

ASiL
Incorporated
Access Services in Libraries

Access Services Conference



**Global Learning Center
2023 Conference
Atlanta, GA**

www.accessservicesconference.org

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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
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Stephen Barkley, Virginia Commonwealth University
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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

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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

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

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:

