Cross Timbers Library Collaborative

Cross Timbers Library Collaborative Conference

August 16,2013

Cross Timbers Library Collaborative Conference Agenda

9:00 am- 9:50 am

Keynote: Dr. David Croson of SMU
"Entrepreneurial Strategy for Academic Information Services"

Banquet Room

10:00 am - 11:20 am

Strategic Planning for New Library Services
Heather Colleen Scalf, Ana Krahmer, Zoltan Szentkiralyi

Room 042

Career Development and Librarians
Michelle Hahn, Jennifer Cochran, Kent Seaver, Julie Leuzinger

Room 043

Metadata Innovations
Laura Waugh, Ralph Hartsock, Hannah Tarver, Daniel Alemneh, Andrew Justice

Room 047

11:30 am - 12:30 pm

Lunch

Banquet Room

12:30 pm - 1:50 pm

Large Scale Digitization
Mark Phillips, Debra Kurtz, and JA Pryse

Room 042

Library/User Community Partnerships
Angela Johnson, Sandy Miller, Tavish Bell

Room 043

Discipline and Subject-based Service Programs
Andy Herzog, Rebecca Barham, David Goomas, Cindy Batman, Erin O'Toole

Room 047

2:00 pm - 3:20 pm

Public Service Innovations
Bethany Hardikar, WyLania, Elizabeth Weinrich

Room 042

Digital Humanities and Libraries
James Kessenides, Spencer Keralis

Room 043

Archival Innovations
Ty Lovelady, Daniel Alemneh, BobbyeJo Crouch

Room 047

3:30 pm - 4:15 pm

Concluding Panel:
Professional Librarians in the 21st Century

Banquet Room

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Joan Mendez
North Lake College

Kent Seaver
North Lake College

No More Card Catalogs:
College Libraries and Career Readiness

This submission illustrates how College Libraries can use their staffs, as well as print and online resources to better prepare students for the career decisions they will face after college. This presentation will be Power Point driven (Q & A encouraged) with the assistance of handouts showing data compiled from the North Lake College (NLC) Library and Career Readiness Initiative. In response to the new 2012-2017 Texas Statewide Developmental Education Plan, the North Lake College Library (NLCL) has developed a method to incorporate the necessary Career Readiness elements required by institutions in addressing first-time-in-college (FTIC) students. NLCL has incorporated career readiness tools, online and database driven resources and pathways into existing library driven instruction classes with the purpose of assisting students, as well as the college as a whole, in achieving student success. The curriculum will be based on National Office for School Counselor Advocacy (NOSCA)'s Eight Components of College and Career Readiness, focusing particularly on the following: Career Exploration and Selection Processes (providing early and ongoing exposure to experiences and information necessary to make informed decisions when selecting a career that connects to academic preparation and future aspirations), Career Assessments which promote preparation, participation and performance in career assessments by all students, and Career/Workforce Admission Processes, which ensure that students and families have an early and ongoing understanding of career pathway and admission processes so they can find the postsecondary options that are the best fit with their aspirations and interests.

Jennifer Cochran
University of North Texas

Julie Leuzinger
University of North Texas

Pay it Forward:
Mentoring Library Students for Career Development

Having a mentor can impact a student's success beyond library school. Earning a Master of Library Science is necessary to obtain a job as a professional librarian and valuable for library support staff and students to acquire deeper understanding about the profession. However, adding a mentoring relationship with a veteran librarian is beneficial for career advancement and provides potential professional networking opportunities. Because formal education takes dedication, discipline, and drive, especially from students who are juggling other commitments such as families and struggling to manage time with other responsibilities such as one or more jobs, it can be challenging for student to look beyond their course work to focus on career development before graduation. A mentoring relationship between library students and professional librarians can give future librarians an advantage over non-mentored library students in reaching their professional goals, giving them an early start on the road to career development. This presentation will:

- Provide an overview of the Graduate Library Assistant Program in the Public Services Division at the University of North Texas Libraries and how mentoring plays role in training these students
- Offer insights on the importance of mentoring and how it has made an impact on career development from the perspective of a Mid-career librarian and recent MLS graduate
- Facilitate discussion on how these mentoring relationships can effect succession planning in libraries

Spencer D. C. Keralis
University of North Texas

Rafia Mirza
University of North Texas

Jessica C. Murphy
University of Texas at Dallas

Laurel Stvan
University of Texas at Arlington

Kate Carté Engel
Southern Methodist University

What Are the Digital Humanities and What Do They Want From Libraries?

As an emerging field of scholarly inquiry, the Digital Humanities (DH) offer both opportunities and challenges to academic libraries. The opportunities for creative services and increased collaboration with faculty and students come with demands for (expensive) digital archives, software, and staff time.. DH manifests differently at different institutions, and there's no standard definition for what DH is/are. Libraries, faced with shrinking budgets and often conflicting demands to serve both students and scholars, are torn between the desire to help, and to participate actively in an emerging field, and the need to streamline existing services and optimize efficiencies. Inspired by Matthew Kirschenbaum's seminal essay "What Is Digital Humanities and What's It Doing in English Departments?", this panel seeks to raise, and address, questions about what DH and Libraries can do for each other. Panelists include research and teaching faculty, and librarians, who will discuss the connection between DH and Libraries in their work, and speculate on ways this relationship can reciprocally constructive. Each panelist will give a brief presentation of their perspective on the relationship between DH and Libraries, with a generous amount of time allowed for audience engagement.

Developing the UT Dallas University Archives

The University of Texas at Dallas (UT Dallas) has only been in existence since 1969, but it has nonetheless embarked on a fast track to reach Tier One University status. Even more remarkable, is that it only began admitting freshmen just over 20 years ago. However, UT Dallas has been so focused on building for the future, that it had not given enough consideration to preserving its past. Previous attempts had been made to establish the University Archives, but it did not fully come to fruition until UT Dallas hired its first official university archivist in 2012. The archivist would initiate a plan for building a new archive with limited space and staff.

The focus of the presentation will be to discuss how these plans are developing to date. The steps for this process would include surveying what was already in the library's possession related to the university's history and then prioritizing what should be processed first. Since the material was primarily unorganized and had been accumulated from multiple sources through the years without much record of provenance, it was decided that material would be divided into different collections based upon which office, department, school, or other entity was represented. Through learning what was already in the library's possession, the archivist could then gauge what else would need to be collected to avoid occupying all of the allotted shelf space with redundant information. Also, a plan was implemented to engage long-time faculty and staff members in an oral history project to make sure personal stories related to the university's development would be recorded. Furthermore, the university's digital institutional repository is used as a tool to highlight the important parts of the University Archives' holdings.

BobbyeJo Crouch
University of Texas at Dallas Eugene

Finding a Middle Ground With "More Product, Less Process"

Every archive utilizes a procedures manual. Some will argue about the best methods for processing a collection. The older school of thought being that every artifact and document needs to be processed in a very thorough manner. This involves removing all metal fasteners, unfolding all pages, removing all unnecessary covers and bindings, and placing every item in their own folder with detailed information. This process is time consuming and results in an ever growing backlog of collections. In the 2000s, a fresh approach was presented by Mark A. Greene and Dennis Meissner referred to as "More Product, Less Process" (MPLP). Their school of thought is to process items as quickly as possible to make them available to researchers. The goals being to reduce the backlog, keep items from going into the backlog, and make everything available to the researcher in a timely manner. The items stay in their original form on the series level with minimal description.

The collection I am working with is large and has to be removed from its facility in less than a year. Originally I was to completely take on the MPLP method but after working with the collection for a few months, I realized that a little more processing and detail needed to be done. To keep with an efficient processing time, I have combined several steps together. I am evaluating and processing items for donation at the facility the collection is housed in. This also allows me to utilize the donors of the collection in the processing procedure. I have decided to take a middle of the ground approach between the two schools of thought with my collection.

Ralph Hartsock
University of North Texas

Daniel Alemneh
University of North Texas

 Andrew Justice
University of North Texas

Facilitating Discovery and Long-term Access to Electronic Theses and Dissertations:
Notes about Those in Music

The cataloging and preservation of Electronic Theses and Dissertations (ETDs) present opportunities and challenges. Today's world of cataloging utilizes Resource Description and Access (RDA), and the Digital World utilizes various XML and metadata languages, such as Dublin Core. Cataloging via OCLC in the MaRC format to create its product WorldCat makes the knowledge of these dissertations international in a large bibliographic database.

Music also possesses characteristics that make access unique to the format. Several times a single work may be reflected in multiple expressions and manifestations. Music is also governed by the subject cataloging practice of "isness" rather than the "aboutness" seen in other subjects' matters. Though currently conveyed using MaRC, this information is trending toward a Bibliographic Framework (BibFrames) approach, similar to current metadata XML languages and schema.

Music also requires more identification than simply by title, as Symphony no. 1 is insufficient to identify whose first symphony is being discussed, or created. Local control to access and preservation is managed by the Digital Projects Units of libraries. Presented here are examples from both spheres (RDA and Dublin Core), and the searching mechanisms inherent in each.

The presentation of recorded music is also evolving, from a physical recorded medium (Long playing records, compact discs) to streaming audio. Procedures for combining access to these various formats have also evolved.

Tavish Bell
University of North Texas

Effectiveness of Library Instruction for the UNT - NUML Partnership

In recent years, the international dimension of higher education has become increasingly important and more complex; there is much debate surrounding the topic of the creation and instruction of information literacy designed to benefit international populations. The most difficult barriers to international students' success in these courses is widely debated, necessitating the creation and utilization of thorough and effective assessment paradigms.

The UNT-NUML Partnership is a three year cooperative agreement between The University of North Texas and The National University of Modern Languages (NUML) in Islamabad, Pakistan. The primary aim of this partnership is to enhance the capabilities of the NUML English department, and to this end a total of 53 NUML Ph.D candidates over the span of three years will visit UNT to utilize state of the art research facilities and gain access to the most current findings in their respective fields in order to facilitate the research of their dissertations.

Central to the scholars' training and research at UNT includes providing practical and theoretical support in regard to information literacy. In addition to coordinating and providing training in the use of materials, the purpose of this study is to evaluate the effectiveness of the training in increasing the familiarity and expertise with research materials, and use of quality research materials by the candidates for the completion of their dissertations. The candidates and their faculty supervisors will be asked to provide their assessment the progress of their candidate's dissertation, and the quality of the literature reviews and reference lists will be evaluated using a standardized rubric.

It is expected that this study will provide insight into the information literacy needs of foreign scholars, as well as the effectiveness of providing access to and training on resources not available in their home institutions.

Michelle Hahn
Southern Methodist University

Stacey Beach
Southern Methodist University

Abby Dover
Southern Methodist University

The Paraprofessional MLS:
Hiring Engaging, and Retaining Professionals in Paraprofessional Positions

The statistics are staggering when considering how many new MLS graduates are entering the workforce versus the number of professional positions available. This is especially true in the North Texas area with two universities granting MLS degrees. As budget constraints impede hiring at higher salary levels, librarian workflows are transitioned to paraprofessional positions, and professionals are forced into a bleak market, the numbers become more austere. So, how can we as hiring institutions handle the influx of professionals in an increasingly paraprofessional world?

Library staff members in technical services at Southern Methodist University have developed approaches to effectively incorporate professional personnel into paraprofessional positions in ways that benefit both parties. They will share statistics regarding the applicant pools of three recent paraprofessional positions, and how they evaluated the highly qualified candidates and communicated their needs to Human Resources. They will discuss strategies to engage and retain MLS carriers when hired for non-professional positions while not alienating existing staff members who do not carry degrees. Finally information about their practicum programs will be included, especially as they pertain to high-level training and transitions into the local workforce. While the experiences portrayed in this presentation have been limited to technical services positions, the ideas can be adapted to any department in the library.

Rebecca Barham
University of North Texas

Cindy Batman
University of North Texas

Erin O'Toole
University of North Texas

Creating Value Beyond the Library:
Best Practices for Embedded Librarianship

Three Librarians from a four-year university describe their experiences of embedded librarianship services in diverse settings, ranging from science and art colleges to the online environment. Based on these experiences, best practices for physical and online embedded librarianship for diverse populations will be recommended. Topics will cover the entire embedded librarianship process from establishing the service in a physical or online location to assessment.

The librarians will discuss: 1) making connections to establish the service, 2) choosing a location and time with departmental input, 3) technology and resources needed to set up the services, 4) marketing methods to reach the user population, 5) attracting and engaging students and faculty in the service, 6) types of questions or needs of students and faculty, 7) resulting collaboration with faculty, 8) increased awareness of library products, services and value, 9) assessment for evidence-based improvement of embedded services.

Learning Outcomes: The audience will learn:

How embedded librarianship can be customized in order to serve unique student and faculty populations.
How to establish and market your service in order to create and sustain successful embedded librarianship service.
Strategies to attract and engage the users in order to interact with a substantial number of students and faculty.
How to assess the embedded service in order to prove its value to the library and the college/school/department.

Angela Johnson
Texas Woman's University
Doctoral Student

Community Outreach and Academic Libraries

Academic libraries are integral parts of the university environment, but many are open to the public as well. Numerous studies have been done on academic libraries and outreach to its students, however, there has been limited research into outreach to the community users. Insight gained from such research would be useful for academic libraries seeking to begin or enhance service to community users.

Outreach can include programs, services, and collections. This research will focus on outreach to minority members of the community. Communities are diverse and effective outreach programs would have to take that dynamic into account in order to reach a more complete group. Programs that are inclusive of their information interests may get more community members to use the academic library. Academic libraries provide a variety of services such as library cards and internet access depending on their service mission and goals. The community user has diverse information needs and may seek information from various collections. Literature collections that reflect community users' interests may improve literacy skills or foster a love of reading.

I completed a literature review on this topic. Research questions guiding this review were:
- What are the trends in academic libraries for outreach to community users?
- What services in an academic library, other than internet, does the community use?

In a presentation I would like to share my research findings with the community. Librarians investigating diversity issues, literacy, or reading will find these questions relevant to their LIS research as they highlight areas where additional information is needed.

Hannah Tarver
University of North Texas

Implementing the Extended Date/Time Format in Digital Collections

Three years ago, the University of North Texas (UNT) Libraries Digital Projects Unit (DPU) started using the Library of Congress' Extended Date Time Format (EDTF) as the authorized date format for metadata in The Portal to Texas History and the UNT Digital Library. At the time, the standard was still in a state of flux, so complete and appropriate use of the EDTF in the digital library system has been inconsistent. However, the DPU has started implementing the date format in a more organized fashion over the last year, now that the EDTF is somewhat finalized (though still in draft state). Additionally, the EDTF is a date standard specifically intended to be machine-readable rather than formatted for usability by people, which means that there is occasionally a disconnect between the valid representation of dates according to standards and the ways in which partner institutions have previously expressed complex dates.

This presentation would outline some reasons why the EDTF may be a useful option for libraries and cultural heritage organizations, and the methods that the DPU has used to start implementing the date format, including the preliminary use of a validation program to flag dates that do not match the specifications. It would also discuss the benefits and challenges of implementing the EDTF, such as: the pros/cons of choosing EDTF over ISO standards, difficulties in reconciling machine-readable date strings into dates that are understandable for users, challenges of fitting library-centric date paradigms (such as the use of square brackets) into a different standard, and making local cataloging decisions about how to implement the standard and at what level.

Daniel Gelaw Almeneh
University of North Texas

Curating the Southwest Region's Maps:
UNT - UTA Collaborative Project

Mapping the Southwest was a 3-year project (2010 to 2013) funded by a National Endowment for the Humanities (NEH) We the People grant. For this project, the University of North Texas (UNT) Libraries partnered with the University of Texas at Arlington (UTA) Library's Special Collections to digitize 5,000 historically-significant (mostly) rare maps.

The project just completed and the newly curated Mapping the Southwest project's collection is now available online for free public access through UNT's Portal to Texas History: http://texashistory.unt.edu/explore/collections/UTAM/browse/. It has already been used more than 100,000 times. It is also interesting to note that the maps were accessed more than 250 times by mobile and tablet users from around the world. By providing additional methods of access in multiple formats and sizes, not only is access using different devices facilitated, but the long-term preservation of the map collection is also improved.

Now the project is successfully completed, the project members from both institutions will join this panel to discuss the project's goals, intended outcomes and project impact. In addition to showcasing the maps of the region, the Mapping the Southwest project will also play a pivotal role in promoting best practices to advance the capacity of academic libraries to reliably curate, preserve, and provide seamless access to historic maps and related large-format items.

Digital Humanities:
Hidden Connections, Future Directions

There is now a burgeoning literature available on numerous topics in the digital humanities, but certain perspectives—especially historical ones—remain rather unexplored. If selected to participate in the August 2013 Cross Timbers Library Collaborative (CTLC) Conference, I would propose to address this gap. Part One of my presentation would briefly consider how the digital humanities have simultaneously challenged and reinforced traditional notions of science—that is, ideas of science sometimes stretching as far back as the late 19th century. Describing the years after World War II, for instance, the sociologist Nathan Glazer once remarked, "There was a sense of hope in the social sciences then, that they would really give us answers to social problems." Today, a similar hopeful feeling certainly appears to animate the digital humanities, and an awareness of the relevant historical parallels, then, promises to have us continue to assess and to develop the digital humanities with both insight and imagination.

Part Two of my presentation (the longer part) would focus on the spatial humanities. In particular, I would examine the "hidden connections" between the spatial humanities and the mid-to-late twentieth-century work of the urbanist, Kevin Lynch. Perhaps best known for his book, The Image of the City, Lynch assembled an entire body of scholarship that anticipated several of the interests of the spatial humanities. By comparing such current efforts as the New York Public Library's Map Warper and Stanford University's Spatial History Project to Lynch's work, I would intend to arrive at some lessons for the future direction of the spatial humanities.

We tend to learn of the manifold ways in which the digital humanities depart from earlier models of research and writing; that is, to hear of how they are new. Indeed they are. Yet there may also be lingering connections to the past that, once recognized, will allow us to conceive, evaluate, and implement new directions for the digital humanities in the future.

Naming Authority Control:
An Institutional Repository Approach

Name authority serves as an essential component to usability by creating a structure for successful search and retrieval. As the number of digital objects added to institutional repositories increases, so do the number of names that must be managed in a name authority system. The UNT Libraries' Digital Projects Unit created the Name App, a tool for organizing and communicating authorized versions of names and related information in order to enhance consistency in our digital collections. The Name App was first launched in the spring of 2013 and implementation began with the UNT Scholarly Works institutional repository. The process involved populating the Name App, establishing authorized versions, and editing records for UNT Scholarly Works to create consistency. This presentation discusses the importance of name authority, how the Name App tool addresses challenges with name authority, the migration and implementation process, and implications for future use.

Gretchen Trkay
University of Texas at Arlington

Andy Herzog
University of Texas at Arlington

Redesigning Subject Guides:
Modeling Information Seeking Behavior

This presentation will focus on the findings of UT Arlington Libraries' LibGuides usability study and a discussion of the subsequent subject guide redesign. Round one findings identified problems with both web design features as well as the organizational structure of UT Arlington Libraries' broad subject guides. The redesign was modeled on users' natural information seeking behavior as identified by Project Information Literacy(PIL), rather than organizing content around type of resource. The PIL model expands upon the traditional context of gathering information, and therefore the amount of and emphasis on instructional content increased. Significant changes were also made to the look and feel of the guides. While the study was initially intended to simply look at the usability of the subject guides, the second round of testing explored whether this reconceptualization improved usability.

Finance Gets a Facelift:
Building a Trading Center

The Business Library at the Cox School of Business at SMU recently underwent a complete renovation that included addition of the Kitt Investing & Trading Center which was dedicated on September 28, 2011. Considered the jewel of the business school, it is a prominent feature for all potential and incoming SMU student tours.

The example of a technology-rich space dedicated to instruction and outreach is a model that has value for many types of organizations. Looking closely at ways to leverage the value added by an attractive and desirable space yields challenges and opportunities to take your staff and department in new directions that may yield unexpected benefits for the larger organization.

Instructional activities in the Kitt Center include credit class sessions, hands-on library research workshops and open research times. Classes and workshops average 60 events per regular semester. Business librarians facilitate and manage the Bloomberg Certification Program and offer a Bloomberg Basics class for students, among other workshop topic offerings. In addition, guest speakers bring real-world perspectives to the classroom on a frequent basis. The opportunities for librarian-faculty collaboration for information literacy goals, marketing for bringing in new student tuition revenue and increased engagement with staff of other departments have resulted in a more vibrant, relevant and effective delivery of library services and resources to the university community.

The 1,460-square-foot center, located within the business library, contains a 360 degree, 136-foot LED stock ticker, two video walls, an interactive market wall, 27 high-end Dell workstations and 10 Bloomberg Professional terminals with state-of-the-art data feeds and financial software.

Zoltan Szentkiralyi
Southern Methodist University

Library Patron Counts:
Measurement and Analysis

The library as a physical space for students to utilize for study and meeting purposes is gaining increasing traction as one of the primary functions of a library. Library space has historically served to house the library's collection of volumes, but patron usage of library space has become an increasingly important focus, as well as getting an accurate estimate of patrons using the various library spaces. While gate counts have been an age-old surrogate for a measure of library patrons, it is increasingly important to get an accurate measure of the number of patrons using the library, and what parts of the library space they frequent the most.

During Fall finals of 2012, the Fondren Library Center at Southern Methodist University instituted a pilot program which utilized the routine walking paths of the evening security guards to capture patron head counts in each area of the library at 4 different times from evening to overnight. These daily counts were continued for the entire Spring 2013 semester to yield an entire semester's worth of evening and overnight hourly patron counts.

The counts were entered into Excel and used to generate color-coded stacked bar charts representing each floor and wing of the Fondren Library Center. Various averages were calculated, including area-specific and hourly averages, for the regular semester as well as for finals week. Maximum patron counts are shown alongside averages to show typical usage and capacity relative to peak usage and capacity for the semester.

The ongoing patron counts will be utilized for the upcoming renovation and related planning. The presentation includes the presenting statistician's tips for recognizing new metrics to be measured and strategies for implementing new data collection methods, given the various interpersonal and budgetary challenges that exist in the library.

David Goomas
El Centro College

Linda Baker
El Centro College

Critical Information Literacy in Psychology

A critical information literacy model' centers libraries within the curriculum where students find, evaluate and use information in order to conduct successful research (Swanson, 2011). This report documents the process by which the El Centro College (Dallas County Community College District) librarians and the psychology faculty collaborated into bringing information and research skills into the psychology curriculum. The sessions included: a) the research process of finding articles in professional psychology journals, b) instruction on creating references using NoodleTools ™, an integrated tool for note-taking, outlining, and building references, and c) how to write in American Psychological Association (APA) style. The integration of the library sessions within the classroom setting of team teaching with the instructor suggests an ideal opportunity for educators to enhance the academic, research and information literacy education for all students.

Elizabeth Ann Weinrich
University of North Texas

Retail Display Principles Applied to Library Book Displays

Much emphasis has been placed on the need for marketing of libraries. This presentation explores one simple way that libraries can borrow from the world of business, through our book displays. Book displays can be used in any type of library to promote materials. They encourage browsing and increase circulation. Baker (1986) explores the reasons why this happens, but this presentation will focus on the practical aspects of making a book display.

The presentation includes a brief overview of the literature on library book displays. This includes a discussion on the importance of book displays in libraries for the purpose of increasing circulation. It then explores the ways in which retail stores use displays to market products. The presentation will cover common design principles such as the 80/20 rule of design, appropriate promotion, appropriate placement, and making the most of limited space. Next, those principles are applied to library book displays.

As stated above, book displays can be used in almost any type of library. Much of the literature focuses on public libraries with some focus on academic libraries. In contrast, this presentation explores universal principles of good display design which apply to any library. However, each display should be tailored to the population it serves and this presentation gives examples of how to apply the broader principles to particular situations.

A well thought out book display can increase circulation and introduce patrons to new library resources. By borrowing from retail display principles, libraries can better use book displays to their fullest potential.

Clint Chamberlain
University of Texas Arlington

Colleen Heather Scalf
University of Texas Arlington

Strategic Planning Using Jim Collins' Good to Great; The Birth of A Hedgehog

Since the arrival of our new Dean in July 2012, the UT Arlington Library has been planning for and working on our new strategic direction. Jim Collins' book Good to Great has informed our process along the way. We developed a core set of values that we hold ourselves to in the service of our patrons and to help us develop as disciplined people. In order to confront the brutal facts, we charged a number of task forces with duties to learn more about our users, our institutional peers and the challenges of our profession. We used all of this information, as well as the University's strategic plan and other data sources to inform our options for a "hedgehog" concept as the Library's path to excellence. Finally, we evaluated our options against the criteria of something about which we could be deeply passionate, we could be best in the world at doing, and that we could sustain.

This presentation will provide the participants with more information about the key concepts in Good to Great and how the UT Arlington Library made decisions along the way based upon these concepts. We will also introduce the model of using the knowledge, skills, abilities and passions of staff as ways to help determine their best fit for the reinvented and new roles created by this process.

Bethany Hardikar
University of North Texas

Sarah Abrams
University of North Texas

Susan Whitmer
University of North Texas

Coming Together:
Elements of a Successful Combined Services Desk

Many academic libraries are shifting to the combined service desk model in order to improve patron services and save money amid widespread budget cuts. This round table discussion will address the ways to achieve a successful combined service desk through training and inter-department collaboration. It will share the achievements and challenges of lessons learned to provide participants with a knowledgeable, insightful perspective on how to successfully develop a combined service point. The panel will represent different perspectives including Library Service Desk Management, Reference Management and Stacks Management.

This round table discussion will focus on the achievements of the combined services desk as well as address the assessments and areas of improvement. Participants will be able to:

- Explain the purpose and benefits of a combined service desk from a patron and staff perspective
- Create a constructive dialogue about successes, concerns and ideas of the combined desk
- Engage with other librarians and staff to share knowledge and develop collaborative relationships
- Empower other libraries with the tools to create successful combined service points

The session will also present photos, statistics and training guides for participants to better understand the changes, challenges and solutions to having a combined service desk.

Ana Krahmer
University of North Texas

Sarah Lynn Fisher
University of North Texas

Andrew Weidner
University of North Texas

Building Open Access to Our Heritage

The National Digital Newspaper Program (NDNP), sponsored by the National Endowment for the Humanities (NEH) and the Library of Congress, has served as a technological and educational catalyst for multiple newspaper digitization projects at University of North Texas (UNT) Libraries. The collective mission of NDNP, the Texas Digital Newspaper Program (TDNP), and the Gateway to Oklahoma History is to freely showcase and digitally preserve newspapers for worldwide access.

This round table discusses three significant digital newspaper projects managed by UNT Libraries and will educate the attendees about building digital work-flows, performing research in online newspapers, and collaborating on newspaper projects.

First, UNT's NDNP digitization work flow, including quality review tools and techniques we use to manage the data for our collaborative newspaper digitization projects, as well as custom software and online services, are adaptable for any digitization project.

Next, TDNP is continually adding to its collection of over 1 million pages of Texas newspapers, all fully-text searchable, zoomable for large-sized reading, downloadable in multiple file sizes, and easily sharable. This presentation will discuss the tools available for working with newspapers in TDNP, as well as how Texas libraries can participate.

Finally, the Gateway to Oklahoma History (OHS) is a case-study in how institutional collaboration yields quality digital archives of broad impact, while preserving and increasing the public profile of historic materials. Partnership between two institutions, OHS and UNT, began in 2009, when OHS received an NEH-NDNP grant. OHS pursued further collaboration through another grant, from the Ethics and Excellence in Journalism Foundation, to digitize their archive of historic newspapers on microfilm, a collection representing approximately 90% of newspapers ever published in Oklahoma.