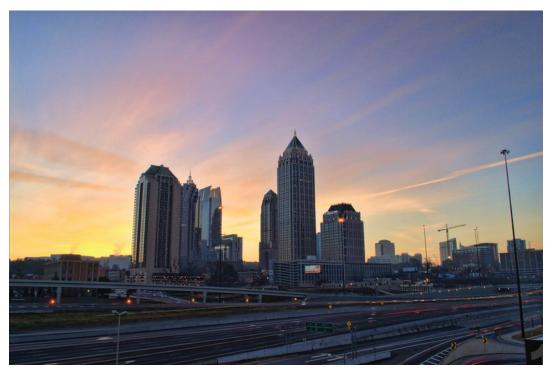


Access Services Conference



Global Learning Center 2023 Conference Atlanta, GA

www.accessservicesconference.org



We are pleased to thank the following for their support:







CLC



Welcome!

Welcome to the 2023 Access Services Conference! We are delighted that you are joining us again this year, either in person, or virtually. This will be our 14th annual conference and we once again bring the programming and community engagement you expect. This conference is possible because of you, the Access Services community. The presenters, volunteers, committee members, and attendees are what makes this gathering so worthwhile year after year.

We are delighted to return to the Georgia Tech Global Learning Center and we know you will enjoy the Midtown Atlanta experience. It is our desire that you meet new colleagues, discover something you didn't know, and are inspired to continue doing the valuable work of Access Services. We also hope that you take a moment to recognize the contributions of yourself and your peers to the library profession.

Please take a moment to stop by our vendor tables and allow them to share information on their products and services with you. If you are in our virtual audience, please take a minute to click on the sponsor handout links. Once again, we value your feedback and always welcome the opportunity to make this conference more valuable to you. Let us know by filling out the survey after the event, or just sending an email. All feedback is welcome. Thank you and have a wonderful conference.

ASiL Steering Committee Karen Glover, Conference Coordinator Hilary Fredette, Marketing Krista Higham, Sponsorship Amanda Bena, Awards Emy Decker, Networking Viki Timian, Program Planning Mary Poland, Volunteer Coordinator

Karen Glover, President and Director of Operations and Finance Viki Timian, Secretary Stella Richardson, Board Member Denita Hampton, Board Member Catherine Jannik Downey, Board Member Access Services in Libraries, Incorporated Board Members



Conference Schedule

NOVEMBER 14 • TUESDAY

7:00 PM - 8:30 PM Welcome Reception - Georgia Tech Hotel and Conference Center Ballroom

NOVEMBER 15 • WEDNESDAY

- 8:30 AM 9:30 AM Breakfast Provided 2nd floor of the Global Learning Center
- 9:30 AM 10:45 AM Keynote Address by Dr. Michael Stevens GLC-236
- 11:00 AM 11:45 AM ILL and GIS: Using Spatial Data to Understand Lending Patterns GLC-235

Library Internship Programs: Unlocking pathways to the profession - GLC-222

Reversing the Downward Curve: When is Progressive Discipline Necessary and How to Focus on Positive Improvement and Retention within an Access Services Department?- GLC-236

- 11:45 PM 12:45 PM Lunch Provided
- 12:45 PM 1:30 PM Establishing a Streaming Visual Media Service within Access Services- GLC-235

"Pop-Up Library Service?! That's super sick!"- GLC-222

1:45 PM - 2:30 PM Opening the Door to Student Wellness: An access services lead collaborative effort to help students - GLC-235

A Tool for Signage Inventory- GLC-222

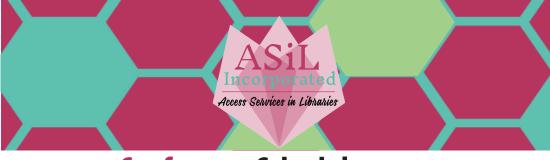
Meet Them Where They Are: Adapting Teaching Technologies for Training and Retaining Student Library Staff - GLC-236

- 2:30 PM 3:00 PM Afternoon Break- 2nd Floor Break Area
- 3:00 PM 3:45 PM Using Internal Grants for Staff to Enhance Library Users' Experience GLC-235

Creating a Regional Access Services Leadership Community - GLC-222

Rethinking Academic Library Hours Post-Pandemic - GLC-236

4:00 PM - 5:00 PM Lightning Talks! - Check Agenda for Presentations/Locations



Conference Schedule (cont.)

NOVEMBER 16 • THURSDAY

8:00 AM - 9:00 AM Breakfast Provided - GLC 2nd Floor Break Area

9:00 AM - 9:45 AM A New Frontier: Innovating Training Solutions for Student Employees - GLC-235

Building a Future-Ready Access Services Department- GLC-222

A behind the scenes powerhouse: evolving loan rules and the patron experience- GLC-236

10:00 AM - 10:45 AM No Reservations Required: Improving Course Reserves with a Syllabus Service - GLC-235

Town vs. Gown: How to Accommodate Competing Groups in an Academic Library- GLC-222

Access Service Personnel and Customer Service: The Challenges of Rule Enforcement- GLC-236

11:00 AM - 11:45 PM From Eevee to Umbreon: Moving Access Services from Operational to Strategic Thinking- GLC-235

A Circulation Manager, Resource Sharing Manager, 20 Carts, and a Dumpster walk into a library: Planning and Implementing Discarding, Relocating, and Shifting a collection- GLC-222

Creating the Keys to Community Among Student Employees: Building a Training Program through Instructional Design Methods- GLC-236

- 11:45 AM 12:45 PM Lunch Provided
- 12:45 PM 1:30 PM Access services and student affordability: Leading the way in new offerings- GLC-235

Mastering the Art of Managing Up: Success Strategies for Academic Library Circulation Teams - GLC-222

Preparing Academic Library Student Employees for Post-Graduation Job-Readiness- GLC-236

- 1:45 PM 2:45 PM Lightning Talks! Check Agenda for Presentations/Locations
- 3:15 PM 4:00 PM Panel Discussion: Artificial Intelligence in Access Services GLC-236
- 4:15 PM 5:00 PM Closing Session and Open Discussion- GLC-236



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

Program Planning Committee

Viki Timian (Chair), University of Georgia Chuck Armbrust-Kohler, Georgia State University Stephen Barkley, Virginia Commonwealth University Heather Bush, Eckerd College Margaret Butler, Georgia State University College of Law Sarah DeVille, Texas Tech University Jennifer DeVito, Stony Brook University Kayla Flegal, DePauw University Jessica Garner, Georgia Southern University Whitney Hilley, Oklahoma State University Austina Jordan, University of North Georgia Seti Keshmiripour, University of North Texas Katie Mihaly, Bowling Green State University Admira Milínkovic, Georgia State University Paul Moffett, IUPUI Rob O'Brien Withers, Miami University Eliana Peretz, Tufts Úniversity Pamela Pfeiffer, Wellesley College Joanne Rumig, Carleton Úniversity Sarah Smith, Santa Clara University Erin Tan, Columbus State University Polya Tocheva, University of Connecticut School of Law Melissa Whitesell, Dalton State College Lindsey Xanthopoulos, University of Central Florida

Marketing Committee

Hilary Fredette (Chair), West Virginia University Melanie Bopp, George Mason University Adebola Fabiku, North Carolina State University

Networking Committee

Emy Decker (Chair), University of Alabama Michael Justin Ellis, Georgia Tech Kristin Jeter, Syracuse University Josh LaPorte, St. John's University School of Law Nadine Nance, Williams College



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

Awards Committee

Amanda Bena (chair), Frostburg State University Kim Copenhaver, Emory University Loftan Hooker, Virginia Commonwealth University Shannon Meyer, Arlington Heights Memorial Library

Sponsorship Committee

Krista Higham (Chair), Millersville University Kymberly Goodson, University of California San Diego Norma Perez, Rice University Andrew Yager, University of Maryland

Conference Support Team

Joey Fones – Program Design

Chris McClanahan - Cover Photo: https://flic.kr/p/bu6gt6

As always, we thank Bonnie Tijerina for inspiring, informing, and encouraging this endeavor.

Lastly, we are always grateful to Access Services people everywhere for their continued support and enthusiasm.



Congratulations Distinguished Achievement in Access Services Award

sponsored by Atlas Systems and Access Services in Libraries, Inc

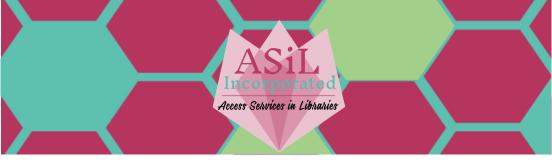
Jennifer Blair Associate Professor, Head of User Services Librarian **Azusa Pacific University (APU)**

Jennifer Blair is the Head of User Services Librarian and Associate Professor at Azusa Pacific University (APU). Her role is dedicated to the user experience, with students at the heart of everything she does. Jennifer holds a B.A. in Graphic Design, a M.A in Educational Multimedia, and a M.S. in Library and Information Studies. Her experience in academic and public libraries as well as art and design allow her to employ visionary strategies to enrich progress and enhance advancement for students.

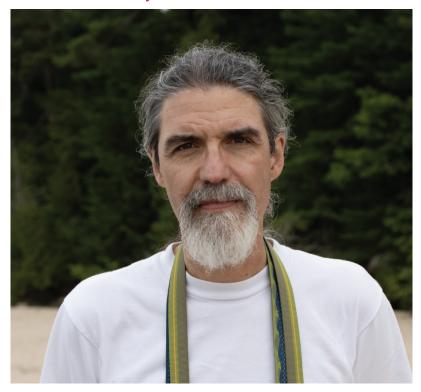
Access Services Conference **Travel Grant Recipients**

Tracey Gilchrist, Towson University Sara Mosey, Carroll University

For more information or to nominate a potential recipient/award winner, check the website at: accessservicesconference.org/about-the-conference/distinguished-achievement-in-access-services-award/ accessservicesconference.org/support-staff-travel-scholarship/



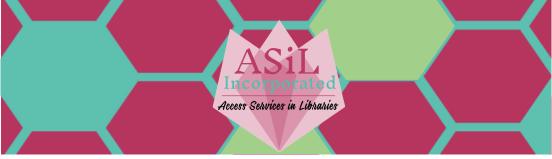
Keynote Address



Dr. Michael Stephens has delivered keynotes and workshops throughout the US and internationally on topics related to creative library services and learning for over 20 years. He has written for major LIS professionals publications, including 13 years with Library Journal as a columnist.

ALA Editions has published two collections of his writings: **The Heart of Librarianship** (2016) and **Wholehearted Librarianship** (2019).

Wholehearted Librarianship & The Heart of Librarianship: https://tametheweb.com/publications/



Conference Presentations

A behind the scenes powerhouse: evolving loan rules and the patron experience Ken Johnson and Jason Stamper

A Circulation Manager, Resource Sharing Manager, 20 Carts, and a Dumpster walk into a library: Planning and Implementing Discarding, Relocating, and Shifting a collection Angela Mehaffey and Lindsey Winchester

A New Frontier: Innovating Training Solutions for Student Employees Shandra Jones

A Tool for Signage Inventory Jesse Randolph

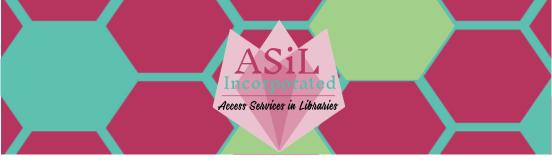
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Access Service Personnel and Customer Service: The Challenges of Rule Enforcement Patricia West

Access services and student affordability: Leading the way in new offerings Liz Holdsworth, John Mack Freeman, and Andrew Blakely

Building a Future-Ready Access Services Department Kelly Johnson and Josh LaPorte

> Find the detailed program abstracts and links to mobile apps at: https://www.eventleaf.com/e/2023AccessServicesConference



Conference Presentations (Cont.)

Creating a Regional Access Services Leadership Community Krista Higham and Carl Piraneo

Creating the Keys to Community Among Student Employees: Building a Training Program through Instructional Design Methods Tori Lieggi and Kim Karim

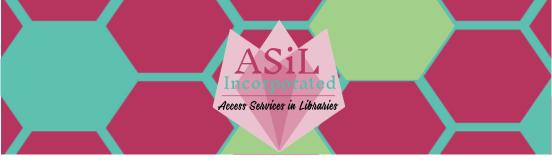
Establishing a Streaming Visual Media Service within Access Services Chris Martin

From Eevee to Umbreon: Moving Access Services from Operational to Strategic Thinking Sarah Towne and Melanie Bopp

ILL and GIS: Using Spatial Data to Understand Lending Patterns Emy Decker and Brittany Waltemate

Library Internship Programs: Unlocking pathways to the profession Kim Copenhaver

Mastering the Art of Managing Up: Success Strategies for Academic Library Circulation Teams Deon King



Conference Presentations (Cont.)

Meet Them Where They Are: Adapting Teaching Technologies for Training and Retaining Student Library Staff Kelsey Fuller-Shafer

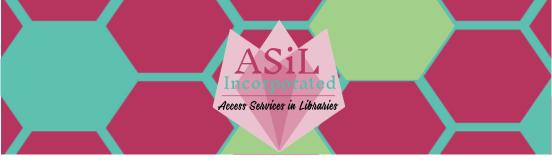
No Reservations Required: Improving Course Reserves with a Syllabus Service Lauren McGaw

Opening the Door to Student Wellness: An access services lead collaborative effort to help students Samantha Kenneday, Abigail Hummell, and Nancy Demaris

"Pop-Up Library Service?! That's super sick!" Rebekah Myers and Paul Moffett

Preparing Academic Library Student Employees for Post-Graduation Job-Readiness Mechele Romanchock

Rethinking Academic Library Hours Post-Pandemic Hilary Thompson, James Spring, Kurt Munson, Rachel White, and Toni Anaya



Conference Presentations (Cont.)

Reversing the Downward Curve: When is Progressive Discipline Necessary and How to Focus on Positive Improvement and Retention within an Access Services Department? Kay Coates and Jessica Garner

Special Topic Panel Discussion: Artificial Intelligence in Access Services Xuan Lily Pang, Jessica Garner, and Shandra Jones; Moderated by Karen Glover

Town vs. Gown: How to Accommodate Competing Groups in an Academic Library Katherine Magner

Using Internal Grants for Staff to Enhance Library Users' Experience Xuan Lily Pang, Kelly Handy, and Mari Meke



Lightning Talks

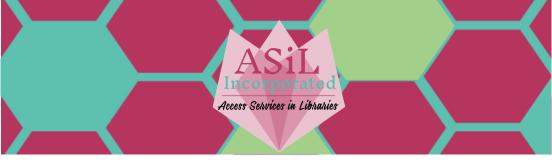
Accessibility Services in Small and Rural Academic Libraries Robert Amerson and Deborah Harmon 11/16 at 1:45pm - GLC 236

Addressing the Unmentionable at the Circulation Desk: An Unlikely Library Partnership for an Often-overlooked Cause: Period Equity Jessica Garner 11/16 at 1:45pm - GLC 236

"Do We Really Need a Service Desk?!" Our Quest to Protect the Desk (Again) Katherine Smith 11/16 at 1:45pm - GLC 236

Environmental Sustainability in Access Services Samantha Bull 11/16 at 1:45pm - GLC 236

From "Burn and Turn" to "Concierge" – Rethinking Access Services after the Pandemic Stephen Walker 11/15 at 4:00pm - GLC 236



Lightning Talks (Cont.)

Nurturing Growth: The Power of a Professional Development Plan Jennifer DeVito 11/15 at 4:00pm - GLC 236

Qatar National Library Finest Technology Amal Moumeni 11/15 at 4:00pm - GLC 236

Renovating spaces and Access Services: what's good to know Kayla Flegal 11/15 at 4:00pm - GLC 236

Teach a Man to Fish or Nourish Them to Grow? Debating Delivering Owned Articles through Document Delivery Services Rosemary Humphrey and Renna Redd 11/16 at 1:45pm - GLC 236



Stay Connected

Access Services Conference presentations are available at: www.AccessServicesConference.org Look for 2023 presentations in January, 2024. Attendee/Event information can be found here:



Got feedback?

Take our survey here:

