Public Services Discussion Group
ALA Midwinter Meeting

Attending: Julia Gardner (University of Chicago), Sarah Horowitz (Haverford College), Kate Hutchens (University of Michigan), Melanie Meyers (Center for Jewish History), Mark Danley (University of Memphis), Leah Richardson (University of Chicago), Charlotte Priddle (NYU), Jeanann Haas (Pitt), Daryl Morrison (UC Davis), Wendy Hall (Columbia), Linana Meeker (Indiana University), Kristin Leamah (Indiana University), Kathryn Kuntz (Indiana University), Patrick Olson (MSU), Erika Jenns (Indiana University), Christina Kasman (Yale Club, NYC), Kristen Mapes (Michigan State), Blynne Olivieri (University of West Georgia), Mary Lacy (Library of Congress), Lee Wagner (UW-Milwaukee), Kimberly Tully (Temple), Alvan Bregman (Queen’s University, Canada), Emilie Hardman (Harvard), Shannon Supple (UC Berkeley), Nicole Bouché (Lewis Walpole/Yale), Edwina Murphy (Library of Michigan)

Topic 1: New outreach efforts at your library:
- Undergraduate fellowship program at the Houghton Library (Harvard)
- Walpole Library at Yale - pushing beyond traditional library functions to grow as a center for 18th century studies - lots of programming in 2016/17
- Center for Jewish History -- lending cameras to readers for photography of materials, seeing lots more genealogists in the reading room
- integrating better with the rest of the library - internal public services
- University of Chicago: collaborative social media campaigns (quizzes) with other units at the university (admissions, etc) - library content paired with programming knowledge of other units
- focus on class recruitment
- Folger Library recently launched folgerpedia – a wiki with lots of information available about the collections online - http://folgerpedia.folger.edu/
- adding more box lists online, following ideas from MPLP; new matrix approach in the library - sharing functions across the library - special collections will become the public services dept of special collections aspects - going to hire instruction & outreach librarian next year
- more social media push at the Free Library of Philadelphia; also the merger with the Rosenbach Foundation; some finding aids now online; trying to implement a docent program
- Lilly Library, Indiana University - recent hire of outreach & education librarian - lots of classes coming in; new focus on being more integrated into academic departments and integrating assignments; need for developing social media presence
- MSU-- new social media campaign; 2016 will start funding research fellowships; more proactive reaching out to instructors on campus; espresso book machine to offer hard copies of collection catalogs and unique resources
- UC San Diego - move to matrix organizational model -- liaison program; thinking about colleagues at the desk who may be using libguides (“3rd audience”) -- help triage at the ref desk
- Yale Club of NYC -- just started twitter feed and blog; monthly newsletter; moved the reference desk to the front of the library where librarians will be visible
• University of West Georgia rethinking of special collections as totally student centered; rethink all objects; first look at grad students; need to build community around them and integrate special collections resources into curriculum and research products -- developing a plan for this
• Library of Congres -- rss feed for new and updated resources
• University of Wisconsin, Milwaukee -- collaboration with Digital Humanities (DH) Lab in the library; updating old online exhibits using Omeka and Neatline; hiring someone to make new adapted themes
• Temple -- new library being designed and new special collections as part of that project; need to get and keep dedicated special collections classroom space
• Queens Univ (Ontario) -- music library leaving special collections and archives coming in; DH initiatives; growing online presence and social media
• Haverford -- codify what’s going on with student internships and work with Digital scholarship team; thinking about the collections beyond the traditional strengths of Quakers and Quakerism

Topic 2: Moving beyond the one-shot visit in special collections/library instruction
How do we work with faculty to have an assignment that encourages students to come back and spend more time with materials? Long term projects? Special collections librarians teaching semester long classes?
• University of Michigan film collections -- classes that have a focus on creating an exhibit of the collections (3rd iteration this spring)
  o Students are learning 1) what archives are, 2) how to use them, 3) how to create an exhibit 4) content
  o All hands on deck from library staff -- messy processes to put together, especially the first two times. Very cool curriculum and outcomes but tough to manage.
• How do open hours of special collections departments affect how things are done especially working with students and projects?
  o special access arranged as workshops for the class on several Saturdays during the semester (U of M class)
  o Teaching students how to be scholars can come from not having additional open hours -- you have to do your research based around our open hours, have to set up a research schedule
• Are there collaborations within your institution for exhibits, etc.?
  o conservation staff know it’s coming; tougher for graphic design folks who work more directly with students; because it’s integrating students people are willing to put up with it (U of M)
• Pitt -- class comes in each year to write a research paper using the archives
  o new aspect of it is to create a tumblr post that goes on special collections tumblr page
  o Also, graduate history of the book class will create a curriculum
• Working with faculty on projects often means the first year it’s done is a nightmare but each year it’s repeated, it gets to be tweaked and more streamlined; probably around 3 rounds to get everything worked out
• NYU -- jointly taught history of the book class with special collections and English faculty – full, semester-long course
• used timeline js to expand collaboration with a faculty member between special collections and digital humanities center at the library (U of Wisconsin Milwaukee)

Topic 3: Digital Humanities and Special Collections
• How can special collections support teaching and partnering with faculty outside the library?
• UC Davis — how to handle over-loved examples of rare books – can DH help with this?
  o Set aside a small teaching collection that you’re ok getting over-loved
  o Running statistics regularly on use and identifying top 10 most used, then creating a fallow category that isn’t used while offering digital copies and facilitating the use for teachers
• Looking for the added value in the digital version of a text(s)
  o transcriptions
  o historical/literary context
  o connecting together different texts
• Rethinking of duplication policies in light of new forms of digital scholarship?
  o Allowing people to copy entire collections?