

Against the Grain

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If Rumors Were Horses

Katina Strauch

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Against the Grain

"Linking Publishers, Vendors and Librarians"

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Library Space in the Digital Age

by **Bobby Hollandsworth** (Learning Commons and Adobe Digital Studio Coordinator, Clemson University Libraries)
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What is the purpose of the academic library in terms of physical space in 2018? That should be an easy question to answer, but there's been a paradox brewing in academic libraries for years. It seems the more online journals, books, and services we provide in an effort to make it easier to access our collections and minimize or eliminate the need to visit the library, the more students, faculty, and staff flock to our physical building. This is a good problem to have, yet a curious one. I have multiple theories on why this is happening ranging

from the influence of bookstores and coffee to the physical isolation and disconnection of the digital world. I promise not to delve into these theories at this time, but if you'd like to discuss them I'm game.



After pondering the initial question further, the paradox grows more complex. Online collections and services have expanded, while at the same time print circulation statistics and reference questions have dropped significantly. That makes logical sense — if many of these resources and services are now online you would expect print books and visitor

questions to decrease. These factors coming together at once sets up a perfect storm scenario for the demise of the physical library, right? Well, a strange thing happened on the way to obsolescence: the number of people visiting many academic libraries increased, and those numbers keep rising. You could certainly point to larger college/university enrollments as a reason, along with other factors for so many visits. I will also point out these are broad trends across academic libraries that may not be true on your campus. All this to say things have changed in academic libraries, and luckily there have been some extremely brave librarians who have not only embraced the changes, but have seen their libraries thrive because of the changes.

It's easy to forget or possibly not think about the seismic shift in library spaces over

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If Rumors Were Horses

Hey! Happy June! Thank goodness the weather here in Charleston has been unseasonably cool! And very little humidity! No complaints!

You may have noticed that registration for the **Charleston Vendor Showcase** opened on Monday, June 4. It is almost sold out al-

ready! And registration for **38th Charleston Conference and preconferences** opens **June 11!** Register early to get the Early Bird rate. We haven't increased the prices and we have many excellent sessions during the conference and preconferences.

It was exciting to see that one of my favorite vendors, **Casalini Libri** has expanded their agreement with **OCLC**. The new agreement will provide libraries with high quality bibliographic records that improve library users' access to authoritative content. Under terms of the expanded agreement, **Casalini Libri** will provide bibliographic records for titles from over 4,000 publishers in Europe, in **Spanish, Portuguese, French, and Greek** languages, in addition to **Italian**. By **Casalini** supplying this data to **OCLC**, the libraries can save time in processing the print and electronic content represented by those records, and can quickly make that content available to their users and researchers. **OCLC** and **Casalini Libri** have been working together for 23 years.



A future book reviewer for *ATG* perhaps? Pictured here is **Katina Walser** (granddaughter of **Katina Strauch**) who loves books!

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From Your (enjoying the cool spring) Editor:

Welcome to summer! We are trying to fix the outside of our house on Sullivan's Island but the rain isn't cooperating. Don't get me wrong, it's cooler than usual for this time of year so I am not complaining.

And the rain gives me a chance to collect and read this marvelous issue of *ATG* which is guest edited by the energetic and enthusiastic **Bobby Hollandsworth**. The issue is about the **use of library space in the digital age** which we are all grappling with. Features are by **Bruce Henson** and **Ameet Doshi** (research libraries in a knowledge-driven age), **Andy Horbal** and **Preston Tobery** (locating a makerspace), **Teresa Walker**, **Anna Sandelli**, and **Rita Smith** (impactful small spaces), **Lauren Pressley** and **Serin Anderson** (case study of collections and learning commons), **Derek Wilmott** (space for a digital studio), and **Lorrie McAllister** and



John Henry Adams (update on the ASU call to rethink the print collections).

Our **OpEd** is by **Kent Anderson** about price and value and how we may be too focused on price. **Ann Okerson's Backtalk** concerns **IFLA's top down planning process** and what might be happening to hierarchy. **Scott Plutchak's Epistemology** is about bitcoin, Facebook and the latest shiny thing. Our interviews are with **Jennifer Pesanelli** and **Jan Middendorp** and we have many great people profiles, company profiles, and library profiles.

Our **book review section** is developing and includes **Regina's Monograph Musings**, **Briefly Noted** books received for review by **Bryan Dillon**, **Donna Jacob's Booklover**, **Ann Doherty's Collecting to the Core**, **John Riley's Wryly Noted**, and **A Reference Book You May Have Missed** by **Marjorie Hlava**.

Cases of Note is about contributory infringement and safe harbor, **Bill Hannay** tells us the latest news on the **GDPR**, **Lolly** has wonderful questions and answers and she wants us to **SEND HER MORE QUESTIONS!**

Moving right along, **Mark Herring** is consumed by **IRs**, **Myer Kutz** explores working from home, **Corey Seeman** talks about the necessity (or not) of rules and regulations, while **Michelle Flinchbaugh** is exploring digital librarianship. **Optimizing Library Services** by **Michael Mabe**, **Caroline Campbell** and **Lindsay Wertman** is about public libraries and emergency management, **Ashley Fast Bailey** and **Michael Arthur** are considering moving from an approval plan to reliance on **DDA**. **Library analytics** is concerned with **data privacy and single sign on** in an article by **Neil Scully**, and **Jared Seay** talks about putting down cell phones for **face-to-face interaction**.

Well I'm off to wipe up the rain that is coming in my back door. Have a great summer! See you on the Internet! Love, Yr. Ed. 🌿

Letters to the Editor

Send letters to <kstrauch@comcast.net>, phone or fax 843-723-3536, or snail mail: **Against the Grain**, Post Office Box 799, Sullivan's Island, SC 29482. You can also send a letter to the editor from the **ATG Homepage** at <http://www.against-the-grain.com>.

Dear Editor:

My family (all four of us plus our two dogs) are taking a two month trip across the country with our camper. Our goal is to visit as many national parks as possible in the time that we have on the road. This is something we have always wanted to do — a real bucket list dream trip! I want everyone to know that I am traveling with my mobile office and connectivity is not always predictable, but I'm definitely working and will return emails as quickly as possible. **Maddie**, my daughter, is blogging the trip. Check out our itinerary at <http://hindsroadtrip.wordpress.com/> and follow along! I'm also posting lots of pictures on Facebook.

Leah Hinds (Executive Director, Charleston Library Conference)

<leah@charlestonlibraryconference.com> 🌿



Rumors

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Under the new agreement, **OCLC** will be adding 12,000 Core Level records annually to **WorldCat**. In addition, 40,000 brief records, which are new title announcements, eBook records, will also be added annually. "**OCLC** is delighted to expand our long-standing partnership with **Casalini Libri**," said **Skip Prichard**, **OCLC** President and CEO.

"**Casalini's** respected and experienced staff of catalogers provides **OCLC** with high-quality records for publications for thousands of publishers from **Southern Europe**. This content is valuable to researchers through our member libraries around the world."

"It is a pleasure to build upon our already well-established collaboration with **OCLC**, and we would like to thank **Skip and all his team** for their support," said **Barbara Casalini**, **Casalini Libri** President. "We are enthusiastic about the amplification of our contribution to **WorldCat**, and firmly believe that, in providing catalogue records from a myriad of publishers from countries with vibrant and diverse cultural histories, we offer a unique and important service to our valued partner."

Casalini Libri is recognized as one of the leading suppliers of publications from across Southern Europe to libraries and institutions worldwide. A family-run business established in 1958, **Casalini Libri** currently works with over 3,000 libraries and institutions, and more than 5,500 publishers from over 40 countries. The mission of **Casalini Libri** is to advance the profile of **European culture and scholarship** across the globe, providing a first-class

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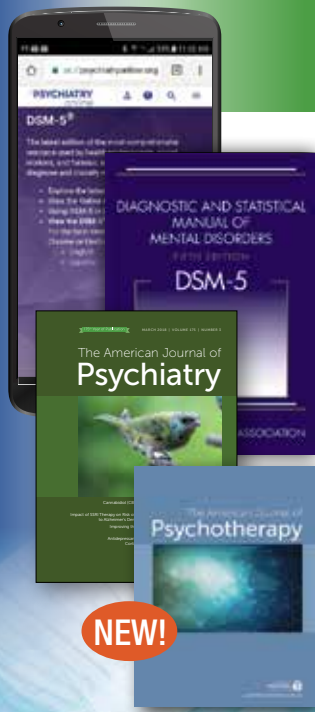
AGAINST THE GRAIN DEADLINES VOLUME 30 — 2018-2019

2018 Events	Issue	Ad Reservation	Camera-Ready
Reference Publishing	September 2018	06/14/18	07/05/18
Charleston Conference	November 2018	08/16/18	09/06/18
ALA Midwinter	Dec. 2018-Jan. 2019	11/08/18	11/26/18

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Third Time's the Charm ... from page 21

to imagine wanting to expand beyond these numbers in the foreseeable future, so the MakerSpace is likely big enough to meet all our immediate needs in this area. (See MakerSpace in Use photo.)

Additionally, we now have enough room to experiment with different configurations of furniture without needing to discard or move anything to storage, allowing us to evolve based on the interests of our patrons in a way we couldn't before. We have steadily increased the amount of space devoted to augmented reality/virtual reality (AR/VR), for instance, without any corresponding decrease in our 3D printing capacity. Finally, as an unexpected but pleasant surprise, all of these changes made the MakerSpace attractive to the library's Social Media Managers and other groups as a regular meeting space, giving us an easy way to keep our colleagues informed about what we're up to, including those most responsible for spreading the word to the rest of our community.

Future Directions

The MakerSpace continues to grow and change: additions since the move include installing an iPad outfitted with an app designed in-house that visitors can use to sign in, ensuring that we're able to follow up with

them later; a wall-mounted TV in the hallway outside of the MakerSpace where we can display our hours of operation, pictures of projects completed in the MakerSpace, and information about upcoming events; and green accent walls. We also installed a capsule vending machine containing small 3D prints created in the MakerSpace and an interactive display case in the main lobby of the library as marketing initiatives. More importantly, as predicted by the psychologist **Abraham Maslow**,¹ we've discovered that meeting our basic need for shelter has given us the confidence to turn our focus to higher-level projects. It's much easier to find time for things like reevaluating our organizational structure or integrating ourselves more fully into our campus and regional maker communities when we aren't concerned about having to drop everything to move again! Other future directions include creating a website as vibrant and dynamic as our physical space, incorporating more information literacy concepts into our instruction activities, and studying the kinds of learning that take place inside the MakerSpace more closely. 🌱

Endnotes

1. **A.H. Maslow**, "A Theory of Human Motivation," *Psychological Review* 50, no. 4 (1943): 370-396.

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bibliographic search and supply service for academic libraries and supporting publishers through promotion and distribution of their print and electronic content.

A personal comment here. The urbane and elegant **Mario Casalini** departed this earth in 1999 but he and his family, **Michele** and **Barbara**, had conceived the **Italian Charleston Conference**, the **Fiesole Retreats**. **Mario** was not with us for the very first **Fiesole Retreat** but the **Retreats** have continued for many years in his honor and we will never forget **Mario!** **The 2018 Fiesole Retreat (no.20!!) was held in Barcelona.**

Macquarie University Library in Australia has gone live with **campusM Mobile Solution** to expand library service access across campus. With the university's new app, users can locate library resources and access other campus information. **Ex Libris**, a **ProQuest** company, is pleased that **Macquarie University** has joined an increasing number of institutions in Australia that have opted for the **Ex Libris campusM Mobile Solution**. Powered by the **campusM platform**, the **Macquarie University Library's libMQ** app provides access to vital library information

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Small Spaces, Big Impact ... from page 24

ness to all students. The result was the *Silent Room*, a space designed for all members of the **University of Tennessee** community seeking a few moments of quiet in their day. No food or drink is allowed in the room and electronic devices should be set to silent mode. Signage expressly indicates that the *Silent Room* is not a study space and may not be reserved. Those using the space asked to maintain quiet and respect for others using the space for reflection and contemplation. An anonymous suggestion box has led to feedback that has enhanced the space's atmosphere with flexible furniture, window treatments that promote privacy while maintaining safety, and artwork that highlights the Libraries' Digital Collections. (See Figure 6 and Figure 7.)

Demand Driven Spaces

While some small spaces arise from opportunity, collaboration, or student suggestion, other spaces may come from a known need or an eye toward growing populations, which at UT include commuter students and adult

learners. Future directions for the **UT Libraries** include a lactation room and a graduate student commons, which represent ever-increasing demands on our campus.

Creating small spaces with big impact can generate opportunities beyond the utility of the spaces themselves. They can forge valuable campus and external partnerships, facilitate student-initiated activities, encourage students to continue sharing their feedback, and connect libraries directly to campus initiatives to support experiential learning and student success. To have a significant impact, small spaces must be places with a purpose — places clearly articulated and tied to campus needs or goals. When approached in the context of the larger picture, these spaces can be generative and create an environment agile enough to continuously meet campus demands while encouraging innovation. 🌱



Figure 5: The Active Learning Space in Hodges Library

Endnotes

1. **John J. Meier**. "The Future of Academic Libraries: Conversations with Today's Leaders about Tomorrow." *portal: Libraries and the Academy* 16, no. 2 (2016): 263-288. <https://muse.jhu.edu/> (accessed May 13, 2018).
2. **Mary Ellen Spencer and Sarah Barbara Watstein**. "Academic Library Spaces: Advancing Student Success and Helping Students Thrive." *portal: Libraries and the Academy* 17, no. 2 (2017): 389-402. <https://muse.jhu.edu/> (accessed May 13, 2018).
3. **John Gouch**. "Workstations Encourage Students to Pedal While Studying." *The Newsstand* October 8, 2013. <http://newsstand.clemson.edu/mediarelations/workstations-encourage-students-to-pedal-while-studying/> (accessed March 21, 2018)
4. University of Tennessee School of Information Sciences, User Experience and Assessment (UX-A) Program. <http://scholar.cci.ut.edu/ux-a>
5. **Sian Carr, Alexa Carter, Kristina Clement, and Lauren Johnson**. "Library Space: The Final Frontier or the Next Generation? Assessing Active Learning Space in the Academic Library." Presentation at the **Charleston Conference**, Charleston, South Carolina, November 8, 2017. Accessed March 17, 2018. <https://2017charlestonconference.sched.com/event/CHol/42-library-space-the-final-frontier-or-the-next-generation-assessing-active-learning-space-in-the-academic-library>



Figure 6: The Silent Room in Hodges Library



Figure 7: Silent Room Door Sign with Guidelines

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and services on any device, on or off campus. **Macquarie University** is located in Sydney, at the heart of Australia's largest high-tech precinct, a thriving locale that is predicted to double in size in the next 20 years to become the fourth largest CBD (central business district) in Australia. **Macquarie University Library** building is a state of the art facility which opened in 2011 and contains Australia's first Automated Storage and Retrieval System (ASRS). <https://www.mq.edu.au>

Old friend and colleague, **JoAnne Sparks** is the **University Librarian!** She has her own conference in Australia!

Just noticed a heist movie — **American Animals** — about some naïve young gentlemen who decided to steal some rare books from a library. The librarian **Betty Jean Gooch** is threatened but is okay. This movie doesn't hold up to much criticism but the central theme of the **library and books** seems worth a **Rumor**. (*Wall Street Journal*, June 1, "Book Blunders" by **John Anderson**.)

Speaking of books, we have **Regina Gong's** last print book review column in this issue,

p.42. After three glorious years, **Regina** has arranged for 98 book reviews from our colleagues. As we told you earlier, this fall for the 2018 semester, **Regina** will be starting a **Ph.D. in Higher, Adult, and Lifelong Education (HALE)** at **Michigan State University**. **Regina** has been thinking about pursuing her doctorate for a long time, and it's now possible. She will keep her full-time job at **LCC** while doing her Ph.D. Plus — **Regina** hopes to be guest editor of an **OER** issue of **ATG** in the fall.

Moving right along, **Bet You Missed It** features a column in **The Field** (May) about

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The Role of Collections in a Learning Commons ... from page 29

study rooms and open spaces with tables and moveable chairs. All of the library computers are located in SNO, including a number of stations with multiple monitors and spaces for practicing or recording presentations and videoconferencing. The circulation desk in SNO checks out physical materials (from both SNO and TLB collections), the non-browsing media collection, as well as equipment such as laptops, tablets, and calculators. In addition to this, SNO houses the largest reading room on campus in the historic Snoqualmie Powerhouse.

Aside from the circulation of holds and course reserves, most services including reference, consultations, and class instruction are only offered in SNO. In many ways, due to the creation of the TLB building, **UW Tacoma** established an experiment: how would students respond to two buildings split between a collections centric space and a collaborative, service oriented space?

Soon after the opening of the TLB, the campus Teaching and Learning Center (TLC) was physically integrated into the SNO building, absorbing the majority of the second floor. This office reports through another department and has historically had a very different culture and staffing model. It has been clear that reference, circulation, and the TLC could integrate their services more effectively for our students and community, and in recent years we have begun exploring what that might look like in our current configuration while we engage campus in discussions about a new Learning Commons.

Challenges

The unique structure of our library offers both benefits and challenges. In particular, it has been a challenge to assess library space. When it is unclear to students what the library is, they are unable to answer assessment questions about the usefulness of library spaces. Our current campus map identifies only one building with the word library. The other — SNO — is left undefined and open to interpretation by both students and faculty. As an example, when faculty ask students to visit the reference desk in the library, students have a cognitive barrier in determining where that service is located. Is it in the building with library in the name or not?

This is connected to an overarching campus conversation--what exactly is a library? When a campus budgets and allocates resources based on a specific model of a library and they have a physical example of such a library to point to, their mental model is confirmed. As we point to the SNO building as equally a library, we find ourselves needing a new vocabulary and way of explaining what it is that academic libraries offer in the 21st century.

In addition, when a service like the TLC is introduced without intentional design, we have found there are a number of challenges to overcome. For example, it can be surprisingly difficult to share information between units. We have had to find new ways to share meeting minutes and information that meet established standards and expectations of fellow **UW Libraries** tri-campus staff, while also remaining accessible and usable by local, Tacoma TLC staff.

And throughout these conversations we've wrestled with the role of the collections. When isolated by themselves, collections are removed from any context that provides additional meaning. When isolated, the barrier to use is great enough that service points and students have an incentive to avoid using them.

Opportunities and Next Considerations

As a result of these case studies, and working with the TLC and other campus units, we have collectively developed a set of questions we are considering, and likely would be valuable for any institution looking to build an integrated service model.

Role of Physical Collections

Given local context and needs, is there a role for a physical collection? On a primarily commuter campus with a shared collection distributed across multiple campuses and institutions, patrons routinely wait for requested material to be delivered. In that context, is there any reason to orient a library around a physical collection? If space that currently holds stacks is irrelevant in our local context, that space could be reclaimed for collaboration and services. What would be lost or gained from this? What would it mean for a campus that defines the library as a collection of books?

There are pedagogical questions as well. At this point in time, how important is it to learn to navigate a physical collection? What implications are there for student learning if we don't fully understand the role or impact of format on comprehension? What should be the role of collections in a collaborative service environment that supports informal learning? Many of our local conversations center on what collections accentuate the services and what services would benefit from collections in close proximity.

Creating Flexible Space with Multiple or Shared Service Points

How does a campus go about developing or determining if there should be a shared culture with other units? When the TLC was brought into the library, it was clear that the two units were separate. However, both staffs see that students do not benefit from that separation. We also see that, in particular, reference and writing services have a lot in common and could work together to better serve our students. It has become clear that we should work together to build common classroom experiences, service point interactions, and service philosophies. To what end do our separate reporting structures benefit or challenge our students? Can we work in ways that are streamlined for the student even if we retain separate organizational structures? It seems that in bringing together these two units, either structurally or through partnerships, the role of the collection becomes a campus question rather than a library one. To what extent should our partners contribute to the role of the collection in our shared spaces? Finally, how do we create mechanisms for evolving structure and leadership, especially given the deep expertise needed to evaluate questions specific to our field? What works today might not make sense in the future. Though, as the field evolves the meaning of "library" to make sense in our quickly changing information environment, we may be particularly suited to adapt to changing needs and expectations in these collaborative domains as well. 🌱

Endnotes

1. <https://lib.washington.edu/dean/tri-campus>
2. <https://www.orbiscascade.org/about/>
3. <https://www.tacoma.uw.edu/strategic-planning/impact-goal-1-students>
4. Editorial (February 28, 1999). UWT's Expansion is Now on the Line. *News Tribune*.
5. UW Libraries Triennial Survey data. <http://www.lib.washington.edu/assessment/surveys/triennial>

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the **Hay-on-Wye** book festival which includes author's lectures, secondhand book sales, walks to working farms, and medieval artwork. I hope you remember that the energetic **Tom Leonhardt** had the good fortune to experience

the **Hay festival** several years ago and wrote about it for *ATG*. (See *ATG* v.28#3, p.70.)

Starting July 1, the talented **Eleanor Cook** (**remember the Charleston Conference skits?**) is going on what is called "Phased Retirement." This is something the **UNC** system offers to tenured faculty. The librarians are not eligible for tenure anymore but those

who already had it kept it. **Eleanor** will work part-time for up to three years, receive half of her current salary while also receiving a state pension. For the first year she will continue in her position as AD for **Discovery & Technology Services** as recruitment for the position will start and the position will hopefully be filled in

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Designing a Bright Future ... from page 32

physical book as an object. However, there are many benefits to using and discussing the physical form of a print object, including how to navigate content using a physical volume, visual cues about content evident from inspection of an object, its weight, form, and structure, and how engaging with a physical format can hold a reader's attention. Providing access to information and teaching literacy skills related to both print and digital materials are key to library space and stack design. In addition, the time for favoring one medium over another has passed; for the foreseeable future, digital and print materials will co-exist in academic library spaces. Libraries have the opportunity, then, to adapt spaces and collections to remove obstacles to access and enable the interplay of the physical and the digital, leveraging print volumes so that our users can build literacy skills with confidence.

ASU Library has taken a careful look at the issues raised in the whitepaper. The timing is excellent, as **Hayden Library**, the largest library on the Tempe campus, is now empty in preparation for a major renovation. The renovation provides an opportunity to rethink ASU's approach to the print collections that will return to the building for in-person exploration and discovery in 2020. ASU conceives of the building as a space where learners and scholars study, work, and interact with each other, and with library collections, services, and expertise. It will be a space that meets the needs of our diverse community of users who are doing everything from accessing course reserve materials to serendipitously discovering resources of personal and intellectual interest.

The design approach for the **Hayden Library** intermingles various types of space, seating, and resources into a cohesive whole. An example is the lower level, which will host active learning classrooms and smaller-scale book shelves that hold active, "loud" print books to attract the attention of students, along with eye-catching digital displays for highlighting resources that relate to coursework. By contrast, the fourth floor will host "quieter" volumes, such as disciplinary works that provide a range of historical perspectives, in the largest stack footprint in the building

along with ample quiet and individual study spaces. Even though "quiet," these stacks will still be active and intentionally designed and evaluated. This approach will be informed by firsthand knowledge of our users, data about library resources, and community practices and preferences. The design will also join curated print stacks with art, small exhibit spaces, and various types of furniture to accommodate individual preferences for space and study postures. Intentional design of space, on-site collections, and environments to suit the local context are hallmarks of ASU's approach to reinvigorating **Hayden Library** for the needs of 21st-century learners and scholars.

At ASU, curating resources for the community promotes a focus on local identity; it helps us build bridges to people and groups with whom we want to have long and meaningful relationships. Learning more about our users and what they want and need from libraries is key to designing new opportunities for interaction. For example, libraries can consider designing print collections and spaces for first-generation degree seekers, non-traditional students, military veterans, and other underserved groups whose interests may be unmet by many academic library print collections.⁵ In taking community needs into account, we can demonstrate the relevance of the library to its communities while serving the greater public good and fostering a positive relationship between academia and the public at large. This approach suits ASU's interest in assuming fundamental responsibility for the economic, social, cultural, and overall health of the communities it serves.⁶

To further this work, ASU Library has received a grant from **The Andrew W. Mellon Foundation** to explore a data-driven and community-aware approach to developing inclusive print collections for the **Hayden Library** 2020 reopening. In 2018 and 2019, Library staff are developing, carrying out, and assessing several experiments to engage with scholars, learners, and community members in order to gather data about what is relevant to their needs, wants, and interests. In addition, librarians aim to test out ideas for collection selection methodologies, book display, and delivery mechanisms. Data gathered in this process will inform the design of our open stack collections for 2020. The hypothesis is: by gathering data and designing for inclusion

and relevance to our users, **ASU Library** staff will develop welcoming collections that will increase engagement with our spaces and collections and ensure a bright future for academic library print collections. 🌱

Endnotes

1. The sheer volume of academic library print collections has doubled within the lifetime of every tenured professor in America as of 2006. Cf. **B. F. Lavoie** and **R. C. Schonfeld**, "Books without boundaries: A brief tour of the system-wide print collection," *The Journal of Electronic Publishing* 9, no. 2 (Summer 2006). Accessed March 15, 2018. <http://dx.doi.org/10.3998/3336451.0009.208>.
2. For a critique of this perspective, see **David E. Jones**, "Collection Growth in Postwar America: A Critique of Policy and Practice," *Library Trends* 61, no. 3 (Winter 2013): 587-612. Accessed March 26, 2018. <https://doi.org/10.1353/lib.2013.0002>
3. **Megan Oakleaf**, "The Value of Academic Libraries: A Comprehensive Research Review and Report." *American Library Association*, September 2010. Accessed March 29, 2018. http://www.ala.org/acrl/sites/ala.org.acrl/files/content/issues/value_val_report.pdf
4. See: **Emily Lynema**, **Cory Lown**, and **David Woodbury**, "Virtual Browse: Designing User-Oriented Services for Discovery of Related Resources," *Library Trends* 61, no. 1 (Summer 2012): 218-233. Accessed March 26, 2018, <https://doi.org/10.1353/lib.2012.0033>.
5. **Nancy E. Fawley** and **Nikki Krysak**. 2013. "Serving Those Who Serve: Outreach and Instruction for Student Cadets and Veterans." In *Imagine, Innovate, Inspire: The Proceedings of the ACRL 2013 Conference*, edited by **Dawn M. Mueller**, 525-531. Chicago, IL: Association of College and Research Libraries. Accessed March 11, 2018. https://digitalscholarship.unlv.edu/lib_articles/427. See also **Lorelei Rutledge** and **Sarah LeMire**, "Beyond Disciplines: Providing Outreach to Underserved Groups by Demographic," *Public Services Quarterly* 12, no. 2 (2016): 113-124. Accessed March 26, 2018. <https://doi.org/10.1080/15228959.2016.1157565>
6. **Office of the President**. "New American University: Toward 2025 and Beyond." Arizona State University. Accessed March 17, 2018. <https://president.asu.edu/about/asucharter>.

Rumors from page 30

the fall. Meanwhile, **Eleanor** is considering an "encore career."

Eleanor was telling me that she found **Charles Germain** on Facebook. He is still married to **Andrea Keyhani** and they still live in Maryland. They sold their food service business and are using their free time studying and taking classes. **Charles** got a degree in film studies and is doing screenplay writing

and directing. **Andrea** is studying art. **Eleanor** says she jokingly suggested to **Charles** that he do a documentary about the **Charleston Conference!**? In our dreams ...

Speaking of retirement, I say personally that it is glorious! We go around **Sullivan's Island** and **Fort Moultrie** and go to the **Edgar Allan Poe Library** (**Poe** lived at Fort Moultrie in Charleston for a year and a half) in our golf cart! I am still working on **ATG** and the **Charleston Conference** basically full time (just ask my husband **Bruce**) but as an encore career it is wonderful!

I have just learned that the wonderful **Sandy Paul Money** has died, (her birthday was June 5). **Sandy** was an awesome friend and colleague. I stayed in her apartment in New York when I took a **film screenwriting** course, she was my campaign manager when I ran for **ALA President**, she loved to go dancing in Charleston during the **Charleston Conference**, and she had such great gourmet chef friends who would pick out a restaurant to go to on the Saturday night after the **Conference** was over. I never knew her to

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The Scholarly Publishing Scene *from page 54*

and other special projects that initiate in the office. Some positions within the company are not attainable for remote workers (depends on company and management). It is sometimes hard to stop working because your desk is always with you. I find I work more hours now than I did when I worked in an office.”

“[Difficult to] stay connected to the group at large. Sometimes lag in getting up to speed on systems due to the fact that you don’t have people right there to speak with. [Lack of] growth opportunities.”

“Can be isolating; hard to stop working when the office is in your home.”

“There are times when not seeing my colleagues for extended periods of time is isolating because we are very business focused during work hours when we are interacting. Typically, I see them at least once a year but for colleagues who are not part of my


immediate team, it could be much longer between times when we’re together. That said, it’s the same for those working in our various offices as they don’t necessarily see colleagues from other offices regularly either. It is harder to remain ‘in the loop’ if a company does not have strong corporate communication policies. If the attitude is ‘share it in the hall’ then it’s definitely hard to stay up-to-date. It requires specific effort to ensure that you’re not ‘forgotten’ by management — you have to manage your professional visibility differently than an office-based person does.”

I asked, finally, do you recommend this professional life-style to others?

“Yes, if you have the right personality.”

“Yes, for the convenience and flexibility.”

“If you can work independently; you have to be more task-oriented and less people-oriented or be able to get your social fix somewhere else.”

“I recommend that you really know yourself before you make the choice. It is not for everyone by any means.” 

Rumors *from page 33*

frown! It’s a shame that all of it must end but the memories are wonderful.

New and Special this year — ATG Trend-spotting! With all the changes going on around us, we are trying to position ourselves or our libraries or companies for the future. **ATG Me-**

dia is taking one small step. Lisa Hinchliffe is taking charge of this new initiative. We want to establish an ongoing process for identifying social, policy, economic, technology, and educational trends and forecasting the impacts on the information industry, with particular attention to scholarly communication and publishing as well as academic and research libraries. We are designing a community-engaged process for collaboratively exploring

these trends and forecasts and are planning to have an online **kickoff webinar on June 19.** We’re working on details and will be in touch soon! Save the date! Let me know if you have any questions!

Scott Plutchak’s article in this issue about the allure of **shiny new things** seems pertinent to a discussion of trends (p.63). When is a fad

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and ingestion of their authored publications. I then oversee three to five student workers for the population of faculty publications in their respective profiles. Lastly, I co-project managed a **Knigh Foundation** grant-funded project to examine the role of libraries in civic data management and preservation. I worked on two technology prototypes for testing dataset preservation and worked on the white paper detailing our project findings. We are currently exploring the next phase of the project. In addition to my major projects, I'm part of a Scholarly Communications Strategic Steering Group and I am set to begin work on **Temple's** institutional repository.

Jodi Hoover, Digital Media Librarian, The University of Maryland Baltimore County — In my role as a media librarian I work to provide access to non-text based library resources such as films, music and images regardless of format. I work with departments throughout the library to make sure these resources are well integrated into our regular workflows and provide input on specific media related issues. If media purchases are expensive or involve signing a particularly restrictive license, I work with our Acquisitions Department to recommend options. Working with the Reference Department as a liaison has given me the opportunity to make sure appropriate media resources are included in subject guides and library instruction sessions. As media collections can often become hidden within discovery layers I routinely test to make sure that media items display properly and are present in search results. I work with our Discovery Librarian and Bibliographic Services Department to resolve any issues that may impede access. Additionally, I assist faculty members with selecting media resources for their classes, including working to resolve access issues for students with disabilities by finding materials with captions, audio description or transcripts.

Conclusions on the Definition of Digital Services and Digital Librarians

DelRosso and Lambert defined digital librarians as those in positions that revolve around technological means of sharing and storing information, and this might have been a suitable definition and also led to a definition of library digital services. However, their definition eliminates many digital librarians whose work may include specialized ways of presenting or manipulating information, such as in web exhibits, digital maps, data visualization and digital storytelling, or in presenting information in an interactive manner, through a database, or through a map or graphic that changes based on user settings, data mining and analysis, and other types of work done with information that are inexorably technological. The use of the term "sharing" seems obsolete, as in the digital age, librarians more often provide access to electronic materials that are provided via purchase, for free, or via ILL (even if via a scan of a print article) rather than via sharing which suggests a physical object that only one person can use at a time. Therefore, this definition seems off the mark. Instead we continue to utilize the definition provided in the introduction.

The first item in the definition in the introduction is "building a digital collection of information for further study and analysis." In looking at what digital librarians do, it's apparent that this extends beyond digital collections to include content for websites, content for social media, content for subject guides, and insuring that content appears appropriately in the discovery layer. Further, the content isn't necessarily for study or analysis, but may also provide information about the library and its resources and services, or gather information in a particular way that is

of value to the user, such as in a subject guide or in the discovery layer. Further, the digital librarian goes beyond providing but also assisting and educating in the use and creation of digital content. A more inclusive wording of this point moves the specific of building digital collections to the more general: **Library Digital Services creates or maintains digital content and provides instruction and support in the use, creation, or maintenance of digital content.**

The second through fourth items on our list of digital services in the introduction are about providing instruction and support in the creation of a range of different types of tools for working with digital collection in a variety of ways. Digital Librarians, however, are just as likely to provide existing tools as to create them from scratch, specifically, technology tools, and not just tools for working with digital collections, but tools that support a broad range of library goals. Digital librarians may maintain a set of software for common staff or patrons needs. When a new need becomes apparent, the digital librarian identifies the tool that might meet it and manages its implementation. When a new tool is developed that might be of use to the library and its community, the digital librarian manages the adoption and implementation process. Additionally the digital librarian teaches and assists with the use of technology tools. These four items are better combined and stated as **Library Digital Services provides, creates, or maintains technology tools and provides instruction and support in the use, provision, creation or maintenance of technology tools.**

In utilizing these definitions, it's important to note that digital content is composed of objects that are expressions, and digital tools are for carrying out a function. The same application may be viewed as both content and tool, as many applications mix them, for example, the text in a database is content, and the search box is a tool to find the content. Labelling a particular application as one or the other isn't important, but knowing that digital librarianships may engage with either or both is very important.

The following definitions are reached utilizing the above conclusions:

Library Digital Services supports the mission and goals of the library by engaging in any of the following activities:

- 1) Creating or maintaining digital content.
- 2) Providing instruction and support in the use, creation, or maintenance of digital content.
- 3) Providing, creating, or maintaining technology tools.
- 4) Providing instruction and support in the use, provision, creation, or maintenance of technology tools.

A digital librarian is in a position that focuses on any of the above activities in support of the mission and goals of the library. 🌿

Endnotes

1. "Our Cultural Commonwealth: The Report of the American Council of Learned Societies Commission on Cyberinfrastructure for the Humanities and Social Sciences," 2006, 7, http://www.acls.org/uploadedFiles/Publications/Programs/Our_Cultural_Commonwealth.pdf.
2. **Karen S. Croneis and Pat Henderson.** "Electronic and Digital Librarian Positions: A Content Analysis of Announcements from 1990 through 2000." *Journal of Academic Librarianship* 28, no. 4 (July 2002), 232-7.
3. **Youngok Choi and Edie Rasmussen.** "What Qualifications and Skills are Important for Digital Librarian Positions in Academic Libraries? A Job Advertisement Analysis." *Journal of Academic Librarianship* 35, no. 5 (Sept. 2009), 457-67.

a trend and vice versa? My son-in-law bought **bitcoins** way back when and sold them at the right time. But that seems to take some luck. **Blockchain** is another hot topic these days. Is

it going to last? We will have more than one talk about this in Charleston I am sure. Look at all the hype about **Facebook** and privacy. I am struck by the fact that millennials don't seem to value privacy the same way we older types do. Is that a valid observation? As we develop this **trendspotting**, keep your eye out for what is happening. Would love to hear from you!

Hope you have all read **Corey Seeman's business column — Squirreling Away**. **Corey** says he spends a lot of time indoors and he enjoys taking pictures of squirrels when he is outside. He has so many pictures of squirrels to share and we will be able to have a different picture with each issue. And I should have

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Don's Conference Notes

by **Donald T. Hawkins** (Freelance Conference Blogger and Editor) <dthawkins@verizon.net>

The 13th Electronic Resources & Libraries Conference (ER&L)

Column Editor's Note: *Because of space limitations, this is an abridged version of my report on this conference. You can read the full article which includes descriptions of additional sessions at <http://www.against-the-grain.com/2018/06/13th-erl/>. — DTH*

The Electronic Resources & Libraries (ER&L) Conference returned once again to the AT&T Executive Conference Center in Austin, TX on March 4-7, 2018. It drew over 1,000 attendees from 17 countries, as well as about 500 online attendees. Besides the traditional mix of plenary and concurrent sessions, the conference featured an exhibit hall with over 80 exhibitors, a number of poster presentations, and pre- and post-conference workshops.



Sandy (L) and Bonnie Tijerina, Conference Coordinators

Opening Keynote

Content Standards and Their Consequences

Robyn Caplan, Researcher at **Data & Society Research Institute** (<https://datasociety.net/>), noted that the power of platforms lies in the central position that search engines occupy. However, distinctions between media companies and platforms have begun to blur, leading to ambiguity in our perceptions of how people are consuming information:



Robyn Caplan

- Platforms might be thought of as publishers, but large ones like Facebook, Twitter, and Google cannot define themselves well because it is difficult for them to categorize their content well.
- Are platform companies really media companies? **Mark Zuckerberg**, founder of Facebook, has said that Facebook defines itself as a technology company because media companies are largely known by the content they create.
- Are media companies platform companies? Some of them think of print as just another platform, and news media have shifted their strategies to be platforms.
- Barriers between distribution channels and publishers are converging. Platform operators are wondering what content they should be prioritizing, which are decisions publishers used to make.
- The Internet was intended to break down barriers between producers and readers and was initially advocated as the true public sphere. But it is unlikely that early Internet companies could foresee today's situation that there would be only a few companies dominating the Internet.

Caplan referred to a report recently published by her organization, which she co-authored: "Dead Reckoning: Navigating Content Moderation After "Fake News." Fake news can be detected by

- Intent: the author intends to spread false information,
- The type of information being conveyed, such as hoaxes, conspiracies, satire, etc., and
- Its features: unique words, visual cues, sensational images, and social patterns.

It is difficult to tell the difference between someone intending to inform and someone intending to deceive. Solutions to the fake news problem depend on:

- Trust and verification by third-party fact checkers,
- Demonetization of content not meeting standards,
- Banning accounts known to be producers of fake news and de-prioritizing their content, and
- Regulatory solutions (generally used outside the U.S.).

Platforms now rely more than ever on people to moderate and categorize content types.

Community Engagement: Using Linked Data to Increase Event and Collection Discoverability

According to **Ravi Singh**, Executive Director, **Demco Software** (<https://www.demco.com/software/>), linked data creates visibility for libraries. He cited a recent **Pew Research** report, which reported that 80% of the adult respondents to a survey said that libraries should offer programs to teach people how to use digital tools such as 3-D printers, and 50% said that libraries should buy the tools. However, the same report also found that many Americans do not know that libraries offer learning-related programs.

Linked data opens up internal data to the web and encourages companies and others to publish it freely, but in libraries, linked data has been largely applied to books. Search engines use linked data to enrich their results, which can help libraries transform themselves from passive repositories into educational centers. **Demco's** product, **Demco Discover**, provides a suite of tools to help libraries use linked data effectively.

How Do Students Do Research?

Molly Beisler, Discovery Services Librarian at the **University of Nevada-Reno**, presented a fascinating talk on her research into how students do their research. Instead of using the traditional method of having the searchers describe what they were doing, she had 222 students from eight classes draw diagrams. Images allowed expressions of ideas or feelings that might not emerge through words alone and also encourage abstract thinking. Some of her findings were:

1. 89% of the images showed research, and it was good to see that some students mentioned the library's databases.
2. Students are using the library's resources, and several of them mentioned the discovery system used at the library (Summon) by name.
3. Help was used at various points in searches, and it came from multiple sources — peers, family, and the writing center. The preferred source of help was peers; it was not frequently sought from the library.

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Rumors

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told you that **Corey** is also taking over the **Monograph Musings** column from **Regina**

Gong who is going to enroll in a PhD program (see above).

I look forward to getting the **Scholarly Kitchen** article most days. I was so struck by **Kent's Anderson's** article on "**The Race to the Bottom: Short-term Bargains versus**

Long-term Vitality" that I asked if we could reprint it in **ATG**. You may remember that **Kent** was one of our judges for **Fast Pitch** last year and maybe this year?

I am so happy that **Nancy Herther** is

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ATG Profiles Encouraged from page 84

part of the University of Washington Libraries system, now spans two buildings and shares space with the campus Teaching and Learning Center.

NUMBER OF STAFF AND RESPONSIBILITIES: 16 permanent staff including six librarians (5 FTE) covering services including reference, instruction, circulation, digital scholarship, and a campus repository.

OVERALL LIBRARY BUDGET: Approximately \$1,750,000.

TYPES OF MATERIALS YOU BUY (EBOOKS, TEXTBOOKS, DVDS, VIDEO STREAMING SERVICES, DATABASES, OTHER): The majority of the library's collection development is done in coordination with colleagues across the tri-campus University Libraries system and includes serials, print and e-books, textbooks, DVDs, streaming media, digital archives, and a variety of disciplinary databases.

Back Talk from page 86

imagining the digital library goes back to the 1940s in **Vannevar Bush's** famous article "As We May Think" (July 1995, *The Atlantic*), and that the reality of the digital library began to shape itself already very soon thereafter. Our systems predate the personal computer and widespread use of the Internet and continue to evolve. We will continue to be leaders.

Third, we share important working principles. The Global Vision insists that we must be leaders who advocate effectively for librarianship's values and practices, and by so doing ensure that our stakeholders understand the value and impact of our work. We are reminded to be less bureaucratic, more collaborative, and ever change-friendly.

And fourth, the Global Vision reminds us that our new and younger professionals are precious, essential resources, commanding us to care for training and professional development as the single most powerful force we can muster to build a successful future.

During the Global Vision meetings in Barcelona this March, I recalled one of my saddest library experiences ever. In 1999, during the **IFLA Congress** in Bangkok, I traveled to Phnom Penh in neighboring Cambodia, and while there we visited the National Library. It was a dreary and lifeless place, an old French colonial building, dusty, somber and quiet. But, I remind myself now, that, in spite of all the travails of that poor, small country, the national library was still there. I fished out a photograph I took then of a quotation that has since stayed with me. Inscribed in French

over one of the doorways: "Force can bind you for a while," it said (paraphrasing a little), "but an idea can hold you forever." Even after all Cambodia had been through, even though (another photo that is too sad to share) the card catalog drawers were almost empty, even there the idea of the library held on. And from a couple of miles away, another photo of the shiny new "Hun Sen Library," named after the strongman ruler who is still there almost twenty years later. Even the strongman was held by the idea of the library.

That kind of resistance, persistence, and power are what the **IFLA Global Vision** is about. It's a privilege to be part of the process and to encourage everyone to seize the opportunity participate and become part of the Global Voice of Librarianship. 🌸

Rumors from page 71

back and writing up a storm online! **Social Media: the 21st Century Communication Standard? Part 1** as well as parts 2 and 3 are waiting for you to read them and react! <https://against-the-grain.com/2018/04/social-media-the-21st-communication-standard/>

While we are going around our work and lives, I cannot believe what **Leah Hinds** is doing! She and her husband **Patrick** and their two kids, **Maddie** and **Jacob**, (and their two dogs), have been traveling across the U.S. She moves back and forth looking for good reception for her cell phone and how she keeps track of the times and time zones while still conducting **ATG** and **Charleston Conference** business is truly amazing! Kudos to **Leah**! See her letter in this issue, p.6.

Got an email from **Anthony Watkinson** just today! (isn't email wonderful?). Anyway, he was at the 40th **SSP** and met up with **Barbara**

Me Meyers (Ford). **Barbara** was there as one of the original founders of **SSP**. **Barbara** was a great friend of the **Charleston Conference**. For those of you who are old timers you will remember that for many years, she used to run a **half day Plenary Session** focused on publisher issues. The sessions were always wildly popular. I have tried to reach her by email unsuccessfully so I'm ecstatic that **Anthony** wants to reconnect with her! No grass is growing under **Barbara's** feet. She is now **Interim VP Publications, American Geophysical Union** and **DBA Meyers Consulting Services (MCS)**! Some **ATG history**. In every print issue of **ATG**, on page 5 you will notice the **ATG ad and subscription request form**. That was **Barbara's suggestion and brainstorm**! Hooray **Barbara**! Hope to see **Barbara** in Charleston soon! **Our 40th is coming in two more years (2020)**! Let's reminisce!

Inside Higher Education has been noticing what student reading assignments are this summer for common reading. **Mary Shelley's Frankenstein** tops the list this summer but other

choices include: *Soonish*, by **Kelly and Zach Weinersmith**, *Born a Crime* by **Trevor Noah**, *Just Mercy* by **Bryan Stevenson**, *The Death and Life of the Great Lakes* by **Dan Egan**, *All They Will Call You* by **Tim Hernandez**, *Hamilton: The Musical (Original Broadway Cast Recording)* by **Lin-Manuel Miranda**, *The Good Food Revolution* by **Will Allen**, *The Handmaid's Tale* by **Margaret Atwood**, *Tigerland* by **Wil Haygood**, *Sing, Unburied, Sing* by **Jesmyn Ward**, *Lab Girl* by **Hope Jahren**. To read more specifics, go to <https://www.insidehighered.com/news/2018/06/08/what-freshmen-are-reading-summer/>.

And more reading! To be published in July by **ABC-CLIO** — *The Complete Guide to RFPs for Libraries* by **Frances C. Wilkinson** and **Sever Bordeianu**, Editors. Foreword by **Katina Strauch**. Congrats to **Fran** and **Sever**! <https://www.abc-clio.com/ABC-CLIOCorporate/product.aspx?pc=A5565P>

Have a great summer and see you online!
www.against-the-grain.com/ 🌸