



# UNBRIDLED RESOURCES

OVGTSL CONFERENCE 2019  
LEXINGTON, KY

OHIO VALLEY GROUP OF TECHNICAL SERVICES LIBRARIANS  
May 12-14, 2019



DoubleTree Suites by Hilton, Lexington

# WELCOME 2019 SCHOLARSHIP AWARDEES

## DIVERSITY SCHOLARSHIPS

Sponsored by UK Libraries

### **Margaret Brewer**

Library Assistant, Technical Services

*McCracken County Public Library (Paducah, KY)*

### **Sol Maria Lopez**

Media Cataloging Coordinator

*University of Colorado Boulder (Boulder, CO)*

## STUDENT SCHOLARSHIPS

Co-sponsored by SAALCK and the UK School of Information Science

### **Cindy Gadley**

*University of Kentucky*

### **Sheila Lindsay**

*University of Kentucky*

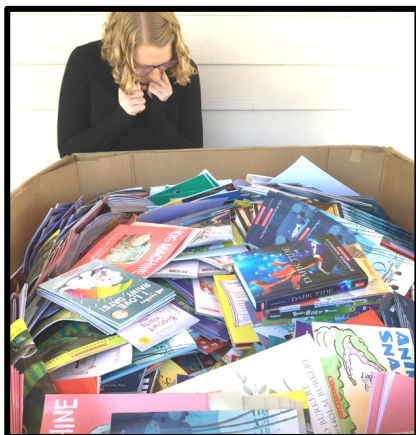
### **Ben Ollen**

*Indiana University*

### **Victoria Seng**

*University of Kentucky*

# FEATURED SPEAKERS



## Hannah Buckland KEYNOTE

Hannah Buckland works at Hennepin County Library as a Service Manager, supporting staff across six library locations in southeast Minneapolis. Prior to joining HCL in May 2018, Hannah spent several years as the Director of Library Services at Leech Lake Tribal College's Bezhigoogahbow Library, a joint-use academic and community library in northern Minnesota. She is a member of the ALA Policy Corps and serves as the Minnesota Library Association's ALA Chapter Councilor. Hannah received her BA from Knox College in Galesburg, IL and her MLIS from the University of Pittsburgh.



## Kate Deibel CLOSING KEYNOTE

Katherine "Kate" Deibel has had a varied career in academia working within and across many disciplines, including library technology, computer science, education, disability, design engineering, technology adoption, and digital literacies. She has presented multiple times on a gamut of topics ranging across disciplinarity, teaching methods, accessibility, comics, and library technologies. Kate earned her PhD in computer science and engineering at the University of Washington in 2011 with a multidisciplinary study of the social and technological factors that hinder adoption of reading technologies among adults with dyslexia. Currently, Kate is the Inclusion & Accessibility Librarian at Syracuse University Libraries where she is spearheading multiple efforts to raise disability access throughout libraries and the library community. Kate lives in Syracuse, New York with a crazy tuxedo kitty named Francie, cooks way too spicy food, and deals with chronic insomnia due to regular bingeing on webcomic archives.



## Tim Knittel WELCOME RECEPTION

Tim Knittel is a professional Bourbon educator with over a decade of experience. He is a former Bourbon industry insider as the VIP hospitality manager at the Woodford Reserve Distillery. He holds the title of Executive Bourbon Steward, reviews whiskeys for the Tasting Table at Distiller.com and writes for Distiller.com, Artisan Spirit Magazine and other industry publications. He also teaches as Adjunct Professor of Bourbon Studies at Midway University. His website is <https://distilled-living.com/>.

# CONFERENCE SCHEDULE

Sunday, May 12

3:00-5:00 pm      Registration

## DoubleTree Foyer

5:00-7:00 pm      Opening Reception

W.T. Young Library

Tim Knittel, bourbon expert and educator, will speak in the Alumni Gallery. Bourbon tasting will follow at the Overbrook Tapestry.

Monday, May 13

7:30-5:30 pm      Registration

## DoubleTree Foyer

8:00-9:00 am	Breakfast
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## DoubleTree Foyer

9:00-10:15 am Opening Keynote: [Storytelling & Power in Technical Services](#)

### DoubleTree Ballroom

Hannah Buckland, *Hennepin County Library*

Stories—as well as language and words themselves—articulate value, identifying what is significant about our histories and our relationships. In this way, storytelling is a form of power, a way of organizing the world. Technical services work, in turn, does more than create, locate, or describe; it also contributes to an ongoing story libraries communicate to users, a story about how something came to be, a story about power dynamics, and a story of how something is connected to everything.

**10:45-11:35 am    Concurrent Breakout Sessions**

## Creating an e-Textbook Collection at an Online University Library

### Ballroom C/D

Jennifer Howard, *Frontier Nursing University*

In response to the textbook affordability problem, multiple institutions have implemented or expanded on-campus textbook reserve programs, in order to provide no-cost access for students. For a library at an online university, an e-textbook collection can fulfill the same purpose.

In 2018, our library discussed and implemented a program to purchase and make available e-textbooks for our students. Challenges included availability of titles, simultaneous user restrictions, integration with existing e-reserves, and advertising the service to ensure faculty and student awareness. Beginning Fall term 2018, we were able to provide at least one textbook for over 50% of courses.

## Little Fish in a Big Pond : a Kentucky Public Library Joins NACO

Deauville Room

Victoria Greenwell, *Paul Sawyer Public Library*

Kristin Anderson, *Paul Sawyer Public Library*

Robert Collins, *Paul Sawyer Public Library*

Many public libraries undervalue the need for good authority control and since NACO has vastly more academic libraries than public libraries, many of our authority needs may be going unanswered. Our library catalog alone has tens of thousands of local authorities that need to be created. How many does yours have?

This presentation will cover the reasons this library chose to join NACO, as well as its long and error-filled path to get its application approved, a story that is humorous in its coincidence, misunderstandings and just sheer, dumb luck. We will also touch on the extensive training involved and the valuable lessons learned as we worked toward independence. We will then show the very personalized goals between two librarians, one who wants to fix every fictitious character in existence and the other who wishes to make undifferentiated headings a thing of the past. Lastly, we hope to express the need for other public libraries to follow in our path.

## No Room at the Inn: How We Dealt with Reallocation of Library Spaces

Ballroom A/B

Amy Butler, *University of North Alabama*

Darlene Townsend, *University of North Alabama*

As part of his vision for a more student-oriented campus, in Fall 2017, our new provost began projects to reallocate some of the square footage in the library for classrooms, student services such as the writing center, and a café. To make way for this reallocation, the project also included the closure of the curriculum library housed in another building. These projects coupled with a relatively short time frame created an interesting set of challenges for the library administration and staff, including rethinking collections and work spaces for the library. As leaders in this effort, the presenters will discuss how we faced these challenges and freed the space to implement these projects.

# CONFERENCE SCHEDULE

## Monday, May 13, continued

11:45-1:00 pm Lunch

DoubleTree Foyer

1:00-1:50 pm Concurrent Breakout Sessions

[From Lost to Linked: Actively Exploring Linked Data Through a Cross-departmental Project with Hidden Collections](#)

Ballroom C/D

**Damon DeBorde, Ohio University**

Cross-departmental preservation and collection management projects that focus on older materials often require metadata/technical services staff to substantially correct and update MARC records. This enhancement of bibliographic metadata often has the purpose of recording and making findable significant and unique information. The Ohio University Libraries (OUL) Historic Books Project – a collaborative endeavor between 4 OUL departments – sought to re-discover and retain hidden books of significance to OUL's or local history. The MARC records for the material within scope of the project were often decades old and lacking anything beyond rudimentary metadata. This necessitated copy level assessment of materials. The substantial time spent inspecting books and the fascinating pieces discovered were the inspiration to attempt to do more, to look for new opportunities to enhance metadata and findability. Part how-to and part commentary, this presentation will walk through the work undertaken, from transforming MARC records into linked data triples, utilizing Wikidata for identity management, testing linked data publishing opportunities, to creating shareable visualizations. Focusing linked data exploration on a specific project with specific problems ultimately proved fruitful to not only gaining a better understanding of linked data concepts and technologies but also to discovering and exposing hidden collections and connections.

[Local History Unbridled: Anecdotal Reflection in Bringing Digitized Microfilm to Digital Commons](#)

Deauville Room

**Leslie Engleson, Murray State University**

**Sean McLaughlin, Murray State University**

**A.J. Boston, Murray State University**

When vinegar syndrome threatened to destroy microfilm containing a vast trove of history, Murray State University Libraries quickly responded. The microfilm--which included one of the broadest collections of local and regional newspapers in the Jackson Purchase area, as well as birth, marriage, and death certificates from Calloway and surrounding counties--was sent to a commercial vendor for digitization with the intention of archiving and making the contents accessible through the institutional repository, Digital Commons. Today, that microfilm is transitioning from moldering in closed stacks to becoming widely accessible to a global pool of researchers.

Presenters will examine the history and logistics of our digitization process; delineate the staffing, workflow, progress and setbacks relating to creating and ingesting the metadata for each issue; and explore how collaboration across departments was key to the successful implementation of the project. Discussions will conclude with some of the unexpected benefits of the project, including classroom applications, the accessibility of the collection to historians and genealogists, and how the project might encourage deeper dives into other collections.

[That's the Ticket!: Developing an Online Invoice Review System through SharePoint](#)

Ballroom A/B

**Angel Clemons, University of Louisville**

**Claudene Sproles, University of Louisville**

In 2017, the University of Louisville Libraries Electronic Resources Management Department developed an Invoice Review System for electronic resources. The SharePoint-based system is designed to allow Electronic Resources Management to work cooperatively with librarians in the Research Assistance & Instruction Department (RAI) and other interested parties to review electronic resources as they come up for renewal. When an invoice arrives, historical price, usage statistics and cost per use are calculated and sent to subject specialists in RAI for review. The subject specialists gather data concerning benchmarks, analyze usage data, seek faculty impact, compare to alternate resources, and note curriculum tie-ins. After weighing the available evidence, they make a recommendation about whether to keep or cancel the resource. After all interested parties weigh in on the resource, a final decision is made. SharePoint allows responses, data, and decisions to be tracked in a single location, allowing anyone to review the decision at any time. The presenters will discuss how the process was initiated, specifics about the tasks each department performs, its successes and modifications over the past year, and future plans for the review process.

# CONFERENCE SCHEDULE

## Monday, May 13 continued

### 2:00-2:50 pm Concurrent Breakout Sessions

#### [A Star is Born: the Birth of Content Management & Delivery](#)

Ballroom C/D

**Terri Bennett, *Indiana University School of Medicine Ruth Lilly Medical Library***

**Todd Grooten, *Indiana University School of Medicine Ruth Lilly Medical Library***

Libraries today face a number of challenges, including shrinking budgets, loss of staff and ever-changing technologies. While these may seem stressful to many of us, it also presents a unique opportunity to reexamine and streamline workflows to deliver better service to library patrons.

The Ruth Lilly Medical Library undertook such a process beginning in the summer of 2017. Operational functions of the library including acquisitions, cataloging, document delivery, electronic resources management, interlibrary loan and serials management were all merged into one department named Content Management & Delivery. Members of the department will share the reasons behind the merger of these service units, as well as the objectives they hoped to accomplish by the merger, the steps involved in the merger of the departments, and what they have learned from the process a year later. They will also share some ideas on 'what's next' and explore ways they can offer new services to better aid the users of the library.

#### [Adjusting Technical Services Workflows in a \(Almost\) Complete PDA Environment](#)

Deauville Room

**Kevin Petsche, *IUPUI***

In the fall of 2018, the IUPUI University Library transitioned its monographic collection development to one that is almost completely driven by student and faculty requests. This presentation will illustrate the changes in workflow that affected staff in the mailroom, acquisitions, cataloging, and access services (i.e. circulation). This was not only a change in workflow, but a change in perspective as "behind-the-scenes" technical services staff became customer-facing personnel for the library. Further, this added a sense of increased urgency to the environment as each request was essentially treated as a Rush order. This presentation will discuss the decision-making that libraries need to address when changing to PDA models. It will also address changes in the environment of affected staff and the efforts made to reduce anxiety.

#### [RDA Adoption in U.S. Public Libraries](#)

Ballroom A/B

**Sevim McCutcheon, *Kent State University***

This study surveyed the state of knowledge about, and adoption of, RDA among American public library catalogers. In 2017 an online survey request was e-mailed to 4000 public libraries for the person most responsible for cataloging. Over 300 libraries responded. Data collected nationally included geographic location, education level, training history and needs, library size and budget. Evidence points to demographic factors having a strong influence on levels of RDA knowledge, with a dramatic urban/rural divide. While a majority of catalogers know about RDA, their working knowledge about it differs substantially depending on whether they work in rural or urban library settings. Additionally, 22% of respondents overall stated they had never heard of RDA until completing the survey. Survey respondents identified training as a top priority, with a preference that it be provided centrally and consistently by "National professional library associations."

This presentation is based on the article, "Resource Description and Access: Adoption and Implementation in Public Libraries in the United States" by Frank Lambert (Middle Tennessee University), Roman Panchyshyn and Sevim McCutcheon (both of Kent State University, Ohio) published in *Library Resource & Technical Services (LRTS)* 63(2) in April 2019. It is an extension of research published by the same authors in 2013 that focused on the RDA experiences of public library catalogers in the state of Ohio.

### 2:50-3:30 pm Break

DoubleTree Foyer

### 3:30-4:20 pm Concurrent Breakout Sessions

#### [Automating the Authority Control Process](#)

Ballroom C/D

**Stacey Wolf, *University of North Texas***

Authority control is an important part of cataloging since it helps provide consistent access to names, titles, subjects, and genre/forms. There are a variety of methods for providing authority control, ranging from manual, time-consuming processes to automated processes. However, the automated processes often seem out of reach for small libraries when it comes to using a pricey vendor or needing a cataloger with particular expertise. This presentation will introduce several ideas on how to handle authority control using a variety of tools, both paid and free. The presenter will describe how their library handles authority control; compare vendors and programs that can be used to provide varying levels of authority control; and demonstrate a few methods of providing some authority control for free using MarcEdit.



# CONFERENCE SCHEDULE

## Monday, May 13, continued

### Twine as a Training Tool for E-Resource Troubleshooting

Deauville Room

Elizabeth Richey, *Claremont Colleges*

With a vast number of e-resources available, but a limited number of staff to manage them, how can we address the many questions that library users have when navigating e-resources? The Claremont Colleges Library took a cross-divisional approach to the problem, training cataloging and metadata staff to answer e-resource trouble tickets. This presentation will look at the training tool that was key to the success of our trouble-ticket system: an HTML-based text game – created with Twine – that made troubleshooting easier for staff new to e-resource issues.

Our initial approach to training was to document common issues and solutions, and to create troubleshooting flowcharts. Staff still felt overwhelmed, however, and were reluctant to engage with the troubleshooting process. As we encountered an increasing variety of e-resource problems, our flowcharts became impossibly complex, and still didn't address all issues and types of responses. We felt a new approach to training was needed. By using Twine, an open-source tool for telling interactive, nonlinear stories, we were able to build a training tool that simplified and gamified the troubleshooting workflow. The result is a text game that combines all of our complicated flowcharts into one interactive screen that is easy to use. In this presentation, we will discuss how this approach has made collaboration easier, improved morale, increased our staff's expertise in e-resource issues, and benefited our users. We will also examine how we might improve our outcomes.

### Unbridled Access: Using Wikis to Document Policies and Procedures

Ballroom A/B

Jennifer Gregory, *Boone County Public Library*

Michael Gregory, *Campbell County Public Library*

Providing staff access to policies and procedures is vital to keeping Technical Services, and the rest of the library system, functioning smoothly. As staff members come and go, good documentation aids training and ensures continuity. The challenge is finding a way to make important resources available to all staff, while keeping it easy to use and up to date.

Both Boone and Campbell County Public Libraries chose to use a wiki to accomplish this goal. Boone's wiki is less than a year old, while Campbell's has been in use for over ten years. Though both libraries set out with the same basic solution to the same problem, their differing priorities lead to two somewhat different approaches.

Join us as we compare and contrast two documentation wikis that are helping to demystify Technical Services and further internal communication throughout the library system. We'll also discuss getting a documentation wiki off the ground, and how it evolves over time.

6:00-8:00 pm

Dinner

Mane on Main, Lexington

Full dinner buffet and soft bar followed by choral selections.

## Tuesday, May 14

7:30-12:30 pm

Registration Desk Open

DoubleTree Foyer

8:00-9:00 am

Breakfast

DoubleTree Foyer

9:00-9:45 am

Vendor Lightning Rounds

DoubleTree Ballroom

10:15-11:00 am

Business Meeting

DoubleTree Ballroom

11:00-12:00 pm

Closing Keynote: When You're the Bridled Horse

DoubleTree Ballroom

Kate Deibel, *Syracuse University*

Doing more with less. Taking the reins off of your resources and pushing them to the max. Approaching problems as if you had infinite energies to spend. These paeans promote us to do our extreme best, but the stark truth is that limits do exist. We far too often miss the hidden labors that impact how much each of us can do. The labors vary based on individual diversity and life experiences. Using an intersectional lens and multiple examples, this talk will highlight what these hidden labors are and what actions, both technical and social, that we can do to support our patrons and colleagues to not only ease up on the bridled resources but promote greater inclusion and equity throughout libraries.

# OPTIONAL TOURS ON TUESDAY

## Keeneland Library

Since 1939, the Keeneland Library has been the world's foremost source of information about Thoroughbred racing and breeding. The Library's founding mirrors the principles that define Keeneland to this day: preserving racing's rich history and tradition while innovating for the betterment of the sport. The Library houses 30,000 volumes, over a million photographic negatives, and thousands of pamphlets, programs, and newspaper articles documenting an international equine industry. Currently, the Library features an exhibit from its photograph collection entitled: *From the Vault: Jockeys*.

***...preserving racing's rich history and tradition...***

## King Library Press

The King Library Press, founded at the University of Kentucky in 1956 by a group of librarians who started printing books during their lunch breaks, is devoted to the tradition of fine printing and still heavily influenced by Victor Hammer. Now run by

***...tradition of fine printing...***

Director Paul Holbrook and a plethora of loyal volunteers, the press regularly produces ephemera to benefit the university in addition to previously unpublished or out of print books.

Attendees will be guided through the press' rich history and variety of printing presses from all time periods before producing a printed souvenir should time permit.

## Gwen Curtis Map Collection

The Gwen Curtis Map Collection houses the largest research map collection in the state of Kentucky. Featuring an array of materials, ranging from historical Sanborn maps of major Kentucky cities, Kentucky aerial imagery, Army Map Service maps from WWII, National Park Service maps, and an assortment of national and international maps. Additionally, the Collection houses a large selection of historical and contemporary atlases. Attendees will be guided through some of the most unique and significant maps that are housed in the Collection.

***...assortment of national and international maps...***

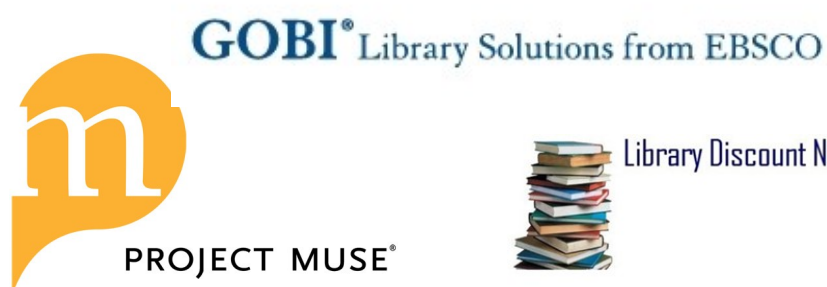


# 2019 SPONSORS

## PLATINUM LEVEL



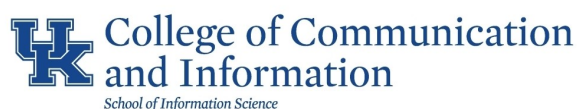
## GOLD LEVEL



**SPRINGER NATURE**



## SILVER LEVEL



Support for conference materials, drawing prizes and speaker gifts was provided by *Eastern Kentucky University, Western Kentucky University, Government Publishing Office, UK Bookstore, Keeneland Library, and University Press of Kentucky.*

# THANK YOU CONFERENCE ATTENDEES!

## **2018-2019 OVGTSL Executive Committee**

Chair: Nastia Guimaraes (University of Notre Dame), [aguimara@nd.edu](mailto:aguimara@nd.edu)

Chairperson Elect: Kate Seago (University of Kentucky), [kseago@uky.edu](mailto:kseago@uky.edu)

Secretary: Melanie McGurr (University of Akron), [mmcgurr1@uakron.edu](mailto:mmcgurr1@uakron.edu)

Treasurer: Julene Jones (University of Kentucky), [julene.jones@uky.edu](mailto:julene.jones@uky.edu)

Archivist: Kathryn Lybarger (University of Kentucky), [kathryn.lybarger@uky.edu](mailto:kathryn.lybarger@uky.edu)

Webmaster: Jennifer Howard (Frontier Nursing University), [jennifer.howard@frontier.edu](mailto:jennifer.howard@frontier.edu)

## **2019 OVGTSL Conference Planning Committee**

Kate Seago, Planning Committee Chair, Sponsorship/Fundraising Subcommittee Chair

Cindy Cline, Secretary

Julene Jones, Treasurer, Registration Subcommittee Chair

Kathleen Richardson, Program Subcommittee Chair

Amy Laub-Carroll, Local Arrangements Subcommittee Chair

Treshani Perera, Scholarship Subcommittee Chair

Kyle Bachman, Publicity Subcommittee Chair

Jennifer Howard

Kathryn Lybarger

Marsha Seamans

Robert FitzSimmons III

## **2020 OVGTSL**

Please join us for OVTGSL 2020, May 17th-19th, hosted by The University of Akron in Akron, OH! Our theme is ***OVGTSL 2020: Technical Services Today***. If you have any themes or topics you would like to highlight, please let us know at [OVGTSL-2020@uakron.edu](mailto:OVGTSL-2020@uakron.edu). The Planning Committee is already at work and looks forward to sharing our University and city with you.

For more information, please contact Melanie McGurr, The University of Akron, [mmcgurr1@uakron.edu](mailto:mmcgurr1@uakron.edu).

## NOTES

# CONFERENCE AT-A-GLANCE

## Sunday

- 3:00-5:00 pm Registration desk open in Foyer  
5:00-7:00 pm Opening Reception at UK

## Monday

- 7:30-5:30 pm Registration desk open in Foyer  
8:00-9:00 am Breakfast in Foyer  
9:00-10:15 am Opening Keynote in Ballroom  
10:15-10:45 am Break in Foyer  
10:45-11:35 am Breakout Sessions

Creating an E-Textbook Coll...	BALLROOM CD
Little Fish in a Big Pond...	DEAUVILLE RM
No Room at the Inn...	BALLROOM AB

- 1:45-1:00 pm Lunch in Foyer

- 1:00-1:50 pm Breakout Sessions

From Lost to Linked...	BALLROOM CD
Local History Unbridled...	DEAUVILLE RM
That's the Ticket!	BALLROOM AB

- 2:00-2:50 pm Breakout Sessions

A Star is Born...	BALLROOM CD
Adjusting Technical Services...	DEAUVILLE RM
RDA Adoption...	BALLROOM AB

- 2:50-3:30 pm Break in Foyer

- 3:30-4:20 pm Breakout Sessions

Automating the Authority Control Process...	BALLROOM CD
Twine as a Training Tool...	DEAUVILLE RM.
Unbridled Access...	BALLROOM AB

## Monday evening

- 6:00-8:00 pm Dinner at Mane on Main

## Tuesday

- 7:30-12:30 pm Registration desk open in Foyer  
8:00-9:00 am Breakfast in Foyer  
9:00-9:45 am Vendor Lightning Rounds in Ballroom  
10:15-11:00 am Business Meeting  
11:00-12:00 pm Closing Keynote

## HOTEL FLOOR PLAN

