by e-mailing emartin4@twu.edu

Sponsors & Thanks

Programming committee members

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- **Pilar Baskett**, UNT Libraries
- **Elizabeth Headrick**, TWU SLIS
- **Abby Howe**, Farmers Branch Manske Library
- **Laura McKinnon**, Richland College
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- **Carol Hargis**, UNT Libraries
- **Charlotte Vandervoort**, University of Dallas

Planning committee members

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