

# The WPWVC/ACRL Virtual Spring Conference 2020

*Innovate, Communicate, Collaborate*



June 19 - July 31, 2020

Live Virtual Conference

**Western Pennsylvania**  
ACRL Chapter **West Virginia**

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## Schedule

<b>June 12, 2020</b>	<b>8:45 am - 9:00 am</b>	<b>Virtual Coffee Chat</b>
	<b>9:00 am - 10:00 am</b>	<b>Welcome &amp; Business Meeting</b>
	<b>10:00 am - 11:00 am</b>	<b>Keynote: Jeffrey Knapp</b>
<b>June 19, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Stacey Kimmell-Smith &amp; Mark Canney</b>
	<b>11:00 am - 12:00 pm</b>	<b>Elin Woods, Sara Parme, &amp; Chris Clouser</b>
<b>June 26, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Gretchen Gueguen</b>
	<b>11:00 am - 12:00 pm</b>	<b>Lightning Round Sessions</b>
<b>July 10, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Theresa McDevitt, Alea Perry, &amp; Dr. Veronica Paz</b>
	<b>11:00 am - 12:00 pm</b>	<b>Marcia Rapchak</b>
<b>July 17, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Staci Ross, Gabi Gulya, &amp; Brenda Salem</b>
	<b>11:00 am - 12:00 pm</b>	<b>Diana Dill, Clare Withers, Jeanann Hass &amp; Carrie Donovan</b>
<b>July 24, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Calida Barboza &amp; Margo Sassaman</b>
	<b>11:00 am - 12:00 pm</b>	<b>Marnie Hampton &amp; Melody Diehl Detar</b>
<b>July 31, 2020</b>	<b>10:00 am - 11:00 am</b>	<b>Erik Nordberg, Karen Diaz, &amp; Ronalee Ciocco</b>
	<b>11:00 am - 12:00 pm</b>	<b>Catherine Baldwin</b>

## Keynote



### **Jeffrey Knapp**

Penn State University

### ***The Power of Presence: Uncovering the Unasked Questions***

June 12, 2020 at 10:00 a.m.

## Biography

Jeff is the Larry & Ellen Foster Librarian for Communications at Penn State University Libraries, serving the Bellisario College of Communications, the largest accredited mass communications program in the United States. In addition to library and information science, his academic background includes international politics and history, with professional experience in marketing communications. Jeff believes it is his professional responsibility to be interested in everything. His research interests involve the role of academic librarianship and potential futures for the profession in an ever-changing information environment.

## **June 19, 2020 Sessions**

### **Make way for Macchiato! How Disruptive Change Drove Service Redesign, and Actually Ended Well**

Stacey Kimmel-Smith & Mark Canney - Lehigh University

**10:00am**

Anticipated growth in Lehigh's student body and the continuing digital transformation of libraries has compelled Lehigh's Library and Technology Services to revision our library spaces. In the latest phase of changes in 2019, we completed a 2-million-dollar renovation of our first-floor space which is our service hub. The redesign of the space created a 45-seat cafe and patio; consolidated library and technology service points at a new central help desk; and relocation of staff offices/collections to allow for new collaborative user spaces. The new cafe now operates in the space that had formerly been the lending services operations. The client-facing part of lending services combined with a computing/technology help desk, and we have begun alignment and cross-training of staff. We will discuss the external forces impacting campus leading to this initiative; the benefits and difficulties of merging the two service points; and our plans for the future.

### **Opportunity Does Not Knock: Building Teams and An Undergraduate Research Journal**

Elin Woods, Sara Parme & Chris Clouser - Indiana University

**11:00am**

In libraries and across campuses resources and programs are regularly being cut due to lack of funding. How do we stop this depressing narrative of taking resources and opportunities away from students? Can we bring ourselves to move forward in an optimistic way, to try something new, amidst dwindling resources, time, and people power? The answer is yes, by locating a small group of key stakeholders...and asking for forgiveness instead of permission. In this presentation, we will discuss how some librarians are liberally interpreting their job descriptions and partnering with some forward-thinking faculty to create an undergraduate student journal on campus, launching this fall. We outline how we partnered with the Writing Center and the Office of Undergraduate Research to demystify the academic writing and publishing process to undergraduate students. Partnering created a symbiotic relationship that helps all of us reach our individual goals of supporting students and their success.

## **June 26, 2020 Sessions**

### **Collaborating for Innovation: Developing Consortial Open-Source Software at PALCI**

Gretchen Gueguen - PALCI (Pennsylvania Academic Library Consortium, Inc.)      **10:00 am**

Since 2017, PALCI - an academic library consortium with 70 members across PA, WV, NY, & NJ - has been investing time and resources into open source software (OSS) projects to meet the needs of its membership. Investment in community-owned infrastructure is important to control costs and tailor solutions to member needs. By representing our consortium in these efforts, PALCI brings forward the needs of libraries without the time or capacity to participate. Through collaborative projects, we hope to widen the technology options for all libraries in key areas.

This presentation will give an overview of our work on three projects - the ILL management system ReShare, the journal usage statistics platform CC-PLUS, and the institutional repository Hyku. We will examine the ways new development efforts are being balanced with existing member needs, outline PALCI's role in these projects, and explore the challenges and opportunities of OSS projects.

### **Lightning Rounds**

**11:00 am**

### **Collaboration Across Cyberspace: NNLM's Wikipedia Editing Campaigns**

Kelsey Cowles - National Network of Libraries of Medicine, Middle Atlantic Region (University of Pittsburgh Health Sciences Library System)

In spite of common admonitions to avoid Wikipedia, the collaboratively created online encyclopedia is in fact one of the most frequently used information resources in the world, including among students and professionals: for example, 94% of medical students and 50-70% of physicians use Wikipedia to find health information. In recognition of the importance and ubiquity of Wikipedia as an information resource, academics and information professionals have increasingly made efforts to innovatively re-integrate the resource into the academic sphere in both the classroom and the library. Building on this work, the National Network of Libraries of Medicine (NNLM) has organized a series of Wikipedia editing campaigns. These campaigns have incorporated in-person edit-a-thons as well as virtual events, and have engaged hundreds of students, faculty, and library staff (many of whom were new to Wikipedia editing) across the country in collaborative efforts to ensure universal access to high-quality health information.

## **June 26, 2020 Sessions (cont')**

### **Lightning Rounds (cont')**

**11:00 am**

#### **The Digital Learning and Library Services**

Brett Stiffler - Carlow University

Carlow University is embarking on its first year of a blended library model that merges the Center for Digital Learning and Innovation with Library Services. Bret Stiffler, Interim Director of Grace Library at Carlow University, will discuss the nexus between digital learning and library services, and how his staff have created a unique model of a blended library in the first year of this vision.

#### **Making Citations Stick**

Ethan Marek, Kelly Safin, & Renee Kiner - University of Pittsburgh

As part of ongoing efforts to incorporate active learning and the ACRL Framework into our instruction, we added a citation-building activity to first-year seminar class sessions. This decision was also based on post-instruction feedback; student surveys indicated they wanted more hands-on citation practice. Fitting this into the lesson plan was a challenge, but we made it work with magnetic paper, dry-erase boards and Beyoncé. In our talk, we will share details of this exercise, what we learned when implementing it, student responses and what we'll change in the future.

#### **Student Outreach . . . Making It Personal!**

David Kupas - University of Pittsburgh

Reaching college students isn't always easy. Personalizing our outreach efforts and services can help establish a connection with them. The librarians at University of Pittsburgh's Johnstown Campus communicate personally with all first year and transfer students through their Personal Librarian Program. They also offer Personal Research Consultations to all students. This talk will highlight how they are doing it.

#### **Stop Stop...I Know the Answer! Gamification and Information Literacy Instruction**

Richard Brzustowicz - Carlow University

This presentation is an examination of Carlow University's collaborative information literacy game Stop Stop...I Know the Answer! During the 2018-2019 academic year, librarians at Carlow University's Grace Library and writing tutors in the University's Center for Academic Achievement developed an

information literacy skills game. Using NPR's Wait Wait...Don't Tell Me! as a model, the program facilitators created a novel information literacy quiz. By utilizing a combination of electronic resources including Kahoot! and YouTube, students were challenged to examine sources with varying degrees of credibility. Upon completion of this game, the winning participant was then awarded a gift card to Barnes and Noble.

## **July 10, 2020 Sessions**

### **Snap Out of It: Cross-Campus Collaborations to Promote Mindful Online Sharing Practices**

Theresa McDevitt, Alea Perry, & Dr. Veronica Paz - IUP

**10:00 am**

As soon as they can legally accept terms and conditions, GenZ students were sharing their most private thoughts on social media in exchange for the opportunity to participate in a social life, but at what cost? Oversharing in the cloud can have real-world consequences in terms of mental health, economic prospects, and even put physical well-being at risk. How can libraries encourage students to consider the value of their private information and think critically about the bargain they are making? In this session a Professor who teaches an American Government class and a Librarian will discuss a library poster session assignment where students consider the privacy protections in the constitution and how it relates to information sharing on social media. Full details of planning and carrying out the event and the benefits that ensued including deep learning outcomes and learning transfer resulting for students, faculty, and librarians will be discussed.

### **Design Thinking, Academic Libraries, and the MLIS**

Marcia Rapchak - University of Pittsburgh

**11:00 am**

Design thinking is a human-centered problem-solving process that emphasizes uncovering the root of problems and then iterating on solutions. It has played an important role in the development of academic innovative library spaces and services (Leuzinger, Lee, & Korber 2018). Clarke and Bell (2018) argue that design thinking is central to librarianship, and thus the professional degree for librarians should be a Master of Library Design, not a Master of Library Science. This presentation will walk through the design thinking process and uncover its relationship to academic librarianship. It will also describe how the University of Pittsburgh has integrated design thinking into its core curriculum to prepare students to collaborate to understand their users and design solutions to meet user needs. Finally, this presentation will provide attendees with information on how they might partner with MLIS student teams to develop innovative solutions to information problems facing their libraries.

## **July 17, 2020 Sessions**

### **On the Same Page: Fostering a Culture of Collaborative Communication in Technical Services**

Staci Ross, Gabi Gulya, & Brenda Salem - University of Pittsburgh

**10:00 am**

The presentation will address the development of a new communication system in the Technical Services department at the University of Pittsburgh and how it enabled more opportunities for outward-facing communication with colleagues in Public Services and Administration. With simultaneous staff changes, loss in institutional knowledge, an ILS migration, and major renovation of Hillman Library, the need to update the traditionally closed-off departmental communication system became even more apparent. A working group formed to develop a communication structure that encouraged - and required - openness and collaboration among staff in the department and the greater library community. The group created documentation for procedures and a routine for getting updates from all staff. With time and focus there was improvement in the sharing of information both within and outside the department, which served as a reminder that procedures are in place to serve people, therefore the people should be the priority.

### **Collaborating with Undergraduate Instructors in Student Learning**

Diana Dill, Clare Withers, Jeanann Haas, & Carrie Donovan - University of Pittsburgh

**11:00 am**

What's the value of integrating primary sources—digital or original format—into classroom learning? How do teaching faculty think library materials and expertise fit in?

We'll share our initial local findings from ITHAKA S+R Research into Primary Sources; the goal of this multi-institutional, international study is to understand how libraries can best support undergraduate classroom learning with primary sources. Our team interviewed humanities and social sciences instructors and our initial findings highlight perceived value of primary sources in undergraduate classroom learning, role of library/librarians, methodologies, and pedagogies. Presenters will focus on results that reveal the challenges, barriers, and examples of successful engagement. This session will be of interest to librarians, archivists, liaisons, and subject specialists as we consider opportunities and strategies for continued development of our role in student success.

## **July 24, 2020 Sessions**

### **Collaborating to Connect Library Student Employee Experiences with Career Readiness Competencies**

Calida Barboza & Margo Sassaman - Millersville University

**10:00 am**

Library faculty and staff from the Office of Experiential Learning and Career Management embarked on an innovative collaboration to help make student employees in the library career ready. Session attendees will learn about the implementation of a workshop designed to introduce those student employees to using the National Association of Colleges and Employers (NACE) competencies as a framework for assessing their career readiness and communicating the work they've done in the library as employer-rated competencies to prospective employers.

### **Open Educational Resources (OERs): Refresh Your Teaching and Save Your Students a Bundle!**

Marnie Hampton - University of Pittsburgh & Melody Diehl Detar - Duquesne University

**11:00 am**

A recent College Board study reports that college students spent roughly \$1,290 on books and supplies during the 2018-2019 academic year. Textbook costs directly affect the affordability of a college education, but there is a free, adaptable alternative that could save students hundreds of dollars – open educational resources (OERs). OERs go even further than addressing textbook cost concerns, as they provide new pedagogical opportunities for instructors. Join us to find out what are OERs, how libraries are well-equipped to promote and support their use, how librarians can use them in their own work, and what's happening at the state level with OERs.

## **July 31, 2020 Session**

### **Doers, Managers, and Leaders: Navigating Pathways to Leadership**

Erik Nordberg, Karen Diaz, & Ronalee Ciocco

**10:00 am**

How do you map your professional journey from entry-level to retirement? For many, the pathways move from hands-on work at the front lines of academic libraries, through roles as managers of people and departments, to leadership positions in larger institutions. Three panelists will share stories of their transition into leadership roles as deans and directors at academic libraries in our region and how they approached their new positions – at new institutions and in new states. Each will detail their work to build trust and extend leadership to employees in their library, engage with institutional stakeholders and resource providers, and assume appropriate roles in consortia and professional associations. This session will be of interest to anyone charting their own professional career trajectory, regardless of current rank or classification. The panelists will discuss several key themes and provide time for questions and discussion with attendees.

### **Mixing a New Palate: Multifaceted Information Literacy Instruction for Emerging Young Adults**

Catherine A. Baldwin - University of Pittsburgh

**11:00 am**

University students exist within a state of transition, therefore, instruction services librarians witness variability of student maturity, personal investment, technological skill, and information literacy awareness (Feltsan, 2017). In addition, views on andragogical practice and instruction vary, complicating efforts to educate young adults (Knowles, Holton, & Swanson, 2005; Loeng, 2018).

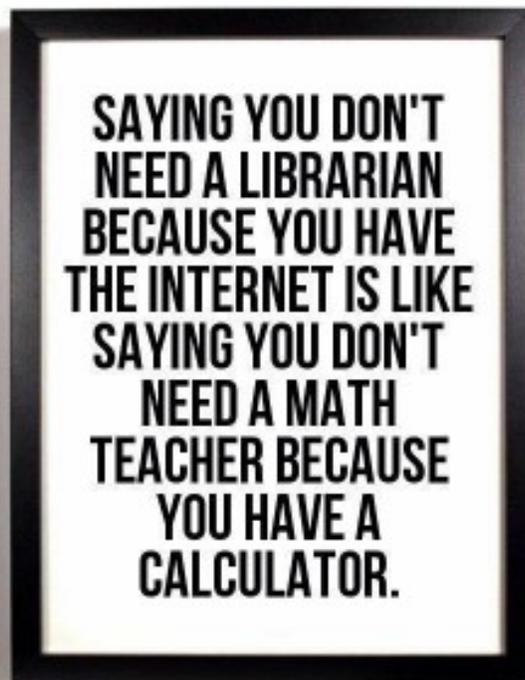
In response, university students may benefit from instruction fitting both adolescents and adults, with pedagogical methods complementing andragogical methods (Grassian, 2017). Holistic instruction incorporating reading format preferences, critical thinking, technology, faculty collaboration, and student affect may optimize learning outcomes (Anderson & Johnston, 2016; Bury, 2016; Mizrachi, Salaz, Kurbanoglu, & Boustany, 2018; Taylor & Marienau, 2016).

In this presentation of best practices, topics addressed include the history and definitions of andragogy; cognitive development of the young adult; differences between pedagogy and adult education; information literacy and social responsibility; and techniques for instructing developing young adults within an increasingly global society.

# **Western Pennsylvania** ACRL Chapter **West Virginia**

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**The Western Pennsylvania/West Virginia ACRL Chapter  
would like to thank librarians everywhere for all they do every day. For all  
they have done - despite a global pandemic and unprecedented time  
constraints - to assist those they serve so that each one may continue to learn,  
grow, and achieve -- without skipping a beat.**



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