The theme and focus for the forum is **Reference and User Services Re-imagined**" Reference & User Services Librarians constantly reinvent themselves in order to stay relevant in today's libraries. They are at work every day and on the front line interacting with patrons. But can feel undervalued in their libraries, with resources and attention given to emerging technologies and programs for which they, nevertheless, provide support and instruction. We will share what Reference and User Services Librarians are doing to make their services know and voices heard. What are you doing that is new and different in re-imagining services for the next generation of library users?

Agenda * all times Central

# Tuesday, March 28, 2023

## 10:00am- 11:00am Keynote Presentation

Presenter:

**Nicole A. Cooke, Ph.D., M.Ed, MLS,** Augusta Baker Endowed Chair and Professor, School of Information Science, University of South Carolina

## 11:05am – 11:35am One for the History Books: Drafting Guidelines for Secondary Source Literacy for History

The History Section's Academic Librarians Committee has created Guidelines for Secondary Source Literacy for History. We will describe our process of adapting the ACRL Framework for Information Literacy for Higher Education for use by history librarians. We will discuss how other RUSA members might adapt their own companion guidelines for information literacy.

SPONSOR: HS (History Section)

Speakers:

**Cindy Levine,** Research Librarian for Humanities and Social Sciences, NC State University Libraries

**Scott Libson,** Special Collections Librarian, Divinity Library, Yale University

**Malia Willey,** Humanities Librarian, James Madison University

## 11:40am- 12:25pm Achievement Unlocked!: Video Game Collection Development and Reference for Libraries
Video games in libraries are expanding for collections and use in programming and instruction. However, only some libraries are embracing this trend. The purpose of this presentation is to increase awareness about the need for a video game collection and how it can be used in reference transactions, programming, and library instruction. Participants will hear from two librarians, one public and one academic, and learn about their collection strategies and implementation of initiatives to promote video games as a unique addition to their library's offerings.

SPONSOR: ETS (Emerging Technologies Section)

Moderator:

**Carmen Cole,** Information Sciences and Business Librarian, Penn State University

Speakers:

**Diane Robson,** Games and Education Librarian, University of North Texas

**Kate Shaw,** Director of Collections, Technical Services & IT, James V. Brown Library

## 12:30- 1:30pm Lunchbreak

## 1:30pm- 2:00pm RUSA Achievement Award Presentation

In this session we will recognize the 2022 recipients of several of RUSA's achievement awards and grants. Each recipient will provide a brief overview of what they did to earn the award or what they have accomplished thus far with the grant. The speakers are: Dr. Timothy J. Dickey, the recipient of the Margaret E. Monroe Library Adult Services Award; Dr. Hyerim Cho, the recipient of the Gail Schlachter Memorial Research Grant; Marie Concannon, the recipient of the Excellence in Reference and Adult Library Services Award; Erin Neusbaum representing Queen Anne's County Library, one of the recipients of the Stephen T. Riedner Grant for Life Enhancing Library Programs for People Living with Dementia; and Heidi Rhea representing the Alpha Park Public Library, the other recipient of the Stephen T. Riedner Grant for Life Enhancing Library Programs for People Living with Dementia.

## 2:05pm-2:50pm Framing Our Work: Mapping Threshold Concepts to the Reference Interview

Reimagine your reference work aligned with ACRL's Information Literacy Framework. The RSS Research Help in Academic Libraries Committee has been reviewing portions of reference transactions -- loosely based on actual experiences -- to determine how much or little the ACRL Framework knowledge practices and dispositions inform our work. Join us as we analyze some examples, determine how we apply parts of the Framework, and identify ways to improve our teaching of these concepts. This workshop may invigorate how your public or academic library trains its team, conducts reference interviews, and teaches fishers to fish - for information.

SPONSOR: RSS (Reference Services Section)

Speakers:

**Melissa Anderson,** Campus Engagement & Research Services Librarian, Southern Oregon University

**Linda Andrews,** Reference Librarian, Collin College

**Heidi Busch,** Public Services Librarian, University of Tennessee at Martin

**Virginia Cononie,** Assistant Librarian, USC Upstate

**Michael Epstein,** Head of Reference Services, University of San Diego, Coply Library

**Sarah Kantor,** Studio Librarian, University of Tennessee Chattanooga

**Elizabeth Kocevar-Weidinger,** Head of Research and Instruction Services, Virginia Military Institute

**Juliana Morley,** Head of Public Services, Biola University

**Kelly Safin,** Librarian, University of Pittsburgh at Greensburg

## 2:55 pm-3:30 pm Accessibility: Its Easier than You Think

One-quarter of your patrons have a disability. Are you meeting their needs? Join us to get an overview of best practices in library accessibility in the physical, sensory and information realms. Serving patrons with disabilities is easier than you think and it starts with you!

SPONSOR: Accessibility Assembly

Speaker:

**Carrie Banks,** Inclusive Services, Brooklyn Public Library

# Thursday, March 30, 2023

## 10:00am – 10:45am STARS Access to Resources – Course Reserves & Streaming Media

This session will be facilitated by the STARS Access to Resource Discussion Group. The re-imagining of streaming media as it relates to Course Reserves is an emerging trend in user services. Streaming media can be integrated into Course Reserves is an emerging trend in user services. This session will provide information on how this is done at various institutions, including legal and technological implications. This session will include brief presentations and active discussion.

SPONSOR: STARS (Sharing and Transforming Access to Resources Section)

Speaker:

**Brynne Norton,** Head, Resource Sharing & Reserves, University of Maryland College Park

**Jessica Bower Relevo,** Resource Sharing & Reserves Librarian, Yale University

## 10:50am - 11:35am Reimagining business outreach and instruction: Just do it!

In this session, we describe engagement with an external community through programming developed and delivered for Black middle school and high school students, at the University of Toronto Scarborough Campus. The purpose of the partnership was to engage younger students prior to their post-secondary choices, to educate them on various Business disciplines, as well as to give them a taste of university classes and environment. Workshop participants will learn from our experience

collaborating with the "Black Students in Business" student club to develop a business case about Nike; they will consider important factors when teaching to pre-university age groups; and they will co-create a takeaway document to support their own program creation.

SPONSOR: BRASS (Business Reference and Services Section)

Speakers:

**Mariana Jardim,** Liaison Librarian, University of Toronto Scarborough Library

**Stephanie Perpick,** Director of Operations & Library Services, The BRIDGE

**Vera-Ann Sackey,** University of Toronto Scarborough Library

## 11:35am-12:30pm Lunchbreak

## 12:30pm - 1:15pm Wrangling Institutional Advisory Efforts: How One Public Library System Created a Platform for All Format, All Ages Advisory Services

In 2021, as Denver Public Library locations reopened, it became apparent that a coordinated all format, all ages EDI focused advisory services platform was needed to streamline the process in light of staff shortages and potential for duplication of effort at a 27 branch library system. A committee was formed representing adult, teens, and childrens advisory to create a framework for institutional advisory processes and services. Using a flexible form to address advisory needs across the system, all staff are now able to collaborate on this key service, from booklists to blogs to Core Collections.

Sponsor: CODES (Collection Development and Evaluation Section)

Speaker:

**Dodie Ownes,** Adult Services Librarian, Denver Public Library

**erin sladen,** Adult Services Librarian, Denver Public Library

## 1:20pm-2:15pm Reference: Up Close & Personal

*Reference and Information Services: An Introduction*, now in its fifth edition, has been guiding practitioners and students for well over a decade. Here to chat about the basics of reference and its symbiosis with the ACRL Frames are the authors of this text.

Presenters:

**Uma Hiremath,** Assistant Director, MacPhaidin Library, Stonehill College

**Kay Ann Cassell,** Adjunct Professor, Rutgers University

## 2:20pm-3:05pm Reimagining Library Learning Experiences for Novice Undergraduate Students

How can academic librarians reimage library instruction for novice college students that is student centered instead of librarian driven? This session will offer theoretical justifications and case studies for

student centered learning within information literacy instruction, student research consultants, and student ambassador outreach initiatives.

Sponsor: First Year Experience Interest Group

Speakers:

**Bridgid Fennell,** Research & Instructional Services Librarian, California State University

**Lanyi (Summer) Peng,** Business and Economics Librarian, California State University

**Heidi Senior,** Reference/Instruction Librarian, University of Portland