

ARKANSAS LIBRARIES

SPRING-SUMMER 2023

VOLUME 80, NUMBERS 1-2



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•
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•
SEEKING AWARD NOMINATIONS

Arkansas Library Association, 2023

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Arkansas Libraries is the official journal of the Arkansas Library Association. It contains articles of current interest, historical significance or literary value, concerning all aspects of librarianship, particularly items pertinent to Arkansas. It also includes official statements of and information provided by the Arkansas Library Association.

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This publication is mailed to members of the Association, and is also available digitally at <https://arlib.org/arkansas-libraries>. To subscribe, please consult the ArLA website for individual or institutional memberships: <https://arlib.org/membership>. Individual issues can be purchased for \$50 per copy by emailing the ArLA treasurer: info@arlib.org.

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Arkansas Libraries

Published by the Arkansas Library Association

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Cover Photo: Scout Baber at the Garland County Library's Summer Reading Kickoff Event. Photo by Jessamyn Carter, marketing assistant at Garland County Public Library.

Journal design by Ethan C. Nobles, Ethan@NoblesLawFirm.com*Arkansas Libraries, Spring-Summer 2023*

FROM THE ARLA PRESIDENT: Libraries Shining Light in the Darkness

by Carol Coffey, ArLA President

Greetings, friends and colleagues, I am honored to serve as the president of ArLA in 2023. I've been active in ArLA for most of the 26 years I've lived and worked in Arkansas and have served on the Executive Board in various roles, even before the most recent reorganization of our governance structure. I'm going to spend a little time talking about our most urgent issue but I also want to share some other things that are happening with the Association.



Coffey

Act 372

We have experienced many highs and lows in the Arkansas library community and in the Association during my time as a member, but I don't remember a time when we faced such a challenge as we face now. To say that 2023 has been difficult so far for library workers and libraries is probably the understatement of the year. The passage of Senate Bill 81, now Act 372, has thrown all of us for a loop, created turmoil at many levels, and is likely causing all of us to worry and fear for the future of libraries in Arkansas.

We all know the stories, right? Stories of children seeing other children like themselves in a book for the first time. Stories of children learning the history of racism in America, so they will be better equipped to change things for the better. Stories of children using library resources to help themselves get through extremely difficult situations, all because they have been afforded the same level of privacy as adults when it comes to what they have checked out from the library. I believe that most people, though not all, consider those things to be important, too. A January 27 article on the EveryLibrary Institute's website (<https://www.everylibraryinstitute.org/>) reported on a number of polls indicating that most Americans do not agree that banning books is appropriate anywhere.

The ArLA Executive Board has been actively investigating the ways in which we as an association can address Act 372. As of this writing (early May), I am unable to give details about the steps we will be taking but please be assured that we are moving as fast as we can to build a coalition with other organizations that have either a vested interest in

stopping Act 372 or simply want to help because they believe in libraries, believe that all Americans are best served when everyone has access to the information and entertainment they need and want. It is very likely that by the time this issue of the journal is published, we will have reached the point where I can share what actions we are taking on behalf of the Association and Arkansans.

In the meantime, we should all be acting on the assumption that Act 372 will become effective on July 31, and we will need to follow it. So, what are your next steps? First of all, if you haven't done so already, it's imperative that you make any updates to your existing policies and forms to ensure they comply with the Act. Second, make sure you know who will serve on any review committees and which governing body the committee's decisions will be appealed to. You'll want to make sure the city council or quorum court knows what may be coming. This will be new for them, too. I have not personally heard of any city or county officials who are thrilled about this, although we must acknowledge there are likely to be some. And third, be thinking now about how you'll house any materials that you are directed to keep away from minors. That will be more challenging for some of you than for others, but the more you've thought about it beforehand, the better equipped you will be to deal with that situation should it arise. The next few years are going to test libraries and library workers in ways we've not experienced before. In whatever way this affects you, please know that you have my support, as well as that of the Executive Board and Association.

In Other News

It has been difficult to think about other things, but we're doing our best to continue with the other business of the Association despite the legal and political challenges we're facing. Many of you may be aware that the physical archives of the Association has been housed at Huie Library at Henderson State University for the past several years. Unfortunately, Huie is unable to accept digital materials, so the Executive Board has decided to move the archives to the University of Arkansas at Fayetteville. The staff at both libraries were very helpful to us in making our decision, as were the members of ArLA's Records Management Committee, chaired at the time by Blake Denton of UA-Monticello. The collection will remain at Henderson State until the library at the University of Arkansas completes its renovation, expected in 2025.

And one final positive note: We're looking forward to SELA joining us again when we meet in Hot Springs for the 2023 Annual Conference. The 2019 joint conference, when SELA last came to Arkansas, was a great experience, and we will surely be able to say the same thing about 2023. I have been meeting with President-Elect Taylor Vanlandingham

and the Conference Committee, which includes a SELA representative. Things are starting to come together, and I feel certain that our conference this year will be full of opportunities for fun, learning, and networking. We will renew our professional energy and be ready to continue our work helping our libraries shine brightly in our communities. I'm looking forward to seeing you all in Hot Springs.

Carol Coffey is the patron experience and library analytics coordinator at the Central Arkansas Library system in Little Rock, Arkansas. She is the 2023 ArLA President.

FROM THE EDITOR: What Did You Sign Up For?

by *Britt Anne Murphy*

Library Director, Hendrix College

The most common phrase I've heard in library circles over the last six months is, "This isn't what I signed up for when I decided to become a librarian." I heard it in February while attending committee hearings about what became Act 372. I heard it across the nation as I attended regional and national meetings online throughout the spring. I read it in news reports and heard it when listening to news interviews with library staff. And of course, I have expressed it myself to those inside and outside the library profession. So my counter, is, well, what did I sign up for? My motivations for becoming a librarian might be different than yours, but essentially it included an interest in technology; a fascination with how people learn; a desire to undo a negative stereotype and promote what positive forces librarians can be in every day people's lives. I also have a strong ethic of upholding democratic principles; a belief in promoting equity in American institutions; a desire to instill those who have no voice in society with the skills to advocate and think for themselves. The fact that I would be in pleasant environs, among smart people, and could find a job in almost any setting was also a plus.

Attending school board meetings where books about people who might be different than those holding power are banned (and by association, those represented in the books are dehumanized or villainized) was not what I signed up for. Seeing billboards go up that categorize library collections as porn was not what I signed up for. Witnessing colleagues be defamed, accused of pedophilia, and demonized as harmful to children was not what I signed up for. Watching fear grip and silence library



Murphy



communities was not what I signed up for. Is it too late to reconcile what we thought our profession would be and what it has become?

For some library workers, the fight is not worth the stress, money, or their health, and I will mourn the loss of their intelligent contributions to our profession, and feel sad for populations who would have benefitted. One of the biggest travesties about the current book banning fervor is that really great, kind, and intelligent people will leave the profession...or never even consider the profession. For those willing to stay in the mix, take heart...and read this issue of *Arkansas Libraries*. A lot of what many of us "signed up for" is still happening. UCA librarians advise us on software and technology, and we learn of several fruitful collaborations in different settings. Bentonville Public has exciting building expansion plans, and we are introduced to joyful celebrations of diversity at Springdale Public. We learn a lot about crisis management, and how library workers are still advocating for and serving their populations. And we discover how the Arkansas Library Association is supporting every different kind of library staff member in the state with innovative and fun programming for the October conference. The battles are not over, but white flags are not an option. As long as our society supports education, democratic principles, and kindness, we don't have anyone to surrender to! We've already surrendered our working lives to those values within our communities. And the overwhelming majority of people in our communities know and appreciate that and are grateful that we did sign up.

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Libraries: Shining a Light in the Darkness

Fall Conference Preview

by Crystal Gates

SELA President

Welcome from ArLA President Carol Coffey and SELA President Crystal Gates

Now more than ever, we realize the importance of coming together to support each other and our communities. As the president of the Arkansas Library Association, I'm thrilled to welcome members of ArLA and of the Southeastern Library Association to the 2023 ArLA/SELA Joint Conference in Hot Springs to join with Arkansas library workers for a weekend of networking, learning, and fun. We will renew our professional energy and be ready to continue our work helping our libraries shine brightly in our communities.

– Carol Coffey, 2023 ArLA President

When you watch or read the news, especially in our southern states, it becomes vividly clear that this is a time for our libraries to Shine a Light in the Darkness. The Southeastern Library Association (SELA) is thrilled to visit Hot Springs again and to come alongside our colleagues to celebrate our successes, share lessons learned, and work together to envision and then create a bright future for our libraries and our communities.

– Crystal Gates, 2023-2024 SELA President

Don't Miss This!

This year's joint conference features outstanding preconference sessions, guest speakers, and authors. New this year will be the opportunity to attend sessions on Friday, after the preconference. There's a lot to pack in!

Preconference

Every Library will be here to facilitate a discussion and activities designed to help librarians craft effective messaging and advocacy strategies that resonate with their communities. Participants will explore methods and the power of effectively leveraging existing goodwill, knowledge, and passion for the betterment of the Library and its relationships with stakeholders. A post-conference follow-up will be held several weeks after conference and provides a time for attendees to ask additional questions.

Keynote

We are delighted to feature author Kathy Dempsey with Libraries Are Essential. LibrariesAreEssential.com is your source for advice and consulting on library marketing, promotion,

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and public relations. Dempsey's book, *The Accidental Library Marketer*, takes the scary thoughts out of basic library marketing and provides easy-to-digest insight for jumping into the messaging so desperately needed in our libraries today.

Author Luncheon

Our author luncheon includes several authors from Arkansas and the region, including Kai Coggin, Becky Marietta, and Izzy B. These award-winning authors are just a taste of the spectacular literary community in Arkansas.

Coggin is the inaugural Poet Laureate of Hot Springs, and author of four collections, most recently *Mining for Stardust*. Recently awarded the 2021 Governor's Arts Award for Arts in Education and named "Best Poet in Arkansas" by the *Arkansas Times*, her fierce and powerful poetry has been nominated six times for The Pushcart Prize, as well as Bettering American Poetry 2015, and Best of the Net 2016, 2018, 2021 – awarded in 2022. Ten of her poems are going to the moon with the Lunar Codex project, and on earth they have appeared or are forthcoming in *Poetry, Prairie Schooner, Best of the Net, Cultural Weekly, Solstice, Bellevue Literary Review, TAB, Entropy, SWWIM, Sinister Wisdom, Lavender Review, Tupelo Press*, and elsewhere. Coggin is Associate Editor at *Rise Up Review*, and she serves on the Board of Directors of the International Women's Writing Guild.



Coggin



Marietta

Marietta's short essays, poetry, and works of fiction have appeared in such publications as *The Christian Science Monitor, Among Worlds, Over the Back Fence, Weber: The Contemporary West, Bosque*, and *The 3288 Review*. Her debut

novel, *White River Red: A Novel* was published by TouchPoint Press in April of 2021. Inspired by a true story, *White River Red: A Novel* vividly portrays the tumults and triumphs of a rough, generous soul who touched countless lives with her kindness and courage. A resident of northeast Oklahoma, Marietta is an adjunct instructor of English at a nearby college in Arkansas and writes fiction to escape the sometimes grim reality of grading composition papers.

Izzy B is a “silly story specialist,” and author of *A Tightly-Whitie Wind* and other super silly books. He dreamed of being an author-illustrator since the first grade. As a kid, he often spent his time creating funny stories and drawing quirky pictures. When Izzy grew up, he became an elementary school teacher and fell in love with books. During his time as a teacher, Izzy loved sharing his stories with his students. That passion grew and grew. Now he makes books full time and illustrates stories for other authors. Izzy now hopes to inspire young authors to love reading and writing like he did.



Izzy B

Closing Session featuring Beatriz De La Espriella “Preventing and Addressing Staff Burnout”

Beatriz De La Espriella is a mental health therapist (licensed clinical social worker) in private practice and works with individuals helping them manage stress and anxiety. She is the founder of Bea Mindful Coaching, a certified Trauma Informed Care professional, and a certified Youth Mental Health First Aid trainer. Beatriz has worked with school aged children and their families to strengthen and manage their quality of life. She has provided training to school staff in areas of child abuse, suicide, crisis response, and mental health awareness. She has developed a trauma informed curriculum for library workers and provides training and mental health programs designed for library staff. Together, we will shine a light on library staff burnout and explore how to create healthier,



De La Espriella

supportive workplace cultures to close out our 2023 conference on an uplifting, positive note.

Presenting...Scholarships & Awards! Scholarships

The Arkansas Library Association invites applications for its annual scholarship for graduate study in librarianship. The Arkansas Library Association will select one scholarship recipient each year from a pool of eligible applicants. Criteria for selection include: 1) applicant’s interest in librarianship as a profession, 2) academic record, 3) compliance with application requirements. Awards are made without regard to race, sex, age, religion, sexual orientation, or ethnic background. The Scholarship Committee encourages a higher standard of professional education for librarians in Arkansas by awarding scholarships and soliciting contributions to the scholarship fund. For more information and to apply, visit <https://arlib.org/Scholarship-Committee>. The application deadline is **September 1, 2023**, and the scholarship recipient will be announced at the Awards Dinner during conference.

Awards Dinner – Featuring Brent Carroll and Erin Baber, hosts of “Checked Out”

While we always enjoy celebrating each other, this year’s dinner promises to be a total delight. Brent Carroll and Erin Baber of the Garland County Library join us as hosts of “Checked Out.” “Checked Out,” a weekly radio show, airs on KUHS Radio, Hot Springs’ solar-powered community radio station. Brent (DB Cooper) and Erin (Rootin’ Tootin’) will entertain us with stories of what broadcasting weekly on a local non-profit, community-run radio station is like. The Golden Age of Radio has come and gone, but like libraries, community radio is forever.

We will then recognize and celebrate our community of librarians with presentations of the following awards:

- **Arkansiana Award** – recognizes an author of a book or other work which represents a significant contribution to Arkansas heritage and culture with three categories including adult non-fiction, adult fiction, and juvenile works
- **Frances P. Neal Award** – recognizes a career of notable service in librarianship within the state of Arkansas, and is presented to a recent retiree
- **Distinguished Service Award** – recognizes distinguished service in librarianship such as continuing service to ArLA, outstanding achievement in the field of librarianship, active participation in the field of librarianship, notable published professional writing, etc.
- **Bessie D. Moore Trustee Award** – recognizes an

individual trustee or board who/which has made a significant contribution to the development of a library at the local, regional, or state level

- **Lorrie Shuff Paraprofessional Award** – recognizes distinguished paraprofessional library service in Arkansas libraries
- **Suzanne Spurrier Academic Librarian Award** – recognizes an outstanding academic librarian within the state of Arkansas
- **Rising Star Award** – recognizes a librarian or paraprofessional who has worked in libraries for less than five years, is a member of ArLA, and has provided exceptional service for their library community
- **President's Award** - recognizes the contribution of a person(s) that does not fit into any other award category or who has provided extensive assistance to the President or the Association during the association year

Information about ArLA awards, including past winners, criteria, committee members, and other information may be found at www.arlib.org/membership/awards. Awards Chair Judy Calhoun from the Southeast Arkansas Regional Library System will emcee the ceremony.

Fun Events & Gatherings

Trivia & Basket Auction Fundraisers

The basket auction will begin on Saturday and will close the conference in the afternoon on Sunday. We need donations – be creative and deliver a basket on a theme close to your heart! There are many possibilities with an eclipse as our conference theme this year, and many libraries will be eager to get their hands on books that have been challenged! Email Britt Anne Murphy for more information or basket ideas: murphyb@hendrix.edu.

Trivia Night has become a staple at conference. With SELA joining us, you know it's a must to form your team early and bring your best game for a night of food, fun, and laughs! This year, Trivia Night raises support for ArLA's LEAF fund. University of Central Arkansas' dynamic librarian duo Amber and Jessica lead the way, so we are confident this will be a night to remember. The happening info: Saturday, October 14th starting at 7:30 p.m. Location TBD.

Library Dance Party – Let's Get it Started

It's a challenging and surreal time for librarians, and many in our profession are suffering from burnout and stress. To combat the mental and emotional toll on our membership, the conference committee has turned to science to boost the health and well-being of conference attendees with a Library Dance Party! Yes, science: dancing boosts endorphins which reduces stress, facilitates bonding

and connections, and improves one's sense of well-being. No skill is required; just the need to connect with your colleagues and feel better afterward. The good vibes at Library Dance Party will set the mood for us all to have a fun and elevating conference experience. The happening info: Friday, October 13th from 7:30-9:30 p.m. Location TBD.

Vendors & Posters

Don't miss the opportunity to interact with our vendors on Saturday and Sunday this year. You'll see a return of our essential companies and services that keep our libraries humming, as well as a few new ones, especially from the local area. ArLA is always looking for ways to include vendors, so mention how meaningful it would be to see their participation in person at the ArLA/SELA conference! In the Exhibit Hall there will also be an array of posters on display throughout conference. The poster creators will be glad to interact with you on Saturday from 2:00 p.m. to 3:00 p.m. during Poster Sessions. Stop by to learn something new and interact with your colleagues!

Library Olympics sponsored by RISci

We all know we're good at what we do, but have you ever wanted to quantify it and flaunt it in front of other like-minded library workers? If so, this special event is for YOU! Compete with other conference attendees in physical and mental feats such as: book scanning & sorting; book truck obstacle course; and reference & library trivia challenges. Recognition will be given to top ranking competitors, including a reserved category for those participating in the non-physical challenges. Be sure to check out Library Olympics for interactive fun as we all endeavor to reach the top of the podium.

Annular Eclipse in Hot Springs!

On April 8, 2024, North America will experience an incredible natural event that has been dubbed the Great North American Eclipse. Two-thirds of the state of Arkansas will be in the path of totality and the rest of the state will experience 95% of totality. We'll have the opportunity to experience a preview of that event with a partial annular eclipse at the ArLA/SELA 2023 Joint Conference on October 14! There will be sunoculars and eclipse glasses on hand for safe viewing during the eclipse and a free hour during the conference schedule to make the most of sharing this extraordinary event with our colleagues.

Being Social & Welcoming Newcomers

ArLA and SELA's Membership Committees are teaming up to welcome those new to our associations with a special New Members' Meet & Greet event on Friday evening from 4:40 p.m.-5:40 p.m. at the Embassy Suites Lounge. Join us for some fun



socializing, win a prize, and make connections for the rest of conference and beyond.

Continue those new friendships and make some new ones at the ArLA/SELA Happy Hour event on Saturday evening from 5:00 p.m.-6:00 p.m. in the Embassy Suites Lounge, directly before dine-arounds happen at nearby award-winning restaurants in Hot Springs.

Exploring Hot Springs

Hot Springs is located in the Ouachita Mountains and is known for its naturally heated springs. Hot Springs has a vibrant downtown community filled with bathhouses, galleries, shopping, museums, and great dining. During your downtime, experience excitement at every twist and turn at Magic Springs Water and Theme Park, or check out heart-pounding action at Oaklawn Racing and Gaming. If you are looking for more sedate entertainment, a thriving arts community includes the Josephine Tussaud Wax Museum, East Grand Antiques and Treasures, and

the Hot Springs Bathhouse Dinner Theatre.

Another must-see is the acclaimed Garvan Woodland Garden (www.garvangardens.org), a 210-acre botanical garden located just a short drive from the conference center and hotel. The garden opens daily at 9 a.m. and features dynamic architecture and majestic botanical landscapes. Be sure to check out the Sunrise Bridge and other overlooks.

The area also abounds with a variety of great restaurants, bakeries, and breweries. For breakfast options, try Ambrosia Bakery. If you are in the mood for pizza, locals swear by Deluca's Pizzeria. And, for desserts, consider Fat Bottomed Girl's Cupcake Shop. For those staying at Embassy Suites, our conference hotel, a full breakfast and a complimentary nightly reception are included with your room. Be sure to join a colleague, or two or three, for drinks and conversation in a relaxed atmosphere.

Crystal Gates is the executive director of the North Little Rock Public Library System in North Little Rock, Arkansas. She is the 2023-2024 president of the Southeast Library Association (SELA) and serves on the ArLA Conference Committee.

2023 ArLA Bylaws Proposed Changes Summary

by *Jessica Riedmueller*

ArLA Secretary and Chair, Bylaws & Handbook Committee

At its June 9th meeting, the ArLA Executive Board reviewed and approved changes to the Association's bylaws, as recommended by the Bylaws & Handbook Committee. Those recommended revisions are now being distributed to all members of the Association and will be voted on as part of the Association's annual election cycle in 2023.



Riedmueller

The proposed changes include:

- Article VI Finances was reviewed by the Budget & Finance Committee. The following changes were made based on their recommendations:
 - VI.3 – Removed “Non-Renewal” from the section title, and revised language and list structure to reflect the separation of



- individual and institutional memberships.
 - VI.5 – Changed section name from “Registration Dues” to “Conference Finances” and completely revised language.
 - VI.7 – Added Treasurer-Elect as a bonded member of the Executive Board.
- Article VIII.3 Vacancies – Changed the process of filling vacancies from “interim appointment by the President” to “special election” in most cases. (NOTE: This change and wording was approved by the Board and changed in the Handbook in 2022. It cannot fully take effect without this change to the Bylaws being approved by the full membership.)
- Corrected formatting errors that changed ordered lists to regular text.

A full mark-up copy of the Association's bylaws can be found below. The font color of edited sections has no meaning beyond marking a change in that section.

Bylaws of the Arkansas Library Association

Article I. Name

The name of this Association shall be the Arkansas Library Association, hereinafter sometimes referred to as ArLA or the Association.

Article II. Purpose

The purpose of the Association shall be to promote library service and the profession of librarianship in the State of Arkansas.

Article III. Articles of Organization

The Association shall devote a major part of its activities to further its purpose, within the meaning of Section 501(c)(3) of the Internal Revenue Code of 1986. Its assets shall be distributed solely for the furtherance of the purpose of this Association. In the event of the dissolution of the Association, its assets shall be distributed for one or more of the exempt purposes specified in Section 501(c)(3) of the Internal Revenue Code of 1986.

Article IV. Affiliation with Other Organizations

The Association shall hold a chapter membership in the American Library Association (ALA) and shall be represented by a Councilor or Councilors elected to the American Library Association Council in accordance with provisions of the Constitution and Bylaws of the American Library Association.

The Association shall hold a chapter membership in the Southeastern Library Association (SELA) and shall be represented by a State Representative elected to the Southeastern Library Association Board in accordance with the provisions of the Constitution and Bylaws of the Southeastern Library Association. In the event ArLA's Bylaws and Handbook conflict with the Southeastern Library Association's Constitution and Bylaws, ArLA's governance reigns.

The Association may choose to join other library-related associations as deemed necessary.

Article V. Membership

Section 1. Types

ArLA shall have five types of members: Individual, Institutional, Affiliate, Life, and Honorary.

- A. Individual. A person in good standing with the Association entitled to full rights and benefits of the Arkansas Library Association. Only Individual members may serve as members of the Executive Board or may chair standing committees, or serve as leaders of Communities of Interest, or other recognized groups within the Association. The membership dues shall follow a rolling schedule. The categories for individual memberships are defined as follows and may include specific limitations:

1. ~~1.~~ Library employees: those individuals who are employed full-time or part-time by any library or library-related institution.

~~2.~~ 2. Friends & Trustees: those individuals who hold membership in an organized Friends of the Library group or who are appointed as members of the Board of Trustees for any library.

~~3.~~ 3. Retired: any individual who has retired from library employment.

~~4.~~ 4. Students: any student enrolled full-time in a program leading to a degree in Library Science or to certification as a school library media specialist or school librarian. This category of membership shall be limited to a maximum of three years.

~~5.~~ 5. Supporter: any citizen who has an interest in libraries.

~~5.~~ Supporter: any citizen who has an interest in libraries.

~~B.~~ B. Institutional. Libraries and other institutions may become members by complying with prescribed conditions regarding total library income as specified on the Institutional Membership Application. The membership dues shall follow a fixed fiscal schedule. Institutional membership includes one vote and each Institutional Member must designate an Institutional voting representative.

~~C.~~ C. Affiliate. Organizations and businesses who support libraries and library staff may become members by complying with prescribed conditions regarding total library income as specified on the Affiliate Membership Applications. The membership dues shall follow a fixed fiscal schedule. Affiliate membership includes one vote and each Affiliate Member must designate an Affiliate voting representative. Affiliate membership also includes the privilege of sending one representative to an ArLA-sponsored event at the member rate.

~~D.~~ D. Life. A person in good standing with the Association who qualifies as an Individual Member may become a Life Member of ArLA by a one-time payment of dues at the rate in effect at the time of their application for Life membership. This membership shall include all rights and privileges of regular Individual membership in the Association.

~~E.~~ E. Honorary. In recognition of outstanding library service in Arkansas, Honorary membership may be conferred upon any individual by a majority vote of the members of the Association present at an Annual Business Meeting, upon recommendation by the Executive Board. This membership shall include all rights and privileges of regular Life membership in the Association without the payment of dues.

Section 2. Requirements

The requirements for each of the various types of memberships shall be the payment of dues as defined in the ArLA Handbook. Membership in the Association shall not be denied or abridged on account of race, color, religion, gender, age, national origin, disability, sexual orientation, or lifestyle.

Section 3. Good Standing

A member in good standing is one whose current dues are paid and whose membership is not suspended.

Section 4. Censure, One-Year Suspension, or Expulsion

Any member may be censured or suspended by a majority vote of the Executive Board for cause if according to its findings, violations of any provision or obligation of the Articles of Incorporation, Bylaws, or Handbook, has occurred. Any member may be expelled by a two-thirds vote of the Executive Board for cause if according to its findings, a violation of any provision or obligation of the Articles of Incorporation, Bylaws, or Handbook, has occurred. Conduct unbecoming a member, conduct detrimental to the welfare of ArLA, and indebtedness to ArLA shall also be causes for disciplinary action. Complete procedures are included in the Handbook.

Article VI Finances

Section 1. Fiscal Year

The fiscal year of the Association shall be the calendar year.

Section 2. Dues

The amount and timing—rolling or fixed—of dues for each category of membership shall be set in an amount approved by the Executive Board, subject to a majority vote of the membership at the Annual Business Meeting.

- A. Rolling Dues. The membership year shall be a rolling year according to the date the member's payment was processed by the Association.
- B. Fixed Dues. The membership year shall be the calendar year.

Section 3. ~~Non-Renewal and~~ Reinstatement

~~Members~~ Individual and institutional members whose dues have lapsed shall be considered non-renewed and no longer in good standing.

- A. Rolling Dues. A non-renewed member or former member may apply for membership upon full payment of annual Association dues.
- B. Fixed Dues. Members whose dues have not ~~been postmarked~~ reached the ArLA Offices by March 15 shall be considered non-renewed. A non-renewed member ~~or former member~~ may apply for membership upon full payment of annual Association dues.

B.a.-Dues received after the Annual Business Meeting or October 15, whichever is later, of a given year shall be recorded as payment of membership for the following calendar year.

Section 4. Special Dues

The Executive Board shall have the authority to adopt or suspend special membership dues for limited promotional purposes only.

Section 5. ~~Registration Dues~~ Conference Finances

~~There shall be a registration fee for those who attend the Annual Conference, which fee shall be approved annually by the Executive Board.~~ Conference budget and registration dues should be presented to the Budget and Finance Committee prior to final approval by the Executive Board.

Section 6. Annual Audit

There shall be an annual audit or official financial review of the Association's accounts by an Auditor or CPA. The Executive Board may vote to have an official financial review instead of an audit. The Association must have an audit at least every three years. The President, with the recommendation of the Budget and Finance Committee and the approval of the Executive Board, shall engage the services of an Auditor or CPA following the end of the fiscal year.

Section 7. Bonding

The President, ~~and~~ Treasurer, and Treasurer-Elect shall be bonded ~~annually~~ for an amount to be determined by the Executive Board. The bonding agent shall be identified in the annual report.

Article VII. Communities of Interest (CI)

Section 1. Formation

Communities of Interest (CI) may be formed by members of the Association to pursue any activity that supports the purpose and goals of the Association. Members may form a Community of Interest by submitting a form to the Executive Board, which states the name of the Community of Interest, a contact person, and function; 15 ArLA members in good standing are needed to support the formation of a Community of Interest.

Section 2. Statement of Purpose

Each Community of Interest must provide a brief description of planned activities for the next fiscal year, including any requests for financial support from the Association.

Section 3. Community of Interest Representation

The membership of each Community of Interest must elect or appoint one (1) or more Individual members in good standing as leader(s) of the Community of Interest. Leaders serve as the contact for the group, are responsible for the submission of an annual report, and submit financial requests for the Community of Interest. Additional leaders may be elected or appointed as deemed appropriate by the Community of Interest membership.

Section 4. Annual Report

Each active Community of Interest must submit an annual report to perpetuate the group. The report must contain a summary of activities, and appropriate budgetary information if funds were received through ArLA. The annual report shall be published through appropriate Association publication.

Section 5. Review

The Executive Board will review the annual report of each Community of Interest, placing Communities of Interest that have not filed an annual report in abeyance.

Section 6. Community of Interest Bylaws

Communities of Interest may define further bylaws as desired or needed by the group. These bylaws may not conflict with the Arkansas Library Association's Bylaws and Handbook. Community of Interest bylaws must be reviewed and approved by the Executive Board, filed with ArLA, and made public through appropriate Association publication.

Section 7. Financial Support

Communities of Interest in good standing are eligible to request appropriate financial support from the Association.

Section 8. Abeyance

Communities of Interest that have not filed an annual report with the Executive Board by December 31st of each year will be placed in abeyance for one year, or until their annual report is received. Communities of Interest in abeyance are not eligible to receive financial support from the Association.

Section 9. Dissolution

Communities of Interest will be dissolved by the Executive Board if no annual report has been filed, and the Community of Interest has been in abeyance for one year.

Article VIII. Officers

Section 1. Elected Officers

The elected officers of the Association shall be a President, President-Elect, Past-President, Secretary, Treasurer, ALA Councilor, SELA State Representative, and four Members-At-Large. The officers shall be elected by ballot in advance of the Annual Business Meeting. They will be announced electronically to the membership following notification of the candidates. An announcement will also be made at the Annual Business Meeting.

The terms of all elected begin at the beginning of the calendar year following their election, except the ALA Councilor whose term begins at the conclusion of the summer ALA Conference following their election. President-Elect succeeds to the President. The President will succeed to the Past-President.

Section 2. Terms

The President-Elect will succeed to the President following their one-year term as President-Elect. The President serves for one year, followed by one year as Immediate Past-President (serving three years or until their successors are elected). The Secretary will serve a two (2) year term or until their successor is elected. The Treasurer will serve a three (3) year term or until their successor is elected. The four Members-At-Large will serve one-year terms or until their successors are elected. The ALA Councilor will serve a three (3) year term as set by ALA guidelines. The SELA State Representative will serve a two (2) year term.

Section 3. Vacancies

Vacancies on the Executive Board, except for Past President, are filled by special election. A vacancy in the office of Past President shall be appointed by the President from the pool of Past Presidents, with the approval of the Executive Board. A vacancy on the Executive Board shall be filled by an interim

~~appointment by the President, with the approval of the Executive Board, and shall serve the remainder of the unexpired term.~~

Section 4. Removal from Office

Any officer may be removed from office for cause by a two-thirds vote of all the voting members of the Board, at any regular or special meeting. Cause shall include a violation of any provision or obligation of the Articles of Incorporation, Bylaws, or Handbook, has occurred. Conduct unbecoming an officer, conduct detrimental to the welfare of ArLA, and indebtedness to ArLA shall also be causes for disciplinary action. Complete procedures are included in the Handbook.

Section 5. Duties of Officers

The officers shall perform their duties as outlined in these Bylaws and the Association's Handbook.

~~A.~~ A. President. The President shall be the chief executive officer of the Association and shall, subject to the control of the Executive Board, have general supervision, direction, and control of the business and officers of the Association. The President shall preside at all meetings of the members and the Executive Board. The President shall have the general powers and duties of management of the office of President of a corporation. The President shall succeed to the Past-President following their term as President.

~~B.~~ B. President-Elect. In the absence or inability of the President, the President-Elect shall perform the duties of the President and shall assume the office of the Presidency if the President is unable to serve. The President-Elect shall succeed to the President following their term as President-Elect. The President-Elect shall serve as the Conference Chair. The President-Elect shall have such other powers and perform such other duties as from time to time may be prescribed by the Executive Board or these Bylaws.

~~C.~~ C. Past-President. The Past-President shall serve in an advisory role to the President and President-Elect and serve as chair of the Nominating & Elections Committee.

~~D.~~ D. Secretary. The Secretary shall be responsible for the records of the Association; keep a record of all meetings of the Executive Board and of the general membership; process correspondence as directed by the Executive Board or the President; and have such other powers and perform such other duties as may be prescribed by the Executive Board or these Bylaws.

~~E.~~ E. Treasurer. The Treasurer shall be the chief financial officer of the Association. The Treasurer prepares the annual budget, makes a financial report at all Executive Board Meetings and the Annual Business Meeting, advises the Board regarding other financial matters affecting the Association, has general powers and duties of the office of Treasurer and performs such other duties as may be prescribed by the Executive Board or these Bylaws.

~~F.~~ F. Treasurer-Elect. The Treasurer-Elect assists the Treasurer with duties of the office of Treasurer and any other duties as prescribed by the Executive Board or these Bylaws. In the absence or inability of the Treasurer, the Treasurer-Elect shall perform the duties of the Treasurer and shall assume the duties of the Treasurer if the Treasurer is unable to serve.

The Treasurer-Elect shall succeed to the Treasurer following his/her term as Treasurer-Elect. The Treasurer-Elect shall have such other powers and perform such other duties as may be prescribed by the Executive Board or the Association's Bylaws. The Treasurer-Elect is a non-voting member.

G. ~~F.~~ ALA Councilor. The ALA Councilor represents the Arkansas Library Association (ArLA) and the American Library Association (ALA) members in Arkansas in accordance with ALA guidelines.

H. ~~G.~~ SELA State Representative. The SELA State Representative represents the Arkansas Library Association (ArLA) and the Southeastern Library Association (SELA) members in Arkansas in accordance with SELA guidelines.

I. ~~H.~~ Members-At-Large. Members-At-Large are elected to represent the entire Arkansas Library Association membership.

Section 6. Eligibility

Full-rate, individual members are eligible to serve on the ArLA Board. Employees of firms that provide goods or services directly to ArLA are excluded from serving on the ArLA Board.

Article IX. Nominations and Elections

Section 1. Nominations

The Nominating & Elections Committee shall annually present a slate of at least one or more nominees for President-Elect, and no fewer than four nominees for Member-at-Large positions to the Executive Board. The Nominating & Elections Committee shall present a slate of at least one or more nominees for a Treasurer-Elect and an American Library Association Councilor every three years. The Nominating & Elections Committee shall present a slate of at least one or more nominees for a Secretary and a Southeastern Library Association State Representative every two years. All nominees must be members in good standing when nominated and during their tenure as an elected officer. Additionally, each nominee must either live in Arkansas or work in or be retired from an Arkansas library.

The Nominating & Elections Committee shall present its slate of nominees to the Board for approval at least 90 days prior to the opening date for elections. Names of nominees submitted by the Nominating & Elections Committee shall be communicated to the membership at least 60 days prior to the opening date for elections.

Section 2. Additional Nominees

Additional candidates may be added to the slate of nominees by self-nomination or nomination by any current ArLA member. A nomination by an ArLA member must include a statement by the nominee agreeing to be a candidate. The names of additional candidates must be submitted to the Board at least 30 days prior to the opening date for elections.

Section 3. Elections

Ballots and statements of professional concern shall be distributed to all voting members in a timely manner to permit notification of the winners at least 14 days prior to the beginning of the Annual

Business Meeting. Only current ArLA members may vote in ArLA elections. To be eligible to vote, members must be current in their membership at the start of the election. Only ballots received by the designated deadline shall be counted. A committee of two selected by the Executive Board shall count all ballots prior to the Annual Business Meeting. In the event of a disagreement, an Executive Board member may be appointed by the President to act as a third committee member. Election results will be formally recognized at the Annual Business meeting, normally held during the Annual Conference. A plurality vote shall elect. In the event of a tie vote, those eligible members present at the Annual Business Meeting shall vote to determine the outcome.

Article X. Membership Meetings

Section 1. Annual Business Meeting

The Annual Business Meeting is traditionally held at the Annual Conference of the Association.

Section 2. Voting Body

The meeting(s) shall be open to all members of the Association. The privilege of making motions, debating, and voting shall be limited to Individual Members and Affiliate and Institutional Member representatives.

Section 3. Quorum

The quorum shall consist of thirty members or ten percent of the total Association membership, whichever is less.

Section 4. Special Meetings

Special meetings may be called by physical or electronic means by the President upon a majority vote of the Executive Board or by petition from thirty members or ten percent of the total Association membership, whichever is less. All members shall be notified of any special meeting.

Section 5. Postponement or Cancellation

In the event of an emergency, the President, with a majority vote of the Executive Board, may postpone or cancel any meeting.

Section 6. Voting

A. ~~A.~~ Any Individual, Affiliate or Institutional Member in good standing has a one vote privilege.

B. ~~B.~~ An Institutional or Affiliate Member shall designate one voting representative.

C. ~~C.~~ Voting may be conducted in writing, electronically, by voice, or by show of hands.

D. ~~D.~~ For a vote to be valid, a majority of the votes cast is needed for approval unless otherwise provided in these bylaws.

E. ~~E.~~ An institutional or affiliate member representative may designate a proxy voter by notifying the Board President in writing prior to a vote.

~~F.~~ F. Prior notification of not less than 30 days is required for any items requiring a vote of the membership.

Article XI. Executive Board

Section 1. Composition

The Executive Board shall be composed of the President, President-Elect, Past-President, Secretary, Treasurer, ALA Councilor, SELA State Representative, and four Members-At-Large, all of which have voting privileges. The Treasurer-Elect shall be a non-voting member.

Section 2. Powers

The Executive Board shall have all power and authority over the affairs of the Association during the interim between meetings of the Association, excepting that of modifying any action taken by the Association. Without prejudice to such general powers, but subject to the limitations of the Articles of Incorporation and of these Bylaws, the Executive Board shall have the following powers:

~~A.~~ A. To conduct, manage, and control the affairs and business of the Association, and to make such rules and regulations therefore not inconsistent with the law or with the Articles of Incorporation or the Bylaws, as they may deem best.

~~B.~~ B. To delegate to committees any of the powers and authority of the Executive Board in management of the business and affairs of the Association.

~~C.~~ C. To adopt rules of procedure for the transaction of business by the Executive Board and a handbook for committees provided they do not conflict with these bylaws.

~~D.~~ D. To approve the Budget and all fees other than membership.

~~E.~~ E. To remove any officer, agent, or employee of the Association, prescribe such powers and duties for officers, agents, and employees of the Association as may not be inconsistent with the law or with the Articles of Incorporation of the Bylaws, fix their compensation, and require from them security for faithful service.

Section 3. Meetings

The meetings of the Executive Board may be held before and after the Annual Business Meeting. The Executive Board shall meet, physically or by electronic means, a minimum of five times throughout the year, the place and date to be fixed by the President. There shall be a Board meeting in November to adopt the budget. The agenda of all regular meetings of the Executive Board shall be determined by the President and must include all items submitted by members of the Executive Board.

Section 4. Special Meetings

Special meetings of the Executive Board may be called by the President. If the President is absent or unable or refuses to act, any other officer may call a special meeting upon the request of five members of the board.

Section 5. Annual Report

The Executive Board shall make an annual report of its activities to the Association.

Section 6. Quorum

A simple majority of the Board shall constitute the quorum.

Section 7. Action without a Meeting

Any action that may be required or permitted to be taken at a meeting of the Executive Board may be taken without a meeting if a two-thirds majority of the Executive Board consent to the action in writing. The action shall be reported in the written consents filed with the minutes of the next regular or special meeting of the Executive Board.

Article XII. Committees

Section 1. Committees

There shall be standing and ad hoc committees.

Section 2. Composition

The composition and requirements of standing and ad hoc committees shall be as set out in the ArLA Handbook. Plan of work shall be approved by the Executive Board prior to action by the committees.

Article XIII. Parliamentary Authority

The rules contained in the latest edition of *Robert's Rules of Order Newly Revised* shall govern the Association in all cases to which they are applicable and in which they are not inconsistent with these Bylaws and any special rules of order the Association may adopt.

Article XIV. Amendment of Bylaws

Proposed amendments may be approved by one of the following methods:

A. ~~A.~~ By sending proposed changes to all members in good standing at the time of the ballot at least 30 days in advance of the annual or a special meeting. Approval must be by a majority vote of total ballots returned at the annual or special meeting.

B. ~~B.~~ By sending proposed changes and an electronic or paper ballot to all members in good standing at least 30 days in advance of the voting period. Approval must be by a majority vote of total electronic and paper ballots returned. The voting period shall be no less than 14 days.

Approved by the ArLA Membership __2019_____

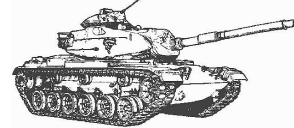
Amended __2020, 2022_____

Arkansas Military Museums

Library Media Specialist Jennifer Epps along with her husband, Gerard, have compiled a listing of military museums in Arkansas. Jennifer works at Julia Lee Moore Elementary in Conway, Arkansas. After having visited each museum throughout a series of day trips, they soon discovered that our great state of Arkansas has an amazing collection of museums focused on military history. Each museum offers a unique experience for visitors. Please feel free to contact Jennifer @ eppsj@conwayschools.info for a digital copy if you wish to display it for your library patrons.



Arkansas



Military Museums

Jacksonville Museum of Military History

Jacksonville www.JaxMilitaryMuseum.org



 **Museum of Veterans & Military History**

Vilonia www.VeteransMuseumVilonia.com

MacArthur Museum of Arkansas Military History

Little Rock www.LittleRock.gov/MacArthur



 **Arkansas Inland Maritime Museum**

North Little Rock www.aimmuseum.org

Arkansas Air and Military Museum

Fayetteville www.ArkansasAirAndMilitary.com



 **Grant County Museum**

Sheridan www.GrantCountyMuseumAR.com

Wings of Honor Museum

Walnut Ridge www.WingsofHonor.org



 **The National Cold War Center**

Blytheville www.NationalColdWarCenter.com

Arkansas National Guard Museum

North Little Rock www.ARNGMuseum.com



World War II Japanese American Internment Museum

McGehee

LIBRARY PROFILES:
Retirement from Librarianship:
The Jeanne Besaw Story

by Sami Espenschied, Arkansas State Library

Interviewed Jeanne Besaw who recently retired as the Director of American Art Library at Crystal Bridges Museum. Jeanne told me, “I never thought that I would retire this early. I thought I would be at least 70.” If you have ever met Jeanne, you know that she does not sit still well. She is a people pleaser and helper to all who cross her path. Jeanne has never met a stranger. With her Disneyland VIP Tours upbringing, she sees everyone she meets as a patron to be assisted, a superstar.



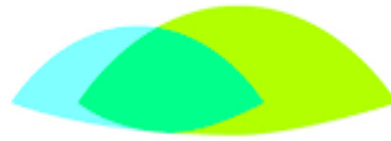
Besaw

Jeanne worked at Disneyland during her younger years in the Penny Arcade and was promoted quickly into VIP Tours where she was a tour guide to well-known celebrities who enjoyed private visits. During her free time, she and her friends frequented the beach in SoCal, surfing by day and enjoying bonfires by night. Eventually, Jeanne met her beau while working at Disneyland. They married and joined his family in Missouri where they continued to expand their family. They made their home on the farm while Jeanne homeschooled their children.

One day, Cottey College, in Nevada, Missouri, needed a cataloger and nighttime supervisor for their young ladies’ private school library. Jeanne embraced the exciting new challenge and learned everything she could. She became known as “Momma Weasley” to the young ladies who regularly studied in the Cottey library. “Momma Weasley” was an affectionate term of endearment for the character Ron Weasley’s mother, taken from the *Harry Potter* series by J. K. Rowling. Back in those days, Jeanne’s hair displayed a twinge of red from her Irish ancestry.

During her eleven years at Cottey College’s Ross Library, Jeanne was the Southwestern Academic Network Representative for approximately 15 libraries in the MOBIUS system. She also filled many cataloging and supervisory roles. MOBIUS continues to be a vibrant, collaborative partnership of Missouri libraries providing access to shared information resources, services, and expertise (<https://mobiusconsortium.org/about-mobius>).

Jeanne’s love of library cataloging grew dramatically over the years. In her mid-life, like many of us, she pursued her MLIS dual degree online from Drexel University while working



CRYSTAL BRIDGES
MUSEUM OF AMERICAN ART

full-time at the Rogers Public Library (RPL) in Rogers, Arkansas. She worked there for six years as the Technical Services Supervisor. She had a team of five employees in the beginning. Later, her position would be split into two roles: Librarian III - Technical Services Supervisor and Librarian III - Information Librarian. After a successful Create-It-Con in July 2015, it was clear the role needed to be divided into two. The Technical Services role focused on all aspects of technical services (cataloging) while the new Information Librarian would determine how to bring more learning opportunities for both staff and patrons in addition to the annual event.

Feeling the need to grow and share her passions, she eagerly responded to the opportunity at the Crystal Bridges Library. I believed in her and so did Alice Walton. Seven years and a few health events later, Jeanne has finally retired from full-time employment.

Moving forward, Jeanne will be using her library and farming skills at Lowe’s Lawn and Garden Department. She plans to offer quality reading materials there once again. Lowe’s hired her partly because of her recommendation to reimplement a mini bookstore in the Rogers Lowe’s location. The focus will be on periodicals and high-quality books. They also hired her because Jeanne knows how to capture and entertain an audience while sneaking in some education.

After more than 20 years of living on the farm, Jeanne’s life has come full circle. Once again, she is able to share the joy and peace of simple farm life with others. From academic librarian to public librarian to special librarian: from her work with rare book cataloging at Cottey College to cataloging artworks at Crystal Bridges, Jeanne has tried it all.

Enjoy your “retirement!”

Sami Espenschied is administrative assistant to the library director at the Rogers Public Library in Rogers, Arkansas. She serves on the ArLA Budget & Finance Committee.

SPECIAL LIBRARIES: Mockingbird in Flight

by *Jessica Kirk*, *Arkansas State Library*

Mockingbird launched into flight on June 22, 2022. By the end of 2022, 42 libraries and library systems using 52 individual accounts had created 956 unique requests.

The first three months of 2023 have brought 465 unique requests. In 2023, we've welcomed Baxter County Library to the flock, and Arkansas River Valley Regional Library System is the first library to push the baby bird from the nest and start flight testing their patrons' placing requests.

Mockingbird is Arkansas' statewide virtual union catalog powered by Auto-Graphics' SHAREit platform. We were the 15th state to use SHAREit as its statewide resource sharing platform. Its purpose is to connect staff and patron users to a joint catalog that bridges technologies and configurations from different integrated library systems (ILS) to increase discoverability and interlibrary borrowing and lending. It is an additional tool to help patrons gain access to materials not owned by their local library. It is also a great way to meet the standards for state aid to public libraries on resources and resource sharing.

Mockingbird created a need for a coordinator to continue to oversee its success after the initial implementation, and I was delighted to have the opportunity to work with libraries of all types across the state. The largest part of the work has become creating a level of communication that Mockingbird libraries find useful while building an environment (a nest) where people feel comfortable and willing to ask for help so they can use the platform consistently and with ease.

Toward those efforts, we established a small working group, now known as the Mockingbird Advisory Committee, to talk through what kind of support participant libraries needed. It was quickly established that office hours would be helpful. Those started in February and occur every Tuesday at 10 a.m. with few exceptions. The committee benchmarked other established state programs to confirm we needed to develop best practices and a start-up guide for libraries completely new to resource sharing.

Other communications established in Mockingbird's first year were the Chirp Alert newsletters and Year-in-Review report. The development of an FAQ and website updates are in



Kirk



progress.

Our behind-the-scenes support in the first year has looked like this:

- Starter mail kits for the founding participant libraries
- Vendor communications around errors and advocating for new features
- Mediating material requests that don't find a lender right away
- Providing one-on-one trainings and consultations

The starter kits included various sized mailers and a postage scale. I have consistently been working with the vendor on connection issues and learning more about the technical aspect of the platform so that I can better serve libraries when problems arise. This helps me understand why things happen the way they do and advocate for changes and fixes expressed from participating libraries.

The Arkansas State Library provides the funds through IMLS for implementation and ongoing costs for the platform. Libraries are responsible for the cost of shipping any agreed-to loans out to other libraries and establishing resource sharing workflows within the parameters of Mockingbird's best practices.

If you are not currently a Mockingbird library, but are interested, consider these steps:

1. Look at the catalog (<https://www.library.arkansas.gov/services/mockingbird-resource-sharing/>).
2. Talk to someone you may know at an already participating library about their experience (Arkansas River Valley Regional Library and Central Arkansas Library System were in the top ten borrowers and lenders of 2022).
3. Talk to me!

We are looking to solidify our participating libraries and are accepting applications from all types of libraries, including academic and special libraries. It does appear that any libraires joining us



after September of this year will have to go through a much more vigorous approval process. So please do not put off getting more information on this program if it's something that would help you meet your resource sharing needs.

If you have any ideas for more bird related puns to use in my work, please let me know.

Image citation: Napolitano, D. (2016). [Linocut print]. Reprinted with permission: <https://www.daniellanapolitano.com/>.

Jessica Kirk joined the Arkansas State Library in 2020, first as a referer librarian and now as the coordinator for statewide sharing and engagement. They are serving ArLA in 2023 as a board member-at-large and as the chair of RISci. She uses puns ironically (or mockingly) and can be reached at jessica.kirk@ade.arkansas.gov.

ArLA Officer Nominees for the 2023 Election

by Rachel Shankles

Nominations Committee Chair & Past ArLA President

Below is a list of the ArLA Executive Board nominations as presented by the Nominations Committee (Crystal Gates, Shawna Thorup, Taylor Vanlandingham, and Lacy Wolfe) and approved by the ArLA Board. The online vote will occur shortly before our October conference, and every current ArLA member is eligible to vote. Election results will be announced to the winners prior to the ArLA Annual Business Meeting of the ArLA Conference, and then formally presented at the Annual Business Meeting. I appreciate the hard work (and arm-twisting) the Nominations Committee did to convince our colleagues to run for office, and thanks to all our fine library workers who have volunteered their time and talents to run for an ArLA Board position!

President-Elect Nominees

Dr. Erin Shaw

Dr. Erin Shaw is an assistant professor at the University of Central Arkansas. She is the program coordinator for the Library Media and Information Technologies program and the Instructional Technology program. She is a member of ISTE, AAIM, ALA/AASL, and ArLA. Dr. Shaw spent 24 years in K-12 schools as a science teacher and school librarian before joining the faculty at UCA in 2017.

She is national board certified in school library media and is a coauthor of the book *Online Teaching: Tools and Techniques to Achieve Success with Learners*. Her research interests include online teaching, integration of technology, information and digital literacy, and she is an advocate for school libraries and ensuring equity and access for all learners.



Shaw

Lynn Valetutti

Lynn Valetutti has been the director of Library and Learning Management Systems at National Park College since 2019. Previously, Lynn held the position of manager of digital services at the



Valetutti

Arkansas State Library where she directed the statewide Traveler database program. Prior to that, she worked at University of Arkansas in Monticello as the electronic resource and serials librarian. Lynn also held the position of coordinator of instructional media at Ouachita Baptist University (OBU) from 2005-2010. She graduated from OBU in 2013 with a

B.A. in History and Spanish and received an MLIS from the University of Southern Mississippi in 2015.

Lynn is an active member of ArLA and has served as secretary/treasurer and member of the website team for six years. Currently, she serves on the ArLA Budget & Finance Committee and leads the Social Media and Marketing Communities of Interest. In 2019, she received the ArLA Presidential Award. Lynn has worked on several conference committees and the pandemic working group for ArLA. In 2022, Lynn served as the president for the statewide academic consortium ARKLink. In addition, she is currently a committee member on the American Library Association (ALA) Office of Information Technology Policy (OITP) and has been in this role for five years. Lynn is also on the Southern Regional Education Board's Arkansas OER Action Team.

Member-at-Large Nominees

Jason Byrd

Jason Byrd, director of Library Services at The University of Arkansas - Fort Smith, may be relatively new to Arkansas, but he is not new to libraries, as he's previously worked in academic libraries in New York, Virginia, and Arizona. In 2022, which was his first year in Arkansas, Jason

dove into working with ArLA on the conference planning committee and presented research on educational technology and libraries at the event in Forst Smith. He is also involved with RISci and CULAR. Timothy Healy, former president of the New York Public Library, who said, “The most important asset of any library goes home at night – the library staff.” Jason is passionate about supporting librarians in his adopted home state. “I would be honored to be an advocate for all librarians in Arkansas as we work towards our shared values,” he said.



Byrd

Amy DeVooght

Amy DeVooght works at Bailey Library at Hendrix College in Conway. She’s held the position for five and a half years and is both an alumna and former library student worker at Hendrix. Her favorite part of working at Hendrix is the students. Amy supervises 25 student workers and they are “fun to watch grow and learn over their years at the college.” She recently received the Lorrie Shuff Paraprofessional award (ArLA conference October 2022) for her work with the Arkansas Library Paraprofessionals (ALPs) community of interest as well as for work within her own library. Amy has chaired ALPs for the last two years and is currently overseeing the organization and implementation of the workshop InfoBits, an annual event for paraprofessionals across the state to attend for professional development. She is close to completing her ALA Library Support Staff Certification (LSSC) and has been a participant in the Arkansas State Library’s ALL-In leadership program. Amy is living the world of children’s literature through her adorable six-year-old daughter, Penny.



DeVooght



Evans

Tammie Evans

Tammie Evans lives in Cabot, Arkansas, with her 16-year-old daughter, two cats, and an Australian Shepard named Rocky. Tammie is currently employed at the North Little Rock Library System. Her 10+ years working in public library settings have given her opportunities to be well

rounded in many different library positions.

These experiences include marketing and outreach coordinator, branch manager, assistant director, marketing director and now her current role as the adult services supervisor for the William F. Laman Public Library. Tammie currently assists in the Arkansas Library Association as the Communications chair for the Library Advocacy Community of Interest (LACI) and is serving as Vendor chair for the ArLA Conference Committee. Tammie received her Master’s in Library and Information Science from UNT in December 2020.

Shannan Hicks

Shannan Hicks is the library services director at the North Little Rock Public Library System. She



Hicks

has previously worked in a number of different types of libraries, including state, special, law, and school. However, her heart belongs to children’s literature, and prior to her current role, she served as an elementary school librarian for several years in her hometown of Shreveport, Louisiana. Shannan holds a BA and MLIS from Louisiana

State University. She also has a JD from Tulane University. She worked in the nonprofit field and practiced law for several years before becoming a librarian. Shannan has served on the Caldecott Committee and the Odyssey Committee through ALA. Currently, she is serving as chair of the Ezra Jack Keats Committee. She has also served on the Louisiana Young Reader’s Choice Committee.

You can find her book reviews on Instagram and TikTok. She lives in North Little Rock with her dog Nelson, her favorite book reviewer.

Lisa Pickett

Lisa Pickett has been with the Public Library of Camden & Ouachita County since 1997 and began serving as director in 2007. This



Pickett

is the same library where she spent her a great deal of her childhood, reading everything in the children’s section before ending up as a voracious reader of mysteries. That original building was lost to a fire in the summer of 2011. The aftermath of that fire – operating in temporary quarters for the library while rebuilding the collection and overseeing construction of a new building – are what Lisa considers to be both the most challenging and the most rewarding part of her career.

She spends most of her spare time driving her 15-year-old daughter from one practice to the next, along with serving at the beck and call of her cat, Polyester.

Shawn Pierce

Shawn Pierce is a librarian with over two decades of experience in the field.



Pierce

She holds an M.L.S. from Texas Woman's University and an M.Ed. in Instructional Technology from Arkansas Tech University. She also has a B.A. in Journalism and a Medical Transcription Certificate. Her interest in people's stories started with painting portraits, which led her to write feature articles for newspapers, then to plan

and provide services as a County Librarian. She is the public services librarian at the Arkansas Supreme Court Library. Her responsibilities include answering reference questions for Arkansas state appellate judges and Pro Se litigants, creating LibGuides, and managing government documents. She also creates public exhibits for viewing by Justice Building visitors. She is passionate about access to and freedom of information. She has served in academic, public, and special libraries in both the technical and public services sides. She has been a medical, news, and law librarian. She also directed the libraries at Philander Smith, Lonoke/Prairie, and Pope County Library Systems. Shawn is a member of several professional organizations, including ArLA, the Portrait Society of America, and the Arkansas Museum of Fine Arts.

Katie Phippen

Katie was born in Little Rock, Arkansas, and grew up in Prairie County in the great town of Des Arc. She received her BA in History from Lyon College. Katie became a teacher in the Little Rock School District, where she taught second and third-grade students. Growing up with teacher parents, she always felt that teaching in some capacity was her calling. The library was always her happy place, and she decided to attend UCA to work toward her Master's Degree in 2013.



Phippen

She is now the teacher librarian at William Jefferson Clinton Elementary School in Sherwood. She says, "I love my students and watching them learn to love reading; and having them share their favorite books makes my day." Katie also serves on the North Little

Rock Library System Board of Trustees. Katie lives in North Little Rock with her husband, Aric, their two boys, Bodhi and Freddie.

Amy Shipman

Amy Shipman has worked in Arkansas libraries for the past ten years. She has spent three years at the Garland County Library and seven years in school libraries.



Shipman

Currently, she is the library media specialist at Lakeside High School in Hot Springs, Arkansas. Amy was the Arkansas Association of Instructional Media's 2022 School Librarian of the Year and has been recognized in state organizations such as the Arkansas Declaration of Learning and the Arkansas Library Leadership Institute. She is honored to be recognized by her colleagues, but her greatest achievement is creating a safe and welcoming space for her students. Amy's passion is creating a library program that reflects her community and is a place where students can find books, learn, and play. Her library is always full of laughter and on occasion waffles, which is the students' favorite day in the library!

Kacy Earnest Spears

Kacy Earnest Spears currently serves the Springdale Public Library as their Circulation Supervisor where she oversees operations for a staff of 15. She graduated from Emporia State University with a Master's of Library Science degree in December of 2022, and she continues to seek professional development and continuing education opportunities. Kacy enjoys networking and meeting new people in the library science profession. Last year, she joined the Arkansas Library Association's Conference Committee, where she worked with the catering sub-committee to make menu decisions. She also designed the conference t-shirt.



Spears

Kacy is a board member for the Friends of the Pea Ridge Library and assists First Presbyterian Church of Bentonville with their growing church library.

She lives in the mountains of Bella Vista, Arkansas, with her spouse, dog, and two cats. In her spare time, Kacy enjoys cycling, cross-stitching, playing video games, and baking anything with chocolate.

Lacy Wolfe

Lacy Wolfe is a Youth Services Manager at the North Little Rock Public Library System. Prior to working in the public library, Lacy worked for 10 years in various roles in academic libraries, including



Wolfe

electronic resources, reference, instruction, and interim director. Lacy served as the Arkansas Chapter councilor to the American Library Association from 2016-2021. She's served various roles within ArLA and ALA including chairing and membership in several committees. Lacy participated in the inaugural Arkansas Library Leadership

Institute (ALL-In) hosted by the State Library and continued working with following cohorts in a mentorship capacity. In 2014, Lacy was chosen to represent ArLA as an Emerging Leader in ALA and in 2021, Lacy was awarded the Suzanne Spurrier Academic Librarian Award. Lacy is passionate about serving Arkansas libraries and connecting them to the national and international library communities. She's received fellowship and grant support to attend two International Federation of Library Association (IFLA) conferences in the US and Greece.

In her spare time, Lacy enjoys reading, sewing, knitting, hiking, and traveling.

SELA Representative Nominee Rev. John Paul Myrick

John Paul (J.P.) received his Master of Library Service at the University of Alabama School of Library and Information Studies in Tuscaloosa, Alabama. At present he is executive director and regional librarian at East Central Arkansas Regional Library System in Wynne. He has been there since 2013.



Myrick

From 2006 to 2016, he was an adjunct professor at the University of Alabama in Tuscaloosa's College of Communications and Information Sciences. J.P. belongs to many library organizations: American Library Association, Public Library Association, Association for Rural and Small Libraries (Finance Committee member), Arkansas Library Association (Executive Board member, Intellectual Freedom Committee chair), Southeastern Library Association (Author Awards Subcommittee, Intellectual Freedom Committee), and Association for Bookmobile and Outreach Services. He is also active in his community, where he has been involved with the Cross County Chamber of Commerce, Cross County Arts Council Board of Directors, and Woodruff County Library Foundation Board of Directors and served as chair of the Cross County Hometown Health Coalition.

AROUND ARKANSAS:

by *Heather Hays, Associate Editor*

Congratulations to Dolores Deuel, who retired from Siloam Springs Public Library on July 29, 2022. She began working as the library manager in April 2012. During her tenure, Deuel



Left to Right: Dolores Deuel, retired library manager, Siloam Springs Public Library; Hadi Dudley, library director, Bentonville Public Library. Photo by Jess Pendergrass.

opened a beautiful new facility in March 2016 and expanded the library's digital resources. Deuel recently dropped by Bentonville Public Library to register for a library card. She plans to enjoy her retirement by reading for pleasure and attending Northwest Arkansas Naturals baseball games with her husband, among other interests and hobbies.

Deuel is succeeded by Stephanie Freedle. She previously worked six years at the John F. Henderson Public Library as a branch manager in Westville, Oklahoma. Freedle also has academic experience from the University of Arkansas Libraries. Freedle's first library job was at Fayetteville Public Library, and she graduated from the University of North Texas. Welcome Stephanie!

In April, Siloam Springs Public Library (SSPL) went through an ILS conversion, and during a period of system downtime during the conversion, staff from SSPL visited Bentonville Public Library (BPL) for a tour and visit with fellow NWA library staff. The SSPL group checked out BPL's Library

of Things collection, public spaces, and working procedures. Both library teams enjoyed their time together.

Joyce McCain, age 75, of Russellville, passed away Saturday, December 24, 2022, at Arkansas Hospice River Valley Home. She was a 1969 Arkansas Tech University graduate and employed by ATU at the Ross Pendergraft Library from 1969 to 2009, with over 40 years of service at the time of her retirement. She will be missed.

Connie Mae Whitlow Zimmer, age 72, also of Russellville died Tuesday, January 10, 2023, at St. Mary's Regional Medical Center. Connie earned both her bachelor and master's degrees from Western Kentucky University. Connie worked at several public and school libraries in Kentucky before moving to Arkansas in 1990. She became a faculty member at Arkansas Tech University, preparing teachers to become school library media specialists. She worked tirelessly to promote school library services and library media specialists in Arkansas. She also served a term as president of ArLA.

A final passing to note in the library vendor world, that of David Waters of Infobase. David

had been with Infobase and Credo for almost 20 years and was an integral part of their team and community. His service area included Arkansas, but he will be sincerely missed by all.

In January, the Ross Pendergraft Library & Technology Center at Arkansas Tech University welcomed its new library director, Eric Rector. Mr. Rector comes to us from southwest Virginia, where he served as the library director at Ferrum College.



Rector

Before working at Ferrum College, he spent the previous eleven years honing his craft in reference, government documents, electronic resource management, collection development, and web services in positions at the University of Maryland Baltimore County and University of Maryland, Baltimore. In 2008, he joined the Commonwealth Medical College in Scranton, Pennsylvania. After building the library's electronic collections, he became the director of Academic Services, where he led a team in designing, developing, and supporting technology-enabled spaces, educational technology, AV services, and classroom support.



Siloam Springs Public Library visits Bentonville Public Library. Left to right: Lacy Snarr, Jennifer Cobb, Leah Humphrey, Ivy Dodson, Stephanie Reed, and Stephanie Freedle.

The UAMS Library has a new Library Director – Jeff Slagell, MA. He will start in this role on August 1, 2023, succeeding Lisa Smith, MLS, who retired on January 14, 2022.

Jeff has experience in interdisciplinary (Otto G. Richter Library at the University of Miami, Florida) and academic libraries (University of Arizona, Tucson, Arizona and Delta State University, Cleveland, Mississippi). He brings administrative experience from more than 15 years serving as Dean of Library Services at Roberts-LaForge Library at Delta State University. Jeff earned his Master of Information Resources and Library Science degree from the University of Arizona.

Libby Ingram served as the Interim Library Director after Lisa's retirement. Libby and the entire UAMS Library team are looking forward to working with Jeff.

Carol Powers of Conway passed away June 1, 2023. Carol spent her career at UCA after beginning as a school librarian in North Little Rock.

Carol received degrees from what is now UCA and Vanderbilt University. She began her career as a school librarian, became the first school library supervisor for the North Little Rock School District, and served as chair of the School Library Division of the Arkansas Library Association. She joined the faculty at UCA, where she taught library science, served as vice president of the Faculty Council, served on various committees, and sponsored student organizations. Carol served in numerous capacities including acting director of Torreyson Library, assistant to the director, head of public services, head

of reference, and was library liaison with the Friends of Torreyson Library. After 37 years she retired early from the profession she dearly loved but continued to volunteer at the Faulkner County Public Library in Conway.

An update from former State Librarian Carolyn Ashcraft. She was appointed to the Grant County Library board last August by the County Judge and regularly attends GCL and Mid-AR Regional board meetings. She's hoping her expertise will be helpful. Otherwise retirement is going well. She reports that one knee was replaced in 2021, and she hopes to have the second one done in 2023. She's doing crossword puzzles, a little reading, and enjoying a few afternoon naps!

Our own Lynn A. Valetutti, director of Library and LMS Departments at National Park College Library in Hot Springs, was named one of ACRL's Members of the Week on June 12, 2023. Congratulations!

A reminder to Arkansas librarians: please submit news items to me for the next *Arkansas Libraries* issue! Births, deaths, new hires, retirements, funding, new buildings, and news that affects Arkansas libraries would be perfect fits for this column. Just jot me an email at lhays@bentonvillear.com, and you'll most likely see it published in our journal.

Heather Hays is senior librarian at the Bentonville Public Library.

Communicating through Social Media in Academic Libraries

by *Shenise McGhee*

University of Arkansas at Pine Bluff

Introduction

Libraries participate in social media for many reasons but primarily to communicate information about library services and resources and engage with their communities. Social media sites may have their own terms of service, privacy, acceptable behavior, and stated consequences for violating those terms of service. This paper examines if social networking sites have positive or negative impacts on how libraries communicate library services.

Walaski (2013) suggests the opportunity to use social media to deliver information services is built on established relationships, trust, and credibility.

Social media is used to deliver messages to specific audiences who consistently use those systems. An organization must understand the expectations of the audience in advance, in order to create trust and a positive relationship with its members, who will benefit from regular delivery of messaging. For instance, our institution uses Facebook to let students know what events are coming up on campus, but we also use social media for featuring student feedback on academic concerns.

Walaski (2013) illustrates commonly used channels, such as Twitter, YouTube, and Facebook, that communicate quickly and effectively with their network of followers. Twitter can be utilized to deliver a concise message in a crisis. For example, #The wildfires spreading. Northeast at 300 mph. @Channel19News #Evacuate. An organization can

monitor messaging through character hashtags, and members can quickly respond to the relevant post. The member who sends the organization a direct message with the character @ expects direct replies. Twitter allows for ongoing direct engagement with its followers.



With YouTube, users upload videos that are created on other platforms, which are then shared with multiple social media platforms, such as Facebook. YouTube can restrict comments from viewers. In contrast, Facebook Fan Pages (as opposed to individual Profiles) encourage comments and are set up by organizations to build an audience who will “like” their Fan Page and then receive updates automatically. Facebook Fan Pages are a great tool to communicate with and promote your organization to a wide audience. Facebook Groups is a platform where members can join and interact using a forum. The interaction on Facebook Groups, which can be public or private, is between members who share similar interests and not a one-way communication from an organization. This message delivery requires monitoring, with moderators responding and replying on a frequent basis to comments in the forum. Facebook Groups exist for collaboration; users plan, discuss, and share ideas (Walaski, 2013, p. 45).

The Challenges of Social Media in Delivering Information Services

Bertot (2012) states there are many challenges with social media technologies in the areas of personally identifiable information, the security of government data and information, and the accuracy of publicly available data. The Children’s Online Privacy Protection Act (COPPA) bans anyone collecting individually identifiable information from children under the age of 13.



COPPA predates the invention of social media networks, and therefore does not make mention of personally identifiable information when it comes to social media. The federal government has

privacy laws to protect the identity of individuals in federal records. The Privacy Act of 1974 establishes a code of fair information practices that governs the

collection, maintenance, use, and dissemination of information about individuals that is maintained in systems of records by federal agencies.

The Telecommunications Act of 1996 was developed to ensure accessible information and communication with technologies used online. Section 508 requires that individuals with disabilities, who are members of the public seeking information or services from a federal department or agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities. Social media technology services have not complied with this section of the law. Policymakers should force social media services to meet the federal standard for people with disabilities (Bertot, 2012, p. 32).

Why Use Social Media

King (2013) describes five reasons to use social media in libraries: listening, making connections, getting responses, taking advantage of mobile technology, and extending reach. The first cause, listening, is used in social media to identify what issues your patrons feel are important to discuss. Create a topic that asks students how the library can better serve students regarding research, space, or services, and wait for a response from the students. Social media works incredibly well for making connections and sharing ideas. Have a group collaborate to discuss a serious topic relevant to students, such as misinformation or censorship. A library can moderate responses in a way that encourages civil discourse. Library staff are not tied to a single place, which in the past was in front of a desktop computer. Mobile technology allows for fluid communication of ideas from anywhere on campus.

Social media is a great way to reach your audience and can instantly communicate what is happening in your library. Use social media to post events or advertise new services offered in the library, often for no cost to the library. Social media provides a direct connection with your patrons (King, 2015, p. 7).

Conclusion

Social media has dominated the world of online interaction through platforms such as Facebook, Twitter, and YouTube. Mobile technologies have liberated users from a physical presence in a library, which can create problems for libraries in communicating with their patrons. Libraries can leverage the power of social media networks to reach greater numbers of students with direct communications. In addition, libraries are in the position to create feedback channels from students who perhaps wouldn’t ever feel comfortable responding to traditional channels of communication. Libraries also can provide models of how to use social media responsibly and create civil discourse.

The downsides of social media as a library communication tool include being aware of privacy concerns and creating an inclusive, accessible, and civil space for questions and discourse. It is also challenging to find the balance between allowing discourse and controlling a library's messaging. Overall, the benefits of using social media to communicate with students, who are commonly comfortable in this online space, outweigh the potential negatives.

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Shenise McGhee is associate librarian at the University of Arkansas at Pine Bluff's John Brown Watson Memorial Library.

TRAINING: TIPS, TOPICS & TECHNIQUES: Strategies for Successful Onboarding

by Elizabeth DiPrince, Chrissy Karafit, and Joanna Warren, University of Central Arkansas

Has your library struggled to make sure that new employees are receiving important initial information in a timely, complete, and consistent manner? The UCA Library formed an Onboarding Task Force with the goal of identifying and documenting procedures for orienting new personnel within our institution. To help new employees feel



DiPrince



Karafit

included in the team and empowered to perform their job, supervisors must communicate consistently and share accurate information about policies and procedures. Moreover, the task force wanted to make sure that new employees feel welcome and comfortable asking questions

about policies, procedures, and workplace culture.

The UCA Onboarding Task Force began by identifying critical training documentation for new library personnel, as well as administrative tasks needed to establish workplace access and channels of communication. Recognizing the significant scale of the documentation needed, task force members had to consider the best methods for organizing and sharing the information among all library supervisors. After reviewing professional literature about new employee orientation, task force members selected a variety of communication methods co-located within a LibGuide.

Checklists offer a low-tech, simple way to provide a general roadmap for training and enable new employees to see what information will be covered. However, checklists can also be overwhelming, and the task force found that breaking the lists down by timeframe helped to provide the information in a more manageable format. Timeframes include actions to complete before the employee starts and spans to the second week of work and beyond. Checklists can include administrative details and minutiae such as making arrangements for office keys, ID cards, and office



Warren

mailboxes, as well as reminders to discuss broader issues such as the library mission and values.

While checklists can offer a roadmap, additional content is required to support those tasks. The task force decided that a LibGuide was a good place to collect that content and to store the checklists. Documents, forms, videos, and tutorials can all be stored on the LibGuide and provide easy access for all library supervisors while maintaining some level of privacy and security for internal library documents. Maintaining an Onboarding LibGuide also ensures that supervisors aren't using out-of-date content and improves the overall consistency and accuracy of information provided to new employees. Offering a LibGuide that is accessible to all library personnel helps to preserve onboarding procedures even when supervisor turnover occurs.

Beyond electronic resources, the task force also has plans to create Welcome Folders that would be provided to the new employee, with a printed schedule of the day, a welcome letter, campus and library maps, a list of where to eat on campus, and other important information. This might be especially helpful if there is a delay with the employee having email and network access. Documents included in the Welcome Folders can also be linked within the LibGuide, making the information readily accessible to all employees as well as easy to update as needed.

The task force also looked at ways to provide an open and welcoming environment for new employees that extended beyond the supervisor/employee relationship. The task force is looking at creating a list of library ambassadors. A library ambassador would be other library employees who

would be willing to answer the new employee's questions, show the new employee around campus and the library, and provide information about the general organizational culture. The idea is to provide a place for the new employee outside their reporting structure to ask more informal questions.

Of course, the Onboarding LibGuide is only useful as long as the information included remains current and accurate. The task force must determine how to ensure continued maintenance of documentation and checklists. Also, the task force must devise a method to evaluate the onboarding process. Collecting feedback from new hires within the first three months may provide useful insights for refining the onboarding process.

In addition to training, new personnel need to understand their role in the library and the library's role within its community. This understanding helps personnel to see how workflows are interconnected in supporting library services and emphasizes the value of each employee. Combined with a welcoming environment and appropriate training, understanding employee roles supports individual satisfaction and organizational success. While the Onboarding Task Force's work is in its early stages, its members look forward to making this process more streamlined and efficient for future employees.

Elizabeth DiPrince, Chrissy Karafit, and Joanna Warren are faculty librarians at the University of Central Arkansas in Conway.

FACES OF ARKANSAS LIBRARIES: A Joyful Sound: Multicultural Outreach Librarian Brings Inclusion and Learning to Springdale

by Nakeli Hendrix, Bentonville Public Library

On a recent Sunday afternoon, vibrant sounds of Spanish music filled the Springdale Public Library. Near the entrance, a live band performed a medley of songs to celebrate the late singer Selena Quintanilla Perez's birthday. Patrons enjoyed the music and a



Evans

handful of them joined in with dancing. They sliced a cake, and a Selena impersonator shared Spanish/English Storytime with the little ones. The whole event was planned and executed by Tanya Evans, the Multicultural Outreach Librarian at the Springdale Public Library. As part of her position, Tanya plans programs for the city's immigrant and non-English speaking populations, and much of her time is spent outside the library. Besides cultural celebrations, she implements immigration clinics, presents ESL classes, and leads a Spanish-language book club.

"I visit adult education programs with ESL students and speak with them about the benefits of having a library card, like free ESL classes, free programs for children, and citizenship preparation materials," she explained.

In a typical day, Tanya spends a few hours

at the reference desk, attends outreach events, collaborates with community partners, and plans upcoming programs and events. Her favorite part of librarianship is programming and helping people at the reference desk.

Growing up in Dermott, a town in southeast Arkansas, Tanya never imagined becoming a librarian. Although she's always loved books, and her grandmother taught her to read at an early age, she always considered different career paths, such as becoming a doctor or television newscaster. She does remember her elementary school library that had "endless books like a book buffet!"

However, when working as a part-time adult ESL teacher five years ago, she saw an ad for the Multicultural Outreach Librarian position. The job piqued her interest because they wanted a Spanish speaker, and she was eager to put her Spanish language skills to use while helping people. Tanya also had a breadth of experience working with other cultures and figured correctly that her combined skills would be a good fit.

Her favorite thing about working for the Springdale library is their service to the Marshallese and Latino communities. She also enjoys the library's location in Murphy Park near a small fishpond. In her free time, she reads a variety of books, especially non-fiction. She also



Springdale Library recently hosted the local community for Happy Birthday, Selena Quintanilla Perez! ¡Feliz cumpleaños, Selena Quintanilla Perez!

enjoys studying Mandarin Chinese and cooking, with an affinity for desserts. She is "learning to enjoy" spinning class and going to the gym.

Tanya's biggest professional accomplishment so far was developing Marshallese Storytime. During the library's COVID-19 pandemic closure, she was looking for creative ways to continue serving their immigrant and non-English speaking communities. After seeing the New York Public Library's virtual Bengali Storytime, she was inspired. The Marshallese population in Springdale is the largest outside of the Marshall Islands, and the library has "a very impressive collection" of Marshallese children's books, she said. The videos of leaders in the community reading these books went viral in the Marshall Islands and other Marshallese communities throughout the United States. Librarians in the islands even contacted Tanya to thank her for sharing the videos.

Shortly thereafter, she applied for a Talk Story Grant through the Asian/Pacific American Librarians Association. The grant helps library organizations highlight stories from AAPI (Asian American/Pacific Islander) and AIAN (American Indian/Alaskan Native) communities. This time, they created storytimes focusing on the Marshallese community's oral traditions with elders sharing fables and legends passed down through the generations.

In a recent American Library Association's Social Responsibilities Round Table newsletter article, Tanya advised those wishing to improve their library's multicultural outreach efforts to "Learn about the culture and immerse yourself as much as you can with an open mind to new experiences and new relations."

When asked about her vision for the future of libraries, Tanya says she wishes libraries were better equipped to provide services for homeless patrons. She would like to see libraries provide more job training and career readiness, especially for adults. She also would like to see more social services. "It would be great if libraries of the future would be equipped with social workers or food pantries," she said.

Nakeli Hendrix is library specialist at the Bentonville Public Library in Bentonville, Arkansas.

ALA COUNCILOR'S REPORT: LibLearnX 2023

by *Crystal Gates, North Little Rock Public Library System*

LibLearnX 2023, held in New Orleans, Louisiana, saw considerable governance work continue. Council again voted to repeal the Constitution and amend the Bylaws to be a single governance document. The next step takes the decision to our membership. Additional work included discussions regarding the membership dues structure. A new dues structure streamlines the options for membership and adjusted roundtable dues were approved with a three-year contingency plan to assist those who may be adversely affected by the changes. Our traditional dinner for Arkansas members attending conference was delightful. Thank you to all who attended and shared this time with each other.



Gates

Annual 2023

At the time of writing, the ALA Annual Conference and Exhibition is in front of us, from June 22-27, 2023, in beautiful Chicago. We have a full schedule of events for you to learn and enjoy. The Library Marketplace hosts exhibits, stages, and resources with more than 550 exhibitors, over 300 author presentations, and nine LIVE stages! I have scheduled a dinner for the Friday evening of conference to gather up any Arkansas library workers who would like to enjoy some fellowship.

One session that I am excited to see is Nikki Grimes and Brian Pinkney discussing their book, *A Walk in the Woods*, available September 2023. In this moving account of loss, a boy takes a walk in the woods and makes a discovery that changes his understanding of his father. Grimes is the recipient of the Virginia A. Hamilton Lifetime Achievement Award and more. Pinkney is the son of Jerry Pinkney, the original illustrator of *A Walk in the Woods*, and is a Coretta Scott King Book Award winner.

Along with learning and governance, ALA Conference also offers opportunities for Council to hear Resolutions put forward by groups and individuals. Resolutions may be submitted to the ALA Resolutions Committee (alaresolutions@ala.org)

throughout the year. Upon their satisfactory review, resolutions are inventoried and placed in queue for posting to the agenda of the next respective Council or Membership meeting. For more detailed information regarding how to prepare resolutions, visit: www.ala.org/aboutala/governance/council/resolution_guidelines.

For the first time ever, the ALA Membership Meeting will be hybrid so that those unable to attend conference in person can participate virtually. Anyone interested in attending (even those who will be present physically) needs to sign up in advance so that voting arrangements can be made. All votes will take place online.

Censorship

As librarians and library workers, we condemn censorship and work to defend each individual's right to read under the First Amendment and strive to offer free access to information. Over the last year or so, we have seen threats directed to public and school libraries and library workers. ALA offers a clearinghouse of resources to assist library workers and advocates in responding to and supporting others facing challenges.

Every year, ALA's Office of Intellectual Freedom (OIF) compiles a list of the Top 10 Most Challenged Books in order to inform the public about censorship in libraries and schools. All reports of censorship activities remain confidential until you advise the office otherwise. However, OIF contributes far greater value to our profession than simply compiling a list. The office also works with state and local leaders to fight the good fight, becomes plaintiffs once challenges necessitate legal action, partners with like-minded organizations and industries, and sometimes simply offers a listening ear. OIF is active on Twitter and other social media to promote intellectual freedom. Find resources here: www.ala.org/advocacy/intfreedom.

In Arkansas, OIF and the ALA Chapter Relations Office have worked in tandem with ArLA and Advocates for All Arkansas Libraries (AAAL) to fight SB 81, now known as Act 372. Regular meetings address advocacy efforts, legal options, and communication opportunities. As the date for Act 372 to become effective draws nearer, stay tuned to social media, the listserv, and library news for the latest updates.

Crystal Gates serves as ArLA's ALA Councilor and is executive director at the North Little Rock Public Library System.

Remembering Mary Elizabeth Cheatham

Mary Elizabeth Cheatham, age 92 of Malvern, died Sunday, December 4, 2022, in Hot Springs. She was born in Magnet Cove on November 17, 1930, to the late Thomas Lawrence and Margaret Adkins Lawrence. Reared and receiving her early education in Magnet Cove, she later attended UCA at Conway, East Texas State Teachers College, Florida State University, and Kansas State University, ultimately earning her Masters' degree in Library Science. She taught school in the Magnet Cove School District and the North Little Rock School District. Mary served as librarian for the Hot Spring County Library from 1970 to 2000, and in 2014, the name of the library was changed to the Mary Cheatham-Malvern/Hot Spring County Library in her honor. She was the widow of the late Bernard Cheatham, to whom she was married on March 1, 1952. He preceded her in death in 1997. Mary was a member of First United Methodist Church. She was an avid reader and loved to tend her flower garden.

Mary had served on the National Committee on Libraries; the Hot Spring County Museum Board; the Hot Spring County Bicentennial Commission; the Women's Club of Malvern; Delta Kappa Gamma Society; PEO Chapter BW; was recipient of the Distinguished Service Award from the Arkansas Library Association, where she was a lifetime



Cheatham

member; Distinguished Service Award from Hot Spring County Library Board; Community Service Award from Malvern Daily Record (the first given); and was chosen to testify on library funding at the San Antonio hearings of the National Commission on Libraries and Information Science. She was also a lifetime member of the Friends of the Library. Her proudest accomplishment was her children, grandchildren, great-grandchildren, and all their spouses.

Mary's contributions to the library and community were immense. Former State Librarian Carolyn Ashcraft commented on Mary's impact on the development of libraries in Arkansas during her tenure:

"When I first started in 1981 at the Grant County Library, Mary was director of the Mid-AR Regional Library System. She came to Sheridan every week to spend a few hours with me providing guidance and knowledge. Mary was my first mentor, and I grew to value her input. She was always a support to me as I changed jobs and advanced in my career. Mary encouraged me to continue learning by obtaining my MLS degree and by going to meetings and conferences near and far. She also stressed the importance of membership in the Arkansas Library Association. Thanks to Mary's example, I had a clearer idea of the kind of librarian I wanted to be. I was honored to have Mary Cheatham as a mentor and as a friend."

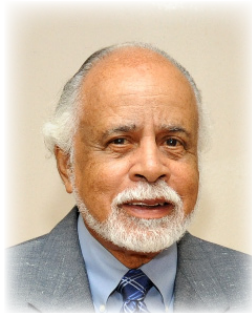
Mary was a mentor to many and devoted her time and energy to serving her community, inspiring the love of reading and librarianship.

Fontenette Retires from UA Pine Bluff Library

by Shenise McGhee

University of Arkansas at Pine Bluff

Mr. Edward J. Fontenette retired from the John Brown Watson Memorial Library at the University of Arkansas at Pine Bluff on December 31, 2022, after serving as library director for 48 years. Edward Fontenette provided over 48 years of academic contributions to student success at the university. He evaluated and administered library programs to support the institution's academic and co-curriculum programs, assisted in the development of the African



Fontenette

American Collection, spear-headed the restoration of the John H. Johnson Family home in Arkansas City, Arkansas, co-chaired the University's Higher Learning Commission for several years, chaired the Committee for Honorary Doctorate Degrees, and was a member of the University's Compliance Committee. In addition to his work for the university, Fontenette was a board member of Jefferson County Public Library for several years and was on the board during the building of the new downtown Public Library. Under Mr. Fontenette's leadership, the Watson Library received high accolades from many of the university's accrediting site visitors and reviewers.

Mr. Fontenette received the Arkansas Library Distinguished Leadership Award from the Arkansas Library Association in 2020. He also represented the John Brown Watson Memorial Library as a panelist in the Historically Black Colleges and

Universities (HBCU) National Academic Libraries Tour sponsored by the American Library Association in 2020.

Mr. Fontenette received a Bachelor of Arts Degree in Political Science from Southern University in Baton Rouge, Louisiana. He received a Master of Science Degree in Library Service from Atlanta University in Atlanta, Georgia. He also received a Master of Arts Degree in International Relations from the University of Denver in Denver, Colorado. The array of job experiences he held contributed

to his strengths in librarianship, such as working in the Library of Congress as a Law Bibliographer; Library Assistant for Art and Music at Denver Public Library, as a Part-time Instructor at Louisiana State University; as Assistant Dean at Atlanta University, and Director of Libraries at Southern University.

The John Brown Watson Memorial Library staff congratulates Edward J. Fontenette on his retirement. We wish him the best in his future endeavors in retirement. He will be greatly missed at the library and university.

Thoughts on AI from a Librarian Who Knows Nothing About AI

by *Jessica Riedmueller*

University of Central Arkansas

Before writing this article, I asked the faculty librarians at UCA if they wanted to contribute any thoughts on ChatGPT. To be honest, I haven't engaged with AI very much aside from a few test reference questions ("What do academic libraries do?"), asking it to create a new Ninja Turtle (which didn't go so well – Name: Shadowstrike; Specialty: Stealth and reconnaissance), and making the cross-stitch patterns of my dreams into reality. One colleague jokingly responded I should have ChatGPT write the article, so I did. The introduction starts like this:



Riedmueller

"The advent of artificial intelligence (AI) and natural language processing (NLP) has revolutionized various sectors, and libraries are no exception. Among the transformative AI applications, ChatGPT, a powerful language model developed by OpenAI, has garnered significant attention. ChatGPT has the potential to reshape library services and user experiences, offering both advantages and drawbacks. In this article, we will explore how ChatGPT affects libraries, highlighting the positive aspects as well as the challenges it presents." (OpenAI, 2023)

True to criticisms I've seen in various academic social media groups, this AI-generated intro says just enough to get by but not enough to be interesting. The benefits outlined in the article amount to training patrons to use AI to help them find book recommendations or answer their reference questions

(boring). The limitations include security and privacy concerns as well as the "potential for biased or inaccurate responses" and a lack of "nuanced understanding" (alarming).

While asking ChatGPT to write an article about itself didn't yield interesting results, I do have a few observations to share about some of the experiences I've had with AI chatbots and search engines.

In the generated article, ChatGPT writes that one of the limitations of the model is the potential for inaccurate responses. I have heard several stories from faculty in and out of the library about ChatGPT making up citations that *seem* real but are actually fabricated. The AI appears to be good at pulling together real researchers, real journal titles, and mostly real article titles that it then jumbles together into a citation that looks real enough. However, when a researcher or librarian tries to find the article, it can't be found because it doesn't exist.

This scenario has already come up at least once in our library. Toward the end of the Spring 2023 semester, a patron came in looking for help finding articles from some citations they had. A bit of time and three librarians later, my colleagues concluded that while the journals were real – and in some cases well-known and well-respected – the articles could not be found. While these fake citations are obviously a problem of academic integrity, they also negate any time saved by asking AI to write a paper, not to mention sending the librarians into an existential crisis around being information professionals who can't find the information requested.

Like any tool, ChatGPT isn't all bad. The UCA library recently concluded a project to identify and define our shared library values. The long list of the words and phrases was put into both ChatGPT and Google's Bard, and the AI was asked to identify themes. The results were pretty impressive, and some of the Bard results ended up on our final list.

I am also excited by ChatGPT's ability to automate some of the basic research processes. I still have some doubts about the effectiveness of natural language processing when it comes to complex research. However, when faced with a clearly stated research query, ChatGPT can create a decent outline. From the same prompt, it can also create a good list of keywords that a researcher could use to find articles in a database.

For example, I recently helped one of our physical therapy faculty create a keyword search to find articles for a systematic review they are working on. It has taken us about a month of emails and Zoom meetings to finalize the initial search string that the research team will use in the PubMed, CINAHL, and MEDLINE databases. While writing this article, I thought I would test ChatGPT to see what it would come up with. Based on my query, "Keywords to find articles about systematic evidence for the inclusion of physical therapy after gynecologic surgery, primarily hysterectomy," ChatGPT was able to come up with a solid list of keywords and even provided me with a basic search query using nested Boolean searches of PubMed's subject headings. While it wasn't perfect – see ChatGPT's noted "lack of nuanced understanding" limitation above – it certainly provided the building blocks of a good search strategy. Had I used it for our project, it may have shaved a few hours off of the keyword identification process.

So, will AI like ChatGPT, Bard, and Microsoft Bing "reshape library services and user experiences"? Perhaps, but a statement like that works on the assumption that libraries are not already constantly evolving and "reshaping" services to fit the needs of their communities. Look at how

libraries have changed post-Internet ascendance. Look at how we've changed since 2020. Perhaps I'm naive to AI's disruptive potential regarding libraries. I certainly have significant concerns about the data that are being fed to these models. For some, the AI bots will be the beginning and end of their search for information, regardless of whether the information they receive is good or not, and the AI models are only as good as the data underlying them and the ethics of the entities creating them. I also find it unlikely that, as these tools get better, they will remain free-to-use, furthering the information inequities libraries are already dealing with. However, I'm also excited to see how these tools evolve and how we can help our patrons learn to use them in ways that enhance their knowledge and their ability to navigate the information landscape. ChatGPT is a tool, and any tool can be worthless or dangerous if you don't know how to use it. Librarians have been teaching patrons how to use tools since our inception – even the card catalog needed a good bit of explaining. As with many other technology platforms, it is the critical thinking skills brought forth through information literacy that will allow proper usage of any tool. And we're good at teaching that!

Jessica Riedmueller is the User Experience librarian at the University of Arkansas' Torreyson Library in Conway, Arkansas. In addition to knowing lots about AI and information literacy, Jessica serves as ArLA Secretary and chairs the ArLA Bylaws & Handbook Committee.

ALPS AT WORK:

ALPs InfoBits

by *Amy DeVooght, Hendrix College*

InfoBits was held Friday, May 12th at the Garland County Library. For the past four months, Arkansas Library Paraprofessional (ALPs) members have worked hard to prepare for the first in-person InfoBits event since 2019. Presenters this year included several staff from Garland County Library as well as other people from across the state.



DeVooght

Amanda Moore, former Library Director at Hendrix College's Bailey Library, gave our keynote speech on working collaboratively and held a session on neurodivergent library workers. They were really informative talks!

Other presenters' sessions focused on programming, leadership, and professional development, all hallmarks of ALPs' interests. In addition, Adam Webb, executive director of the Garland County Library, hosted a session on the much-contested SB81 (now, Act 372). He went through each section of the bill and explained the possible outcomes for Arkansas libraries.

Now that InfoBits is complete, ALPs will spend time discussing the outcomes: the number of participants, the feedback from those participants, and what we can do differently next year. The rest of the summer will likely be sedate compared to early in the year with possible discussion topics from a

couple of our members.

With ArLA being around the corner, ALPs is planning for a business meeting to discuss the future of the community of interest and where we see it going in 2024. If you are interested in joining ALPs, please contact me at devooght@hendrix.edu.

Amy DeVooght is the circulation manager at Hendrix College's Bailey Library. She is the current chair of the ALPs Community of Interest.

ADVOCACY ARKANSAS:

Pride and Dignity in the Face of Conflict

by Vanessa Adams, Craighead County Jonesboro Public Library

"In media res" is one of my favorite literary terms and one that has stuck with me years after first being dropped in the middle of the Trojan War when I read *The Iliad*. I was again reminded of it when I saw Walter White jump out of an RV in his underwear in the first episode of *Breaking Bad*. Besides beginning their stories smack dab in the middle of a crisis, the two stories also share a common theme: too much pride, or hubris. While hubris was the downfall of many characters in Homer's works, and certainly Mr. White's downfall in "Breaking Bad," there is a simpler form, or just plain pride, that can be of great benefit to society, and that's what I've witnessed since becoming the director of the Craighead County Jonesboro Public Library on February 14, 2022.

I experienced my own "in media res" on Valentine's Day, 2022, when I walked into a crisis that had nearly destroyed staff morale. The library's director of eleven years quit amid the very public controversy over the Jonesboro Library's LGBTQ display and a visit by a transgender young adult author. Soon afterward, the assistant director left also, leaving the staff feeling abandoned and unsupported. I was walking into a mess. What was I thinking, actually asking for this job? Maybe I had too much pride and thought I could fix everything. I couldn't, of course, but I learned some valuable lessons about pride and dignity and taking the high road.

It was difficult taking the high road with those who opposed our library's attempt to offer equitable service to our community, since their opposition didn't stop with the library's LGBTQ display and YA author's visit. The opposers' group quickly grew and became vocal about the books on the shelves in our children's library, posting out-of-context photos and excerpts from our material on social media. Often, they posted photos and excerpts from books they



Adams

claimed were on our shelves, but were not. They also accused our library staff of grooming, creating an unsafe environment for children, and pedophilia. No one, besides those working at the Jonesboro Library, realized how beaten down and defeated the library staff felt during this time. I had no idea morale could be that low when I accepted the position. Yet, anyone walking into the library would not sense the effect the turmoil was having on the library staff. The staff seemed to have unanimously decided that they were going to treat library patrons the way they wanted to be treated themselves, regardless of what was being said about them on social media and at the heated library board meetings.

I witnessed the kindness and respect the staff showed to patrons as I observed them doing their jobs. I never would have known there was anything wrong just from observing the staff's treatment of our patrons. Staff continued to operate with dignity and concern for each person walking in the door. Never did I witness, nor did I hear complaints, that a staff member was anything less than professional when dealing with the public, all the while knowing that there was a large group of opposers spending their time trying to humiliate staff with their vicious accusations on social media.

The unfounded claims made on social media about our library staff should have been enough to cause mass exits in employment, but only the director and assistant director left the library, and Jonesboro, for greener pastures. Everyone else stayed to do what they called, "fight the good fight." I heard one supervisor say to her department, "kill them with kindness." Photos of Michelle Obama were displayed in cubicles with her famous quote, "when they go low, we go high," taped below her photo. Our Friends of the Library organization regrouped after an almost three-year absence due to the pandemic and started sending staff gourmet lunches every week from local restaurants that are known library supporters. The restaurants and the FOL members would tell us they were proud of us and proud they were able to do something to show their support. Staff members weren't just thrilled with the delicious, and free, food, they were proud that people cared enough to go out of their way to show them kindness during this stressful time.

The group of library opposers, in a punitive move, managed to convince a majority of voters in Craighead County to defund our libraries in the 2022 November election. Throughout the campaign,

library staff maintained composure and continued to give our patrons the best service possible. Attendance at our programs rose significantly and staff were offering more creative ideas of how to serve patrons who came to the library and those whom they visited with outreach programs. Monetary donations started to arrive in the mail with notes from people stating they were sorry about the election outcome, and they enclosed donations to make up the difference they would be billed on their property tax bills. Many supporters came by the library just to talk to staff and tell them how proud they were to see how well the staff was holding up. Staff told me that everything

would work out and they would continue to do the best job they could with whatever funds they had. Of course, I felt every negative emotion possible, from guilt to anger, but as I listened to staff members tell each other to be careful when they left the building, or laugh at a joke, I realized that I was proud to be a part of this library and that we would be okay.

Vanessa Adams is director of the Craighead County Jonesboro Public Library in Jonesboro, Arkansas.



ArLA
ARKANSAS LIBRARY ASSOCIATION

**AWARDS
2023**

CALLING FOR AWARD NOMINATIONS FOR 2023!
WE ALL KNOW SOMEONE WHO IS DESERVING OF THESE 10 AWARDS. DON'T LET THEM GO UNNOTICED! NOMINATION FORMS AND MORE INFORMATION CAN BE FOUND ON THE ARLA WEBSITE:

WWW.ARLIB.ORG/MEMBERSHIP/AWARDS
NOMINATIONS OPEN NOW-- DEADLINE AUGUST 14TH!

2023 ArLA Award Nominations

by Judy Calhoun

ArLA Awards Chair

This year, more than ever, we need to honor our colleagues that have been a light shining in the darkness in their community. Do you know anyone who's gone above and beyond to impact libraries in the last year? Someone who has stayed the course and stood up for the right to information for all? Who has been a "light" shining in the darkness this past year in your library setting? What better way to honor the work of our talented members of the Arkansas Library community than to nominate them for one of the ten awards

available from the library association. The awards ceremony at our fall conference is the perfect way to recognize colleagues for their hard work and positive contributions to the library profession in our state. The following awards will be presented at conference:

- The **Ann Lightsey Children's Librarian Award** recognizes a current or recently retired children's librarian who has provided dedicated and exceptional service to Arkansas' young people through a public or school library.
- The **Arkansas Intellectual Freedom Award** recognizes an individual or a group that have made significant contributions in support of

intellectual freedom on behalf of a library in Arkansas.

- The **Bessie B. Moore Trustee Award** is given annually to an individual trustee or a board of trustees that have made a substantial contribution to the development of a library at the local, regional, or state level.
- An annual **Distinguished Service Award** recognizes an outstanding achievement in a specific area of librarianship by an Arkansas library employee.
- The **Francis P. Neal Award** recognizes a career of notable service in Arkansas librarianship by a library worker who is retired or no longer working in libraries.
- The **LaNell Compton Award** the prize is given to the author of the best contribution to library literature published in Arkansas Libraries during the eligibility period.
- The **Lorrie Shuff Paraprofessional Award** is awarded to an individual for distinguished service as a paraprofessional library worker.
- The **Retta Patrick Award** recognizes an

individual Arkansas librarian who has made an outstanding state or national contribution to school librarianship and/or school library development.

- The **Rising Star Award** is given to an individual who has been a library worker for less than five years and who has provided exceptional service to their library community.
- The **Suzanne Spurrier Academic Librarian Award** recognizes a currently employed academic librarian who exemplifies a spirit of outstanding service and dedicated professionalism.

Any Arkansas library employee or library-affiliated person such as a trustee can nominate a colleague for an ArLA Award. Full eligibility and awards criteria can be found at <https://arlib.org/membership/awards>. To nominate someone, please fill out the nomination form located on the awards page. **Deadline is August 14th**. If you have any questions about eligibility, criteria, or the nomination process please contact Awards Committee Chair, Judy Calhoun at director@searlibrary.org.

ADMINISTRATION & MANAGEMENT: COVID Insights for High-Conflict Situations

by *Kristin Cooke, MLS*

Administration and management professionals are often charged with bringing disparate voices and objectives to consensus. Leaders are often called upon to eliminate silos, barriers, or any other buzz word that might signify difference. Keen administrators can discern the commonality in even the most uncommon teams and leverage that commonality in furtherance of the organization's goals. For many leaders, the problem changes, but the formula persists: 1) Discover the common goals. 2) Uncover the mutual benefits of moving past the impediment. 3) Build consensus by elevating the benefits that exist in the commonality. 4) Lead the more united team toward attainment of the institution's aspirations. 5) Repeat. (*Successful leaders do not despair when they realize that the formula is inherently recursive.*)

For a respectable amount of internal angst, the formula proves to be a useful tool. However, libraries can often face external crises where the level of consensus or the common assessment of the problem is irrelevant. No amount of agreement



Cooke

restores a slashed budget, reverses a natural disaster, or resolves any other existential crisis library staff and leaders may face. In extreme cases, the consensus *can become the problem* driving everyone into despair. There is no added value in placing the bellows at the base of a fire fueled by dread, and no amount of strategic planning can restore someone's optimism, energy, or hope. Weary travelers are also rejecting another staple of management textbooks and blogs: relentless positivity.

With an expired playbook, a flagging workforce, and a high-conflict world composed of communities in desperate need of library services, administration and management professionals are left wondering what remaining solutions they must provide. Some exhausted leaders are still recovering from the call to be a relentless stalwart during the COVID-19 pandemic.

It is okay to be tired. It is okay to be human. Notwithstanding any library cats, it would be a safe venture to guess that each library staff is composed exclusively of humans. As was learned so vividly during the COVID-19 pandemic, humans are complex, and in some cases surprisingly so. For many, the COVID-19 pandemic is much too recent or painful to revisit, but we would be remiss in not doing so.

We remember that the pandemic required an ever-evolving approach to staffing, administration, and service delivery. The pandemic opened new challenges within our staff where each member approached the same threat, the pandemic, with different resources. Each library had employees that seemed to be relatively unphased and some

that experienced the full weight of the uncertainty, conflict, and stress wrought by the pandemic. Some of our staff relished being alone in sequestered offices while some yearned for meetings in large boardrooms filled with people. Personal responses to the pandemic were as unique as the patterns on our face masks.

When vaccinations became more readily available, and COVID guidelines loosened, staff still demonstrated different levels of comfort with a proposed “return to normal.” Somehow, the wind-down to the pandemic became more confusing than the height. Some staff wore masks. Some stopped. Some transitioned quickly back to in-person meetings, and some have adopted virtual meeting options as a default approach even now. In some cases, meetings became and remained hybrid. Staff embarked daily on a Night-at-the-Roxbury-esque “You? Me?” dance when attempting to determine whether another staff member still preferred face coverings. It was a time marked by confusion, but also respect, humanization, and consideration.

Without knowing it, the wind-down period of the COVID pandemic forced us to reverse everything we’ve been taught about building consensus and implored us to take the time to look and consider each of our employees’ internal resources, health concerns, life circumstances, personalities and every other complicated thing that composes a human, and to intentionally make space for all our unique

edges. The new playbook didn’t endorse relentless positivity or cookie-cutter approaches. The new playbook instructed leaders to abandon the attempt to reinforce commonality and instead honor the unique struggles and resilience of each team member caught in a high-conflict situation.

This new playbook requires significant time and is recursive, just like the old one. Moreover, it requires placing our bellows back at the base of empathy and encouraging our staff to do the same with others. Our very human staff will have different reactions on different days to whatever crisis may be knocking at the library’s door. It could be tempting to panic. Worse, it could be very tempting to pull out the old playbook and plan our way from one crisis to the next, to force, intentionally or not, our colleagues to a uniform reaction, or to throw one “optional” pizza party after another and pretend nothing is happening. Don’t.

Instead, focus on cultivating space. Make space for all the different reactions. Make space for the good days and the bad days. Allow space for the employee that is falling apart today and fine tomorrow even if that employee is you. Make space for compassion for yourself. Make space for your very human staff. When employees and leaders have the space to process their reactions in their way, they can move through the experience and on to what’s possible.

Bentonville Public Library Hosts Groundbreaking Ceremony During National Library Week

by Hadi S. Dudley

Bentonville Public Library

Bentonville Public Library (BPL) hosted a Groundbreaking Ceremony on April 27th for its planned expansion. Although the event was moved inside due to rain, it was a lovely celebration with more than 150 people in attendance. The program featured library service awards, remarks from BPL, MSR Design, and Flintco, acknowledgements from the Bentonville Library Foundation (BLF), and a proclamation by City of Bentonville Mayor Stephanie Orman.

BPL’s expansion is comprised of a 22,975 square-foot addition, with renovation of existing spaces and outdoor amenities planned. Included in the design is an expanded youth services area, with dedicated storytime and craft rooms, a new and larger community meeting room, a makerspace and digital lab, as well as more spaces for patrons to connect, collaborate, or formally meet. The project budget is \$16.75MM and is being funded through a

\$4.5MM City bond extension and private fundraising efforts. To-date, the City of Bentonville and Library Foundation have secured 92% of the money need to complete the project. Bentonville Public Library will celebrate its grand opening leading into summer 2024!



Bentonville Public Library’s expansion. Image by MSR Design.



Custom artwork celebrating BPL's expansion, and BLF's "Making Room for More" capital campaign was designed by Christie King, Library Foundation Board member.

Hadi Dudley is library director at the Bentonville Public Library in Bentonville, Arkansas.



Mayor Stephanie Orman presented a special proclamation to Library Director, Hadi Dudley, celebrating National Library Week and honoring BPL's groundbreaking event. Photograph by Jess Pendergrass.



The BPL team is photographed with Jennifer Chilcoat, Director of the Arkansas State Library. Photograph by Charlie Kaijo.



The Bentonville Library Foundation acknowledged lead donors to the capital campaign, including the Walmart Foundation. Angela Oxford (4th from left) represented the corporate foundation and is photographed with Library Foundation board representatives. Photograph by Jess Pendergrass.

Collaboration Between Libraries: An Invitation to Participate!

by Karen Haggard

University of Arkansas – Fort Smith

Before I began my current job as Student Success Librarian at UAFS, I worked for many years as a middle school and high school librarian in Tennessee. In my last two years at Collierville High School, I worked with others to implement two programs that were collaborative efforts with the local public library and with the University of Memphis.



Haggard

The first was a program borrowed from high school librarians at Arlington High School. Tennessee offered several databases to residents, and one of these was the Learning Express Library. Arlington High School sponsored an evening for students and parents to highlight the resources available for preparation for the ACT test.

In Collierville, we built on this idea by hosting our own ACT night. Collierville had just opened a new, state-of-the-art high school building, which local residents were eager to see. We capitalized on this interest to host our first ACT night at the school in collaboration with the Guidance Department at CHS and the Collierville Public Library. The program began with the Assistant Principal in charge of testing and one of the guidance counselors sharing the testing process at CHS and the importance of the ACT for college admissions and scholarship opportunities. Then high school librarians did a brief demo of Learning Express Library, highlighting the ACT resources. The Youth Services Librarian from the public library shared an additional resource that the library offered to residents, and other staff members were available to sign people up for library cards at the end of the program. About 80 people attended. I still remember the parent who stopped me at the end of the program and thanked me for all the money we had just saved her.

Such a program could be hosted by academic librarians as a stand-alone event or as a session for parents and students as part of a university day

when local students are hosted on campus. Or high school librarians could host the program as we did in Collierville and invite counterparts from their local university to talk about how the university library can support students on their academic journey.

A second program focused on working with AP students. The teacher of the AP English class at Collierville High reached out to me because his students were having difficulty finding sources for their final paper. I contacted the University of Memphis librarians for assistance, and this resulted in a wonderful collaboration with that library that extended to other high schools in our area. The UM Library hosted a session for area high school librarians and their AP teacher of that English course in each high school. They shared with us their outline for teaching on-campus students the same information. They gave us the appropriate contacts to make sure our students had online access to the UM Library. This established a network between the high school libraries and the UM Library to benefit all our students.

Now that I'm working as an academic librarian, I'm in the process of contacting folks from our university and the local public schools to support our own concurrent classes taught to high school students. If you are a high school or academic

librarian, you can reach out to your counterpart in the other institution to find out how you could collaborate. Some of the students in that high school class will come to our university, but even if they go elsewhere, they could benefit from input from a university librarian. We also work with our local Fort Smith Public Library to make that library available to our UAFS students and staff.

Collaboration among libraries to benefit *all* our patrons is not a novel idea, but it just takes some organizational efforts to provide a support for the collaboration to take root. I am on the Community Outreach Task Force in ARKLink, which is working to establish some pilot programs around the state, perhaps even pulling in the educational co-ops in Arkansas to help support our efforts (<https://adedata.arkansas.gov/ARK12/coop>).

If you work as a high school or academic librarian and have an interest in establishing a pilot in your area of the state, please reach out to me by email (Karen.Haggard@uafs.edu) in the coming months. Greater collaboration between our libraries will assist students making the tough transition to college and allow for education on both sides of the high school diploma about what resources we have and can share. I look forward to hearing from you!

Optimizing Connections: *Professional and Pedagogical Benefits from Professor/ Librarian Collaborations*

by *Elizabeth Parish and Dr. Kay Walker*
University of Arkansas at Monticello

Healthy higher education is meant to develop abstract and critical thinking skills in new generations. Nowhere is this development more necessary than in gaining information literacy. Information literacy is essential to successful adulthood in our culture. A powerful tool in this process of development can be interdisciplinary/interdepartmental collaboration, and faculty/librarian collaborations are especially fruitful. Research proves “that an integrated and collaborative pedagogical approach is better for students as well as gratifying for both faculty and librarians” (Kenedy and Monty 116). Integrating information literacy skills early in university studies allows students to build a foundation that optimizes the development of the abstract and critical thinking skills they need. Collaboration emphasizes the authenticity of such work because “when libraries and information literacy are authentically integrated into a course [. . .] students are keenly sensitive to” the results (Sullivan and Porter 37). As student awareness of the relevance and benefit rises, their

achievement also increases. This achievement is documented in research indicating “a clearly visible trend of [improved] scores correlating to the broader integration of the librarian and information literacy into the course content” (Fielding, et al 117). Of course, improved student achievement benefits more than just the student.

When students achieve more, learn more, and develop more, the prospects of their entire community rise. The ongoing need for an educated workforce that is adept at problem solving and information literacy is a benefit to every member. Information literacy skills have different appearances in various disciplines, but the common expert among them is the librarian. When librarians and faculty



Elizabeth Parish and Dr. Kay Walker.

members collaborate to enhance information literacy in students, “discussing what information literacy ‘looks like’ in a particular discipline gives faculty a deeper understanding of how they can address these competencies in their classes and their assignments” (Fielding, et al 119). Available information undergoes constant change, and students must master the skills of recognizing and navigating the flow in order to successfully achieve the education they seek.

Career success depends on this mastery: “How students engage with the changing landscape of information creation, dissemination, and ethical use is central to higher educational goals and students’ posteducational success in their chosen fields” (Fielding, et al 120). Instruction toward such goals presupposes “perceptions by individual faculty that their students should be doing better” (Saines, et al 14). Collaboration between librarians and faculty are a logical starting point to help the students improve. A collaborative report highlighting such a process and its benefits may inspire others to attempt the adventure. A digital services librarian, Elizabeth Parish, from UAM and a faculty member from the UAM English department, Dr. Kay Walter, are devoted to practicing collaboration in ways that empower students by developing information literacy skills. Here is their conversation:

What do librarians hope to accomplish when freshman classes come into the library?

The first thing I hope to accomplish is to have the students realize that I am available to assist them and friendly enough for them to ask for help from me. I hope they become acquainted with my phone number, email address, and my office location for them to not hesitate to come to me for direction in research.

The second thing I hope will come from an information literacy lecture/tour in the library is familiarity with the library building itself. The idea is if you can get them into the building once, they will come back again. Students cannot learn “everything they need[] to know about research within an hour” (Jacobs and Jacobs 74). If we can get the students to become comfortable in the building, they can see it as a hub for study and research.

The third thing I hope to teach the students is how to search for and find what they need for their particular assignment. This is a hope to give the students a basic introduction into research in the library. This includes how to find books using our online catalog and then how to locate them on the shelf using Library of Congress. I even teach them how to browse shelves in their area to locate other books they may not have known existed. We learn about magazines vs journals and how databases relate to them. We discuss peer review and exactly what that means. Naturally this is all rounded out

with citations and a few links to where they can go for help with those citations.

What do librarians hope for from the students?

One is for them to have an open mind to what the library can offer them and not automatically assume that they can find everything on Google. The second thing librarians hope to see from the students is for them to actually hear part of, if not all of the introduction to the library. Having been an academic librarian for close to ten years, I realize that students very rarely listen closely to the entire library tour and lecture. But, the hope is they get at least one really good pearl of wisdom from their time at the library. It helps massively when the professor stays with their class through the lecture as this can ensure better behavior on the part of the class. This keeps the distractions down to a minimum.

What do English teachers hope to accomplish when we hold a class meeting in the library?

The first thing I hope to accomplish is to establish a connection between my students and people who can help them. The school website invites them, lists names of people available to help, and even includes an Ask a Librarian link, but nothing takes the place of a friendly face and a human voice. I want my students to overcome their hesitation to need assistance. I work hard to create a classroom environment that is open, interactive, and supportive. I teach my students to participate in their own education. Especially since the pandemic, students are shy about asking questions. I want them to see the library as an extension to our learning space, part of “the larger picture of student learning on campus” (Jacobs and Jacobs 72). The librarians are our partners on our journey to knowledge.

The second thing I want students to see is the wide array of tools and “not just the tools but the types of information available to them as well” (Douglas and Rabinowitz 155). I hope each student will find a place that feels welcoming and comfortable. If they feel relaxed and at ease, they are more likely to ask for the help they need and to let librarians suggest the resources they will find most useful. After our initial library visit, I give my students a brief quiz to verify mastery of important details. My librarian colleague helps me write the questions for this quiz and grade the responses. That way we both know what needs improving in our presentation next semester.

The third thing I hope librarians will do is adopt the perspective of my students in order to pinpoint specific resources for the current assignment. I work with librarians in advance to make sure we all understand what I want from my students. I give them the assignment sheets and ask for feedback and impressions. I like to meet briefly with the librarians to be sure we both know and understand the parameters of appropriate student responses and

the elements of the rubric by which I will grade the results.

What are a few things students should take away from each library experience?

First of all, I hope students discover ways to problem-solve a path around the most obvious pitfalls. I warn them in advance, of course, of the most frequent mistakes inexperienced writers make. With a librarian in our corner, my students get another chance. A different voice from mine reminds them of the same ideas, and their ability to learn rises dramatically. Forewarned and forearmed, more of my students can succeed.

I hope they find that their university's resources are their own to draw upon. I want them to connect not just with the librarian or the library but with the university itself in tangible ways. I want them to feel inspired to love, rely upon, and support the university they attend. While they are young and academically vulnerable, I hope they grow attached to the university treasures. Soon they will be graduates, and friendly librarians help form the bond which prompts alumni to support our institution. It helps massively when the librarian presents herself as an authority, both an expert in finding information they need and also a successful scholar in her own right. If the librarian demonstrates innovative approaches to their assigned task, they begin to find creative ways of their own to accomplish their goals.

What happens when English teachers and librarians collaborate?

These collaborations with Dr. Walter have enabled me to manage my expectations while working with her students through two assignments each semester. I meet with her classes early in the semester for an information literacy lecture with a tour of the library. We also talk a good bit about their upcoming assignments, especially the annotated bibliography. This assignment is in preparation for their next big assignment, which is a research paper. I also have one-on-one meetings with any students who feel the need for further assistance. As Dr. Walter and I have collaborated for a few semesters now with these particular assignments, I have been able to tweak my lecture each time to better prepare the students.

I can anticipate the challenges they will face and the confusions that generally arise and help them navigate the process of answering the assignments. I have learned to make certain that with freshmen I am teaching them step by step on how to research using databases and the library catalog and not being overly broad in my descriptions. I have also learned to make certain they know what types of sources they need and to explain exactly what those sources are in the context of their research. Many of these students have never been in an academic library before. The Library of Congress classification of

books is unfamiliar to students, so I have to be very basic in my literacy lecture.

Dr. Walter has been an amazing collaborator in this endeavor. She prepares the class by explaining what she expects from them while they are in the library and then remains with them during the lecture, which keeps them more focused and also allows her to expound on the direct relevance of something I may say to the class. She is also very specific in her instructions on the assignments, which has helped me in preparation for the lectures I give them. I feel as we continue in this collaboration that my lectures will only get better in arming the students with transferable skills for their college careers.

When the lightbulb comes on for the freshmen, it can be a rewarding experience. For example, once when I was working one-on-one with a freshman student, introducing her to our databases, she exclaimed "Everyone should be taught this!" Her excitement was palpable at realizing what our library could offer for her classes. I have also played a reassuring role with students. I worked with one freshman student who was an army veteran returning to school after serving her country. She was worried because she was older than her classmates and hadn't had to write in quite a few years. In this situation, I took the time to show her helpful websites in addition to our databases as well as letting her know that I am available for consultation whenever she needs assistance. While each case is different, the role is the same: being available.

How do English teachers benefit from the collaboration?

I do my best work in collaboration. I am a seasoned instructor, and I am completely comfortable asking my students to consider ideas that are new to them and to accomplish tasks they have never faced. It's good to know that they have help, but it's even better to be able to explain it to someone before I try to explain the task to the students. Working with a librarian keeps my teaching fresh, and research provides "convincing evidence that the collaborative efforts to improve information literacy [enhance] the quality of research that students conduct" (Smith and Dailey 325). Working with my librarian colleague challenges me to put in writing the things that I customarily just say to my students. For example, this year she asked me to supply her with the assignment sheet for my upper-level seminar paper. I had never written one! I always expect my upperclassmen to know how to set about research. I have sometimes been disappointed that their response seems superficial and underdeveloped. Writing the assignment sheet gave me a chance to clarify the depth of thought and research that I expected, so it benefitted us all: librarians, students, and me.

Whenever I have a writing assignment, I take it to a librarian. If an expert reader struggles with an instruction, I know I need to revise for my students to understand, and I am grateful for a chance to smooth the path for them long before they stumble. Besides the help I get with my students, I benefit personally and professionally from collaborating with my librarians. I take great delight when a librarian tells me that she has decided to read a book or an author as a result of our interactions. Whenever I am working on a writing project, I turn to a librarian even before I ask Mr. Google for help. My own research depends on explaining my ideas and my research questions to my library friends. They are always patient to listen, supportive of my struggles to explain, and eager to help me search for the information I need. Professionally, the results tend to be a conference presentation or a publishable article.

What benefits are there to the librarian?

On a professional level, this collaboration with Dr. Walter has challenged me and encouraged me to grow in more than a few ways. My research skills are tested and sharpened with each class and interaction as she and her students present me with new and intriguing questions. Dr. Walter suggested collaborating on a presentation showcasing our work together in her classes, and this paper and presentation are a step forward in my professional career.

Conclusions

We feel this collaboration is beneficial to the students in their current classwork as well as all future scholarly endeavors and champion research, which proves “the positive link between promoting IL skills and students’ demonstrated ability to think critically and express this in writing” (Junisbai, et al 604). Instruction in information literacy is urgently needed by today’s freshmen as they are entering the university more and more unprepared for scholarly communication on all levels. Faculty/librarian collaboration introduces them to an entirely underutilized department that can and will assist them in succeeding. We know it is also imperative as a faculty and an institution of higher learning that we learn to collaborate with each other to guide our students to their best and brightest future because “collaboration both in class and behind the scenes [enables] librarians and faculty jointly [to] provide strategic, systematic instruction to produce information-literate graduates and—in the long run—engaged, socially responsible citizens” (Junisbai, et al 608).

It is our intention to demonstrate the teamwork that they will need to practice as they move into positions of social leadership. We want to model collaborative, research-based information literacy development as a means of enabling leadership. The outcomes are socially imperative because

“This is the core of what differentiates collaboration from communication or even cooperation: a willingness on the part of both parties to listen, compromise, and potentially engage in a new way of thinking” (Douglas and Rabinowitz 145). Without this partnership, higher education as we understand it cannot survive. We strongly believe that “information literacy [is] part of the intellectual and practical skills needed to be liberally educated (Smith and Dailey 315). We hope this conversation about our experience will motivate more such collaborations elsewhere in education.

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PUBLIC & REFERENCE SERVICES: Do You Have a Reservation? Using LibCal Spaces for Study Rooms

by *Danielle Kraus*, University of Central Arkansas

It is a well-known fact that everyone in libraries absolutely loves change and welcomes it with open arms. So, when UCA Torreyson Library adopted LibCal to start a reservation system for group study rooms, it was swiftly cheered all around with no complaints or issues - a perfect execution the first try.



Kraus

Ok, you knew that this scenario was too good to be true! Wouldn't it have been lovely? Unfortunately, that's rarely the case, as there are always growing pains with changes and new systems, as well as adjustments that have to be made along the way. Overall, the new study room booking system has been a success and mitigated several issues, even if it was met with skepticism at first and still needs some fine tuning.

While Torreyson Library generally had enough individual rooms to accommodate our patrons, the larger group rooms have always been in high demand. Before the study room booking system was adopted, the group rooms were a metaphorical wild west of "first come, first served" rules. Patrons would stay extended amounts of time; sometimes even camping out overnight, complete with blankets, pillows, and coffee machines. People would trade out to hold the room for the group while others went to gather resources like food and Starbucks.

This behavior would create conflicts among patron groups, and library staff often had to intervene. Patrons would complain about groups being in there too long, and that they did not have an equal chance to use them, or that too few people were in a room and their group was larger or needed it more. Oftentimes, the smaller group rooms meant for two or three patrons would have one person in them, and patrons would demand they be removed in favor for their group, or simply for breaking a rule. It became an untenable situation at times, where patrons were shouting at one another (or even the staff) over a study room. Situations became even more frustrating when members of the public would come and use the rooms meant for students as meeting areas for various groups, locking students

out of using the limited study room resource for sometimes hours on end.

Adopting LibCal for study rooms helped tremendously by mitigating a lot of the issues that were caused by the previous system. Students now have a more equitable chance to book a room, and since they are limited to two hours each day per user, camping out to hold rooms has become a thing of the past. Now a staff member is with them when unlocking rooms, so they are not shouting at one another or even complaining about groups having dwindled to smaller numbers. Community members can be directed to more appropriate spaces to reserve for their meetings, so study spaces are reserved just for students. It also gives us incredibly valuable data with conclusive proof of just how many people are using the group study rooms and library services that may not have otherwise been captured.

That is not to say that the reserved study room system solved every problem without creating some of its own. Now that the rooms are locked, it requires staff to walk out with patrons to unlock the room and ensure a smooth transition between groups. This did increase the workload (and walkload) on the staff, as this was now an added responsibility on the circulation team. It was a trade-off as now staff had to intervene in fewer arguments and take fewer complaints about the rooms, but more trips were needed off the front desk to the study room areas. This also required assigning an extra staff member on some of the shifts to help deal with the workload and assist with other circulation duties.

There were also some things we needed to learn along the way, such as attaching the booking to their official account and allowing patrons to use their preferred names. Originally, patrons were allowed to fill in their first name, last name, and school-affiliated email. This led to some issues of patrons creating fake aliases and emails to continue to book the room for their group. This issue was eliminated by having patrons sign into their school-affiliated accounts to book a room, which auto-populated their name and email address.

However, this created another issue, as some patrons were not using their legal first names and staff were accidentally deadnaming patrons - an issue that was quickly and easily resolved by allowing the patron to fill in their first name, but locking the last name and email from their student account. Patrons also have the ability to add their own group name, which has offered no end to the creative and hilarious titles that brighten staff's day. It's especially amusing when patrons check in with their group room name, such as the "Study Buddies" or "Yo Momma."

Overall, the experience with the LibCal study room booking system has been a positive one, even with the bumps along the way and the fine tuning that is still being done. It has given the librarians valuable stats to show how popular the library is among the students as a social hub and study space. For example, in the last six months of 2022, over 1,600 unique users reserved a study room over 5,200 times for a total over 9,650 hours! To put that amount of time into perspective, someone would have to watch all three extended cut Lord of the

Rings movies 810 times. While I'm sure the students are binge-watching their favorite content in our study rooms, it's at least not back-to-back for the entirety of a *Lord of the Rings* marathon anymore, at least not without several reservations.

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Volume 79, 2022 Index

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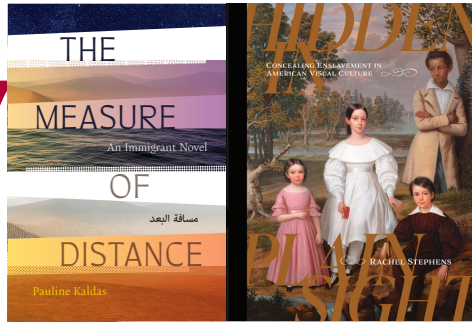


Reading time at the Springdale Public Library.

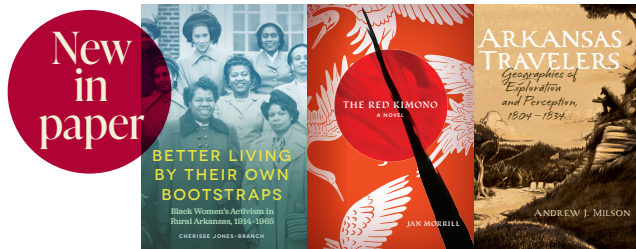


Desley Kay Nobles, first grandchild of ArLA layout editor Ethan C. Nobles, was born Dec. 20, 2022 in Naples, Italy.

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Arkansas Libraries
ISSN 0004-184X