SSHELCO
State System of Higher Education Library Cooperative Organization

Collaboration and Interaction: The Future of Libraries

Dixon University Center
Harrisburg, PA
April 2-3, 2020
CONFERENCE PLANNING COMMITTEE

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Sara Parme, Indiana University of PA
Michelle Santamaria, Millersville University
Danielle Skaggs, West Chester University
SCHEDULE AT A GLANCE

Thursday, April 2, 2020

8:00am-4:00pm  Registration  Admin Building Lobby

8:00-9:30am  Breakfast  Admin Building Conference ABC

9:45-10:45am  Session 1
- Give Me the Blue Pen: Advancing Research Guides Design  Duncan 222
- Archives SIG  Richard 102
- Exploring Historical Children’s Literature  South 205
- All’s Well That Ends Well  Duncan 221

11:00am-12:00pm  Session 2
- Gamifying the Library Classroom  Duncan 222
- Off-Peak PASSHE-Wide Reference Services Using LibAnswers  Richard 102
- Reference Statistics Reloaded  South 205
- International Students and PASSHE Libraries  Duncan 221

12:00-1:30pm  Lunch  Admin Building Conference ABC

1:30-2:30pm  Session 3
- Instructional Technology SIG  Duncan 222
- Access Services SIG  Richard 102
- Creative Collaboration  Duncan 306
- LibApps SIG  Duncan 304

2:45-3:45pm  Session 4
- OER at Millersville  Duncan 221
- Zoom in on Reference  South 205
- Department Chairs  Duncan 222
- Government Information SIG  Duncan 304

4:00-5:00pm  Session 5
- Rethinking Media Services  South 205
- Where Do We Go from Here?  Duncan 306
- Education Librarians & Curriculum Collections Discussion Group  Duncan 304
Friday, April 3, 2020

8:00-11:30am  Registration  Admin Building Lobby

8:00-9:00am  Breakfast  Admin Building Conference ABC

9:00-10:00am  Session 6
- Investigating COUNTER 5  Duncan 221
- Designing a Curriculum for Research in the Disciplines  Duncan 304
- Emergency Weeding Procedures  South 205
- Cultivating Sustainability and Green Practices by Bailey Library’s Green Team  Richard 102

10:15-11:15am  Session 7
- Adapting to Changing Library Organizational Models  Duncan 221
- Cataloging SIG  Duncan 304
- Rattlesnakes, Parades, Coal Mines, and Veterans  South 205

11:30am-12:30pm  Session 8
- Bind, Box, Repeat  Duncan 221
- Fight the Power  Duncan 304
- Census 2020  South 205
SESSION DESCRIPTIONS

THURSDAY, APRIL 2, 2020

SESSION 1 (9:45- 10:45AM)

Give Me the Blue Pen: Advancing Research Guides Design Through Verbal and Visual Communication
Alessia Zanin-Yost, Slippery Rock University
Cassandra Frank, Slippery Rock University
Cynthia Harrison, Slippery Rock University
Rocco Cremonese, Slippery Rock University
Duncan Hall 222

As our library examined updating the look and content of the research guides the presenters decided to conduct a student survey (user experience?) to create a template to use. With this in mind, the presenters developed and conducted a qualitative analysis using the Think Aloud Protocol (TAP). TAP is a qualitative research method where visual and verbal communication are performed at the same time. The person verbalizes the mental process of doing something, in this case, marking on paper which parts of the research guide are essentials, could be of use, or should be deleted. A digital recorder was used to capture how the students verbalized the decision-making process. The interviews were later coded by the presenters and transcribed into a spreadsheet to capture feelings, ideas, and concepts about the guide. The changes were then implemented in a test environment and presented to the library faculty for further feedback. This presentation illustrates how TAP can be used as an alternative to the traditional methods of usability testing such as task analysis, surveys, group interviews, or click testing. Additionally, it offers ideas on how to foster collaboration among librarians and highlights lessons learned during the development and implementation of the project.

Archives SIG
Christy Fic, Shippensburg University
Richard Hall 102

Archives and Special Collections faculty and staff will meet to discuss archival projects, issues, and concerns.

Exploring Historical Children's Literature in Archives & Special Collections
Lesley Colabucci, Millersville University
Marilyn McKinley Parrish, Millersville University
South Hall 205

Students in Literature for the Young Child (ERCH 435) study children's literature in all forms. To set the historic context for the development of more recent literature for children, students in the class come to Archives & Special Collections for a session focused on exploring examples of historic texts for children. From images of hornbooks, to hands-on exploration of chapbooks, picture books, and award winners, students ask questions of the texts and consider how these early examples of children's books differ from or are similar to today's award-winning titles. Students are encouraged to apply their knowledge of child development and diversity as they make observations about the resources. Following the session in the Archives & Special Collections classroom, students post reflections on what they learned in D2L. The goal of the reflection is to help students make sense of what they experienced and integrate that perspective into their understanding of the reading they do in throughout the semester. This session explores what we have learned from students’ reflections and our plans for the future.
In the fall of 2016, IUP library faculty were tasked with reviewing approximately 177,000 books for possible removal from the circulating collection and given a timeline of one year to accomplish that goal. After a few proverbial “bumps in the road,” the selection of items to be withdrawn, now closer to 50,000, ended in the summer of 2019. Planning for disposal began immediately after with the formation of the Book Removal Task Force, a group comprised of faculty, staff, and administration, each with their own unique ideas and expertise. This presentation will briefly cover the background of the original project, how it evolved over time, and the efforts that were made to include the campus community in the process. The focus of the session will be on the final phase of the project: the process developed for the physical removal of items from the collection as well as their records from the online catalog and OCLC.
Labs Core, we have been able to streamline the data collection process. This data can then be used by the assessment team for strategic planning. The way in which we collect reference data has been modified over time and this session will highlight past practices and how they have been improved to ensure we are meeting our assessment goals. Discussion will be centered on changes made to both the data collection forms (i.e. required fields) as well as the means in which the patrons demographic information is tracked and the ways this information is pertinent to the library department. In partnering with Institutional Research (IR), we are able to engage with the aggregated data. This session will be interactive as participants will be encouraged to ask questions and share their experiences with the data collection process for reference statistics at their institutions.

**International Students and PASSHE Libraries: Exploring a Collaboration Opportunity**
Aiping Chen-Gaffey, Slippery Rock University
Duncan Hall 221

Do you believe that international students have special library needs? If so, how can we identify and address their unique needs? Come to learn about a research project at Slippery Rock University. Let's discuss how we can better understand a culturally most diverse group of students and help them succeed while they study on a foreign campus. The goal of this presentation is to explore the feasibility of a potential collaboration initiative among PASSHE libraries. More specifically, the presenter would like to invite participants to a discussion on how PASSHE libraries can work together to better support international students. Rationale for collaboration: even if international students have unique needs, most of the PASSHE schools may only have a relatively small number of international students compared to large academic institutions in the nation. Proportionally, our library resources and services for international students may be very limited if any. This presents a perfect opportunity for collaboration and partnership. Let's explore how we can work together with our sister schools to leverage our resources and expertise in providing effective support to international students.

**LUNCH SESSION (12:00-1:30PM)**

**SESSION 3 (1:30-2:30PM)**

**Instructional Technology SIG**
Ryan L. Sittler, California University of PA
Duncan Hall 222

This is an open session for anyone to come and discuss instructional technology issues that are happening at your institution. You can seek feedback on things you've implemented, ask advice, or just join in the conversation.

**Access Services SIG**
Krista Higham, Millersville University
Richard Hall 102

Discuss issues in Access Services.

**Creative Collaboration: Meeting the Needs of Online Students Through Multiple Modalities**
Tonya Otto, Clarion University of PA
Duncan Hall 306

As the population of online students continues to increase, libraries need to be proactive and ready to meet the diverse information needs of these students. At Clarion University, the libraries have
engaged in creative collaborations with online teaching faculty to better meet the needs of our online students. In this session, we will discuss five different collaborations undertaken in the past academic year, from tailored tutorial videos to course-specific LibGuides to open and affordable educational resources. As a result of these efforts, students exhibited increased levels of engagement with library and course materials, the library was perceived as a valuable academic resource, and ongoing partnerships were established with teaching faculty. The who, what, when, where, why, and how of each collaborative effort will be discussed, as well as best practices and strategies for implementing these collaborations at your institution.

LibApps SIG
Loring Prest, California University of PA
Duncan Hall 304

Gather with your friends to discuss all things related to Springshare LibApps! This SIG covers all areas of LibApps (Guides, Wizard, Answers, etc.). If you are doing something really COOL with LibApps, share that with the rest of us! If you have a QUESTION or ISSUE with LibApps, ask the group and maybe someone will have an answer. Emphasis is on DISCUSSION. You will set the agenda!

SESSION 4 (2:45-3:45PM)

OER at Millersville: The Varied Approaches to Textbook Affordability
Krista Higham, Millersville University
Stephanie Pennucci, Millersville University
Kimberly Auger, Millersville University
Duncan Hall 221

How the efforts of a university wide OER working group improved course material accessibility and affordability for students. The Open Education Working Group, composed of faculty from across the University, have been working to increase awareness and create a system to support faculty members as they replace commercial textbooks with OER. We will discuss Millersville's Open Textbook Initiative (OTI) which supports adoption of open and library supported resources for course materials, Millersville's participation in the OpenStax Institutional Partnership program, and other activities.

Zoom in on Reference: Remote Support for Doctoral Student Research
Kelly Heider, Indiana University of PA
South Hall 205

Several departments at IUP have begun experimenting with fully online or hybrid models of doctoral education. One of the obvious benefits is the ability to accommodate individuals unable to attend traditional, brick-and-mortar courses due to family or work responsibilities. Unfortunately, one of the drawbacks is limited access to a physical library, academic librarians, or information literacy instruction. One way IUP Libraries has addressed the information needs of distance learners is through chat reference. However, doctoral students often ask involved research questions that are difficult to answer through chat--especially when the students can't see the librarian's screen. Significant time is lost when librarians have to type detailed instructions for navigating menus, links, and search screens. Recently, IUP purchased a Zoom site license which has enabled the librarians to provide reference service to doctoral students via cloud video conferencing. The Education Librarian started offering Zoom reference service for doctoral students in the fall of 2018, and the service has been well-received--resulting in better research questions, more efficient searches, thorough literature reviews, and ethical documentation of sources. In this presentation, the Education Librarian will describe her reference work with doctoral students in IUP's College of Education and Communications and
provide feedback from the students themselves.

**Department Chairs SIG**  
Aaron Dobbs, Shippensburg University  
Duncan Hall 222

Department Chairs check-in and discussion.

**Government Information SIG**  
Michelle Donlin, East Stroudsburg University  
Duncan Hall 304

**SESSION 5 (4:00- 5:00PM)**

**Rethinking Media Services**  
Brian Ardan, Lock Haven University  
South Hall 205

This presentation examines LHU Libraries transformation of its Media Services department. Traditionally a place to sign out AV equipment, the department has greatly expanded its range of services, and provides valued instruction in many areas across the curriculum. This includes video production classes; photography hands-on sessions; audio recording; basic webpage design; poster creation; as well as instruction on how to use media-related software (Photoshop, Adobe Premiere Pro, and more). Departments taking advantage of this unique library service include Marketing, Criminal Justice, Recreation Management, Communication, Performing Arts, and others. The presentation describes how this transformation took place, necessary training, and advice on how to make similar changes in your library. We will also discuss in-house projects such as creating instructional videos that go well beyond simple screen captures.

**Where Do We Go from Here? Transforming a Shared Open Space Institutional Repository in an Era of System- ness**  
Linda Neyer, Bloomsburg University  
Bob Dunkelberger, Bloomsburg University  
Christy Fic, Shippensburg University  
Julia McGinnis, California University of PA  
Elizabeth Scott, East Stroudsburg University  
David Obringer, Edinboro University  
Courtney Paddick, Bloomsburg University  
Jared Negley, Slippery Rock University  
Patrick Flanagan, KLN Applications Administrator  
Richard Hall 102

The roundtable discussion is open to library faculty, staff, and administrators interested in discussing system-wide, affordable options for transforming current PASSHE-sponsored Islandora IRs to have a more aesthetically pleasing and searchable user interface. Financially sustainable options for the 7 schools currently using Islandora and the 3 schools operating without an IR will be the focus of the discussion. The desired outcome is to develop a plan, working with the SSHELCO Library Deans/Directors and the appropriate System Redesign Teams, to facilitate a more useable, sustainable PASSHE-wide Institutional Repository.

**Education Librarians & Curriculum Collections Discussion Session**  
Stephanie Pennucci, Slippery Rock University  
Jessica Jordan, Slippery Rock University  
Duncan Hall 304
Discussion session for librarians who liaison to education departments and manage curriculum materials and juvenile book collections.

**FRIDAY, APRIL 3, 2020**

**SESSION 6 (9:00-10:00AM)**

**Investigating COUNTER 5: New Metrics and Report Options for COUNTER’S Latest Release**
Heather Getsay, Slippery Rock University
Duncan Hall 221

The newest standard for counting usage for electronic resources is COUNTER Code of Practice Release 5. According to Project COUNTER, Release 5 is intended to simplify previous complexities and make reports more flexible. For librarians, making the transition from Release 4 to Release 5 includes learning new metrics for usage, identifying new report options, and determining what data from previous releases can be compared to new reports in COUNTER Release 5. This presentation will examine the new usage metrics to identify the specific user behaviors they reflect, and look at how the new reports compare with previous options. The goal is to understand how COUNTER reports have changed, what improvements have been made, and what data is no longer captured. Attendees are encouraged to share their library’s experiences with transitioning to COUNTER Release 5.

**Designing a Curriculum for Research in the Disciplines**
Josephine Smith, Shippensburg University
Christy Fic, Shippensburg University
Duncan Hall 304

Research Methods and senior capstone courses are often the first time students experience large-scale research projects, or attempt original research. However, we have found that students are largely unprepared to take on this challenge. Based on our observations working with students across a variety of disciplines, we suspect that students have specific needs at the Research Methods course level and the Capstone level that are not currently being met by the library instruction program. Anecdotally, we have heard from certain faculty that either these courses can have up to a 20% DWF rate, with students repeating the course 2 or 3 times, or needing significant support to complete the class work at the level that faculty expect. Faculty often express frustration with students’ ability to successfully synthesize and integrate their independent research projects within the broader literature. Over the past year, the presenters have designed and begun to implement a co-curricular research lab to support students work at this level effectively within a programmatic framework. This presentation will present the pilot of this project, and the curricular structure developed.

**Emergency Weeding Procedures: “Just Getting It Done” When the Timeline is not On Your Side**
Rachel Newbery, Clarion University of PA
Tonya Otto, Clarion University of PA
Duncan Hall 306

Weeding/deselecting/deaccessioning/ and collection review are weighted and contentious topics in the academic library world, and library professionals agree a deliberate, detailed plan is key for weeding success. But how do we create a just-in-time plan when we don’t have the time for the close review and the months of crafting the perfect roadmap? How do we handle the Weeding Emergency? This presentation shares the experience of two librarians on an emergency escalation of a project at our branch library. We believe our methods & criteria may be useful for weeding at branch locations, special libraries or libraries seeking to implement a schedule for collection review by subject area.
Cultivating Sustainability and Green Practices by Bailey Library’s Green Team
Jennifer Bartek, Slippery Rock University
Duncan Hall 221

Slippery Rock University, has been named one of the 375 most environmentally responsible colleges in the U.S. in Princeton Review’s "Guide to 375 Green Colleges," for several years in a row. The Bailey Library Green Team, led by Allison Brungard, STEM Librarian, and Jennifer Bartek, Manager of Library Operations, was initiated after being approached to participate in SRU’s Sustainability Enterprise Accelerator program “Green Leaves.” This program is a self-certification commitment by departments across campus to raise awareness for sustainability and cultivate green initiatives within their departments. Bailey library faculty and staff quickly jumped on board and began to implement several new green practices, and soon discovered that the small steps being made, led to larger projects and initiatives. The SRU Green Leaves program hopes to encourage as many departments to participate, and ultimately have a goal of reducing the metric ton of equivalent CO2 to zero by the year 2037. This poster will show the timeline, milestones, and green practices or initiatives Bailey Library’s Green Team activated, involving not only faculty and staff, but SRU students, and even providing some benefits to outside community entities.

SESSION 7 (10:15-11:15AM)

Adapting to Changing Library Organizational Models
Bradley Wilson, Slippery Rock University
Judy Silva, Slippery Rock University
Jennifer Bartek, Slippery Rock University
Julie Kearney, Slippery Rock University
Duncan Hall 221

Slippery Rock University has undergone significant institutional change in the last five years in terms of organizational structure. In the library, this led to the elimination of the library director position which was replaced by an associate provost with multiple responsibilities outside of the library and a manager of library operations to facilitate library operations. Adapting to this change in leadership structure resulted in both challenges and opportunities. In this presentation, we will discuss those challenges and opportunities, identifying obstacles to success (including acceptance of the assignment of new duties, knowledge of academic library operations, willingness to embrace change, trust among all parties) and opportunities that the new organization provided (new perspectives on library work, redefining job duties, institutional integration, changing roles and responsibilities). This panel will present multiple perspectives on the changed organizational structure: the associate provost, faculty librarian, manager of library operations, and a library staff member.

Cataloging SIG
Sara Pike, Shippensburg University
Duncan Hall 304

Catalogers will gather to discuss relevant topics - please join us for a rockin’ good time!

Rattlesnakes, Parades, Coal Mines, and Veterans: Preserving 50+ Years of Local History Films
Sheila Kasperek, Mansfield University
South Hall 205

When a local amateur historian died, he left behind over 700 films and miscellaneous materials that no one knew what to do with. Learn how an estate/librarian partnership made these
materials publicly available. From initial collection evaluation to populating the online archive, see how one librarian transformed boxes (and boxes!) of unknown contents into a free online archive. This project preserved not only a unique collection of materials previously unknown to the community residents. It also preserved the life’s work of the creator and helped to celebrate his community contributions.

SESSION 8 (11:30AM- 12:30PM)

Bind, Box, Repeat: Damaged Books
Emily Szitas, Indiana University of PA
Harrison Wick, Indiana University of PA
Melissa Brooks, Indiana University of PA
South Hall 205

IUP Libraries developed a workflow for damaged books in fall of 2018. Now in its second year, the faculty who are involved with deciding how to handle those books would like the opportunity to share their expertise and strategies. The special collections librarian may be interested in a damaged book if it is rare, historically significant, or has institutional value and can intervene to move it to the archives where a long-term strategy to preserve its condition can be determined. The collection development librarian handle items not meant for special collections and the book may be replaced, discarded, sent to bindery, or receive some in-house repair. Budget constraints and the change between bindery services at IUP can also be described. If it a repair item, the metadata and discovery librarian may send the damaged book to the bindery or she may see that the book is mended with some in-house repairs. The coordination and expertise of this team of librarians ensures that a damaged book is handled appropriately, and each professional offers advice and insights that will be useful for other librarians who find themselves in the need of resources to make a good decision on their damaged books.

Fight the Power: Giving Voice to Student Concerns About Textbook Prices
Elin Woods, Indiana University of PA
Sara Parme, Indiana University of PA
Duncan Hall 304

It started with a question on a blank whiteboard. We asked IUP students, "Are you #textbookbroke? Tell us what you spent on books this semester." The response was overwhelming. In our session we will discuss how using slow technology was successful in engaging students and how that conversation launched a student-led movement. Using Post-It notes and a dry erase board, we collected data from students in ways we were never able to virtually. This began a snowball effect of conversations around OER and a slew of follow-up programming. What have we learned and how are we making things better for our students? Come check out our presentation to learn more, especially concerning OER on campus and how we're partnering with students to make OER happen on our campus.

Census 2020: Controversial and Crucial
Michelle Donlin, East Stroudsburg University
South Hall 205