

REFERENCE SUMMIT

Corvallis, Oregon
#OrRS2019

MAY • 31 • 2019

PROGRAM SCHEDULE

8:30 - 9:15 Breakfast Ballroom

9:00 - 9:15 Welcome Ballroom

9:15 - 9:45 Group Activity Ballroom

9:45 - 10:00 Break

10:00 - 10:45 Breakout Sessions

Conquering the Headlights (Stop being a deer when it comes to legal reference questions)

Elle/Burlingham Rm 111 with Amy Gregory from the Washington County Law Library

Reference Work Changes Lives - Capturing Your Impact

Willamette Rm 115 with Erin Hvizdak from Washington State University and Rick Stoddart from Lane Community College

And Now for Something Completely Different: A Revolutionary Alternative to the Reference Desk

Ballroom with Abby Koehler, Jessica Taylor & Jennifer Foster from Western Washington University

10:45 - 11:00 Break

11:00 - 11:45 Breakout Sessions

The Reference-Inflected One-Shot

Elle/Burlingham Rm 111 with Erica Jensen from Lewis & Clark College

Purchasing and Promoting Diversity-Related Materials

Willamette Rm 115 with Marci Ramiro-Jenkins & Courtney Terry from McMinnville Public Library

The Art of the Referral: Strategies for Connecting People to the Information They Need

Ballroom with Arlene Weible from the State Library of Oregon & Ciara Doyle from 211info

11:45 - 12:45 Lunch

12:45 - 1:30 Breakout Sessions

Closing the Loop on Instruction with Reference Statistics

Elle/Burlingham Rm 111 with Melissa Anderson from Southern Oregon University

Do You Have Any Good Books to Read? Popular Reading Collections in PNW Academic Libraries

Willamette Rm 115 with Elizabeth Brookbank from Western Oregon University & Lydia Harlan from University of Oregon

Dominate Any Database in 5 Minutes or Less

Ballroom with Joanna Milner from Multnomah County Library

1:30 - 1:45 Break

1:45 - 2:40 Lightning Talks ⚡ Ballroom

Census 2020

with John Cummings from the U.S. Census Bureau

Chat Easy: Improvements to Answerland Resources for Librarians

with Clare Sobotka from Linn-Benton Community College & Joanna Milner from Multnomah County Library

Specific Resources - Columbia Basin Fish & Energy Info

with Bill Zimmerman from the Bonneville Power Administration

2:40 - 3:00 Break, with **snacks**

3:00 - 3:50 Lightning Talks ⚡ Ballroom

Maker's Advisory

with Camila Harris from the Hillsboro Public Library

Fast Facts to Get You Started: Helping your Genealogy Patrons

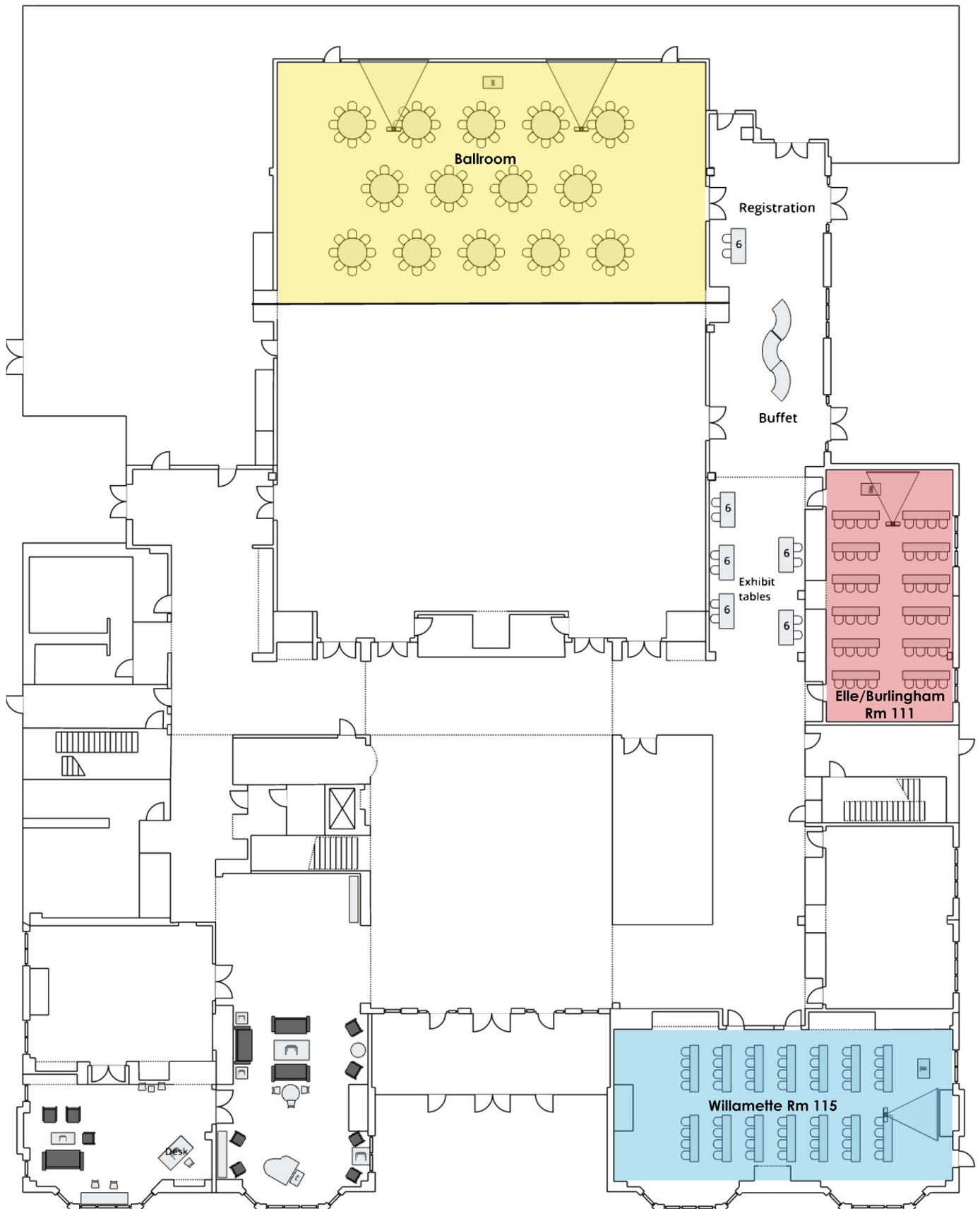
with Margaret Harmon-Myers from the Eugene Public Library

Reference by Appointment: Your Personal Librarian

with Lori Moore from Multnomah County Library

3:50 - 4:00 Wrap Up

CONFERENCE CENTER



Wifi: No password required. Connect to the "Visitor" network in Wi-Fi settings, a dialog box will pop up from hotspot.peak.org and click "Connect"

CONQUERING THE HEADLIGHTS: STOP BEING A DEER WHEN IT COMES TO LEGAL REFERENCE QUESTIONS

Elle/Burlingham Rm 111

Have you ever received a legal reference question? Did you have a deer in the headlights moment? Did you turn to Google and hope that you would be able to find the right form? Want to know how you can help patrons with legal reference questions better in the future? Learn some of the basics of legal reference from a (former public now) law librarian that you can use in your public library.

AMY GREGORY

Washington County Law Library

Amy Gregory is the Assistant Law Librarian with the Washington County Law Library in Hillsboro. Prior to joining the Law Library, Amy had been working as a public librarian for one of the WCCLS member libraries. She had worked in public libraries in a myriad of roles for over 15 years prior to joining the Law Library last August.

REFERENCE WORK CHANGES LIVES - CAPTURING YOUR IMPACT

Willamette Rm 115

Libraries often gather data about reference interactions and traditionally categorize these transactions by question type, time spent answering the question, and time of day. Unfortunately, these traditional measures do little to connect to the learning aspect that may occur during these reference encounters. In 2016, the University of Idaho Library piloted a redesigned reference question intake form to more easily map reference transactions to national learning goals including problem-solving, communication, and critical thinking. This new form highlighted activities that supported student learning that often were not captured during the reference transaction. In 2018, Washington State University Libraries piloted a similar redesigned form that provided richer data to map to the university learning outcomes and both the libraries' and university strategic plans. Redesigning your reference in-take form can assist with translating your work into a narrative that aligns with your city, school, or institution's strategic goals. This presentation will discuss both UI and WSU's experiences with using their new reference form, and will provide time for attendees to begin brainstorming their own redesigned forms. Attendees are asked to bring a copy of learning outcomes, a strategic plan, or another planning document from their institution. These improved assessments will allow libraries to better articulate their contribution to desired learning outcomes in the communities they serve, and convey the value reference services have in supporting and enhancing learning with their patrons.

ERIN HVIZDAK

Washington State University

Erin Hvizdak is a Reference and Instruction Librarian at Washington State University, where she is undergraduate reference services coordinator and liaison to international students. Previous to this, she was a community college librarian in Chicago. She holds an MLIS from the University of Wisconsin-Milwaukee and an MA in Women's and Gender Studies from Loyola University Chicago. Her research interests include student help-seeking behavior, library anxiety, depictions of library research and technology in popular culture, and beer culture.

RICK STODDART

Lane Community College/ @lbrarlan

Rick Stoddart is the Library Dean at Lane Community College in Eugene, Oregon. Rick holds an MLIS and MA in Communication from the University of Alabama. He also has an Ed.D. from Boise State University where his dissertation reported on a research project leading a group of librarians through a critical reflection curriculum. Rick's research interests include evidence-based librarianship, strategic thinking, and exploring the intersection of librarianship and learning. Rick strongly believes that reference interactions offers an important learning opportunity for patrons. He is the former president of the Pacific Northwest Library Association (PNLA).

AND NOW FOR SOMETHING COMPLETELY DIFFERENT: A REVOLUTIONARY ALTERNATIVE TO THE REFERENCE DESK

Ballroom

Does a revolutionary alternative to the traditional reference desk actually exist? At Western Washington University Libraries, the reference desk has become the Research & Writing Studio, a place where the integration of academic literacies, writing center pedagogy, and social justice inform library practice. In this session, three teaching and learning librarians will share how the peer-centered, strengths-based, and inquiry-driven approach to library service and instruction contributes to student success. Attendees will walk away with a new perspective on reference services, new ideas for collaborating with students and colleagues, and new strategies for creating spaces for student agency in the research and writing process.



ABBY KOEHLER

Western Washington University

abby koehler is a Teaching & Learning Librarian at Western Washington University. She loves working with students across disciplines and thinking critically about her community of practice.

JESSICA TAYLOR

Western Washington University

Jessica Taylor is a Teaching & Learning Librarian at Western Washington University. In the past, she worked as a tribal college librarian and special collections librarian. She loves helping students gain confidence and find fun in the research process through her work in the library.

JENNIFER FOSTER

Western Washington University

Jennifer Foster is a Teaching & Learning Librarian at WWU. She is a former business librarian with a practical background in sales and marketing in the high technology industry. She loves learning, teaching, hiking, and camping.

SESSION 2

11:00 - 11:45 Breakout Sessions

THE REFERENCE-INFLECTED ONE-SHOT Elle/Burlingham Rm 111

Too often, one-shot library instruction can feel predictable, prescriptive, and above all, top-down, for the librarian as much as for the students on the receiving end. The unpredictable and highly particularized nature of reference, in contrast, may feel much truer to the reality of the messy research process. This program will outline one librarian's experiments in orienting first-year

instruction around the preliminary research and questions of students in the class, discussing issues and problems as well as ideas for further work.

ERICA JENSEN

Lewis & Clark College

Erica Jensen is the Arts & Visual Resources Librarian at Lewis & Clark College, where she has worked since 2016. A passion for reference has been the strongest common thread of her career, which has taken her through three other academic libraries in Massachusetts.

PURCHASING AND PROMOTING DIVERSITY-RELATED MATERIALS

Willamette Rm 115

This is an interactive presentation that will highlight McMinnville Public Library's success purchasing and promoting diverse materials. You will be able to identify writing styles and obtain general knowledge of foreign authors' cultural cadence for reference purposes. We will share with you our experience introducing diverse books to mainstream audiences in order to promote cultural awareness. We will present purchasing tips that will enrich your collection and reference interview techniques, you can use, to introduce foreign authors and cultural diverse materials to patrons.



MARCI RAMIRO-JENKINS

McMinnville Public Library

Marci is a Reference Librarian and Latinx Outreach Coordinator at McMinnville Public Library. She is an active member of REFORMA- Organization for librarians and library staff who serve the Spanish-speaking and Latino communities and she is involved in several projects to promote Diversity Equality and Inclusion in Yamhill County. Marci is an alumni from University of Brasilia-Brazil and has been living and working in North America (Canada and USA) since 2001.



COURTNEY TERRY

McMinnville Public Library

Courtney Terry started working her dream job as a reference and adult programming librarian at McMinnville Public Library in 2010 and is still living the dream as the Reference Supervisor. Her favorite part of working in a library is the amazing relationships she's formed with her coworkers, patrons and local community. The best book she's listened to so far this year is *The Unthinkable: Who Survives When Disaster Strikes--and Why* by Amanda Ripley.

THE ART OF THE REFERRAL: STRATEGIES FOR CONNECTING PEOPLE TO THE INFORMATION THEY NEED

Ballroom

One of the lessons most reference librarians learn early is that they can't answer every question that comes their way. Referrals are a common practice in reference service, but how do we make the right choices to help assure our patrons are getting the information they need? This program will explore the referral service, 211info, which uses resource specialists to connect residents to local community services. Come to learn about 211info's services and take away some strategies for sharpening your own referral skills!



CIARA DOYLE

211info / @211info

Ciara Doyle is the Director of Contact Center and Programs for 211info in Portland, OR, where she supervises a statewide call center. She is responsible for program design, training, and integration of core & specialized programs including lines for basic I&R services, foster parent support, environmental health concerns, after-hours ADRC, and homeless services coordinated entry.

ARLENE WEIBLE

State Library of Oregon

Arlene Weible is the Electronic Services Consultant and Oregon Regional Federal Depository Coordinator at the State Library of Oregon. She has been a government information librarian for 27 years and has held positions at libraries in CT, WA, TX, and Oregon.

SESSION 3

12:45 - 1:30 Breakout Sessions

CLOSING THE LOOP ON INSTRUCTION WITH REFERENCE STATISTICS

Elle/Burlingham Rm 111

Collecting data is all well and good, but what do you do with it once you have it? At Southern Oregon University, we changed the type and amount of data we collected about reference transactions two years ago by implementing an electronic survey to track our interactions with patrons instead of using an old-fashioned tally sheet. By exporting, analyzing, and visualizing the data collected, we've been able to learn more about our patrons and their needs. In addition, by sharing this information in teaching workshops, we've been able to customize the information literacy instruction we offer and respond to emerging issues our students face. In this presentation, I'll be talking about our goals, mistakes, and what we've learned about data collection and how to use it to inform instruction.

MELISSA ANDERSON

Southern Oregon University

Melissa came to librarianship several years ago from a background of teaching college English and writing as well as of business research and economic development. After a stint as a Reference Librarian at Portland State University and an Instruction Librarian at the University of Portland, she moved to Ashland, Oregon to be the Campus Engagement and Research Services Librarian at Southern Oregon University. Melissa is in charge of the library's tech help and reference services and campus outreach programs, and serves as the subject librarian for Business, Economics, and the MBA program, and also does information literacy instruction in credit courses and first-year seminars.

DO YOU HAVE ANY GOOD BOOKS TO READ? POPULAR READING COLLECTIONS IN PNW ACADEMIC LIBRARIES

Willamette Rm 115

Did you know that many academic libraries in the Pacific Northwest have popular reading collections that your patrons can borrow through Summit or ILL? This presentation will cover highlights of a survey about popular reading given to libraries in the Orbis Cascade Alliance, and it will demystify how libraries that have established (or re-established) these collections are creating,

managing, promoting, and sharing them. If you work at a public reference desk, you will leave with practical takeaways for serving your patrons with these collections, such as which niche genres are collected by libraries in Summit and how you might create a popular reading collection at your own library.

ELIZABETH BROOKBANK

Western Oregon University

Elizabeth Brookbank is an Instruction Librarian and Associate Professor at Western Oregon University where she teaches information literacy to undergraduate students and serves as the liaison to the Humanities division. She earned her master's degree from the University of Washington's Information School and her B.A. in English Literature and Gender Studies from Middlebury College.

LYDIA HARLAN

University of Oregon

Lydia Harlan holds a BA in Film from Emerson College and an MLIS from San Jose State University. She combines her interest in libraries and popular culture through co-curation of both the Popular Reading Collection and the Video Game Collection. Her library career began at the County of Los Angeles Public Library, as a Teen Librarian, before becoming a Community Library Manager. She has been with the University of Oregon since 2012.

DOMINATE ANY DATABASE IN 5 MINUTES OR LESS

Ballroom

This interactive presentation will provide tips and tricks for quickly and thoughtfully evaluating and using any informational database. After attending this workshop, attendees will not only have the skills to quickly and successfully get acquainted with any reference database resource, they'll also be equipped to share their knowledge with their patrons and colleagues.



JOANNA MILNER

Multnomah County Library

Joanna has been digging up information and good reads for Multnomah County Library patrons for nearly 20 years. She is a member of the Advisory Committee and the Quality Team of Answerland, Oregon's online reference services cooperative. She has presented workshops on library staff training at conferences for the Oregon Library Association, Washington Library Association, and Oregon Association of School Libraries.

ROUND 1



1:45 - 2:40 Lightning Talks

Ballroom

CENSUS 2020

- What is the Census and why do we do it?
- What Census data is used for
- What is new for 2020
- What do we ask?
- Language support
- Confidentiality of Census data
- Hard-to-count populations

Most important, I want everyone in attendance to be ready, willing, and able to help their patrons to understand the census, find answers to their questions, and encourage their participation!

JOHN CUMMINGS

U.S. Census Bureau

A business major, I graduated from Cal Poly, Pomona with a bachelor degree, and an MBA from Northern Arizona University.

I have a long career in both public and private sectors. Prior to joining the Census, I was a Large Bank Examiner, working for the Office of the Comptroller of the Currency, stationed in Pittsburgh, PA.

During the financial crisis, I served with the Federal Deposit Insurance Corporation in a variety of roles closing down failed banks, paying depositors, and liquidating assets. My time at the FDIC took me from Irvine, CA to Jacksonville, FL, and finally to Dallas, TX.

I currently live in Salem, OR, close to my two adult children.

CHAT EASY: IMPROVEMENTS TO ANSWERLAND RESOURCES FOR LIBRARIANS

In 2017/18, Answerland's Quality Team decided that to help librarians across Oregon improve their chat skills, it was imperative to clarify, flesh out, and improve access to Best Practices documents. At the same time, the Answerland "For Librarians " resources page was being revamped by the State Library of Oregon. Changes to both were rolled out as part of the "Answerland Staff Toolkit" Libguide in January 2019, including an improved Rubric for Quality Chat Reference. We will discuss improvements to Best Practices and offer a quick introduction to the Toolkit. It's the perfect time for seasoned chat librarians to refresh their skills!

JOANNA MILNER

Multnomah County Library

Joanna has been digging up information and good reads for Multnomah County Library patrons for nearly 20 years. She is a member of the Advisory Committee and the Quality Team of Answerland, Oregon's online reference services cooperative. She has presented workshops on library staff training at conferences for the Oregon Library Association, Washington Library Association, and Oregon Association of School Libraries.

CLARE SOBOTKA

Linn-Benton Community College

Clare got her MLS from Indiana University in 2013 and currently works as a Reference Assistant at Linn-Benton Community College's Healthcare Occupations Center in Lebanon, Oregon. There she is a solo library worker doing a bit of everything from circulation, reference, and information literacy instruction to tech help. She is also part of the Quality Team for Oregon's statewide library chat service, Answerland, and LBCC's Answerland liaison

SPECIFIC RESOURCES – COLUMBIA BASIN FISH & ENERGY INFO

A review of interactive resources related to the Columbia Basin Fish & Wildlife Program (cbfish.org) and reliable energy information (www.eia.gov) provided by the US Department of Energy.

BILL ZIMMERMAN

Bonneville Power Administration

Bill Zimmerman is a Technical Information Specialist with three decades of successful experience in the Library field. Bill has experience in Library supervision, budgeting, reference and marketing. He is currently working as the "Library Lead" for the Bonneville Power Administration located in Portland, Oregon where he has worked for the past 27 years. Bill believes in not letting go of a research question until all possible sources have been checked for the library patron.

ROUND 2



3:00 – 3:50 *Lightning Talks*

Ballroom

MAKER'S ADVISORY

Managing a Makerspace can be challenging, but the daunting task of reference for a Makerspace is even more so. In a collaborative, unique, and social space, Reader's advisory becomes Makers Advisory, and general Reference Services are left at the door. I'd like to talk about how Hillsboro is re-defining "Reference" with the inclusion of a Makerspace in its general services.

CAMILA HARRIS

Hillsboro Public Library

I currently work at Hillsboro Public Library as a Makerspace Librarian, in charge of curating, managing, and developing our makerspace the Collaboratory.

FAST FACTS TO GET YOU STARTED: HELPING YOUR GENEALOGY PATRONS

For years my colleagues tended to refer all patrons with genealogy questions to me. I decided it made sense to produce a quick "down and dirty" tip list as a starting point for the rest of the reference staff. I have my own nervousness when facing questions about a topic I don't know a lot about. No one can be an expert at everything but anyone can follow a cheat sheet to get your patrons who are interested in genealogy off to a good start. I will share the basics through a Powerpoint to empower everyone to help their patrons. I will identify the most useful websites and databases, including social network sites and blogs, for genealogy research, as well as the standard print genealogy resources. A fast facts approach highlights the most useful starting points for our family tree searchers! This approach can be adapted for any topic.

MARGARET HARMON-MYERS

Eugene Public Library

The last two years I've worked as a Library Assistant IV, Lead Worker, at the Bethel Branch of the Eugene Public Library in Eugene, Oregon; in this capacity I do a little of absolutely everything and a lot of some things.

For 16 years prior to this I was an Adult Services Library Assistant at the Downtown Branch of the Eugene Public Library. Over the years I came to be known as "the genealogy person" by my coworkers; I taught classes in online genealogy for beginners as well as advanced and mobile classes .

I was born a bookworm, am a fantasy and sci-fi nerd, and have been witnessed tripping over sidewalk cracks and curbs because I like to read and walk. Appropriately, I will be leading a walking book group at my branch this summer.

REFERENCE BY APPOINTMENT: YOUR PERSONAL LIBRARIAN

Multnomah County library has been offering one-on-one reference appointments to patrons for 5 years. These appointments allow staff to provide in depth service to patrons for everything from technology assistance to small business research to job search and beyond. It is a great way to provide in-depth service in a changing reference landscape. Hear about our process and procedures, successes and lessons learned to determine if this service is right for your library.

LORI MOORE

Multnomah County Library

Lori Moore currently works as a Regional Librarian for Multnomah County Library. She has worked in public libraries for nearly 20 years and strives to find innovative and effective ways to better meet patrons' reference needs.

Thank you to our sponsors



State Library
of Oregon

Reference Round Table
Legal Reference Round Table

Thank you to the planning committee

Aja Bettencourt-McCarthy, *Oregon
Institute of Technology*

Claire Bolyard, *State Library of
Oregon*

Natalie Brant, *State Library of Oregon*

Sarah Cunningham, *State Library of
Oregon*

Sue Ludington, *Lane County Law
Library*

Lori Moore, *Multnomah County Library*

Tamara Ottum, *State Library of
Oregon*

Mark Peterson, *Mt. Hood Community
College*

Robin Shapiro, *Portland Community
College*

Katie Townsen, *Eastern Oregon
University*