Monday, October 10

8:45 Opening Remarks

9:00-10:00 a.m. Keynote Presentation

Access + Services: Putting Users First in Practice

Access Services staff are, for most users, the face of the library. Every day, you and your frontline staff create and support crucial connections between the many parts of library operations that intersect at the circulation desk: collections, patrons, information, services, facilities and policies. Sometimes, all these things work together to create a great user experience … and sometimes, they don’t. In this keynote, Courtney Greene McDonald will focus on simple, practical ideas to empower you and your staff to bring the best out of whatever the day brings you.

Courtney Greene McDonald is Head of the Discovery & Research Services department at the Indiana University Bloomington Libraries. She has presented and written on a variety of topics, most recently on user experience and discovery. Her second book, Putting the User First: 30 Strategies for Transforming Library Services (ACRL), was published in 2014. Courtney earned her Master of Library Science degree, as well as a BA in English and Journalism, from Indiana University-Bloomington, and holds a Master of Science in Human-Computer Interaction from DePaul University in Chicago. Find her on Twitter: @xocg

10:00-10:15 Break with refreshments
10:15-11:15 Concurrent Sessions

Automatically Yours! Renewals made simple.

Have you been wondering how the whole auto-renewal of patron library cards and library materials actually works? Let us tell you how we implemented both of these renewal processes which have thrilled our patrons, saved staff time and elevated patron service. Sounds too good to be true? We were amazed at the ease of implementing these patron friendly processes and the positive feedback from patrons and local press.

We will walk through the process of automatic renewal of patron library cards. Historically patrons have needed to come into the library to prove their residency in the library district. Once we changed our mindset and determined that it was the library’s responsibility and not the patron’s to confirm residency we explored the option of auto renewal. By running a yearly NCOA (National Change of Address) report and mailing post cards we maintain the integrity of our patron database while not inconveniencing patrons to “prove” they haven’t moved.

We will also discuss the implementation of auto-renewal of library materials. Discussion will include renewal eligibility criteria and patron notification process.

We will share examples of our marketing materials and auto- renewal verbiage used in email and printed communications to our patrons. We will provide access to materials that will clearly lay out the steps needed for implementation addressing questions, concerns and outcomes.

Christine Lees works as the Assistant Circulation Manager at St. Charles Public Library and Kate Cobo works as the Customer Services Manager at Geneva Public Library District. Together they have more than 2 decades of experience in the Circulation department. Their goal is to provide service at the level of “wow!”

Turnover, Turmoil, and Training….Oh My!
Turnover is an inevitable and unavoidable part of life in Circulation, and with that turnover comes all the fun of the hiring process – reviewing applications, interviewing, hiring, and, eventually training your new staff. 2014 was a year with an exceptionally high amount of turnover and instability in the Circulation Department of the Mount Prospect Public Library. While there was already a detailed and structured training plan in place, the turnover and the chaos of the year in general made revisions to the training plan a top priority.

Recognizing that the underlying training structure was already very strong, we sought to improve upon a system that was already there, making it even stronger. Training checklists were updated and revised. New feedback forms were created for both trainees, and senior staff in charge of overseeing training. These forms help ensure new staff are not moved on to the next step of training before they are ready, and also help highlight inconsistencies or questions that come up during training.

MPPL has been using this new training program for about a year, and it has made a world of difference with new staff! Communication has improved, and the quality of training is better than it’s ever been. We would love to share some of our training missteps with you, and how they led us to a program that has not only made training so much easier, but has really strengthened our department as a team.

Janine Sarto is the Head of Circulation Services at the Mount Prospect Public Library. She has worked in libraries for about 7 years, though her love of libraries dates much farther back, to the days when she devoured Babysitter's Club and Goosebumps books faster than they could be written. When she's not working, she can usually still be found devouring books and TV shows, and (in the few moments she relents to the requirement for physical activity), spending time with her dog, Cassie.

Samantha Chiappone is the Assistant Head of Circulation Services at the Mount Prospect Public Library. Library work is all she's ever done and all she really knows, except for some really super cool facts about Abraham Lincoln and Henry VIII. If you would like to capture her full attention, give her a piece of chocolate and ask her about Nicholas, the most adorable child in the entire world.

The Ten Commandments of Circulation

Commandment #1: Keep yourself above reproach. This rule lays the foundation for a work ethic that is critical when interacting with the public. As technology changes the way individuals seek and acquire information, libraries find themselves searching for ways to remain relevant. The circulation desk is often overlooked when administrators seek to expand services and increase library outreach; however, to
the public, circulation staff are often the “face” of the library even more than librarians and administrators. If your library has an apathetic or disinterested “face”, your patrons will soon discover other alternatives to meet their needs.

Academic libraries require the use of student employees in order to be able to keep the library open and offer the variety of services they have available. Because student employees are often the first or only person a patron interacts with, it is important that these employees model unparalleled customer service skills in order to increase patronage by the campus community. This session will detail ten "rules" I have compiled that serve as a persistent training tool for staff and student employees at the circulation desk at the Kraemer Family Library on the UCCS campus. These rules provide a framework for providing "value-added" customer service for our patrons. They also offer supervisors a quick reference guide for initiating coaching sessions. Modeled after the list of rules espoused by special agent Leroy Jethro Gibbs from the TV show NCIS, these ten quick tips will empower your staff and create outstanding patron experiences without fail.

**Jon Hall** is the circulation coordinator at the Kraemer library on the campus of the University of Colorado, Colorado Springs. He has an MS in Education at Oklahoma State University and earned his MLIS at the University of Oklahoma. He has 16 years of frontline library service in circulation/Access Services, a decade of retail management, and one hour of time for sharing what he has learned.

11:15-11:30 Break with refreshments
11:30-12:30 Concurrent Sessions

**Getting Materials Back on the Shelf and People Back in the Door: new ideas to address an old problem**

All libraries struggle with customers who return items late or not at all. How your library addresses this situation makes a big difference for your collection, your library’s bottom line, and your customers’ ability to use the library successfully. This session will cover evaluation of patrons with troubled accounts – the patterns of use, average outstanding balance, and the library approach to fines and lost items. I will talk about changes in processes, procedures, and policy that can affect your ability to get materials back on the shelf and people back in the door. Each library, ILS, community, and library administration is different so there is no one size fits all solution. I will cover different options Ames Public Library considered and implemented and the resulting impact on patrons with debt. Each library must evaluate their available staff time and their community to determine which methods will have the biggest impact. Attendees will come away with information that could be used to propose their own ideas to library administration, circulation staff, or other departments. They will be able to explain why changes should be made to the current practices and what the expected outcome could be. Please come and share your own innovate measures and how they have helped your library to make a difference.

**Presenter:** Tracy Briseño is the Customer Account Services Manager at the Ames Public Library in Ames, Iowa. Tracy has worked in libraries for almost 20 years and has a passion for customer centered service.

**Expanding The Reach of Reference: training access services staff to provide ready reference at the University of Michigan Library**

The University of Michigan Library has embarked upon on a path to transcend the traditional “reference desk” model by training access services staff in our Operations division to provide ready reference and information service to patrons from any service point. The impetus of the training program was a desire to achieve consistency in user services across multiple libraries, boost efficiency, and provide users with additional service points any hour during which the libraries are open.

Having reference-trained staff at multiple service points throughout the library has the potential to greatly enhance user experience, but centralized and consistent training is necessary to provide quality service. To achieve this, we have developed a comprehensive training program that covers the assistance that all service points and staff should be able to provide.

We have created online modules using survey software Qualtrics to provide accessible training to all of our full-time, part-time, and student public services staff. The information services training that was
designed includes guidelines and expectations for information services professionals, accessing and navigating the library’s website, online catalog, and electronic resources, providing information on campus and community resources, using and troubleshooting library technology, and crafting basic search strategies.

In this presentation, we will discuss how and why we designed the training, our efforts to sustain the training for the future, challenges we encountered, and provide a resource for other institutions creating their own training models.

Shannon Moreno is an Information Resources Assistant Senior at the University of Michigan Library. She is responsible for technical processing at the Buhr Remote Shelving Facility, project management in the Stacks office, and assists with Onsite User Services. She previously worked at the University of Miami Library for six years in a variety of public service roles.

Jasmine Pawlicki is an Onsite User Services and Course Reserves Assistant within the University of Michigan Library Operations department. In co-developing the Operations Information Service Point training, Jasmine drew heavily on her experiences as a Peer Information Counseling Student shadowing librarians at reference service points and receiving mentorship in library instruction. Jasmine’s professional interests include tribal libraries, archives, and museums.

12:30-1:45 Lunch at the Pyle Center
1:45-2:45 Concurrent Sessions

May the Force be with you: Diversity in the(work)Force

“How do we get a diverse pool of candidates?” This is one of the most common questions that I have received in my short time as the Director of the Office for Diversity, Literacy, and Outreach Services at the American Library Association. It’s clear that as a profession we know that we need to be more inclusive and a desire to have diverse pools of candidates for each and every job. Libraries have come to understand that equity and diversity in the search process is essential to increasing the diversity of candidate pools. However, a shared commitment to equity and diversity is not always enough to get people applying for position or working together effectively. In this session we will talk about diversity trends in the workforce, recognizing our own biases, and the role management can take in remediating some of these issues.

Presenter: Jody Gray is the Director of the Office of Diversity, Literacy, and Outreach Services of the American Library Association.

Circulation Policy: The Groundwork for Patron-Friendly Service

Exceptional customer service relies on empowered frontline staff members who can make customer service decisions based on an organization’s values rather than its rules. In an effort to bolster its customer service, the St. Joseph County Public Library overhauled its circulation policy to promote flexibility and leniency at the circulation desk. A committee of multi-leveled staff members from various system locations rewrote the entire policy in just three months. From identifying problematic policy to finding workable solutions, the committee successfully laid the groundwork for patron-friendly customer service at the circulation desk. For any public library to improve its relationship with patrons, they must first evaluate their policies and ensure they reflect the organization’s commitment to providing exceptional customer service.

In this session, attendees will learn the circulation policy change process from choosing the committee to implementing the policies for a smooth transition. Also included in the session are the best methods for establishing policy goals, working well with Administration, and targeting the policies that need the most revision. Specific circulation policies that will be examined include the card registration process, loan rules, and overdue charges and fees. By the end of the session, attendees will understand how circulation policy relates to customer service and how their library can successfully implement changes to their circulation policy.
Lisa O'Brien is currently the Manager of Circulation Services at the St. Joseph County Public Library. In this role, she coordinates circulation activities on a system-wide basis and manages a team of associates and shelvers at the Main Library. She earned her MLS from Indiana University and has since held positions as various as children's librarian to collection development assistant manager.

Bouncing forward, not back: helping your team discover and develop resilience skills for the workplace

What is resilience, and why is it important to library staff and managers? Resilience can be defined as a set of behavioral skills that allow people to not only successfully navigate challenging situations but also grow and thrive afterwards. Although resilience is often assumed to be an inborn character trait, it can be learned, practiced, and cultivated.

Libraries, like all workplaces, experience both everyday stressors (staffing shortages, budgetary crises, and unhappy patrons) and may also experience emergency situations and disasters. We work in dynamic environments and live in a fast-paced culture that sometimes seems to operate only in hyper drive. Access Services/circulation staff work in an evolving and often demanding arena in which some people adapt readily to constant change and workplace challenges, while others struggle to cope.

This presentation will discuss a five-level model of resiliency; describe behaviors of resilient people; and explore ways in which we as managers and team leaders can develop our own resilience skills and support our staff to do the same. During the session, participants will have an opportunity to evaluate and reflect on their own level of resilience and will have some takeaway activities and strategies to implement in their own libraries.

Presenter: Anne Schultz is a part of the Access Services team at the University of New Mexico’s University Libraries (UL). She has had many roles in public services throughout her career there, including serving as the subject specialist for both life sciences and civil engineering, coordinator for virtual reference services, and occasional disaster recovery specialist. She is currently the Manager of Library Operations for the UL’s Centennial Science & Engineering Library.

2:45-3:00 Break with refreshments
3:00-4:00 Concurrent Sessions

Creating Baselines of Skill

Thompson Rivers University Library is interested in expanding the roles of clerks and library technicians. This is a worthwhile goal and achievable, but, as we found out, not without effort. We have made some incorrect assumptions about the basic knowledge of our support staff. A recent introduction of a new procedure for inventorying our collection bought the skills deficits into sharp focus.

We will talk about the new inventory project as a way of examining the challenges of establishing common baselines of technical knowledge for our staff. We will discuss how our early assumptions about technical knowledge were flawed. Examples of technological, procedural, and supervisory techniques we used to ensure the staff had the tools to do their new tasks will be included.

The work spent on training now will be rewarded in future. Empowering staff means more than just giving them different tasks to do. It means giving them an attitude and the tools to handle new situations. By giving all staff a baseline of skill we can help plan future changes and be confident that staff members are up to the challenge. As well we hope that by developing the base skill we encourage individual staff to move beyond the basic level of skill and explore their own potential.

Michael Purcell is currently the systems librarian at Thompson Rivers University in British Columbia. Although trained as a medical librarian, Michael has worked across Canada and in NYC in various positions in public, special and academic libraries.
Katherine Watmough is the Access and User Services Librarian at Thompson Rivers University in Sunny Kamloops, BC, Canada. Katherine has experience in circulation, public, law and academic libraries.

Putting the Fun in Fines
To fine or not to fine? That is the question! Join staff from the Lester Public Library as they share several simple and easy ways to turn fines into marketing gems. Black Friday Sales, Scratch Cards, Fables for Fines, Mustache Giveaways, $5 Forgiveness and more. Your patrons will be begging to pay off their fines!

Terry Ehle is the Youth Services Librarian and Chris Hamburg is the Adult Services Librarian at the Lester Public Library in Two Rivers, WI.

Stand Up and Lead or Sit Down: Just Do It
Everyone wants a leadership position, but few know how to manage other people. Believe it or not, there is a difference in being a leader than being a boss. A popular belief is that the primary reason people quit their jobs is because of pay, but according to a Gallup poll of more than one million employed U.S. Workers, a bad boss or supervisor is the number one reason people leave their jobs. Managing library staff is no different from any other business and during times of budget cuts and transitions, change is one of the greatest challenges an administrator or leader can face. Change can often cause losses in productivity, morale problems, and dysfunctional behavior when there is a lack of communication. Library administrators and leaders must learn how to not only manage change, but also how to manage staff experiencing frustration when faced with significant change. Participants in this workshop will learn:

- How to recognize and evaluate your leadership style
Three skills that are necessary for successful management
Tips on how to develop effective supervisor/employee relationships
Three things to avoid when leading people
Steps to take when change takes place in the office

Presenter: Dorothy Hargett is a Librarian and Head of Access Services, at Regent University Library in Virginia Beach, VA. As the Head of Access Services she is responsible for providing leadership and overseeing all aspects of the management and functions of the Circulation and Interlibrary Loan departments. Dorothy is passionate about customer service and effective leadership in the workplace, which has provided her the opportunity to present at various venues on these topics. She obtained an M.L.I.S. degree from the University of Tennessee-Knoxville, and a M.A. in Human Services Counseling from Regent University.

4:00-4:15 Break with refreshments

4:15-5:15 Concurrent Sessions

You can UX Too! Applying User Experience Methods in Circulation
Your patrons are users. Circulation is an experience. Why not bring user experience strategies to library circulation? User experience design strategies can be used to examine circulation workflows, and you don’t have to be a UX expert to put these methods into practice. We’ll cover the basics of customer journey mapping, user stories, personas, and A/B testing, and then share our real life experience in sharing these concepts with librarians and staff unfamiliar with traditional UX. These UX strategies resulted in improvements to the problems at hand, and also promoted a culture change to focusing on library user needs when considering changes.

In this session, you’ll have a hands-on opportunity to try UX techniques yourself. You’ll leave this session understanding how to apply basic UX techniques to traditional circulation experiences, and how to lead user-centric improvements in your library.

Presenters: Denise Foley is an Access Services librarian at the University of Michigan Library. She started her work in libraries 8 years ago as a student in the reserves department. While working towards her MSI at the University of Michigan, School of Information, Denise learned and gained experience with user experience methods. In her current position, she collaborates on service improvement projects, many times employing UX methods, with different groups across access services functions, including circulation. She is passionate about making libraries a destination for the communities that they serve. Megan Hartline (@awrybrarian on Twitter) is the Head of Access and Public Services at Auraria
Farewell, Dewey!: How One Library Implemented a Word Category System

In the summer of 2013, I read yet another article about a library that had eliminated the Dewey decimal system and instituted a word-based non-fiction category system. This was a topic that refused to die in our department head meetings. The idea would surface every few months, only to be shot down yet again. But the membership of the department head committee had changed slightly, and the library I had read about was within driving distance in Michigan. So, I ran the idea of a field trip to Grand Rapids past our director. In August all of our department heads made the trek north, and the rest, as they say, is history.

In this proposed session I would share the path that Wells County Public Library (Indiana) took to create and institute the WordWise system. This would include our research into other libraries with similar systems, the months of meetings that led to selecting our current categories, the process of getting staff and public buy-in, the how-to of the physical process of relabeling and moving over 42,000 volumes, and our results thus far. It has been an arduous process that has been well worth the blood, sweat, and tears; one that could inspire other libraries to make the commitment to a monumental change.

Teresa Dustman has been the circulation manager at Wells County Public Library (Indiana) for seven short years. Before that her jobs have included assistant children’s librarian, elementary school teacher, youth minister, crafter, and mother of three sons. In her non-work time she loves to read, walk/hike, kayak, bike, craft, play Spider Solitaire, cook, and share a glass of wine with friends.

Tuesday, October 11

9:00-10:00 Concurrent Sessions
Go Fine-Free and Still Get Your Stuff Back

The sacred cow of libraries charging overdue fines to get library materials back is no more. Three public libraries in northern Illinois changed the way they approach getting materials back by eliminating overdue fines, and the results have been eye opening.

The Algonquin Area Public Library, Ela Area Public Library, and Vernon Area Public Library went fine-free in an effort to remove the financial barrier to service created by charging fines, as well as the negativity and time spent collecting fines. The results of this change have been overwhelming positive. Not only are patrons returning library materials, but they are returning their materials earlier, request wait times have remained steady, patrons are happier, and circulation staff is happier.

This presentation will discuss how those outcomes are possible. Attendees will learn what information is needed to make the change, planning involved, procedures and policy implemented by each library, and what to expect once the change is made. In addition, attendees will receive some suggestions about what not to do.

Stephen Territo is the Head of Circulation at the Vernon Area Public Library District in Lincolnshire, Illinois where he has worked for the last 13 years. He has worked in public and academic libraries for over 20 years as a shelver, library associate, and student archivist. He has a BA in Anthropology from Northern Iowa and a MS in Public Service Management from DePaul. The Vernon Area Public Library District went fine-free in August 2015.

Gary Christopherson is the Access Services Administrator at the Algonquin Area Public Library in Algonquin, Illinois, where he has worked for the past 23 years. Other work experience includes a stint as Circulation Manager at the Downers Grove Public Library and Circulation/Data Entry at the Gail Borden Public Library in Elgin, Illinois. The Algonquin Area Library District went fine-free in September 2014.

Matt Womack is the Executive Director for the Ela Area Public Library District in Lake Zurich, Illinois. He worked for two ILS vendors in the dot-com era, and began teaching computer classes at Ela in 2003. He's a dad, a Texas Longhorn, and a Rotarian. The Ela Area Public Library District went fine-free in September 2015.
Building a Culture of Success from the Inside Out

Is it possible to increase library usage, improve your patron/user experience, and have a healthy and thriving library staff? Spoiler Alert: Yes! And you can help make it happen! This session provides several ideas (tried and true) that can be employed by ALL library employees from frontline staff to upper management. Learn from an assistant director’s and an access services manager’s perspective on how to increase circulation, have more satisfied patrons and gain more support from your community. The key is to first focus on preparing and improving the culture within the library before taking on ambitious and innovative library initiatives to encourage increased usage and library support. Create a team environment that is supportive, productive and fun. Strengthen morale and keep employees satisfied and inspire your employees to reach and exceed their potential. And the best part is… you can do ALL this without additional cost!

Come join us for this fun and lively session that details some of what the Hancock County Public Library has done to reach record circulation, increase patron numbers, and improve the library user experience. Leave equipped with ideas to take your library to new heights.

Barbara Roark has been a librarian for over 34 years. She currently is the Assistant Director at the Hancock County Public Library in Greenfield, Indiana. Prior to that, she was Director of the Franklin Public Library in Franklin, Wisconsin for over 15 years. She has also been a Library Director in Michigan and in Kentucky. She has experienced two successful library referendums and building projects. She was instrumental in getting two different library foundations started and helping with their fundraising campaigns. She continues to enjoy the ever changing role libraries play in people’s lives.

Cody Flood started volunteering at the Hancock County Public Library in middle school, served as a student shelve during high school, and came back for good as a sophomore in college. Six years later, he has recently completed his MLS and is serving as the Access Services Manager at HCPL. During that time, Cody has spearheaded a successful campaign to circulate 1,000,000 items and is currently leading a shift to a single-point service model.

Library Space Panel

- Visualizing Library Space Use
We all know how many bodies come and go through our libraries’ gates, but have you ever wondered when they come and where they go while they are at the library? This presentation will describe how using a unique dataset in RefAnalytics, The Library is able to map out library use by floor and seating type. Head counts are taken each hour and recorded directly to the database using an iPad. Data is exported to Excel spreadsheets and visualized using charts and graphs. Results of the analysis help the library form policy decisions regarding hours of operation and acceptable noise levels on each floor. An added feature, one that allows us to provide greater transparency to our users, is a real time posting of stats on the Library’s website. This shows users the available rooms and how many community members are in the building at the moment of posting.

Monitoring library use on a regular basis throughout the day also helps increase staff presence and availability for assistance. In addition to taking head counts every hour and a half, staff members pick up used books, straighten furniture, and alert building maintenance of areas needing cleaning. Making this information available to our users provides them with the availability of study rooms and gives them an insight into how their use transforms the library into a vibrant community space.

Bethany Sewell is the Access Services and Reference Librarian at The College of New Jersey where she oversees the functions of Circulation, Reserves, and Interlibrary Loan. Prior to coming to The College of New Jersey, Bethany was the Access Services Librarian at the University of Denver. Bethany received her MLS with a specialization in Art Librarianship from Indiana University, Bloomington in 2006. Andrew D'Apice is the Head of Circulation at The College of New Jersey where he oversees the daily operation of the Circulation department. He has over 20 years of library experience in both academic and public libraries.

- Study Room Management

Like many academic libraries, the University of Arkansas Libraries offer study spaces for our students that including a small array of study rooms, both for individuals and for group work. In the main library prior to January 2016, we offered four checkout-able group rooms and four drop-in individual rooms. The first-come, first-served nature of these rooms, however, made it difficult for students to plan ahead; they wanted to be able to set a time to meet with group members for a project, for example, or they wanted to reserve the individual rooms for taking tests and quizzes online. For reasons such as these plus the addition of three new high-tech collaboration spaces, we knew we needed to find a reservation system to help manage the rooms’ use. In spring 2016 semester, we rolled out a reservation system to manage 12 rooms. In this presentation, I will discuss the decision process for choosing a room management software including the differences between our ideal functions and what we were able to find. I will briefly talk about the steps involved with set up, and finish by presenting patron response and system use, as well as issues we needed to solve after the initial rollout.
As a Wisconsin native, Kathleen Lehman, User Experience Librarian at the University of Arkansas, Fayetteville, is happy to return to her home state and present at the Back in Circulation conference. Kathleen earned her BA in physics and astronomy from the University of Iowa, Iowa City, her MAT in multidisciplinary education from Webster University in Webster Groves, Missouri, and her MLIS from the University of Wisconsin, Milwaukee. She moved to Arkansas in August of 2010 to begin her professional library career as the Head of the Physics Library at the U of A and in July 2015, transitioned into her new role of User Experience Librarian.

10:00-10:15 Break with refreshments

10:15-11:15 Concurrent Sessions

Off Your Seat and On Your Feet: Providing Good Customer Service

What is the definition of "good" customer service? How do personalities, policies and procedures all affect customer services? What are the steps and the "10 commandments" of customer service, and what do we do with those difficult patrons? This session provides answers to those questions and includes aspects of circulation front-line service as well as some readers' advisory services which many small libraries incorporate into their circulation services. The presentation includes some role-playing examples of how to deal with difficult situations, examines the importance of good policies and procedures, and offers practical tips for delivering good customer services in not-so-good circumstances.

By attending this session, attendees will:
- Understand definition of "good" customer service;
- Realize the impact of policies and procedures on customer service;
- Identify ways to effectively deal with difficult situations;
- Consider ways to make the customer the primary focus in all library services.
Maryann Mori is a consultant with Iowa Library Services (a.k.a "State Library"). With experience in circulation, reference, youth, management and even academic library services, she has presented at many national library conferences (including ALA, PLA, ALSC, and ARSL) and has been published in numerous professional books and journals. She received her MLIS from the University of Illinois in 2006.

Inventories matter: make managing collections more manageable

Libraries often consider the usefulness of inventories to create order on their shelves, to find missing and lost materials, to locate cataloging errors and identify rare material. Most libraries, however, especially those with large collections, avoid the prospect of an inventory despite the advantages due to the scope and complicated nature of the job. The demanding aspects of an inventory project, including required staffing and time to conduct an inventory, keeps many libraries from considering such an endeavor. As a result of these common issues, the Binghamton University Libraries had not conducted an inventory of its collections at any time in its history citing the overwhelming nature of handling over 2.5 million monographs. An opportunity presented itself, however, in the spring of 2015. With support from the University, the Libraries developed a comprehensive, semester-long, 4 credit research project designed to conduct micro-inventories. This project is designed to produce streamlined workflows that library staff can easily adopt into their workday making inventorying the libraries sustainable, ongoing and manageable for all involved.

This presentation will discuss the Binghamton University Libraries’ experience creating, conducting, and evaluating this inventory research project. From its initial proposal, to marketing the project to students, to designing the curriculum, to data collection and analysis, this project continues to evolve. Currently in its second semester, the project continues to shed light on possible efficiencies and the measured value added of finding missing, lost, rare, and out of place materials.
Nancy Abashian is the Head of Reader Services and Resource Sharing at Binghamton University Libraries. Beginning her professional career the Binghamton University Libraries in 2006, she completed her MLS in 2013 from the University at Buffalo and became a Librarian at Binghamton in 2014. Beyond her duties overseeing the activities of circulation, reserves, interlibrary loan, stacks maintenance and offsite storage facility, Nancy is also the subject bibliographer for Women’s Studies.

11:15-11:30 Break with refreshments

11:30-12:30 Concurrent Sessions

Course Reserves - finding the middle ground

Traditionally, requests for materials to be placed on course reserves (physical or electronic materials) at the University of Arkansas, Fayetteville Libraries came only from instructors themselves. A few years ago, we ran an experiment and put all the books that the libraries already owned and were listed as course materials for that semester on course reserve. We found that the effort invested did not pay off in terms of increased circulations. Over the past academic year, we’ve tried another approach: using a simple, online four-field form on Desk Tracker, we’ve been capturing student requests for materials at the service desks for materials that aren’t already on course reserve. From the student requests, we have then been contacting the instructors of those courses. Because of these interactions we have been able to educate more instructors about our course reserve offerings, and we have increased the materials we have available to students without the extraneous work of our earlier “all-in” experiment. This simple solution has found a middle ground that is focused more on what the students need, without being overly burdensome to library staff. This presentation will briefly present past course reserve practices at the University of Arkansas Libraries and talk about the current work flows we have put in place to manage the course reserve collection in the main library.
As a Wisconsin native, Kathleen Lehman, User Experience Librarian at the University of Arkansas, Fayetteville, is happy to return to her home state and present at the Back in Circulation conference. Kathleen earned her BA in physics and astronomy from the University of Iowa, Iowa City, her MAT in multidisciplinary education from Webster University in Webster Groves, Missouri, and her MLIS from the University of Wisconsin, Milwaukee. She moved to Arkansas in August of 2010 to begin her professional library career as the Head of the Physics Library at the U of A and in July 2015, transitioned into her new role of User Experience Librarian.

The Chaos of Change: How to Manage and Motivate Staff in Changing Times

2015 was the year of change for the Westmont Public Library. As a member of a large consortia, we found out in 2014 that we would be migrating to a new integrated library software. At the same time, we rolled out self-check units to our patrons, tagged our entire collection for RFID, lost three managers (youth, adult and assistant director) and launched a new website. We navigated all of these successfully because of a plan I initiated originally for circulation staff, but later implemented library wide. Many people do not like change, especially when an organization is not known for drastic changes. Managing your staff during times of change is challenging, and it is even harder to motivate them during these times. This is because during change staff feel uncomfortable, they are nervous about the future (for the library and for themselves) and they also do not like having to learn new routines. Our motto at all times was positive communication: we wanted to ensure all staff were up to date, but also given the information with a positive spin. Our plan included months of training, scripts for staff, motivational pizza parties and many other initiatives. After all of our efforts, change is now embraced, not feared. This presentation will outline how I thought of this plan, the different aspects of the plan and also how the library carried it out over a year period. There are things we did right, and also things we did wrong, which I will share! Change is inevitable, and having a few tricks in your pocket to help keep your staff going can be what transforms the word change from something scary, that no one wants, to something positive that staff can embrace and grow from.

Presenter: Brittany Hoornaert Smith is the Assistant Director and Head of Patron Services at Westmont Public Library in Westmont, IL. She received her MLIS from University of Illinois and has been working in libraries for ten years. Brittany enjoys a great cup of coffee, a good horror movie and to travel around the world. She has lived in the Chicago-land area most of her life, but after college she lived in Spain and England before returning home and starting her career at Westmont.

Library Lisa’s Adventures at School: How to Increase Circulation through Outreach

“Library Lisa” is how Lisa Leuck is known to the small community of Elgin, Iowa, where she is the director of The Elgin Public Library. While many small libraries are seeing a marked decrease in circulation, this small library in the rural, northeast corner of the state has implemented ways to make their circulation soar (increasing by 10,000 circs from 2013 to 2015), making it a “Star” library in
Library Journal for 3 years in a row. One program that was implemented in 2014 was an outreach program which includes remote book check-out to the local elementary school. This program, in conjunction with more traditional programming methods, has helped increase not only circulation, but reading and literacy, and much-needed excitement about learning and reading amongst students.

Lisa’s presentation will cover the need for and value of outreach programs in building community and promoting literacy, as well as how to dispel negativity about a new program and what roadblocks she had to overcome. She will discuss specifics of how the remote book check-out and book talks are done and the impact that teachers, students, and parents feel it has made. The 40-book challenge and how this outreach fits in with the strategies in the book *The Book Whisperer* by Donalyn Miller will be mentioned as well. Discussion of other programs that complement the outreach, and questions about how to make such a program fit within other libraries and communities will be addressed.

**Lisa Leuck** is a graduate of Iowa State University, a former high school teacher, tutor, and director of education for Sylvan Learning Centers. She has been library director in Elgin for 10 years.

**1:30-2:30 Optional Afternoon Activity: Tour of Memorial Library**

Memorial Library, on the UW-Madison campus, houses the largest collection (over 3 million volumes) in the state. The Library is located across the street from The Pyle Center, where the conference will take place.