Georgia Tech Hotel and Conference Center
2012 Conference
Atlanta, GA
AccessServicesConference.org
Access Services 2012 is pleased to thank the following for their support:
Welcome!

We are excited to welcome you to the fourth annual Access Services Conference.

Many of you have attended before and we hope you see the results of all your wonderful feedback over the years as we work to make each year’s conference better than the last. Please help us continue to organize a conference providing you with valuable information and useful networking opportunities by completing the conference evaluation before you leave. Also, feel free to contact us after the conference with ideas or to volunteer for next year. When you work with vendors, let them know how valuable this conference is to access services professionals and that they should consider sponsoring us in the future.

We are indebted to all the committee members and other volunteers who so freely gave of their time to make this conference a success. A sincere thank you also goes to each of our wonderful presenters for sharing their expertise with us. We are also truly grateful to our growing roster of sponsors for their very generous support.

Have a great conference!

Karen Glover, Georgia Tech Library
Stella Richardson, Georgia Tech Library
Denita Hampton, Georgia State University Library
Catherine Jannik Downey, Georgia Gwinnett College Library
Erica Hardy, Agnes Scott College Library
Thank YOU!
The Access Services Conference was made possible with the help of the following people:

Conference Organizers
Conference Coordinator: Karen Glover, Georgia Tech Library
Program Planning: Stella Richardson, Georgia Tech Library
Sponsorship: Denita Hampton, Georgia State University Libraries
Marketing: Catherine Downey, Georgia Gwinnett College Library
Local Activities: Erica Hardy, Agnes Scott College

Program Planning Committee
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Colleen Scalf–UT Arlington
Hilary Fredette–West Virginia University
Kimberly Hocking–Campbell University School of Law
Martha Yancey–West Virginia University
Velappan Velappan–Fayetteville State University
Eridan Thompson–Florida Southern College
Karen Douglas–Duke University Law Library
Cara Young–Rutgers/Georgia Tech Library
Kim Wobick–Chicago School of Professional Psychology
Trevor Dawes–Princeton University
Ursula Scholz–Loyola University Chicago
Won Ha–University of Wisconsin–Parkside
Julian Aiken–Yale Law University
Beth Thomas, Georgia Tech Library
Ted Chaffin, Florida State University Libraries

Marketing Committee
Luisa Cywinski–Villanova University
Louise Hyder-Darlington–Elizabethtown College
Kristine Ferry–UC Irvine
Krista Higham–Millersville University
Shirley Thomas–VA Commonwealth University

Sponsorship Committee
Michael English - Salisbury University
The Access Services Conference was made possible with the help of the following people:

Local Activities Committee
Louise Lowe—Mercer University, Atlanta
Amy Boucher—Emory University
Margaret Ellingson—Emory University
Tamisa Ridley—Mercer University

Technology Support Team
Joey Fones—program design
Justin Ellis—logo design, web support, and photography
Heidi Lowe—registration and graphic design support
Larry Hansard—registration support

Institutional Support
We would like to once again thank the Georgia Tech, Georgia State, Georgia Gwinnett College, and Agnes Scott College libraries for allowing us the time and resources to plan this event. We would also like to thank all of the Georgia Tech Library volunteers who offer their support.

As always, we thank Bonnie Tijerina for inspiring, informing, and encouraging this endeavor.

We are also grateful to Access Services people everywhere for their continued support and enthusiasm.

Sponsor Contributions
The Welcome Reception is supported by Generation Fifth Applications. The Keynote Address is sponsored by Atlas Systems. The private lunch is made possible by the Copyright Clearance Center. Wireless access courtesy of Taylor & Francis.

Cover photograph of the Atlanta Skyline courtesy of Mike Appel
http://www.flickr.com/photos/43406568@N03/4076580767/
# Conference Schedule

**Thursday, November 8, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00-9:00 PM</td>
<td>Welcome Reception - Salon 4-6</td>
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**Friday, November 9, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30-8:30 AM</td>
<td>Registration and Continental Breakfast (provided)</td>
</tr>
<tr>
<td>8:30-9:00 AM</td>
<td>Welcome Address - Salon 4-6</td>
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<tr>
<td>9:00-9:50 AM</td>
<td>Keynote Address - Salon 4-6</td>
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<tr>
<td>9:50-10:15 AM</td>
<td>Continuous Coffee Break</td>
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<tr>
<td>10:15-11:00 AM</td>
<td>Food Writing, Tarantulas and the Paperless Classroom: Yale's iPad Experiment</td>
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<td>Let's Get Ready! Leading an Effective Access Services Team Through a Time of Transformation</td>
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<tr>
<td>11:00-11:15 AM</td>
<td>Continuous Coffee Break</td>
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<tr>
<td>11:15-12:00 PM</td>
<td>Copyright &amp; Course Reserves: Into the Future</td>
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<td>Just Because It's Called Access Services Doesn't Mean They Can Access It!</td>
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<td>What Usability Testing of Library Systems Reveals About Access Services Websites</td>
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<tr>
<td>12:00-1:30 PM</td>
<td>Lunch (Provided)</td>
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<tr>
<td>2:00-2:45 PM</td>
<td>ILL Assessment: It's Really Not That Hard</td>
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<td>Taking Stock Pays Dividends: A Painless Inventory will Promote the Library's Image</td>
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<tr>
<td>2:45-3:00 PM</td>
<td>Continuous Coffee Break</td>
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<tr>
<td>3:00-3:45 PM</td>
<td>Providing an A+ Service to Our Customers</td>
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<td>Open Discussion</td>
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<tr>
<td>3:45-4:00 PM</td>
<td>Continuous Coffee Break</td>
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<tr>
<td>4:00-4:45 PM</td>
<td>Leading with Care</td>
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<td>Creating a Stir: Using Gimlet Desk Statistics in your Library</td>
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<tr>
<td>6:00 PM</td>
<td>Dinner -- Local Activities Committee</td>
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Conference Schedule

Saturday, November 10, 2012

7:00-8:00 AM  Continental Breakfast (provided)

8:00-8:45 AM  If Not in School, Then How? Education, Training, and Career Development of Academic Access Services Librarians
Salon 4-6
System Migration – Lessons learned from a migration implemented in under 12 months
Conference A

8:45- 9:00 AM Continuous Coffee Break

9:00-9:45 PM  Mix, Match, Slice, and Dice: Using ILL-ish and use data to inform collection development
Salon 4-6
Training for Service
Conference A

9:45- 10:00 AM Continuous Coffee Break

10:00-10:45 AM Open Discussion
Salon 4-6
Implementing Lean Principles: An Adventure in Work Flow Design
Conference A

10:45- 11:00 AM Continuous Coffee Break

11:00-11:45 AM Reshaping Loan Policies: Unshackling Lending Services in an Academic Library
Salon 4-6
Facilitating to Move Access Services Forward – Techniques for Engaging Staff
Conference A

12:00- 1:30 PM Lunch (Provided)

2:00-2:45 PM  Emergency Preparedness
Salon 4-6
Reserve (R)Evolution: The Hows and Whys
Conference A

2:45- 3:00 PM Continuous Coffee Break

3:00-3:45 PM  Conference Wrap-up
Salon 4-6
Program Guide
Thursday, November 8, 2012
7pm - 9pm

WELCOME RECEPTION
SALON 4-6
Conference check-in and bag pick up, along with a beer, wine and dessert reception to welcome all conference attendees.

The reception is sponsored by Generation Fifth Applications.

Friday, November 9, 2012

CONFERENCE CHECK-IN AND CONTINENTAL BREAKFAST
7:30AM-8:30AM- LOBBY AREA OUTSIDE OF SALON 4-6

WELCOME ADDRESS
8:30AM-9:00AM- SALON 4-6
Presented by Elizabeth Bagley, Library Director at Agnes Scott College.

KEYNOTE ADDRESS BY WARREN GRAHAM
9:00AM-9:50AM- SALON 4-6
Also known as “The Black Belt Librarian,” he will be presenting The Essential Elements of a Real World Security Plan.
Graham was a security professional for more than 25 years, including 17 years as the security manager of the Public Library of Charlotte and Mecklenburg County, North Carolina. He left the library in 2006 to establish Warren Davis Graham Training and Consulting. He has made countless presentations and is a leading speaker internationally on practical day-to-day library security procedures.

His website:
http://blackbeltlibrarians.com/drupal/

The Keynote Speaker is presented by Atlas Systems.
Program Guide
Friday, November 9, 2012
10:15am - 11:00am

FOOD WRITING, TARANTULAS AND THE PAPERLESS CLASSROOM: YALE’S IPAD EXPERIMENT
BRAD WARREN AND ROBIN LADOUCEUR- SALON 4-6

This presentation will discuss the evolution of Yale’s iPad experiment. Presenters will discuss the history of the initiative, the unique challenges of collaboration for both IT and Access Services professionals, and lessons learned as the program has expanded and evolved from a pilot into a sustainable initiative.

LET’S GET READY! LEADING AN EFFECTIVE ACCESS SERVICES TEAM THROUGH A TIME OF TRANSFORMATION
MICHELLE BATCHELOR AND ARLENE JOHNSON- CONFERENCE A

It’s easy to get spooked by the projections we hear about future trends in libraries. Instead, let’s get ready! This session will provide a conceptual and practical framework of support for future-ready staff development that will help you prepare for a transformative future.

Continuous Coffee Break
11:00-11:15 AM

11:15am - 12:00pm

COPYRIGHT & COURSE RESERVES: INTO THE FUTURE
TUCKER TAYLOR, CARLA MEYERS, AND SARAH MCCLESKEY- SALON 4-6

Campus course reserve services have come far in the last 20 years. This session will take a look at how course reserve services have (and will continue) to evolve due to influences from technology, recent litigation, academic best practices, and newly proposed laws.

JUST BECAUSE IT’S CALLED ACCESS SERVICES DOESN’T MEAN THEY CAN ACCESS IT! WHAT USABILITY TESTING OF LIBRARY SYSTEMS REVEALS ABOUT ACCESS SERVICES WEBSITES.
WENDY WILCOX- CONFERENCE A

At Cornell University Library (CUL) the majority of tests conducted by the CUL Usability Group focus on assessing student interaction with research-related systems (finding books in the catalog, locating articles, etc.), while few address the findability of access services information. To measure the usability of access services web content, I drew on two sources of data: chat reference transcripts and existing usability tests of CUL websites. This presentation will outline the results of my research and illustrate how users are locating and interpreting access services information.
Program Guide
Friday, November 9, 2012
12:00pm - 1:30pm

LUNCH (PROVIDED)
SALON 4-6
Please join us for lunch and a short presentation from one of our preferred sponsors, courtesy of the Copyright Clearance Center.

2:00pm - 2:45pm

ILL ASSESSMENT: IT’S REALLY NOT THAT HARD
MEG ATWATER-SINGER- SALON 4-6
This session will describe the assessment process undertaken at the University of Evansville to determine patron satisfaction with ILL. Overall, patrons were very satisfied but offered concrete ways to improve the ILL experience, which were then implemented.

TAKING STOCK PAYS DIVIDENDS: A PAINLESS INVENTORY WILL PROMOTE THE LIBRARY’S IMAGE
SHANNON MARIE ROBINSON- CONFERENCE A
Collection development and staff time required for cataloging are major investments for any library. Conducting an inventory is a simple, cost-effective method of maximizing these investments while boosting public perception of the library. Learn how to complete an inventory using minimal equipment and training, with little disruption to the library.

Continuous Coffee Break
2:45-3:00 PM

3:00pm - 3:45pm

PROVIDING AN A+ SERVICE TO OUR CUSTOMERS
ZHENG YE (LAN) YANG- SALON 4-6
Document delivery, resource sharing is a must have service for today’s academic library customers, are we meeting our users’ needs? An assessment from a US flagship academic library.

OPEN DISCUSSION
STELLA RICHARDSON AND CATHERINE DOWNEY- CONFERENCE A
Please join us for an open-forum discussion, moderated by the conference organizers.
Program Guide
Friday, November 9, 2012
4:00pm - 4:45pm

LEADING WITH CARE
ANN WILBERTON- SALON 4-6

Learn how emotional intelligence impacts your ability to lead and manage. Participants will learn techniques that address specific areas of emotional intelligence such as self-awareness, managing your emotions, motivation, empathy and social skills. Cultivating emotional intelligence is the key to becoming an effective manager in today’s workplace.

CREATING A STIR: USING GIMLET DESK STATISTICS IN YOUR LIBRARY
RHONDA ROSEN, ROSE MARIE MENDOZA, AND CYNTHIA BECHT- CONFERENCE A

The Access Services Department in the William Hannon Library at Loyola Marymount University currently uses “Gimlet” to record statistics on all encounters at its Public Services units. In August of 2009, the William H. Hannon Library opened and we were transformed into the “Jewel of the LMU Crown” immediately. Our physical landscape changed and the traffic through our library increased exponentially. Patron expectations were different and we needed to find a way to upgrade our Customer Services. Because of the information we are able to gather from Gimlet, a low cost, web-based tool, all the Public Services divisions (Reference, Archives and Special Collections, Circulation, Document Delivery and Media & Reserves) were able to suggest improvements for signage and patron requested items that were unavailable, such as overnight checkout of adapters and a scanner.

6:00 pm

DINNER SOCIAL (DUTCH)
MEET AT THE GT HOTEL LOBBY

Coordinated by the Local Activities Committee, this will be a chance to get out with your fellow attendees. See the town, meet some people, and discuss the days events. Please note--this dinner is not paid for by the conference, you’re on your own for this meal.
Program Guide
Saturday, November 10, 2012
7:00am - 8:00am

CONTINENTAL BREAKFAST
LOBBY AREA OUTSIDE OF SALON 4-6

8:00am - 8:45am

IF NOT IN SCHOOL, THEN HOW? EDUCATION, TRAINING, AND CAREER DEVELOPMENT OF ACADEMIC ACCESS SERVICES LIBRARIANS
MICHAEL KRASULSKI- SALON 4-6

Access services is not taught in library. How, then, do future access services practitioners learn their craft? This presentation will answer this fundamental question, report preliminary survey data that looked at the education and training needs of academic access services librarians, and discuss the implications of this research.

SYSTEM MIGRATION – LESSONS LEARNED FROM A MIGRATION IMPLEMENTED IN UNDER 12 MONTHS
FELICITY WALSH AND AMY BOUCHER- CONFERENCE A

In person presentation with Powerpoint slides and paper handouts describing the “how we did it” of an ILS switchover at Emory and a discussion section for any schools who might be considering such a switchover.

Continuous Coffee Break
8:45-9:00 AM
Program Guide
Saturday, November 10, 2012
10:00am - 10:45am

OPEN DISCUSSION
ERICA HARDY AND DENITA HAMPTON - SALON 4-6
Please join us for an open-forum discussion, moderated by our conference organizers.

IMPLEMENTING LEAN PRINCIPLES: AN ADVENTURE IN WORK FLOW DESIGN
TRIPP READ - CONFERENCE A
First used to describe Toyota’s business practice in the late 1980s, lean has come to be applied to services as well as production. During 2012, the Access & Delivery Services Department at NCSU Libraries decided to apply lean principles to its work flow and customer service delivery.

Continuous Coffee Break
10:45-11:00 AM

11:00am - 11:45am

RESHAPING LOAN POLICIES: UNSHACKLING LENDING SERVICES IN AN ACADEMIC LIBRARY
JUDY SOLBERG AND BRIAN CAREY - SALON 4-6
Changing policies can be a challenging process in a library. Rethinking lending policies to keep up with current user needs requires the involvement of staff from the circulation technicians through the university provost. This session will discuss the process Lemieux Library used to propose changes to expand privileges and the challenges along the way.

FACILITATING TO MOVE ACCESS SERVICES FORWARD – TECHNIQUES FOR ENGAGING STAFF
CJ DE JONG - CONFERENCE A
Join this session to learn facilitation techniques to engage your staff in Access; learn methods to get feedback from those who sit quietly in meetings, make discussions fun and productive, and discover new opportunities.
Program Guide
Saturday, November 10, 2012
12:00pm - 1:30pm

LUNCH (PROVIDED)
GT HOTEL CAFETERIA

2:00pm - 2:45pm

EMERGENCY PREPAREDNESS
BRENDA PRATT AND ANGELA FIELDS - SALON 4-6
Virginia Tech has faced many difficult situations over the years. The presenters have firsthand experience in confronting a variety of situations and can help others to streamline their thought processes as they work on the safety of their working environments.

RESERVE (R)EVOLUTION: THE HOWS AND WHYS
JOY DUNKLEY - CONFERENCE A
The advantages and disadvantages of a unique textbook program at BMCC which has been in place for over thirty years. With a student body of over 24,000 students (mostly of non-traditional, international and lower income), the Library purchases at least one copy of each required text

Continuous Coffee Break
2:45-3:00 PM

3:00pm - 3:45pm

CONFERENCE WRAP-UP
SALON 4-6
Please join the conference organizers for closing session, and we’ll discuss thoughts, ideas, and early planning for next year’s conference.
Getting Around

Georgia Tech Campus and Tech Square

Georgia Tech has various options for getting around campus and Tech Square. The Tech Trolley stops right in front of the Global Learning Center and travels all around the Georgia Tech campus. You can stop at the New Transit Hub to visit the Georgia Tech Library. For more information on trolley and shuttle schedules, please refer to the GT Parking website at www.parking.gatech.edu.
We recommend using MARTA if you are not driving. MARTA rides are $2.50 and there are two stations in walking distance from the GT Hotel and Conference Center. The Tech Trolley will take you directly to the Midtown Station or you can walk a few blocks to the North Avenue Station. More information on MARTA is available at www.itsmarta.com.
Getting Around
Conference Center Floor Plan

Conference A

Salon 4
Salon 5
Salon 6

Coffee Break Area

GLC

(Hotel Lobby)
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<thead>
<tr>
<th>Name</th>
<th>University</th>
<th>Email Address</th>
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