

# COLLEGE LIBRARIES SECTION

## NEWSLETTER

FALL 2020 | VOL. 36 | No. 2

ISSN 0887-3550

© AMERICAN LIBRARY ASSOCIATION, 2020

## FROM THE CLS CHAIR

Welcome to the Fall semester! 2020 has proven to be a challenging time for all of us, personally and professionally. It is a distinct privilege to be the Chair of the College Libraries Section (CLS) at this time because there is so much need for establishing connections across the void of endless Zoom meetings and so much opportunity to work together to address the needs of our community. One example of this work is the creation of the *CLS Statement on the Importance of Academic Library Directors and Staff*. The Statement was the product of a collaboration this summer of two past CLS Chairs, Alexia Hudson-Ward and Dena Hutto, and myself in response to the great need of the community as so many academic library directors are retiring and not replaced by their administration and many staff are suffering from the furloughs and job eliminations to the great detriment of the ability to provide library services and stewardship of resources to the academic community. The *Statement* was approved by the CLS Executive Committee at its October meeting, and it is currently under review by the ACRL Board for adoption.

The CLS Executive Committee members have also stepped up to assist the CLS Committees with accomplishing their charges while many volunteers have found it hard to balance work/life demands. Kevin Butterfield, the Vice/Chair Elect, is leading the ALA Conference Planning Committee in developing CLS programs devoted to the priorities of small to medium-sized academic libraries, which are affected the most by the staffing and financial hardships of this pandemic crisis.

Communication to CLS members has also been a major concern for the Executive Committee with the ACRL planned sunset of Sympa for the College Libraries listserv, COLLIB-L, and the transition to the ALA Connect system. The reason for the transition is to improve functionality and member information accuracy and to address the constraints on financial resources for ALA/ACRL, according to Jon Cawthorne, the ACRL President in the recent Q&A session for ACRL leaders. There are many concerns about the ability for non-members to participate in the discussion in this new format as well as objections to the policy restrictions that don't allow for job postings on ALA Connect. In a recent online Q&Z session, ACRL leadership emphasize that there is no set timeline for this transition at this time, though some ACRL listservs, such as SCHOLCOMM, have already initiated the transfer and turned off access to the listserv as of the end of September. Please note that the archives for the Sympa lists will be maintained until ACRL establishes a suitable repository for this function.

(continued on the next page)

## LETTER FROM THE CHAIR (CONT.)

CLS leadership participated in the ACRL three-part anti-racism series hosted by ACRL President Jon Cawthorne and facilitated by McKensie Mack, who is the Founder and Managing Director of the McKensie Mack Group (MMG) and the Creator of #BoundaryWork. Part 1, "There's No Such Thing As Race Neutral: Developing Strategies for Anti-Racist Librarianship." Readings, written responses and the Part 2 breakout discussion sessions were followed by Part 3, "Taking Action, Seeking Repair: Organizing for Anti-Racism." CLS Executive Committee will continue these conversations at our meetings and the CLS Virtual Forum that we will hold at ALA Midwinter, which will be held January 22-26.

Finally, I wish to thank all College Libraries Section members and our ACRL community for staying active and engaged in advocating for academic libraries and continuing improvements to our services and advocating for racial equity. I look forward to hearing from you about your questions and concerns and working with you on furthering CLS work in the coming year.

Mary Mallery, Ph.D.

Chair, ACRL College Libraries Section (CLS) 2020-2021

Chief Librarian and Exec. Director of Academic Information Technology

Brooklyn College CUNY



## CLS VOLUNTEERS NEEDED

The volunteer form will open December 1, 2020 and all applications will be due February 12, 2021. All interested volunteers, including current committee members who would like to apply for reappointment, must complete the online form. The Call for Volunteers will be posted on [ACRL Insider](#) and shared through ACRL social media.

For more information about the ACRL volunteering process see:

<http://www.ala.org/acrl/membership/volunteer/volunteer>. Also, you can read more about the many CLS committees online at:

<http://www.ala.org/acrl/aboutacrl/directoryofleadership/sections/cls/acr-clsec>

Please contact [apayne@ala.org](mailto:apayne@ala.org) if you have any questions about division-level committee appointments and [mgriffin@ala.org](mailto:mgriffin@ala.org) if you have questions about section committee appointments.



**Call for Volunteers Launches  
December 1, 2020!**

# ROUTLEDGE DISTANCE LEARNING LIBRARIANSHIP CONFERENCE SPONSORSHIP

**Do you know or could you be the next recipient of the Routledge Distance Learning Librarianship Conference Sponsorship Award?** If so, the Distance and Online Learning Section (DOLS) of the Association of College & Research Libraries (ACRL) wants to hear from you!

This prestigious award, sponsored by the Routledge, Taylor & Francis Group, honors an ACRL member who has made valuable contributions to the field of distance librarianship. The winner receives:

- \$1,200 to attend the 2021 ALA Annual Conference in Chicago, IL (June 24-29, 2021)
- A commemorative plaque presented at an awards event during ALA Annual

Nominees should demonstrate achievement in **one or more** of the following areas:

- Support for distance learning librarianship and library services (e.g., service to students and faculty, innovation, and/or leadership)
- Participation in the creation and/or implementation of distance library programs or services of exemplary quality
- Successful collaboration with faculty in support of information literacy and/or other aspects of library instruction or services for distance students
- Significant research, publication, and/or presentations in areas related to distance learning librarianship

Submissions are due by **December 4, 2020**. Self-nominations are welcome.

For more information about this award (including a list of previous winners) and the application form, please visit <http://www.ala.org/acrl/awards/achievementawards/dlsaward>

Questions? Contact DOLS Awards Committee Co-Chairs:

- Tricia Lantzy: [plantzy@csusm.edu](mailto:plantzy@csusm.edu)
- Alex Hauser: [hauseral@msu.edu](mailto:hauseral@msu.edu)

# ACRL DIVERSITY ALLIANCE – JOIN OR RENEW FOR 2021!

The [ACRL Diversity Alliance](#) program unites academic libraries committed to increasing the hiring pipeline of qualified and talented individuals from underrepresented racial and ethnic groups. By working together and thinking more broadly, ACRL Diversity Alliance institutions will help diversify and thereby enrich the profession. The commitment of each library leader to create one or more residency positions will expand the opportunities available to individuals from professionally underrepresented groups to gain knowledge, skills, and competencies necessary to thrive in an academic context. Renewals will go out this fall for 2020 institutional members. If your institution is not a current member and you're interested in joining the ACRL Diversity Alliance, please contact ACRL Program Manager for Strategic Initiatives Allison Payne at [apayne@ala.org](mailto:apayne@ala.org).



## FOLLOW CLS ONLINE

[CLS Website](#): for committee information, events, and policies as well as links to supporting CLS-sponsored pages

[CLS Facebook](#) and [Twitter feed](#): for upcoming events, announcements, and interesting happenings related to college libraries. Suggestions are welcome from CLS members

[CLS LibGuides through ACRL](#): LibGuides offer a great way to highlight specific CLS programs you are working on as they allow you to have direct control over the content of your page, as well as a unique link for access

If you are interested in posting content through any of these options, please contact CLS volunteer [Stephanie Diaz](#).

# ACRL 2021 VIRTUAL CONFERENCE

***ACRL invites you to join your colleagues  
virtually at ACRL 2021.***

ACRL invites you to be a part of the ACRL 2021 Virtual Conference. Today's higher education environment calls for innovative ways to support student, faculty, and institution success. The ACRL 2021 Virtual Conference will explore the theme Ascending into An Open Future. Through the work of talented library workers like you, and ACRL's commitments to equitable and open scholarship as well as equity, diversity and inclusion, today's academic and research libraries are providing more open and inclusive collections and services. Share your ideas with your colleagues as we work together for an open future.

More details about the ACRL 2021 Virtual Conference are available online at <https://conference.acrl.org/>

  
**acrl 2021**  
**VIRTUAL EVENT  
ONLY**





# PROVIDING VIRTUAL REFERENCE THROUGH ZOOM AT A SMALL COLLEGE LIBRARY

The John Stewart Memorial Library at Wilson College is facing the challenges that all higher education institutions are facing right now: how do we continue to work with our campus communities in the midst of the challenges that COVID-19 continues to present? We noticed many other academic libraries making use of tools they already had, like LibGuides and chat reference, but Wilson College is a very small (less than 1000 FTE) private college in rural Pennsylvania, and after years of library budget cuts we no longer had subscriptions to Springshare's LibGuides or any chat platforms. Instead, we turned to one technology tool that we knew the entire campus community had access to and would likely keep for a while: Zoom.

All classes for the fall 2020 semester are being delivered remotely, and all faculty and staff are encouraged to work from home as much as possible. To encourage library use, our Zoom Virtual Reference Desk is available seven days a week, at a wide variety of hours throughout the day (some weekdays until 11pm Eastern time). This helps us accommodate students who are working, students with childcare needs who can only get research assistance in the early mornings or late evenings, and students who are studying remotely in other time zones.

The Zoom reference desk is staffed entirely by library work-study students. This has multiple advantages: it allows library staff to maintain availability for other meetings and projects, and it provides remote work opportunities for work-study students, many of whom rely on work-study as a main source of income and have been greatly disadvantaged as not all on-campus work-study positions could be transitioned to remote work. All library work-study students, including those who have worked for us previously, have undergone additional training to learn more about how to conduct a basic reference interview and how to answer the most common questions we expect them to see while "sitting" at the Zoom "desk." All library work-study students have the ability to text or call library staff members in case they need additional assistance at the desk, and they are also able to make referrals through email to library staff or other departments on campus as appropriate.

This solution utilizes technology that all students are expected to have already in order to attend class remotely: a web-enabled device that can access Zoom. All that is required to work the Zoom desk is to sign in under the library's central Zoom account and then open the meeting using the library's Personal Meeting ID. Zoom has a fairly robust chat feature, which means even a student without a microphone or camera can participate.

(continued on the next page)

## PROVIDING VIRTUAL REFERENCE (CONT.)

. One disadvantage is that student workers need to remember to log back in under their own individual accounts when they have finished working their shift so that they do not sign in to their classes or other meetings signed in as “JSM Library.” This was stressed during the training process and has not caused any issues so far. The link to the library’s Zoom room is posted on the Wilson College’s portal, which all students, faculty, and staff have access to by logging in with their Wilson College credentials. This has greatly lessened the chance of “Zoombombing,” since the link is not discoverable on the open web.

Only a handful of students have used the service in its first few weeks, but this is a brand new initiative and we are hoping that usage will increase as we spend more time promoting it. For other colleges without a ready-made virtual reference solution, particularly small colleges like Wilson, this may prove to be a useful workaround. Anyone who would like more information or has ideas to expand upon or improve this program can reach out to the author at [shanna.hollich@wilson.edu](mailto:shanna.hollich@wilson.edu).

Shanna Hollich

Interim Director of Library Services and Collections Management Librarian

Wilson College

## PROJECT OUTCOME

Project Outcome is a FREE online toolkit designed to help libraries understand and share the impact of essential library programs and services by providing simple surveys and an easy-to-use process for measuring and analyzing outcomes. Participating libraries are also provided with the resources and training support needed to apply their results and confidently advocate for their library's future. Project Outcome’s standardized surveys allow libraries to aggregate their outcome data and analyze trends by service topic, program type, and over time. Sign up today at <https://acrl.projectoutcome.org/>.

project | **OUTCOME**  
MEASURING THE TRUE  
IMPACT OF LIBRARIES

# ENGAGING WITH STUDENTS DURING THE PANDEMIC

Murray Library at Messiah University (Mechanicsburg, PA) has a strong practice of offering academic and entertaining events for the benefit of our undergraduate population of 3,300 students. Pre-COVID-19, events in previous semesters included an interactive version of the board game CLUE, panel discussions on immigration and open textbooks, music performances, and mini golf in the stacks. This fall, with most of our students returning to campus for in-person, but socially distanced classes, the library pursued options for engaging our students with limited physical interactions. We anecdotally learned that our students were not interested in remote, streamed, or Zoomed events.

We transformed one of our popular in-person events to a grab-and-go model. Typically, our CraFTea event is an annual event where students come to the library and make crafts using old books while drinking tea. We have made wreaths and personal Christmas trees in previous years with over 100 students attending. We converted this into a to-go model. Students pick up all the supplies and instructions necessary to create a craft on their own time and in the comfort of the residence hall. The package also includes a cookie and a tea bag. Fifty students participated in our first CraFTea-To-Go event, which allowed students to create a bookfolded heart. It also provided the opportunity for the library to repurpose 50 weeded books. Survey responses called the event relaxing and fun. We plan to provide this as a monthly activity with new crafts each time.

With the many changes and precautions this fall, we were disappointed that the library team was unable to welcome the first-year students to the library, as we typically would. In lieu of a formal tour and information literacy session, we created a photo scavenger hunt. Open to all students, groups of four worked to complete 20 tasks and document them using their phone's camera. The amusing photo submissions showed student working together and locating unique aspects of the library, including study spaces, special collections, and services found in the building. The event took place over nine days, which allowed the small groups to work at their own pace, while minimizing the number of interactions taking place in the library spaces. The event went smoothly and introduced many of our newest students to the vast resources of the library.

(continued on the next page)



## ENGAGING WITH STUDENTS (CONT.)

We continue to think of innovative ways to engage our mostly residential students who are currently limited to on-campus activities. This has provided the library with a unique opportunity to develop new ideas about the purpose and scope of our events. We gather feedback from participants using the ACRL Project Outcome survey tool to assess, understand, and share the impact of library programs. The responses from our students have been helpful for planning effective programming. We are making lemonade in this lemon year and anticipate creating several new events in the months ahead.

Sarah K. Myers  
Messiah University, Murray Library  
Public Services Librarian  
Institutional Repository Manager



# CALL FOR AWARD NOMINATIONS

## Excellence in Academic Libraries Award

\$3,000 and a plaque

## Academic/Research Librarian of the Year

\$5,000 and a plaque

Generously sponsored by [GOBI Library Solutions from EBSCO](#)

**DEADLINE: December 4, 2020**

More information about these and all other ACRL award opportunities can be found on the ACRL website: <http://www.ala.org/acrl/awards>.



## ACRL PRESS

ACRL publishes a range of books to assist academic librarians in developing their professional careers, managing their institutions, and increasing their awareness of developments in librarianship, providing timely, thought-provoking, and practical content and research to academic and research librarians worldwide. Some recent titles:

- [Get the Job: Academic Library Hiring for the New Librarian](#)
- [Sharing Spaces and Students: Employing Students in Collaborative Partnerships](#)
- [Hidden Architectures of Information Literacy Programs: Structures, Practices, and Contexts](#)
- [The Engaged Library: High-Impact Educational Practices in Academic Libraries](#)
- [Games and Gamification in Academic Libraries](#)

Interested in writing for ACRL? Contact Erin Nevius, ACRL's Content Strategist, at [enevius@ala.org](mailto:enevius@ala.org) for more information, or visit [www.ala.org/acrl/publications/publishing](http://www.ala.org/acrl/publications/publishing) to learn more about our book publishing program and submit a proposal.

