

# WAAAL/TSS 2023

**ONLINE CONFERENCE**  
RETHINKING RESOURCES  
CHANGING CHALLENGES  
SEEKING SOLUTIONS



**KEYNOTE SPEAKER  
DR. MICHAEL STEPHENS**

**Friday, August 4**

Keynote & Luncheon Speakers

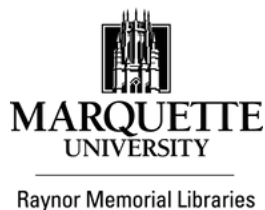
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18 Concurrent Breakout Sessions

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# WAAL/TSS ONLINE CONFERENCE

FRIDAY, AUGUST 4, 2023

Rethinking Resources: Changing  
Challenges, Seeking Solutions

## Welcome!

Greetings and thank you for joining us for the Wisconsin Association of Academic Librarians (WAAL) and Technical Services Section (TSS) joint conference! We're glad you're here.

This conference was born in an email. Jackee Johnson saw WAAL was doing an online conference and wondered if TSS might be able to work with us on it. Our seemingly very different groups came together and realized that we had a lot in common. We were all dealing with an evolving library landscape that was accompanied by many of the same questions, fears, and, most importantly, ideas. Thus, we have our theme, "Rethinking Resources: Changing Challenges, Seeking Solutions". We hope today provides you with the opportunity to learn, share, and connect, toward better libraries in Wisconsin and beyond.

Thank you to our conference committee – a dedicated group of folks from both TSS and WAAL that proved we're stronger together and helped make today a success. Thank you to our generous sponsors. And thank you, our attendees!



**CONFERENCE  
CHAIR**

Nicole Breed  
Chippewa Valley  
Technical College

## WAAL/TSS Conference App



We have chosen Results at Hand and the Zoom platform for our conference technology needs. Registered attendees will be able to download the Results at Hand app or access the app from their smartphone, tablet, or PC web browser.

**WAAL/TSS**  
**ONLINE CONFERENCE**  
**FRIDAY, AUGUST 4, 2023**

**Rethinking Resources: Changing  
Challenges, Seeking Solutions**

## Conference Committee

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### **Nicole Breed, WAAL Chair**

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WAAL ACRL Representative  
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Marquette University

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WAAL Secretary  
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### **Alison Hoffman**

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UW-Green Bay Libraries  
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WAAL/TSS  
2023

ONLINE CONFERENCE

RETHINKING RESOURCES  
CHANGING CHALLENGES  
SEEKING SOLUTIONS



## Wholehearted Libraries: Meeting the Needs of Community

We should bring our hearts to work, and qualities such as open-mindedness, emotional intelligence, and reflective action are all part of this process. Services steeped in humanism, compassion, and understanding should be the cornerstone of what we do, and why we do it, for all members of our communities, including the underserved. Not only do libraries need high tech, they also need staff who approach their work with a wholehearted attitude. We should approach technology information work in all of its forms with an open heart. We need staff to lead with the heart and to see every interaction as an opportunity to improve someone's life -- remove a burden, give some pleasure, and help them grow, etc. The best library staffers make that emotional investment because they believe in the communities they serve.

## OPENING KEYNOTE

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Michael Stephens, PhD  
San Jose State University

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Dr. Michael Stephens is Professor in the School of Information at San Jose State University. He has delivered keynotes, papers, and workshops throughout the US and internationally on topics related to creative and open uses of technology to support and drive library services and learning. ALA Editions has published two collections of his writings: *The Heart of Librarianship* (2016) and *Wholehearted Librarianship* (2019). Michael resides outside Traverse City, Michigan.

WAAL/TSS  
2023

ONLINE CONFERENCE

RETHINKING RESOURCES  
CHANGING CHALLENGES  
SEEKING SOLUTIONS



**LUNCHEON SPEAKER**

Stephen Kelly  
Minnesota State University

**Mulling About the Intersection of Generative AI,  
Copyright, and Libraries**

ChatGPT took the world by storm on November 30, 2022, spurring existential conversations among educators on the future of academic honesty, scholarship, research, and more. A noteworthy conversation focuses on the complicated interplay between the products (i.e., outputs) of generative AI tools and copyright law. In this presentation we will explore the products of generative AI tools and consider present and future copyright implications in the United States and abroad. Special consideration will also be given to generative AI's presence in library settings and the ways it may impact metadata generation, research discovery tools, personalized user services, and more.

Grab your lunch and join us for this timely discussion!

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Stephen Kelly currently serves as the Project Manager on the NextGen Student Implementation team in the Minnesota State colleges and universities system. His interests include the intersection of anthropology, human behavior, and technology. Beginning in December 2020, Stephen joined the OpenAI GPT-3 beta testing community, immersing himself in the emerging world of generative artificial intelligence. He never looked back. Today Stephen advocates for the ethical use and adoption of AI technologies as next generation tools to enhance student learning, helping educators make sense of the shrinking gap between science fiction and reality.

## Conference Agenda At-A-Glance

9:00 AM - 10:00 AM	Wholehearted Libraries: Meeting the Needs of Community (Opening Keynote)		
10:00 AM - 10:10 AM	Break	Break	Break
10:10 AM - 10:40 AM	Escape Rooms & Amazing Races: Gamifying Library Instruction Sessions	Improving Resource Discovery with Usability Testing	Creative Collaboration: Solving Cataloging Problems for a Small Staff
10:40 AM - 10:50 AM	Break	Break	Break
10:50 AM - 11:20 AM	Putting Together the Pieces: TeachingBooks & Book Connections in Higher Ed programs	For the Record: Getting a descriptive practice for archival resources up and running	Are You Ready for It? Yes You Are! Create Your Own Library of Things Collection
11:20 AM - 11:30 AM	Break	Break	Break
11:30 AM - 12:00 PM	Rethinking Web Evaluation: Implementing Lateral Reading in Library Instruction	Clean Data is Happy Data	A tale from the trenches: What I learned about my ILS by conducting an ILS audit and how I'm still using that information 4 years later
12:00 PM - 12:10 PM	Break	Break	Break
12:10 PM - 12:50 PM	Mulling About the Intersection of Generative AI, Copyright, and Libraries (Luncheon Speaker)		
12:50 PM - 1:00 PM	Break	Break	Break
1:00 PM - 1:30 PM	An E-textbook Pilot Program: Lessons in Flexible Project Management	Developing a digital interface for J.R.R. Tolkien's literary manuscripts	Inclusive Metadata Strategies at UCO Chambers Library
1:30 PM - 1:40 PM	Break	Break	Break
1:40 PM - 2:10 PM	Servant Leadership in Action	Developing a Web Publishing Support Service in Academic Libraries	Rightsizing the Academic Library Collection in Practice
2:10 PM - 2:20 PM	Break	Break	Break
2:20 PM - 2:50 PM	Culturally Relevant Digital Heritage Access	Graduate student panel	Make Your Evaluation Criteria Work for You! Build Consistency and Transparency into Your E-Resource Decisions with Assessment Tools
2:50 PM - 3:00 PM	Break	Break	Break
3:00 PM - 3:30 PM	Unconference / Closing		

# Conference Agenda

9:00 AM - 10:00 AM

## Opening Keynote - "Wholehearted Libraries: Meeting the Needs of Community"

*Dr. Michael Stephens, San Jose State University*

We should bring our hearts to work, and qualities such as open-mindedness, emotional intelligence, and reflective action are all part of this process. Services steeped in humanism, compassion, and understanding should be the cornerstone of what we do, and why we do it, for all members of our communities, including the underserved. Not only do libraries need high tech, they also need staff who approach their work with a wholehearted attitude. We should approach technology information work in all of its forms with an open heart. We need staff to lead with the heart and to see every interaction as an opportunity to improve someone's life -- remove a burden, give some pleasure, and help them grow, etc. The best library staffers make that emotional investment because they believe in the communities they serve.

10:10 AM - 10:40 AM

## Creative Collaboration: Solving Cataloging Problems for a Small Staff

*David Dowling, Prairie Lakes Library System; Rosa Moore, Southwest Wisconsin Library System*

When a library or system has a minimally staffed technical services unit, how do they meet the cataloging needs of staff and patrons? Collaboration between institutions can increase the pool of available resources, allowing for creative solutions. SWLS and Prairie Lakes offer the example of their CatApp, which centralizes the bib record request process and partially automates copy cataloging. This tool has allowed SWLS cataloging staff the flexibility to rethink their workflow, priorities, and standards.

## Escape Rooms & Amazing Races: Gamifying Library Instruction Sessions

*Julia Lee, University of Wisconsin-Madison Libraries – Washington County Library*

A long time ago in a galaxy far, far away, librarians at UWM at Washington County and UWM at Waukesha were tasked with a daunting challenge: to create library orientation sessions that weren't a boring series of informative slides. Then one of them said, "But what if we made it into an escape room?!" Join Julia Lee, librarian at UWM at Washington County Library, as she walks through the process of creating gamified library sessions that are engaging and actually help students learn about library resources. She'll share templates from her escape room and Amazing Race-style sessions that you can tweak and use at your own libraries and give tips on creating your own gamified sessions.

## Improving Resource Discovery with Usability Testing

*Kate Farley, Jodi Pierre, and Melissa Platkowski, University of Wisconsin-Green Bay*

Librarians at University of Wisconsin-Green Bay have conducted repeated usability testing to evaluate and improve their discovery system, with a focus on meaningful participant prompts inspired by a backward design model. Learn how they developed a process that is easily repeatable, improves patron user experience, and can be used with any website.

10:50 AM – 11:20 AM

## Are You Ready for It? Yes You Are! Create Your Own Library of Things Collection

*Nic Ashman, Chippewa Valley Technical College; Ashlee Kunkel, Milton Public Library*

Does your library have a "Library of Things" collection or are you thinking about creating one? The session will focus on the practicalities of what can or should be circulated, how the items can be processed, important decisions on packaging and transportation, staff involvement in check-in, displaying of the items, and storage. Hear from libraries who circulate a large number of non-traditional items and learn about the fun of creating something different for your community.

# Conference Agenda

## **For the Record: Getting a Descriptive Practice for Archival Resources Up and Running**

*Alison Bridger, Wisconsin Historical Archives;*  
*Tony Lattis, University of Wisconsin-Madison Archives and Records Management*

The presenters will provide a simple framework for implementing a sustainable system of archival description. What records do archivists generally keep? What are that standards that archivists use? How can you implement a systematic approach to describing archival materials without dedicated staff or software? The presentation will provide a brief, high level, overview of archival description practices and cover the components of optimal archival description. It will also address how these components can be translated into different formats to meet the needs of a variety of institutions.

## **Putting Together the Pieces: TeachingBooks & Book Connections in Higher Ed Programs**

*Mary Ellen Graf, TeachingBooks*

Explore TeachingBooks to support children's literature studies, school and public library programs, preservice educator training, and more. Learn how to create and share reading lists of texts to add to a syllabus and support coursework while celebrating diverse books.

The TeachingBooks database has over 320,000 resources for more than 85,000 titles, all at your fingertips. TeachingBooks and Book Connections are provided to all Wisconsin schools, public libraries, universities and residents through BadgerLink, Wisconsin's Online Library, funded by the Wisconsin Department of Public Instruction.

This session will cover the following:

- Rethinking resources for PreK-12 books with easy-to-share digital options.
- Using analysis tools to guide changes to library and classroom collections.
- Seeking solutions to educational needs while exploring awards lists and browsing for titles.

**11:30 AM – 12:00 PM**

## **A Tale from the Trenches: What I Learned About My ILS by Conducting an ILS Audit and How I'm Still Using That Information 4 Years Later**

*Jackee Johnson, Northern Waters Library Service*

Take time to review the record and field types of your ILS. It's a great opportunity to revisit past decisions to see if they still make sense and meet your current needs. Maybe there are fields that can be reused or changed to fill a need. A review also provides a chance to examine documentation and understanding of your system to help prepare for future changes.

## **Clean Data is Happy Data**

*Susan Foran, University of Wisconsin- Milwaukee;*  
*Patricia Fragola, University of Wisconsin-Whitewater;*  
*Katie Sanders, University of Wisconsin-Madison*

University of Wisconsin System libraries did a lot of data clean-up before and after the migration from Voyager to Alma. However, there is always more to be done.

In this panel presentation, we will talk about past, current, and planned projects to clean up bibliographic and inventory data in our Alma Institution Zone and Network Zone environments.



# Conference Agenda

## **Rethinking Web Evaluation: Implementing Lateral Reading in Library Instruction**

*Sarah Bakken & Renee Ettinger, University of Wisconsin-Green Bay Libraries*

Lateral Reading is an approach to evaluating websites that is used by professional fact checkers and is increasingly being taught in higher education. It involves leaving a site to conduct outside research of its credibility, as opposed to depending on how the site presents itself.

In this session, we will be discussing our experiences teaching lateral reading in a semester-long first year seminar as well as in single visits to other instructors' FYS classes. We look forward to hearing feedback from attendees who have implemented lateral reading activities in their instruction to see what their experiences have been. We will also look at the UWGB Libraries' Evaluating Sources of Information guide, which was recently updated to reflect best practices in web evaluation.

**12:10 PM – 12:50 PM**

## **Mulling About the Intersection of Generative AI, Copyright, and Libraries**

*Stephen Kelly, Minnesota State University*

ChatGPT took the world by storm on November 30, 2022, spurring existential conversations among educators on the future of academic honesty, scholarship, research, and more. A noteworthy conversation focuses on the complicated interplay between the products (i.e., outputs) of generative AI tools and copyright law. In this presentation we will explore the products of generative AI tools and consider present and future copyright implications in the United States and abroad. Special consideration will also be given to generative AI's presence in library settings and the ways it may impact metadata generation, research discovery tools, personalized user services, and more. Grab your lunch and join us for this timely discussion!

**1:00 PM – 1:30 PM**

## **An E-textbook Pilot Program: Lessons in Patience and Flexibility**

*Andrei Mihailovic, Marquette University*

In early fall 2022, the speaker, in partnership with a student-led affordable textbook initiative, launched an e-textbook pilot program at their library, with the goal of tangible student success outcomes for their campus at large.

Unanticipated limitations led to shifting the goals of the program, and redefining what success might look like. The speaker will summarize the original intent of the project, the challenges encountered mid-project, and the shape it ended up taking.

## **Developing a Digital Interface for J.R.R. Tolkien's Literary Manuscripts**

*Brendan Lenzer & Edward Sanchez, Marquette University*

In the past, researchers of Tolkien's works needed to view the manuscripts via microfilm versions which were low quality. Our project's goal was to create a unique digital interface to view these manuscripts with a high resolution together with descriptive metadata and a unique way to view related drafts. Developing an interface like this was made difficult by the unique copyright restrictions of the manuscripts and the complexity of the manuscript collection. We wanted the interface with metadata to be publicly accessible, but access to the images of the manuscripts needed to be tightly controlled. This required a unique system design that involved the collaboration of multiple departments across the library and from an outside consultant.

# Conference Agenda

## **Inclusive Metadata Strategies at Max Chambers Library**

*Shay Beezley & Anona Earls,  
University of Central Oklahoma*

Max Chambers Library is committed to serving underrepresented communities. One way this is accomplished is through the professional catalogers' dedication to accurately and respectfully describing materials relating to underrepresented communities. They are actively taking steps to ameliorate these problematic practices that directly affect the Central community's access to library resources. In this presentation, the catalogers will describe various projects undertaken in the areas of offensive/outdated terminology, issues in classification, and retroactively and actively adding inclusive language to records.

**1:40 PM – 2:10 PM**

## **Developing a Web Publishing Support Service in Academic Libraries**

*Maxwell Gray & Brendan Lenzer,  
Marquette University*

We're two early-career academic librarians working in digital scholarship in Raynor Memorial Libraries at Marquette University. From introductory conversations with humanities faculty on campus about their digital scholarship support needs, we learned they needed IT infrastructure support for managed web hosting and system administration. We also felt they needed digital scholarship support in areas like open-source web publishing application selection and usage, and project maintenance and preservation. The new web publishing support service from the digital scholarship lab in the libraries combines these two kinds of IT infrastructure and digital scholarship support.

In this presentation we'll describe the kinds of support the new service offers students, faculty, and staff, and some of our early users and projects. We'll also share some of our goals for the new academic year.

## **Rightsizing the Academic Library Collection in Practice**

*Ron Hardy & David Hietpas, University of Wisconsin-Oshkosh Libraries*

Physical books still have a critically important place in support of research, learning and intellectual growth. However, with declining use and the ability to meet demand just in time with e-book options, do we really need so many of them? If a book hasn't been used in 20 years, and there are other copies available at other partner libraries, do we really need to keep it? What do we really need on our shelves anyway?

Polk Library at UW Oshkosh is aiming to eliminate 40% of its print monographs in 4 years, 40,000 books per year, using the "Rightsizing the academic library collection" method of Miller and Ward. The process is facilitated by a home grown interactive and easy to use web tool to post lists and solicit faculty feedback.

## **Servant Leadership in Action**

*Elisabeth Kaune, Marquette University*

In the past 3.5 years, the Technical Services Department at Marquette University's Raynor Memorial Libraries lost five employees (30% of the department) to retirements and resignations, and because of budget cuts, those positions are gone for good. Because all the work still has to get done, though, other employees in the department have been picking up new tasks, thus increasing their workloads without receiving pay increases.

These issues are widespread in academic libraries, and in this presentation, I will discuss the challenges associated with managing a department going through these kinds of changes. I do not have easy solutions, but I hope to open a conversation about how library leaders can ethically manage their libraries and departments with limited resources.

# Conference Agenda

2:20 PM – 2:50 PM

## **Culturally Relevant Digital Heritage Access**

*Erin Hughes & Kristen Whitson, WiLS*

Rooted in a colonial legacy, collecting institutions need to recognize that the Indigenous materials within their care are cultural, social, political, and relational belongings. It is necessary to adopt decolonizing processes that insist on a different framework and create a space for emphasizing how knowledge is produced, circulated, contextualized, and exchanged. This framework is about focusing differently, listening carefully, acting ethically, and slowing down.

Since 2017, the Mukurtu Midwest Hub at WiLS has been working with tribal cultural workers throughout Wisconsin on decolonizing data, Indigenous data sovereignty, and providing training and support in Mukurtu CMS. This presentation will focus on how Mukurtu CMS, a unique content management system developed and maintained at Washington State University, enacts respect, relevance, reciprocity, and responsibility in a digital library environment. Presenters will share examples from their Hub work on how to engage in processes and practices that contribute to respectful, mutually beneficial relationships with Indigenous cultural workers, supporting Indigenous priorities.

## **Graduate Student Professional Development Panel**

*Nicole Breed, Chippewa Valley Technical College;  
Lynne Jones, University of Wisconsin-  
Milwaukee; Annie Lipski, Marquette University;  
Stephanie Surach, University of Wisconsin- Milwaukee*

In this panel, early and mid-career librarians discuss how to land a library job, the expectations vs. realities of librarianship, and what they don't teach you in library school.

Current and recent graduate students are welcome and encouraged to bring questions for a lively Q&A.

## **Make Your Evaluation Criteria Work for You! Build Consistency and Transparency into Your E-Resource Decisions With Assessment Tools**

*Hanna Paquette, University of Wisconsin- Superior*

One academic library will present their work towards transforming selection and deselection criteria from their collection policy into measurable metrics for evaluating electronic resource additions, renewals, and cancellations. Using a clearly defined rubric establishes a baseline of expectations, ensuring that decisions are supported by data that may be understood by all stakeholders. With ever increasing prices and stagnant collections budgets it is more important than ever to be consistent and transparent in how we invest our funding.

3:00 PM – 3:30 PM

## **Unconference (Conference Wrap-Up)**

Join conference attendees for an informal wrap-up discussion about the things you learned, the topics you'd like to explore in future WLA programs, and more!

We'll also give away a few prizes, including a free one-year WLA membership (or membership renewal)!



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## Bonus Breakout Session!

### **The state of cataloging in Wisconsin: Where do we find common ground?**

*Jackee Johnson and Gina Rae, Northern Waters Library Service*

Eight public library systems collaborated in an LSTA funded cooperative cataloging exploration project to identify opportunities to improve patron experience, eliminate redundancies, and unify technical services processes throughout the state. Find out what was learned.

## Lightning Talks

### **Electronic Resources & Special Collections Cataloging Specialist**

*Maren Mayer, University of Wisconsin, Memorial Library*

The Presenter, with nine years of technical operations manual editorial experience, will briefly describe the lifecycle of creating needed documentation, entering the documents into the Cataloging Department's KnowledgeBase and editing them for clarity, organizing documents into a table of contents, receiving feedback on document contents, and performing overall maintenance of the KnowledgeBase. The Presenter will also include employee feedback about the KnowledgeBase.

### **Metavus: A Free and Accessible, Open Source Digital Collections Platform**

*Michelle Hagenbaugh*

This presenter will introduce attendees to Metavus, a free, open-source digital collections platform. Metavus is designed to describe, manage, and share born-digital or digitized resources, making it an ideal solution for institutions looking to provide access to their collections. This software requires no coding and is easy to use.

### **Using Technical Services Resources to Build Prospective Librarian Skills Early: Tips for Integrating Undergraduate Students into Department Projects**

*Cara Calabrese and Masha Stepanova, Miami University Libraries (Ohio)*

In 2021, our institution joined a program organized by the state's library consortium designed to "create and promote career opportunities in librarianship, information studies, and data sciences to individuals from underrepresented populations and economically.

## Posters

### **Now What? An Overview of the TSS Professional Development and Resources Workbook**

*Nic Ashman, Chippewa Valley Technical College*

The Presenter will deliver a brief tour of the WLA Technical Services Section (TSS) Professional Development and Resources Workbook. The workbook is the aggregated result of several years' worth of conference and email conversations, surveys, and brainstorming in the Wisconsin librarian community regarding the need for a one-stop technical services resource - a starting and reference point to find tools, professional development opportunities, and, potentially, a professional mentor in an area of interest.

## Posters, cont.

### **Library Cards: Your Patrons Ticket to Lifelong Learning and Local Experiences**

*Rachel Sussabauer, LocalHop*

The Presenter hopes to demonstrate an effective strategy for community engagement and patron enrichment that can be achieved using library cards. Many public library consortiums and cooperatives across the U.S. have implemented their own versions of activity pass programs, providing free or discounted tickets to popular venues and destinations for their patrons.

This poster presentation will cover the Who, How, and Why for activity pass consideration for both public and academic libraries.

### **Popping the bubble: connecting and collaborating across different spheres of the library world**

*Emylie Fossell, Marquette University*

Some people think of technical services work as an inherently solo endeavor. The reasoning usually goes something like this: you sit at your desk and work on a computer without a lot of input from others. All in all, it's a quiet job with only minor interruptions. The perfect position for those who dislike having to work with other people, right? Wrong! While there are certainly some technical services positions that might fit the description above, most involve a great deal of collaboration both within the institution that you work for as well as within the larger technical services community and across the library world. But what if you're new to the field? Or you're the only person in your library who does technical services work? Who do you collaborate with then? This poster will walk you through how to pop the "bubble" that you may find yourself in and foster collaboration across many different spheres.

### **Digital Scholarship Librarian and Open Access Fellow**

*Savannah Lake, J. Murrey Atkins Library at University of North Carolina Charlotte, and Brigid McCreery, University of Wisconsin-Madison*


Open access scholarship can increase the impact of researchers' work. However, open access policies, funding, and procedures can prove difficult to understand, and authors may face conflicting and ambiguous messages when navigating the publishing process.

The University of North Carolina Charlotte sought to bridge this gap by creating an Open Access Author Toolkit, aiming to build robust open access culture on campus to align with the university's mission of furthering "local-to-global impact" through "access and affordability" and the library's diversity, equity, inclusion, and accessibility (DEIA) goals of increasing information access. The OA Author Toolkit is designed to support authors in understanding OA best practices, resources, principles, and considerations for publishing scholarly research. This toolkit aims to provide a comprehensive overview of what an author needs to know as they consider publishing their research, as well as support services and publishing avenues at the university.

Developing this toolkit involved rethinking how we approached outreach. Previously OA outreach at UNCC focused on the ethos of OA and benefits to faculty generally. However, each discipline engages with publishing differently, creating different relationships with open access. To hone our outreach approach, the toolkit development centered author needs and concerns, with information tailored by discipline. Our goal is to partner with faculty to affect change and encourage use of these resources, making user considerations central to developing the toolkit.

This poster will describe how universities can develop user-oriented, discipline-specific resources around a complex and often misunderstood topic to create a more engaged open access community.

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