

ARKANSAS LIBRARIES

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Arkansas Library Association

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CORONAVIRUS PHOTO ESSAY



PROPOSED REVISIONS TO ARLA BYLAWS



NEW COLUMNS ANNOUNCED



INTELLECTUAL FREEDOM AND LIBRARIES



ARLA ANNUAL CONFERENCE 2020

Arkansas Library Association, 2020



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Arkansas Libraries

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Cover Photo: Brackett Library at Harding University sent out some library love on social media amidst the pandemic to celebrate National Library Week.

Journal design by Ethan C. Nobles, Ethan@NoblesLawFirm.com

FROM THE ARLA PRESIDENT: Hope Through Adversity

Crystal Gates

2020 ArLA President

They say it is in adversity that we grow. That change happens. This year certainly seems to be the year of adversity. Pandemic.

Lockdowns. Locusts. Civil unrest. The last one is the one that gets to me the most.

Does a pandemic scare me? Sure. Did it affect our libraries? Yes, we closed our buildings, which I never imagined to be something I would need to decide to do. And, I agree, it's when disaster strikes that we find out what we are made of. And boy, do Arkansas libraries shine. Talk about charting new waters. I don't know that any of us could have pictured the last two months. As much as we've innovated to meet the continuing needs of our struggling communities, we still have more to do. Those waves aren't over, yet. Do you know, I wrote those last two sentences before Mr. George Floyd was murdered? I'll come back to this.

But, this year gives me hope. Not just Arkansas libraries, but libraries all over the country have banded together to bolster each other, to collaborate on ideas for electronic engagement, to find ways to build up communities that have been struck down by disease, and all of it embodies the American spirit. One that continues to rise in the face of trials, in the face of uncertainty, and with a face of hope. Hope that we've met the challenges we've faced. Hope that our communities' needs were met. Hope that our stakeholders and government officials have seen libraries rise to the challenge and succeed as innovative educators, community leaders, literacy coaches, art teachers, collaborators, makers, social media experts, and more, all in addition to traditional library services such as books and information assistance.

So - all of the above was the start of my latest article for *Arkansas Libraries*, mostly in response to the global pandemic still impacting us now. But, before I could finish, it became wiped away in the violence and upheaval in our world today. Violence and tragedy that *should* grab our attention. That *must* grab our attention. That should have us looking inward and recognizing that we can always do better



Gates

to stand with our colleagues, with our communities, and with each other. We talk about our profession being a service, serving from our hearts, recognizing everyone as being welcome. Creating safe spaces, neutral places where all views can be heard. As Mrs. Coretta Scott King said, "The greatness of a community is most accurately measured by the compassionate actions of its members." It's time to recognize we aren't just libraries – just buildings – we are a family, a community. A community of hundreds and even thousands of library workers who are passionate about making libraries better, making communities better, and bringing people, all people, together, with compassion.

Our profession, like our country, is diverse: different genders, different races, different faiths, different political beliefs, different educational levels, different family dynamics, and on and on. We ARE the melting pot. In college, I researched *Brown v. Board of Education*, and I finished a project on the continued segregation of a local school system and its effect on its students. Then, a few years ago I taught a SELA session on Diversity and Inclusion. I was so passionate about seeing our differences and embracing them so that we would be stronger, together. I know, you are thinking "so what?" My point is this: I haven't seen enough change, if any. Not since 2001, and not since 2017. And, I'm frustrated. And, I'm white. You know what? It's been almost sixty years – 60 years! – since the civil rights movement culminated in the Civil Rights Act of 1964. Again, I ask, "What has changed? Are we better for it? Am I better for it? Are you better for it?" How does it make you feel to know that where we were in 1964 and where we are in 2020 isn't much different? I can't even begin to understand the level of frustration my Black friends and colleagues must feel. And, I feel at a loss for words. All I can say – and promise – is I am here. I am committed to listening, to learning, to doing. For everyone. Because I agree with something else Mrs. King said, "I don't see how you can separate human rights and the rights of all people, no matter what their sexual orientation is." My change to that sentiment is that I would put my period after what. Because it doesn't matter what distinguishes you from me or from someone else, you are special and have a place in this world. I can't say it better than Dr. Seuss, "Today you are you, that is truer than true. There is no one alive who is youer than you." Dr. Seuss, who wasn't perfect either, but whose books librarians and teachers still use to teach our children the value of every human being and to open the conversation

– the dialogue – we all need to have as we raise the next generation to accept everyone. Period.

On behalf of the Arkansas Library Association, to our Black colleagues, we see you; we care about you; we stand with you; and we are committed to creating a better profession, and a better world, together. As a society, we have a long way to go in addressing the inequities all around us, and we are committed to listening, to learning, and to doing the work to make it better. We can do better.

Arkansas libraries serve over three million

Arkansans. Most of whom you will never meet. Never know. It is imperative that we not become numb. The people that we serve, the people we work with, they have faces, families, hopes, dreams, and yes, stories. Let's not just imagine our story, let's find our story, together.

Crystal Gates is executive director of the William F. Laman Public Library in North Little Rock.

FROM THE EDITOR: A Year of Changes

by *Britt Anne Murphy*

Library Director, Hendrix College

It will not be a mystery that a pandemic dominates almost every piece in this double issue of *Arkansas Libraries*. In a weird way, the coronavirus is what unites us and separates us – not a single person's life is unaffected by this virus, and yet we feel separated from each other and our communities. In this issue, you'll hear a diverse array of perspectives from those working in different libraries about how their lives were disrupted by COVID-19.



Murphy

In more recent days before this issue went to publication, our nation and the world was consumed with another pernicious issue that has been plaguing our society, and again was brought to the forefront by the death of George Floyd. Racism, like the coronavirus, affects every corner of our society – for some of our community, it's an issue that is suffered daily and fought daily, and the majority of our community finally seem ready to join the fight, to demand change, to re-write our social contracts to include everyone. Library workers are agents of social change, no matter if they signed up for that or not. We have active roles to play in keeping all members of our community safe in a collective space whether physical or online, to assist and ensure that everyone has access to the process of democracy, and to allow expression, especially of those voices who have been silenced or are afraid to be heard. What can we do to help develop a vaccine against this social ill? As people who have been trained in



critical thinking, we all have a responsibility to speak up – we have more power than we know to create the space for dialog, to force those legislative wheels into action, to enable civic organization that leads to real change.

We didn't realize back in 2019 that 2020 would be a year of change in so many ways, including this double issue of *Arkansas Libraries*. If you're holding this issue, you'll notice it's heftier than usual – last year the Executive Board approved moving to two double issues: spring/summer and fall/winter with an online conference publication distributed a month in advance of conference. In addition, you might notice that the editorial board has expanded to include three new associate editors. These editors represent three areas: academic/special (Philip Shackelford), public (Robin Campbell), and school (Sloan Powell). They will join Associate Editor Heather Hays in collecting content and revamping our columns to reflect areas of interest that are more important to our constituency. It also means that we are spreading this labor of love over more perspectives and expertise, which translates into a better, more relevant, and more professional journal for you all.

I hope you enjoy the new format, and take to heart the stories from your colleagues. If you find that we missed a perspective, please reach out, or write a piece for our next issue. We want *Arkansas Libraries* to reflect all of you at this moment in time.

Britt Anne Murphy, the managing editor of Arkansas Libraries, is the director of the Olin C. Bailey Library at Hendrix College.

Libraries in the Time of Coronavirus: *A Pandemic Photo Essay*

by ***Britt Anne Murphy***

Managing Editor

Libraries are themselves recorders of history – they hold all of the expressions of human intellect, or as many as have been recorded, but what are we recording of ourselves and our lives during these days of pandemic? I wanted to capture from Arkansas libraries a few of those lives to share and record for now and the future. What follows is a snapshot from different library workers of their existence after our lives changed in March.

By mid-March of 2020, most libraries had closed completely, offering services remotely to their populations in the form of virtual programming for public libraries, and virtual reference for academics. Some public libraries began to offer curbside service for patrons to collect books, and some delivered books to their patrons in smaller communities. Some academics remained open to the student population who remained in the area, with reduced hours, closed stacks, door-side pickups, distancing, and ramped up sanitation practices in place. Public schools transitioned to an online curriculum by March 30 by decree of Governor Hutchison, and so school librarians were in the same boat with academics – trying to find ways to connect with their pupils electronically. The Arkansas State Library had resources informing us to what extent Arkansas libraries had closed, and which ones had wifi from their parking lots. Many libraries, including the ASL, provided resource guides that led to information about the virus and directives from state and federal agencies, information about how to access resources virtually, access to virtual programming, and how to take advantage of free resources offered by sympathetic vendors.

Throughout this time of closure or near closure, library workers were as anxious as any other service industry: How will I take care and protect my health and the health of my loved ones? How much risk should I put myself in to serve my library community? How will I especially take care of those populations that will suffer the most and be the most isolated and technology poor? How will my institution survive the financial blows? How will I keep my job, health insurance, and sanity? When will we re-open? How will that happen safely?

In addition to these “normal” questions we were all asking, library workers had special guilt, that I

term COVID guilt. We are the pillars of our different communities – in times of crisis, our doors are open to welcome those who need support! Shouldn't we be sacrificing for our community – on the front lines, so to speak, so that our vulnerable populations don't suffer from a lack of access to information and tools they desperately need? I saw many vacillate between guilt of being absent from our communities, and guilt of wanting to be absent to protect ourselves and our staffs from what could be a devastating virus. Many put this guilt to work in constructive and creative ways to try and reach out to each other and solve problems the way library workers do – together. Many didn't. Many couldn't. And there's no blame here, just an attempt to account for different perspectives from all of us. All of us have felt anxious, fearful, and helpless during this time – and this isn't normal for us library folk. We know how to use information to staunch fear. Our main mission in life is to help others. And yet, here we are at home separated physically from the patrons who are central to our lives. The lesson is in these accounts. What we can do... what we know we do well is connect. If we can find ways to connect with each other and our communities creatively, persistently, and compassionately, we will have still met our mission in all good faith.

From State Librarian Carolyn Ashcraft in Little Rock:

I was looking forward to having these final months to clean out email, files, paperwork, etc. in preparation for retirement. However, thanks to pandemic my days are busier than ever and I seldom seem to accomplish what I set out to do at the beginning of the day! Our agency is open, although I have 30 of the 40 staff working remotely. ILL, Library for the Blind, reference, etc. are still being handled by limited staff each day.

Thankfully with this pandemic challenge has come some opportunities. I was able to get NLW proclamation from Governor (first time since 2007), had new opportunity to collaborate on the LeadersAReaders initiative (which meant working with Gov's office, ADE, CALS, and us), was able to provide information to AG's office from our state documents, and to look at ways to utilize the CARES Act funding. And now we will have our regular ASL Board meeting Friday, May 1, via Zoom — a first for us.

Guess I'd rather be busy during these last 66 days than to be sitting and twiddling my thumbs. So proud of how the library community has worked through this pandemic in providing help to the general public (whether the library is open, closed, or somewhere in between). Stay healthy and keep washing those hands.

From Nathan James, Deputy Executive Director of Technology & Collection Innovation at CALS in Little Rock on furloughed staff:

We furloughed 55 employees and are reducing hours for 66. Furloughed means the employee is suspended without pay, but we still pay their benefits to them. Furloughed employees are eligible for state unemployment and the \$600 per week pandemic unemployment benefit provided by federal funds. Furlough implies the employees will return to work when the furlough has ended.

The employees who have their hours reduced will be participating in the State's Work Share program, for which we have applied and hope to receive approval soon. With this program CALS will pay for the reduced hours, still receive benefits, the state will pay unemployment for the hours which the employee lost, and they will be eligible for the \$600 per week federal benefit. These employees' reduced hours will also be restored when we need to add the additional capacity. In most cases, the employees who have been furloughed or who will be in the Work Share program will actually make more than they would make at CALS, primarily due to that extra \$600 per week. And we plan to call employees back to full employment once we have work for them again.

We made this decision based on two main factors. First, we simply do not have enough work for 300+ staff to do with all of our facilities closed to the public. And even when we do re-open to the public it will not be at anything like full capacity. Second, we have already lost revenue due to the closure. Thus far the revenue we have lost has been offset by not needing many of the contract services and utilities we normally require when we are fully operational, but as we slowly re-open we will need to start paying for those services again, and at that point we will begin losing money. In addition, we do not know how this will affect property tax revenue, and likely won't know till late in the Fall.

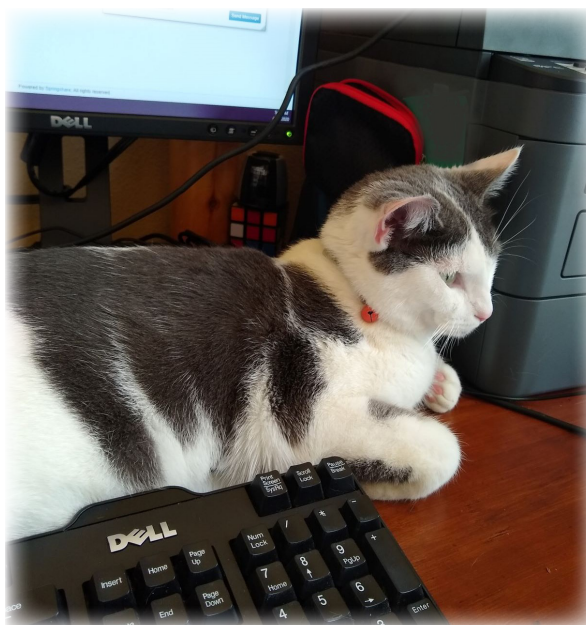
By taking this action now we are able to reduce the impact on our budget and save money while we are at a very reduced operational capacity in the hopes that we can reserve enough cash to get through

the year should property tax revenue drop in any significant way. We are trying to prevent any need to lay off staff permanently should that occur.

From Reference & Instruction Librarian Shawna Thorup at NorthWest Arkansas Community College in Bentonville:

The first two weeks after the shutdown, which included Spring Break, were the most challenging and intense I've ever worked. We walked out with a handful of work supplies on March 13 not knowing when we'd be back. The week of March 16, we had eight one-shot information literacy instruction sessions scheduled for six faculty members. Two faculty members wanted online analogs of 75-minute sessions I'd previously waltzed into over multiple semesters...and they wanted them ready to launch on March 16 and March 18. Over Spring Break, I was able to settle the remaining 13 one-shots left in the semester. Subsequently, we provided multiple online tutorials using LibWizard, various screencasts, multiple Canvas modules, and three synchronous workshops (two using Microsoft Teams and one using BigBlueButton). I'm exhausted, and that's only half my job.

The other half was transitioning our reference services. One of our big challenges was providing one-on-one research consultations with students, a popular service that had been growing over the past two years. Over Spring Break, we taught ourselves how to use Springshare's LibCal and LibChat to schedule, manage, and provide virtual appointments by screenshare using LibChat's built-in Zoom plug-in. This was not simple because each librarian has



to be set up individually; there is no global setting to manage appointments. To see our set up, visit <https://nwacc.libcal.com/appointments>. Then we had to figure out what barriers our students might have and how we might mitigate them. Their appointment confirmation and reminders prompt students to this site to join the appointment - <https://library.nwacc.edu/virtualreference>.

Besides all this, I assisted our team in their multiple endeavors, supported my teen and spouse who both started to work from home, and our family tried to calm a playful, attention-seeking kitten who just couldn't figure out why we weren't leaving his house and getting out of his way. Did you know cat paws can work touch screens and jump you out of the active window? Or that curious cats can easily disengage magnetic power cords causing a complete shut down of your system 10 minutes before a live class meeting? His name is Silver Thorup, and he's the most demanding manager I've ever had.

From Middle School Library Media Specialist Ronda Hughes in Hot Springs:

I never could have dreamed that Friday, March 13, 2020 would be the end of "normal" for quite a while. That Friday I attended the Imagine Your Story Youth Services Workshop at the Ferndale 4-H Center. By noon that day, I had started receiving emails from teachers speculating that the school



would be closed the next week due to coronavirus. My mind started racing with tons of questions about what I should do. Sure enough, later that day



Mrs. Hughes's Virtual Library

Fountain Lake Cobra Digital Prep Academy

Can I help you?



Ask Mrs. Hughes, Library Media Specialist

Read ebooks or listen to audiobooks with Overdrive

Use your Garland County Library ecard.
Email me if you need help.
rhughes@fcobras.com



Ebooks, audio books, movies, and music on Hoopla

Use your Garland County Library ecard.
<https://www.hoopladigital.com/login>

Garland County Library ecards

If you completed your application and returned it to me, you have an ecard account. Lost your card? No problem email me rhughes@fcobras.com and I will email your account information to you.



I received the phone call that the school would be closed the week of March 16 with Spring Break the week of March 23 and school resuming on March 30. Little did I know, that was only the beginning.

How would I keep my students reading? At the beginning of every school year I partner with the Garland County Library to obtain ecards for my students. (That was a lifesaver!) Early in the school year I had instructed students how to use their new ecards to access great digital resources such as Overdrive and Hoopla. I knew that some of them had used these resources, but not all. What to do?

On Sunday night I decided that my students needed a “virtual” library, since they wouldn’t be coming to the school library for a while. I used the Smore Digital Newsletter format to curate a resource that was appealing to the eye and quick and easy to use by the reader. In it I gave directions on using ecards, accessing ebooks from other locations, periodicals, and newspapers. I included enriching resources; virtual field trips, author read alouds, illustrator tutorials, online museums, and live animal webcams. I shared the virtual library by email to students, teachers and other school librarians in Arkansas, social media, school website, and Google Classroom. I spent hours updating this resource as new resources came available. I hosted a Virtual Harry Potter Book Club, where participating students accessed the audio book for free from Audible. We had three meetings on Google Meet to discuss all things HP, with our final meeting as an “HP House Party.” Everyone decorated their rooms and dressed up, and we learned how to make Butter Beer. Students loved it!

It has been a fast and furious two and a half months since the school building closed, but learning has continued. I have met with students on Google Meet, had Zoom meetings with my professional learning community, attended a ton of webinars,

participated in video chats with authors and students, attended the Everywhere Book Fest, and even attended a few “virtual” happy hours to stay connected with friends. Through this process, I have learned to think outside of the box; to be creative in ways of delivering resources to students. I know that my life as a school librarian has changed, as I will continue to utilize many of these tools and resources when life goes back to “normal.” My Virtual Library: <https://www.smore.com/5zn76>

From Agriculture Librarian Necia Parker-Gibson at home from University of Arkansas Fayetteville:

I have it pretty easy during the pandemic. My retired trumpet-playing husband practices many more hours than I realized, but I’m not having to juggle homeschooling. I’m close enough to campus that I can see it on a clear day, but I don’t miss fighting for a parking space. I have enough wif most of the time that I can attend the meetings I need to, and so far I don’t have three simultaneous meetings as some people do. Focus is a bit hard to find, partly because of the aforementioned trumpet practice. I’m trying to arrange for some virtual conferences, but feel like there’s always something I haven’t thought of. I worry about my kids, especially the one who lives near St. Louis, I worry about my frail mother, who has learned to text and does so at frequent intervals. I worry about my colleagues, especially the people I know best and longest, who, as the new Dean said, are in the group of people over 60. I worry about the students, as I think they are the most likely not to self-distance and more likely to be exposed.

The new dog thinks the whole arrangement is



brilliant! We walk, he settles on his cushion in the office, and we are company to each other all day. I have planted more of a garden than ever, and use the time that I would have spent commuting and parking on trying to grow vegetables and a few flowers, primarily zinnias. I have been cooking more, and plan to start to bake bread, and there's always knitting.

From Director Judy Calhoun on the Southeast Arkansas Library System in Monticello:

The Monticello Library has introduced StoryWalk around our walking path and I Spy in the windows of the library. What better way to read a book together than by reading outside while exercising your mind and your body? That's the idea behind StoryWalk. We wanted to inspire an interest in reading and literacy while encouraging outdoor activities for families and still have that connection to their local library. We also introduced Ispy "Puzzled by Pink" and "Game Time". Items are placed on display in the window with a list of items



for kids and families to find.

From retired Arkansas librarian Kay Bland:

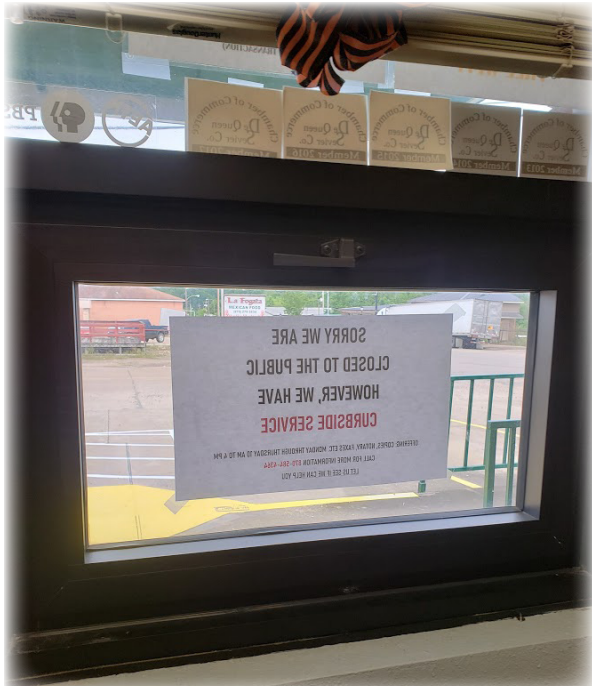
After five years of small town ski resort retirement I convinced my husband that I wanted to move back to Little Rock to be closer to family. Having to drive 65 miles to Target over a mountain pass was getting old and the 400 inches of snow we had last winter did not help. So we purchased a house last fall and moved much of our furniture and worked to get our small condo ready as a rental.

We came in early March to visit elderly mothers and to check on progress of the contractor who was painting and doing other odd jobs...and have been here ever since. We can't visit mothers and have stayed in place. I unpacked all our books. I had purchased a copy of *The Book Woman of Troublesome Creek*. So that became our first couple's book club selection. I was excited to learn that it was All Arkansas Read the Same Book title this year. On the day I unpacked my copy of *Stega Nona*, I learned of the death of the author. I value the information from the professional organizations lists. We are supplementing our Great Books of the Western World Collection with current fiction like the Kellerman detective novels. We retirees are spending our time reading and discussing the books we are reading. Stay safe.

From Head Librarian Johnye Fisher in Sevier County Library's De Queen Branch:

Here is Sevier County Library De Queen Branch dealing with Covid-19. Since the end of March we have been using the drop-box window as a source of curbside service. This has worked well for us and social distancing. As you can see in the photo below we are using all precautions. Wipes, Lysol, Germ-X, gloves and masks. We are closed to the public but working out this little window has saved us thus far. We are offering all the services as before with the exception of computer usage, and if they





need to print they can send me an email, and I print it off for them. So we do faxes, copies, email copies, Notary when I am here, and Story Times via Facebook. We are checking in and out books and DVDs, and, can you believe it, even selling books. We are glad that we are getting to work. We are moving book bar codes from the inside of the books to the outside of the books. This library has been a work in progress, and we all work as a team and couldn't get it done without teamwork.

From Director Adam Webb of Garland County Library:

Here's a bizarre one for you. We've been doing themed days on Fridays for curbside pickup as a morale booster. Staff and patrons have enjoyed it so far. Here's the one we did for Half-oween (six months to Halloween) where we all wore half of



a Halloween costume and handed out candy. It is of myself (Adam Webb) and our Tech Services Librarian Brent Carroll.

From Nathan James, Deputy Executive Director of Technology & Collection Innovation at CALS in Little Rock on reopening plans:

The governor didn't say anything about libraries that I have heard. But on May 11 restaurants may reopen with limited capacity and on May 18 groups may meet at larger venues again (think theaters, etc), but there are lots of rules. That said, I would say CALS has already re-opened because we are providing essential services to the community already, and have been doing so for a few weeks now. We seem to be ahead of many other publics around the US. A few highlights.

- We have served well over 40,000 meals to the youth of Central Arkansas since the March closure.
- We offer curbside service to pick up materials at almost all locations from 2-6 and will begin 9-6 service next week. We use a protocol where patron and staff are never in the same area at the same time, and multiple patrons are never in the same area at the same time.
- We extended wifi as far as possible outside all our locations and many patrons use it from our parking lots.
- We answer all phones from 9-6
- We implemented live chat support on our web site and offer it 6 days a week from 9-6.
- We offer extensive virtual programming every day of every week.
- We are now a part of the state's contact tracing initiative and staff will be assisting with this vital initiative.
- We are planning how to offer public computer use now; it's our next goal. Saline County is

doing this now and we will be talking to them later in the week to discuss their protocol.

- We are planning a fully virtual Summer Reading Club.

We are also beginning to plan for when we will allow the public back into our buildings, but have not set a date. We have already extended our ban on public meeting room use and reservations through

the end of August.

Britt Anne Murphy, the managing editor of Arkansas Libraries, is the director of the Olin C. Bailey Library at Hendrix College.

Library Name	Closure Dates	Remote Services & Availability
Arkansas County Library	Closed until further notice.	Curbside services available Monday through Friday from 11 am - 2 pm.
Arkansas River Valley Regional	Closed until further notice.	WiFi and mobile printing available in parking lot; digital collections and online library card registration available. Staff available by phone Monday through Friday. Due dates extended and fines waived during closure.
Ash Flat Library	Closed until further notice	WiFi available in parking lot; digital collections and eBooks available. Staff available by Facebook or phone from 10 am to 2 pm Tuesdays, Wednesdays, and Thursdays at 994-2658.
Ashley County Library	Open with restrictions. See note.	Open to the public, but masks required for entry. To enable social distancing, only 4 patrons allowed in at one time. Time monitored for library computer and indoor wifi sessions.

ASL's list of library closures.

Arkansas State Library

State Agencies | Citizens | Libraries

Home > Digital Resources > Coronavirus (COVID-19) Resources

Coronavirus (COVID-19) Resources

If Experiencing Symptoms:

Following the [recommendations](#) of the CDC may help prevent the disease from spreading. Call ahead for instruction before visiting a healthcare provider.

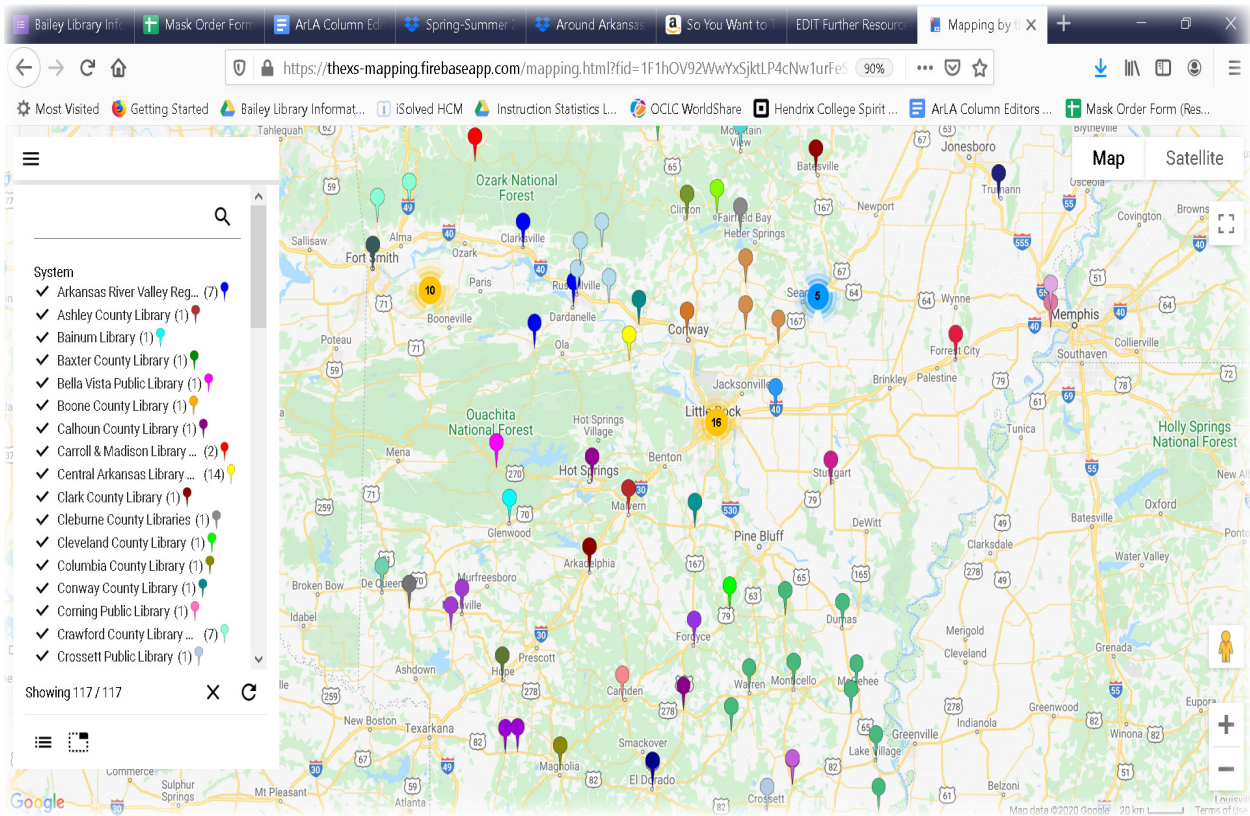
Toll-Free Hotlines

- Arkansas Department of Health coronavirus hotline: 1-800-803-7847
- Arkansas Children's Hospital hotline for concerns regarding children: 1-800-743-3616
- UAMS: 1-800-632-4502

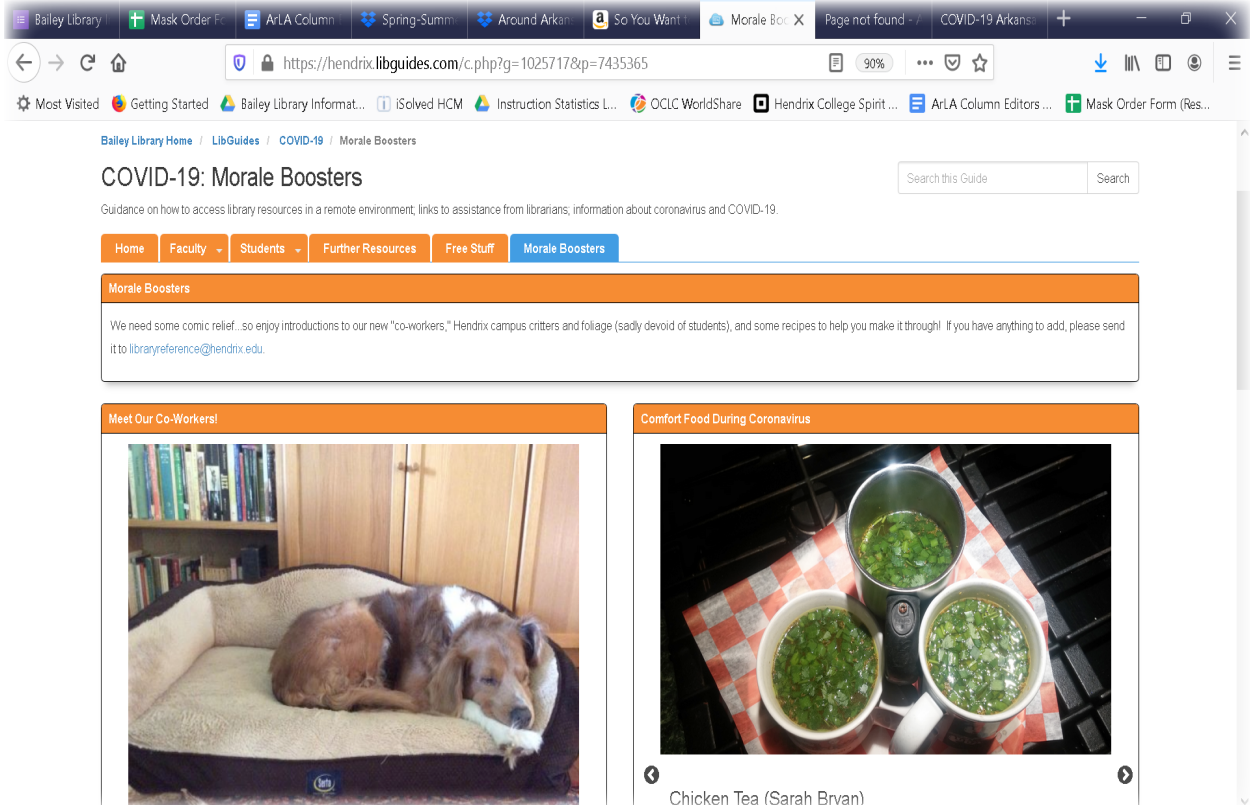
Online Screening

- UAMS free 24-hour [online screening](#)

ASL's COVID-19 Resource Guide.



ASL's map of library parking lots that offer free wifi.



Hendrix College sports some morale boosters on their COVID-19 LibGuide.



ASU-Beebe's library staff — on the front lines, including Van the Vanguard, the ASU-Beebe mascot/ circulation supervisor.

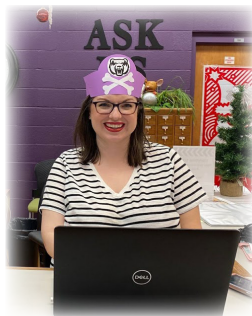
PUBLIC AND REFERENCE SERVICES: A Journal of the Pandemic Months

by Jessica Riedmueller, University of Central Arkansas

Once upon a time, many years ago, I had dreams of being a virologist. I envisioned myself working for the CDC studying the viruses that cause colds and flu. This dream ended when I discovered in college that I am terrible at science; I lack the precision and focus needed to be a researcher.

But my interest in all things virus-related has never waned. So, I wasn't shocked when I began hearing about a novel coronavirus that had all of the makings of a global pandemic. I called upon my knowledge of previous epidemic viruses like SARS, MERS, and the H1N1 flu. I never dreamed that this virus would change my life and my job so drastically. But, of course, it has. Everything is different now.

Before COVID-19, the reference desk at UCA was an integral part of our vibrant library. In the early days of the pandemic, it was indispensable. As the reference coordinator, I spent most of my day at the desk. Not because I needed to, but because it was the one place I felt in control. I didn't know what to do about the spreading virus, but I knew



Riedmueller

that we could provide reassurance to patrons that the library's services were still available. The unspoken question was, of course: What happens if we shut down? How do we transition to 100% virtual reference overnight?

Let's be honest; there is no "overnight." That last week the UCA library was open was a mix of anxiety and feverish planning. Several of our librarians worked from home because they or a family member were part of a high-risk group. This split in our group turned out to be an ideal situation for planning. Those employees at home created documentation for our newly created online procedures and handled virtual reference requests, while those at the library – who were seeing first-hand the types of assistance students and faculty needed – could inform the decisions being made.

So as the wave of infections began washing toward the state and we began our home quarantines, UCA went to form-based reference. The Monday after spring break, we received 20 questions. Many of these expressed student anxieties about completing required assignments. How do I get a computer? Where can I get a webcam? I relied on the library for my textbook; how do I access it now?

Thankfully, we had solutions for most of these questions. We put together a LibGuide collecting open access resources during COVID-19. Before we had to leave the building, we expanded our ability to loan out laptops. We allowed a limited number of employees to work in the library, who scanned materials to patrons. We made video tutorials that

explained how to use some of our basic research tools. And we even opened a virtual, real-time reference desk using BlackBoard.

As quarantine wears on and the semester winds down, the questions have become fewer. Some days we get one or two; some days none. I am curious to see what the summer semester will bring. I also worry about how the shift to virtual spaces puts up even more barriers to the library than before.

How many people are intimidated by having to articulate their library question on an impersonal form? How many students are struggling to find an answer to their questions because they feel like they don't have time to wait for an answer? How many people simply don't know how to find us? How many don't have the technology to contact us? Is "library anxiety" exacerbated in the virtual environment?

Since our library seems unlikely to re-open until fall, these are questions I hope we can begin to address. And finding answers to these questions will help us improve our library services across all channels, in-person and virtual.

Practical tips on virtual reference services:

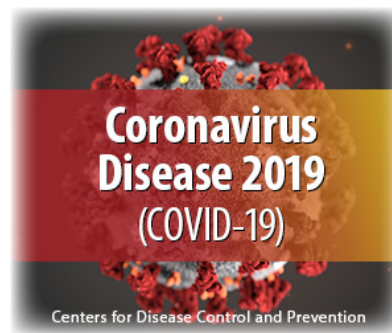
- Keep accessibility top-of-mind



ASU-Beebe's fearless masked librarian, Ron Russ. See article on Page 4.

- If you build a special COVID-19 website, think about how your users will navigate the website. Will they be using mobile devices? What information will they be looking for first?
- Use descriptive language for links in case someone is using a screen-reader
 - Avoid "click here," which does not give context to the link
- Have an internal communication plan
 - Who is answering what type of questions?
 - Who has access to programs or data that may be necessary to answer such questions (for instance, who can lift account holds?)
 - What channels are you using to communicate?
 - For instance, Torreyson Library uses Google Chat, Google Meet, email, and a makeshift intranet using Google sites
 - Using multiple channels helps ensure that everyone receives updates and information
- Make every effort to maintain patron privacy standards
 - Working from your home network may make things easier to hack
 - Communicating virtually creates more "paper trails"
 - Carefully consider the information you share via email or chat vs. what might be better shared over a virtual meeting or phone call

Jessica Riedmueller is the user experience and assessment librarian at the University of Central Arkansas's Torreyson Library in Conway, Arkansas.



For more information about how to protect yourself and others from COVID-19, visit <https://tinyurl.com/wz7ojes>.

ARKANSAS LIBRARY ADVOCACY: Staying Relevant in a Pandemic

by *David A. Eckert, Craighead County Public Library*

It is truly amazing how the world can change in three or four months. Back at the end of January when we all started hearing about this virus that was starting to spread in China, we were all going about our usual library business of serving our patrons. Academic libraries had just started up the spring semester, public libraries were starting back with their schedule of programs, and school libraries were picking up where they left off after the Christmas break. Ahh, the good old days!



Eckert

Now, with more than a million cases world-wide and a terrible toll on human lives, we find ourselves in uncharted waters. There is no more “business as usual” for almost all companies and organizations. New discoveries about the virus triggering new decisions by government officials make it difficult to plan anything beyond next week let alone next month. First it was “Should we close?”, then it shifted to “When do we close?” and “Do we still work behind closed doors, or should we work from home and what does that look like?”, and then it moved to “Ok, what can we still do to offer services in this new world?” Now we are facing questions such as “Should we reopen?” and “When should we reopen?” Or “Should I cancel those programs I had lined up for August?” and “I wonder what the fall semester is going to look like?” No wonder one of the most common complaints I get from my staff is their lack of a good night’s sleep!!

So the question becomes how libraries can stay relevant to our patrons despite campus and building closures, city lockdowns, or any of the other social restrictions now in place. This pandemic has single-handedly shut down book clubs, story times, crafting programs, computer help, and even such simple things as browsing the stacks, reading the paper, or asking about the latest bestseller. Fortunately, librarians are used to finding creative ways to deliver services on shoe string budgets and reduced staffing so a little pandemic is not going to get in the way of delivering services and materials to our customers.

Since most libraries have been offering electronic



material such as ebooks, eAudio books, streaming video services, databases, and digital music for quite some time, those services for our patrons have not changed. Many libraries, however, have also figured out a way to get physical material into the hands of their customers in safe and sanitized environments for both the public as well as the staff. This usually involves curbside pick-ups as well as methods for quarantining and disinfecting items being dropped off. This has not been without its hiccups, but we have found that most of our patrons are grateful that we have managed to provide a workaround.

In part, librarians have even figured out solutions to achieving what has always been at the heart of librarianship: social engagement. Librarians have taken to the digital highway with online story times, how-to videos, digital book clubs, sharing book talks on favorite titles, crafts to do at home, and more. Does the new online only version of the library replace the fun of browsing in the aisles for your next read? Has it replaced that daily chat with the library staff member at one of the service desks? Unfortunately no, but it has opened up new lines of services some of our patrons have not utilized before. At CCJPL, we have issued more than 400 new library cards and our usage of our digital content through the Arkansas Digital Library Consortium has never been higher. Once our library finally does open back up, we think our material and services will be utilized more than ever. COVID-19 has forced our staff and patrons to deliver and receive library content in different ways, but it has also shown a whole new set of possibilities. It will be exciting to see what library services will look like moving forward!

David Eckert is library director at Craig County Public Library in Jonesboro, Arkansas.

Embarking into the Future: New Columns to Broaden Our Horizons

by *Philip Shackelford*

South Arkansas Community College

Many of you know that *Arkansas Libraries* has undertaken a number of steps recently to maximize our effectiveness and the value that this journal brings to Arkansas librarians all around our state. I am honored to be a part of this effort, writing here in my new role as Associate



Shackelford

Editor for *Academic Libraries*. A number of regular columns which you all know and love from the journal fall into this area, including the “ALPS at Work” column, brought to you by ALPS Chair-Elect **Stewart Fuell** of CALS, the “Local Literature” column (formerly “Arkansas Books and Authors” column), provided by **Tim Nutt**, Director of the Historical Research Center at the UAMS Library, and the “Technology and Innovation” column (formerly “Making the Most of Technology” column), provided by **Nathan James**, Deputy Executive Director for Technology and Collection Innovation at CALS.

As our association and all of our member libraries throughout the state navigate the changing tides of service and reality in our local communities, response to the COVID-19 pandemic, and indeed changes in our profession as a whole, it is worthwhile to explore the great variety in topics, issues, and areas that our profession engages on a daily basis. To that end, we are bringing you an entirely new set of columns that will hopefully serve to broaden the horizons of librarianship in our state, support those among us who work in specific subsets of the profession or with particular current issues, and overall continue to celebrate the incredible work being done by Arkansas librarians each and every day.

So – in addition to the existing columns highlighted above – you will also find the following new columns introduced for the very first time in this issue:

Diversity, inclusion, and accessibility are crucial areas of emphasis in our modern society, and these issues are all areas that we take very seriously as

a profession. The new column “IDEA: Inclusion, Diversity, Equity, and Accessibility in Arkansas Libraries” will provide a regular venue for Arkansas librarians working in these areas to share their insight and current developments that impact our work throughout the State of Arkansas. **Shenise McGhee**, Associate Librarian and Associate Professor at the University of Arkansas Pine Bluff, will be serving as column editor for this new column.

Our profession is no stranger to discussions about sustainability, and likewise, we have come to recognize the role of libraries as leaders in their communities. It is important to bring these concepts together – not just for considering the future of librarianship as a whole, but also cultivating leadership among ourselves and empowering our library leaders in Arkansas to carry the profession and our communities into a sustainable future. “Library Leadership and Sustainability” will feature the work of librarians working in these areas and explore best practices and advice for library leadership and sustainability in Arkansas libraries. This new column will be edited by **David Johnson**, Executive Director of the Fayetteville Public Library.

Special libraries – of all types and variations – represent another flavor of our profession that, perhaps, doesn’t always receive due recognition and attention. Just as the work of special libraries is distinct and varies from the kinds of duties we are familiar with in public or even academic libraries, librarians working in special libraries deserve a dedicated space in our journal where their work and needs can be explored. **Karen O’Connell**, Coordinator for the Arkansas Center for the Book at the Arkansas State Library, will be serving as column editor for the new “Special Libraries” column.

Just as we pay should pay special attention to library leadership and sustainability, strategic planning and assessment are two additional areas that should receive particular emphasis, in our effort to make responsible, forward-thinking, and data-driven decisions for the communities that we serve. Currently the new “Strategic Planning and Assessment” column does not have a specific editor, so I will be filling that gap for the moment – but for this issue we have a guest column for this area kindly provided by **Bob Holzmann**, Systems and Digital Technologies Librarian at Tulsa Community College in Tulsa, Oklahoma. Bob presented a session at last year’s ArLA conference in Hot Springs regarding his

library's assessment plan – how it was developed, the priorities they considered, etc. Take time to read Bob's column – you'll be glad that you did.

Finally – even though the Two-Year Colleges Round Table has long been part of ArLA, there was not a dedicated regular column specifically designed for community college libraries and librarians. The new column, which Column Editor **Ron Russ** has creatively dubbed “What's Up? In Arkansas Two-Year College Libraries,” will provide such a venue to explore the topics, needs, and developments affecting community college libraries and librarians specifically.

All told, this new slate of columns represents a strong reminder that Arkansas librarians are doing incredibly valuable and necessary work in their communities. Even as our state, our association, and ultimately our libraries navigate the challenges brought on by the COVID-19 pandemic, we can rest assured that our state library community, and

by extension the patrons that we serve, can and does benefit from a compelling collection of talent, experience, and wisdom. For me personally, I will look forward to reading these new columns with each new issue of the *Arkansas Libraries* journal, and I hope that you will as well.

Philip Shackelford is the library director at South Arkansas Community College in El Dorado, Arkansas. He is also currently serving as president-elect of the Arkansas Library Association, and is committed to supporting the Arkansas library community in a variety of other capacities, including as secretary of ARKLink (a statewide consortium of academic libraries), and as an associate editor for Arkansas Libraries.

Proposed Revisions to the Bylaws of the Arkansas Library Association

by Janice Weddle

ArLA Bylaws & Manual Committee Chair

At its June 12th meeting, the ArLA Executive Board reviewed and approved changes to the Association's bylaws, as recommended by the Bylaws & Manual 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 business in 2020. Look for further information about voting and officer elections later this summer or fall.

The recommended revisions affect the bylaws that were approved last year, which will make several significant changes to ArLA when they take effect as scheduled in 2021. The themes of the proposed changes to the bylaws are simplification, improved efficiency, transparency, and maintaining accountability to the Association's membership.

The proposed changes include:

- Simplifying and clarifying Membership Types (V.1.A--E)
- Updating membership dues to reflect new Membership Types (V.1.A--E and Handbook)
- Clarifying language for Membership and Officer censure or expulsion and removing process details to Handbook (V.4 and VIII.5)
- Reinstate information about bonding, as found in previous Bylaws/Manual (Now, VI.7)



- Remove references to a Communities of Interest Council (VII.1-9)
- Set the term for elected officers, except for the ALA Councilor, to coincide with the calendar year (VIII.1)
- Reinstate petition by membership as a method for calling a special meeting of the full membership (X.4)
- “Nominating & Elections Committee” (multiple references)
- Consistency of days/timelines for action, with 30 days and/or 14 days as the most frequent selections (multiple references)

A full mark-up copy of the Association's bylaws and a list of membership dues can be found in the following pages. Please disregard the different colors associated with the revisions which occur as part of Microsoft Word's tracking application.

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 ~~Manual 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 serve on standing committees, or as officers of Communities of Interest, or other recognized groups within the Association. The categories for individual memberships are defined as follows and may include specific limitations:

1. ~~Salaried~~ Library employees: those individuals who are employed full-time or part-time by any library or library-related institution.
2. ~~Trustees~~ 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. Retired: any individual who has retired from library employment.~~

~~3. Friends: those individuals who hold membership in an organized Friends of the Library group.~~

~~4. Citizen: any citizen who has an interest in libraries.~~

~~5.4. 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. Supporter: any citizen who has an interest in libraries.~~

~~6. Retired: any individual who has retired from library employment.~~

~~7. Corporate: available for any company representative or companies.~~

~~8. Special: available for anyone who wishes to provide additional support for the Association as specified on the Individual Membership Application.~~

~~9. Honorary Life: in recognition of outstanding library service in Arkansas, Honorary Life 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 individual membership without the payment of dues.~~

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. Institutional membership includes one vote and each Institutional Member must designate an Institutional voting representative. Institutional membership also includes the privilege of sending one representative to any ArLA-sponsored event at the member rate.

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. 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. Life. A person in good standing with the Association who qualifies as an Individual Member may become a Life Member of ArLA by 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. Honorary. Honorary non-voting membership. 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. ~~may be granted by the Executive Board.~~

Section 2. Requirements

The requirements for each of the various types of memberships shall be the payment of dues as ~~determined by the Executive Board~~ defined in the ArLA Handbook. Membership in the Association shall not

be denied or abridged on account of race, color, religion, ~~sex~~gender, age, national origin, disability, sexual orientation, or ~~choice of life style~~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 ~~rules and regulations~~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 ~~rules and regulations~~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. When such action is contemplated, the Executive Board shall provide written notification to the party concerned, and concerned and afford an opportunity for a hearing before the Board or a special committee appointed for this purpose. Should expulsion result any dues paid will not be refunded.~~

Article VI Finances

Section 1. Fiscal Year

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

Section 2. Dues

Dues for each category of membership shall be set, ~~from time to time~~, in an amount approved by the Executive Board, subject to a majority vote of the membership at the Annual Business Meeting. ~~Prior notification of not less than thirty days is required.~~ The membership year of ArLA shall be the calendar year.

Section 3. Non-Renewal and Reinstatement

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

There shall be a registration fee for those who attend the Annual Conference, which fee shall be approved annually 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 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-Community of Interest Council (CIC)~~, 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 persons as leader(s) of the Community of Interest who 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 ~~in order 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-Community of Interest Council~~ 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 ~~be in conflict with~~conflict with the Arkansas Library Association's Bylaws and Handbook. Community of Interest bylaws must be reviewed and approved by the Executive Board~~Community of Interest Council~~, 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 ~~through the Community of Interest Council or Annual Conference committee.~~

Section 8. Abeyance

Communities of Interest that have not filed an annual report with the Community of Interest Council~~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~~Community of Interest Council~~ 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, end of the Annual Conference, except the ALA Councilor whose term begins at the conclusion of the summer ALA Conference following his/her/their election. President-Elect succeeds to the President. The President will succeed to the Past-President.

Section 2. Nominating Committee

~~The Nominating Committee shall be chaired by the Past President. Three additional members shall be chosen to serve on this committee, with giving consideration given to creating a committee diverse in geography and library type.~~

Section 3. Terms

The President-Elect will succeed to the President following their ~~one-year~~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~~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 4. Vacancies

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 5. 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 ~~rules and regulations~~ Handbook, has occurred. Conduct unbecoming an officer 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. ~~When such action is contemplated, the Executive Board shall provide written notification to the party concerned and afford an opportunity for a hearing before the Board or a special committee appointed for this purpose.~~

Section 6. Duties of Officers

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

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. 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. 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 ~~and the Membership Committee.~~

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. 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. ~~Assistant Treasurer~~Treasurer-Elect. The ~~Assistant Treasurer~~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 ~~Assistant Treasurer~~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 ~~Assistant Treasurer~~Treasurer-Elect shall succeed to the Treasurer following his/her term as ~~Assistant Treasurer~~Treasurer-Elect. The ~~Assistant Treasurer~~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 ~~Assistant Treasurer~~Treasurer-Elect is a non-voting member.

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.

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.

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

Section 7. 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 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 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 ~~in order to~~ permit notification of the winners at least ~~21~~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 shall be~~ 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. Any Individual, Affiliate or Institutional Member in good standing has a one vote privilege.
- B. An Institutional or Affiliate Member shall designate one voting representative.

- C. Voting may be conducted in writing, electronically, by voice, or by show of hands.
- D. For a vote to be valid, a majority of the votes cast is needed for approval unless otherwise provided in these bylaws.
- E. An institutional or affiliate member representative may designate a proxy voter by notifying the Board President in writing prior to a vote.
- [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~~privileges. The ~~Assistant Treasurer~~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. 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. 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. 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. To approve the Budget and all fees other than membership.
- 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 all members 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 XIV. 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 XV. Amendment of Bylaws

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

a. By sending proposed changes to all members in good standing at the time of the ballot at least ~~four weeks~~ 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. 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 four weeks 14 days.

Approved by the ArLA Membership 2019

Amended 2020

This list contains the proposed membership dues for the new Handbook, in compliance with the new Bylaws. The dues will need to be approved by the full membership in conjunction with the Annual Business Meeting.

A. Individual

1. Library Employees Dues Guidelines

Salary	Dues
\$0 – \$14,999	\$25
\$15,000 – \$29,999	\$45
\$30,000 – \$44,999	\$65
\$45,000 – \$59,999	\$85
\$60,000 – \$74,999	\$105
\$75,000 – \$89,999	\$125
\$90,000 – up	\$145

- 2. Friends & Trustees \$25
- 3. Retired \$25
- 4. Student \$25
- 5. Supporter \$25

B. Institutional \$100

C. Affiliate \$200

D. Life member \$500

E. Honorary membership no dues

Janice Weddle is assistant librarian for instruction and outreach at Olin C. Bailey Library at Hendrix College.

If All Arkansans Read

The Book Woman of Troublesome Creek

by *Karen O’Connell*

Arkansas State Library

Kim Michele Richardson’s bestselling novel, *The Book Woman of Troublesome Creek* (Sourcebooks Landmark, 2019), is the 2020 selection for If All Arkansas Read the Same Book (IAARTSB), an Arkansas Center for the Book at the Arkansas State Library project that is partially funded by the Institute of Museum and Library Services. More information about the project may be found on the Arkansas State Library’s website: <https://www.library.arkansas.gov/programs/arkansas-center-for-the-book/if-all-arkansas-read-the-same-book/>.



Kim Michele Richardson. Photo by Leigh Photography.

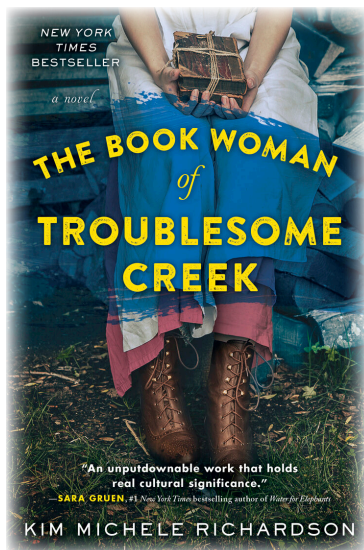
Ms. Richardson wrote the following piece in June 2020 specifically for Arkansas libraries and librarians. Join us online for virtual visits with Ms. Richardson on Wednesday, July 15 and Thursday, July 16. Information on how to join can be found at the IAARTSB website.

From Kim Michele Richardson, In Support of Libraries and Librarians

Libraries and librarians are life-savings connections to a world that has become disconnected amid a global pandemic and unrest and despair. Especially today, we need these imperative lifelines—the selfless librarians who feed knowledge to our souls.

Daily, I’m reminded of the indomitable spirit of my Kentucky sisters who worked for the Packhorse Library Project in the 1930s and 1940s. Known as bookwomen, these brave literacy pioneers of Appalachia rode mules and horses into the remote pockets of Kentucky to deliver books and reading material to the isolated mountain folk who had none. They accomplished what many never could, battling everything from inclement weather, mistrust, treacherous landscapes and extreme poverty, as well as fighting their own wars against rampant, deadly diseases such as smallpox, influenza and pellagra.

Still, the fierce Kentucky bookwomen persevered, and did so during Kentucky’s most violent era—the bloody coal mine wars, when Kentucky men were fighting the rich coal companies and their hired thugs for better pay and safer working conditions. In a world where uncertainty and danger lurked on every path, these fierce packhorse librarians soldiered on in their fight for literacy, determined to deliver books to their patrons. They inspired me so much that I spent five years to bring them to you in *The Book Woman of Troublesome Creek*, while also enduring suffering, illness and



hardship doing my research.

I would do it all again. These brave Kentucky librarians, as well, our modern-day librarians are worth it!

In the 1930s, the financial obstacles that the Kentucky library initiative faced was huge. Though the bookwomen and a few bookmen were paid \$28 a month (over \$400 today),

the packhorse librarians had to be resourceful. They were not given any supplies and were left to find books and reading materials on their own, along with obtaining a sturdy mount to make the deliveries to the isolated mountain folk.

Today, I see the same grit and determination of the Pack Horse Librarians reflected in many librarians around the country. They are the courageous bookwomen and bookmen dispensing hope and literacy in uncertain times, working tirelessly and alone in vacant buildings, or at curbside, or from their homes, to get books and reading material into the hands and hearts of readers—to foster strong literacy. Like the Packhorse Library Project, libraries are tasked to operate in extreme and difficult times with few resources and little or no financial help from the government. We need to be there as these

modern-day literary soldiers fight for the future of their important community treasures—the very cornerstones of countless communities which support, lift up and enrich our neighborhoods and all peoples.

Until we can gather again at our neighborhood libraries—and we will—we can be inspired and take solace in hope. Always, there is hope where there are books. Just as we are reminded of the hope from Cussy Mary, the strong-spirited packhorse librarian in *The Book Woman of Troublesome Creek*, we know that today’s librarians are also soldiering on because they understand the importance of providing invaluable resources and services to communities. They recognize that books can carry us anywhere—even to a brighter and bigger future.

– Kim Michele Richardson

Kim Michele Richardson, has written four works of historical fiction, and a bestselling memoir, *The Unbreakable Child*. Her latest multi-award winning novel, *The Book Woman of Troublesome Creek*, is a NYT bestseller and has earned a 2019 LibraryReads Best Book, a 2019 Forbes Best Historical Novel, an Oprah’s Buzziest Books pick and a Women’s National Book Association Great Group Reads selection. It was inspired by the real life “blue people” of Kentucky, and the fierce, brave Packhorse Librarians who used the power of literacy to overcome bigotry, and fear during the Great Depression. Kim Michele lives with her family in Kentucky and is also the founder of Shy Rabbit. To learn more visit www.kimmichelerichardson.com.

Karen O’Connell is the coordinator of the Arkansas Center for the Book at the Arkansas State Library in Little Rock.

ALPS AT WORK: Defining a New Normal through Solidarity

by *Stewart Fuell*, ALPS Chair-Elect

In a recent conversation with a colleague, I admitted to having written copy for my library since March that included phrases that have become what I humbly described as bile-inducingly cliché. You know, “stay safe stay healthy,” and “in this uncertain time.” “New normal.” My only defense is that they sounded good at the time. Trouble is, at



Fuell

least one of them isn’t going anywhere anytime soon. We’re going to be hearing “new normal” a lot in the next several months. As slowly as things tend to happen in librarianship, it might be years.

That one’s not so bad, though. Not really. To me, “new normal” implies an old normal that’s being left behind. It implies opportunity. It implies a chance to grow and to craft something better than what we had before. Many of our communities are struggling against expanding inequality that’s being fueled by villains (and their Twitter bots) with names that would make James Bond chuckle. Maybe we’ll get to see our chosen profession evolve in exciting ways that better position us to help level more playing fields and ensure success in those struggles. Maybe we’ll help a few of those Twitter bots along to the great MySpace page in the sky while we’re at it.

Twitter's not all bad, of course. Especially when it's reminding us that "we're not working from home but rather at home during a crisis trying to work" and that we should cut ourselves some slack. Or when it's allowing a movement concerned with protecting library workers to flourish, because of course not all of us are working from home. A lot of Arkansas libraries have been doing curbside service for a good long while now and have been called out directly by the #ProtectLibraryWorkers folks for it. Regardless of how you feel about that, it's not hard to see the spirit of their message being taken seriously as we all shift our efforts to reopening our buildings.

That aforementioned implied opportunity, giftwrapped for us inside the "new normal" cliché, would be wasted if we didn't take a good look at a recent gesture made by the Arkansas Library Association. I was surprised when the ArLA board decided to organize an effort to make masks for library workers who needed them. Not because I expected something more helpful, but because, to be honest, I expected something less helpful à la ALA. If our national organization is content to issue toothless statements, I thought, what more could be expected at the state level? But I'm encouraged enough to hold my breath.

I know things haven't been easy for ArLA these last few years. It's been dealing with some big issues, and most recently with the tedium of updating bylaws. Bless the people who wake up knowing the most exciting part of their day is going to be hashing out changes to bylaws! But just like that, when we needed them they were there. It's exciting to think of what we can do with this opportunity knowing that Arkansas library workers have the support of their state library association. If we could truly combine the creativity, ingenuity, and work ethic of the state's paraprofessionals with the connections and logistical experience of the state's library administrators the way a statewide association has the potential to do, what could we accomplish?

For a start, maybe we could organize a statewide knowledge sharing network so that when we inevitably have to close our physical spaces to the public and move our operations almost entirely online again we can be better prepared. Since the Arkansas Library Paraprofessionals group (that's ALPS to you and me – soon to be a Community of Interest!) had to cancel our annual InfoBits event for virulent reasons, we've been hosting a series of virtual meetups. We're encouraging paraprofessionals to talk with each other, to share experiences, and to demonstrate skills. It's not a new

idea, just a new venue and a new catalyst. If that sounds like something you'd like to be a part of, by the way, then I hope you'll join us.

I've always felt that one of ALPS' biggest strengths is the collective wisdom of its members. A structure like a knowledge sharing network would take advantage of that strength. What if there was a way for us to not only teach each other what we know – because that's just a conference, really – but then to also extend the sharing culture of ALPS to every library in the state and facilitate mutually beneficial collaboration? What if, for example, our best storytellers could join forces with our best visual artists and video editors to create professional quality virtual program videos that could be shared by all of us? What if we could pair the archivists and historians among us with those of us from performing arts backgrounds to develop intelligent and insightful online content that highlights our special collections? What if we could brainstorm solutions to address the lack of broadband internet service in parts of our state that prevents so many of our patrons from finding that online content, not to mention the digital resources they'd normally access inside our buildings?

There are applications here I can't imagine, but when COVID's second wave or the next catastrophe hits we could be certain none of us would be scrambling for ways to virtually connect with our patrons. Again I'm not describing a new idea, just a new way to work together in response to a new reason.

And what else could we accomplish? We could make good on all of our recent social media promises to do and be better by working to create libraries that look more like the communities they serve. At every level – from boards and administrators to middle management and front-line staff – our institutions could be truly inclusive. ArLA, itself, could set an example by actively expanding recruiting efforts to a more diverse field both for general membership and for filling board positions.

Or we could combine efforts and fight for adequate and permanent funding for every public library in the state rather than just leaving each one to fend for itself, applying for competitive grants and politely sending emails to politicians who may or may not even have a library card. Oh, a boy can dream.

But here in the waking world of here and now, I think Arkansas libraries and their working class paraprofessionals are going to need ArLA's sense of solidarity in the coming months. It might take

the will of such a statewide organization to make sure we have a seat at the table where re-opening plans are being made, to make sure we have not just protective gear but protective policies, too, and to make sure we have the power to enforce those policies effectively. Our state library association will have to take on this role because the national one is, by all indications, not going to be much help.

We're going to need someone to speak up and demand, as our libraries open to the public, that we do so in a way that minimizes risk for the staff who interact with that public. That's going to mean libraries purchasing or pitching in to help make more masks. It's going to mean libraries purchasing more supplies for regularly disinfecting our workspaces and adequate training for public service staff when there's not a dedicated housekeeping crew. It's going to mean libraries putting plexiglass shields at every public service desk, and it's going to mean rearranging or removing furniture and equipment to allow both staff and patrons to properly distance.

It's also going to mean libraries being honest about who can do their job (or any part of their job) from home. It's going to mean libraries recognizing that programmers' workloads will have doubled because now there's a demand for virtual programs, and that those programmers will need support. It's

going to mean lots of signage. Seriously, y'all, so much signage. And it's going to mean libraries allowing staff who believe they may be sick to self-quarantine with full pay and benefits without using paid time off. I work for a system where all of that isn't just a wish list, but I know many aren't so lucky.

Most importantly, we're going to need someone to communicate – and often – not just with libraries' leadership, but with all of us. We're going to need to know we're not alone and that someone's got our backs. I know that's quite a bit to expect of an organization based on a single act of solidarity, but solidarity goes both ways and there are a lot of us in the Arkansas library community. If we can commit to active and cooperative participation, the new normal we create for both the short and long term, can be a better one.

Stewart Fuell ran away from the circus to join the library in 2007. He is the social media coordinator for the Central Arkansas Library System and the Arkansas Library Paraprofessionals' chair-elect. Stewart lives in Central Arkansas with his partner (an angel) and two children (sometimes angels).

Saying Goodbye to Barbra Tate James

by *Karen Richardson*

South Pike County School District

Arkansas librarians and media specialists lost a great friend and servant on April 23rd when Barbie "Barbie" Tate James joined her mom and dad in their heavenly home. Barbie loved ArLA and devoted many hours over several decades in service to it. Barbie served as president of the Arkansas Library Association in 2002 and attended several national conferences.

Barbie was an educator with two degrees from the University of Central Arkansas. She taught at Walnut Ridge and Newport before becoming Library Media Specialist at Forrest City High School. Barbie worked tirelessly to improve services to her Forrest City students. She wrote and supervised grants for resources, obtained donated books for the school, and did whatever she could think of to secure



James

opportunities for the school whose student body was 100 percent free and reduced lunches.

Barbie's church was very important to her. She was a member of the Forrest City First United Methodist Church. She also had a soft spot for the Newport First United Methodist Church where she grew up. Her mom and dad were very involved servants of the church, and Barbie continued their example both in Newport and Forrest City. She was a regular Annual Conference attendee and was active with the women's association in Forrest City.

Barbie was a mentor to Library Media Specialists in Arkansas. She traveled the state teaching framework workshops and helping others to implement them. She taught workshops for her co-op as well as her school. She served her fellow librarians as chair of the Arkansas Association for School Librarians (ArASL) and was active in the Arkansas Association of Instructional Media (AAIM). Barbie provided answers to questions on the listserv and was always willing to help anyone who needed advice or a listening ear. She presented sessions at AAIM and the Hot Springs Technology Institute every year.

Barbie won many recognitions and awards

throughout her career, but she was best known to me and many others as a wonderful friend. Her friend and colleague Dwain Gordon said, “If you aren’t a friend of Barbie, you just did not get a chance to meet her.”

She was the most thoughtful, caring friend. She never failed to send a birthday card, condolence message, gift for baby/wedding shower/house-warming – you get the picture! I met Barbie at an AAIM conference a few decades ago, and we became instant friends. We served together in ArLA

and ArASL, but they were both passions for Barbie. Barbie was my confidant, running buddy, conference roommate, sister-from-another-mother (and dad), and, most of all, my friend. I will miss her, and so will Arkansas librarians!

Karen Richardson is technology coordinator and e-rate advisor for the South Pike County School District in Murfreesboro, Arkansas.

ASK THE STATE LIBRARIAN:

Retirement

by *Carolyn Ashcraft, Arkansas State Librarian*

It’s been a long time coming, but the day of retirement is imminent. July 1 will be the first day of the next phase of my life’s journey.

As I have reflected over these past 40 years of my professional career, I have recalled many happy times and many challenges. There have been days of joy as well as days of sadness. Some challenges were anticipated while others came out of the blue.

I have dealt with rowdy patrons, mischievous staff, pigeon poop, fires, ghosts, floods, pushy book salesmen, elected officials, challenges to materials, budget cuts, and numerous conversations concerning the demise of the library. And, last but not least, the COVID-19 pandemic.

I have also been blessed with patrons who were truly caring and appreciative, staff who were capable and energetic, book salesmen and vendors who were helpful and respectful, trustees who took their responsibilities seriously and were supportive, and elected officials who valued the library and worked hard to provide funding.

From my time in the sixth grade (thanks to Mrs. Waddle), I have never wanted to be anything but a librarian. I have had the privilege to work in school, academic, public, and special libraries. Each job was unique, and each job prepared me for the next.

I would not be where I am today – wrapping up a successful career, retiring with the top job (State Librarian) – without the encouragement and assistance of many individuals, too many to name. To all with whom I have worked (past and present), my deepest thanks. To all who have been my mentors



Ashcraft

HAPPY RETIREMENT

and champions, I hope I have been a good reflection of your devotion. To any that I have had the pleasure to mentor or assist, I hope a little of what I have shared has been helpful. And for those who will continue the work done every day in the libraries, carry on – you’ve got this and you will be amazing!

As I wrap up this final column for *Arkansas Libraries* and prepare for the start of my journey into retirement, I want to close with some words penned by my colleague, Stacey Aldrich, the State Librarian of Hawaii:

Regardless of uncertainty, there is always hope.

Regardless of how tough it gets, we will make it through.

We are all in the place that we are meant to be at this moment, and how lucky we are to have each other to lean on.

So long, farewell, au revoir, adios, cheerio, all the best, until we meet again.

The Arkansas State Library conducted a Zoom meeting on Thursday, June 25 so that library workers and supporters from around the state could bid their farewells.

Carolyn Ashcraft is state librarian at the Arkansas State Library in Little Rock, Arkansas, a position she has held since November 2005. Ashcraft has been with the Arkansas State Library since 1993, and has a BA in English from the University of Arkansas at Monticello and an MLS from the University of Alabama. She has served the Arkansas Library Association in many roles during her career, including as president in 2000.

AROUND ARKANSAS

by Heather Hays, Associate Editor

Pamela Meridith, director of library services at Williams Baptist University in Walnut Ridge, Arkansas, has been named to the Arkansas State Library Board. Arkansas Gov. Asa Hutchinson recently appointed Meridith to the seven-member board. The board serves as the governing body of the Arkansas State Library. Meridith has served at WBU since 2010. She is a Williams graduate with a bachelor's degree in English education. She also holds a master's degree in library and information science from the University of Southern Mississippi.

"Pamela Meridith has a true passion for her work leading WBU's Felix Goodson Library, and we know she will apply the same diligence to her service on the State Library Board. Her appointment is a tribute to the great work she does at our institution," said Dr. Stan Norman, WBU's president. The State Library Board meets four times each year. Meridith's term will run through 2026.

Mary "Dolly" Honeycutt Leckie, 74, of Little Rock, Arkansas, passed away Sunday, January 26, 2020. Dolly was the Coordinator of State Library Services at the Arkansas State Library from 1980 until her retirement in 2007 – 27 years! At ASL she oversaw all activities of the circulation and reference departments. Prior to her work at ASL, Dolly was on the staff at the Huie Library at Henderson State University in Arkadelphia (1974-1979), where she served in various positions.

Her professional career started as head of technical processing at the Rapides Parish Public Library, followed by time as librarian and English teacher at Georgetown, Louisiana High School. Dolly had the opportunity to work in all types of libraries (public, school, academic and special). Throughout her career, she was active in state, regional, and national associations, and held memberships in the Arkansas Library Association

and American Library Association.

Margaret Hardeman, a UA Little Rock senior accounting student, received the 2020 Karen Russ Memorial Award for Excellence in Research for her study, "The Right to Associate and Educate: a Legal Exploration of the 2019 LRSD Teacher Strike." Hardeman's research project examined the Little Rock School District teacher strike of November 2019 with additional exploration of issues that the district has faced for the past five years.

The Karen Russ Memorial Award of \$500 is awarded each spring to the UA Little Rock student who best utilizes, applies, and visualizes government data in his/her research. Government resources used by Hardeman included data from the Arkansas Department of Education, laws from the United States Code, and laws from the Arkansas Code Annotated. Karen Russ was the Government Documents Librarian at UA Little Rock from 1996-2017. She was also the longtime editor of the What's Up? Docs column in *Arkansas Libraries*.

ArLA Members can now download membership cards from the ArLA Website at <https://www.arlib.org/Sys/Profile>. You must log in to access your card, which you can print or carry digitally. It will give proof of active membership as well as your renewal date.

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 hhays@bentonvillear.com, and you'll most likely see it published in our journal.

Heather Hays is senior librarian at the Bentonville Public Library.

Intellectual Freedom and Libraries

by Shenise McGhee

University of Arkansas at Pine Bluff

What is intellectual freedom?

Libraries play an essential role in endorsing intellectual freedom. Intellectual freedom is a human right that gives all individuals the right to pursue and obtain information from all perspectives no matter

how popular the viewpoint. Intellectual freedom is important in order to allow people to educate themselves and become self-informed. Intellectual freedom occurs when two criteria are met. The first is that all persons have the right to hold any opinion on any subject and to express their ideas in any form they believe appropriate. A second criteria is that society makes an equal obligation to the right of

unrestricted access to information and ideas regardless of the communication standard used, the content of work, and the standpoints of both the author and the receiver of information (Fourie, 2008).



The American Library Association (ALA) aggressively supports the rights of library users to read, seek information, and speak freely as guaranteed by the First Amendment. Intellectual freedom is a core value of the library profession and a fundamental right in our democratic society. The Office for Intellectual Freedom was established on December 1, 1967. OIF is charged with employing ALA guidelines relating to intellectual freedom, as exemplified in the Library Bill of Rights, the OIF's detailed policy on free access to libraries and library materials. The objective of the office is to inform librarians and the general public about the landscape and significance of intellectual freedom in libraries (OIF, 2020).

The Office for Intellectual Freedom arranges for confidential support to any person experiencing a material or service challenge. Any library worker can report censorship by means of its free consulting services that support library employees in preparing for censorship challenges and in implementing dynamic intellectual freedom approaches within their libraries and schools. OIF creates and edits policies, helps library employees strategize plans for working with communities and families, and facilitates workshops and programs about the First Amendment, privacy laws, internet filtering, and intellectual freedom (OIF, 2020).

The ALA Office for Intellectual Freedom provides confidential support during censorship challenges to library materials, services, and programs. Anyone can report censorship, even if they do not require assistance. Report censorship by filling out the form located at <http://www.ala.org/tools/challengesupport/report> or calling 1-800-545-2433 x4226 or email oif@ala.org.

As stated in Article III of the *Library Bill of Rights*, "Libraries should challenge censorship in the fulfillment of their responsibility to provide



information and enlightenment."

- A **challenge** is an attempt to remove or restrict materials, based upon the objections of a person or group. A **banning** is the removal of those materials. Challenges do not simply involve a person expressing a point of view; rather, they are an attempt to remove material from the curriculum or library, thereby restricting the access of others.
- **Censorship** is a change in the access status of material, based on the content of the work and made by a governing authority or its representatives. Such changes include exclusion, restriction, removal, or age/grade level changes.
- **Intellectual freedom** is the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored.

References

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- Fourie, I. (2008) "Intellectual Freedom Manual 7th ed.", Collection Building, Vol. 27 No. 2, pp. 91-91. <https://doi.org/10.1108/01604950810870272>

Shenise McGhee is an associate librarian and associate professor at the University of Arkansas at Pine Bluff. She has been in academic librarianship for 12 years and enjoys working in reference and instruction. McGhee serves on local and national committees including ArLA's Intellectual Freedom Committee (chair), the Association for Library Collections and Technical Services (ALCTS), the American Library Association's Office for Intellectual Freedom, and the Reference and User Services Association (RUSA).

TRAINING: TIPS, TOPICS AND TECHNIQUES

Staff Professional Development in Times of Crisis

by *Sara Sewell, Central Arkansas Library System*

I'm writing this in late April, still deep in the midst of the COVID-19 pandemic, with both of my kids in the same room with me at home because their school has been closed since mid-March. It's been a crazy ride, folks. Within a span of just a couple of days, all of our schedules and routines were turned topsy-turvy.

We're all facing brand-new challenges. Some of our libraries are offering limited, curbside services to the public, while other libraries are offering strictly virtual services. Some of us are still working on-site at our libraries, others working from home, and some doing a mix of both.

How we are keeping up with staff professional development and continuing education has been affected as well, with sudden changes to the types of tasks and learning we may be doing, and even to how we manage our time and communicate with our coworkers.

For those working from and digitally connected at home, a plethora of free webinars has been offered during this challenging time period. Organizations such as ALA and PLA, Amigos, WebJunction, InfoPeople, NNLM, and numerous vendors have been sending out information on upcoming online events and archiving many of them for future use, so that staff working from home may attend. Keeping up with these resources and sharing them with staff has been a weekly, sometimes daily, task. Some staff have also been using this time to refresh themselves on library databases and digital resources, going through practice searches and vendor help/



Sewell



troubleshooting pages.

Types of tasks have varied widely, everything from making face masks, serving meals to the community, answering phones and facilitating patrons' access to library online resources, offering limited curbside services at some libraries, creating and sharing virtual programming, managing library social media accounts, and researching and ordering new materials for when we reopen. All the while, tasks such as payroll, paying bills, and dealing with maintenance and security issues remain.

After the crisis has abated and we see what our new "normal" will look like, I anticipate a lot will be written and presented on everything we are learning through this process. We've had to rethink how we work – how we manage our time in a different work setting and how we communicate. With many library staff doing at least some work from home, keeping up with remote work tasks and communicating clearly to one's own organization and to one's community have been both vital and challenging. We're all simply doing the best we can during this strange time and doing what libraries and library staff do best – responding to our communities.

I'm interested in hearing about ways in which you and your organizations are handling staff professional development and continuing education during this unusual time. I'd also like to express thanks to the Arkansas State Library for maintaining a list of state-wide library closures and remote service availability. Feel free to share your ideas with me. Thank you!

Sarah Sewell is staff development coordinator at the Central Arkansas Library System in Little Rock, Arkansas and can be reached at ssewell@cals.org.

SCHOOL LIBRARIES: Collaborating and Curating in the Time of the COVID-19 Pandemic

by *Dr. Erin Shaw, University of Central Arkansas*

When friend and colleague Sloan Powell contacted me to ask if I would author a column on school librarians for the ArLA journal I was hesitant to accept because I am no longer a practicing school librarian. In Sloan's request she mentioned I am now in a unique position

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as the Library Media and Information Technology Program coordinator for the University of Central Arkansas to have the ability to highlight what's going on in many different school libraries across the state. I accepted the position to write the article - however, being a curator of stories, I decided to use others to share the great things our school librarians are doing - collaborations and curations of resources taking place in spite of the closing of our public schools due to the Covid-19 Pandemic.

Paris Middle School librarian **Anne Canada** is

the first person I reached out to - here is her part of the story:

#bettertogether

When the notice became official that all schools in Arkansas would utilize Alternative Methods of Instruction (AMI), there was an immediate joining of teachers collectively gathering and sharing resources as educational companies offered lifted restrictions on digital content. This created a glut that was overwhelming. Librarians are skilled curators, and so when I got a text from Dr. Erin Shaw on a Sunday afternoon who noted that school librarians around the state were certainly on the front lines sorting, collating and distributing resources and didn't we need to connect those efforts? I enthusiastically agreed and jumped at this opportunity to collaborate.

Dr. Shaw and I talked through some possible digital platforms on which to post curated resources, and we enlisted the aid of some fellow librarians from around the state to populate the page and help distribute it. The result is the Arkansas School Librarian AMI Support Padlet

<https://padlet.com/acanada4/puagxl8wcsao>

With the sharing of the padlet, we also shared a form asking librarians the following: What do you most need right now to support teachers and students? Would grade level or topic training be more helpful? And what day/time are you most available for zoom training? From those responses a schedule was set up for librarian zoom meetings twice weekly. Tuesday Trainings @ 10:00 were conducted by guests and covered the topics of Zoom 101, Virtual Field Trips/What Museums can do for you and your virtual learners, Podcasting 101 & G.U.I.D.E for Life, directed at student and staff social and emotional health.



Movie shared with students demonstrates the chicken project set up.

https://docs.google.com/document/d/1SIBaE4MVt5xMe6_AZ33TaIX2UvknEX3HUIAr-P5nQhw/view

Wednesdays were for librarian PLC's that included WOW's (Wins of the Week) Show & Tell (quick demos on helpful digital tricks) and breakout sessions by grade level where we helped each other troubleshoot and brainstorm. Attendance grew with each session, and Wednesday agendas were built around the previous week's questions and discussions.

As I reflect back on April and look forward to May, I feel proud that I've been part of the support for learners and learning in my school and in my state. I am proud of the dedication and the ingenuity of district support staff, administration, and teachers during this transformative time. I am reminded that we are #bettertogether.

In addition to leading our school librarians in building PLC's, Anne Canada is dedicated to providing her students with authentic learning opportunities - the second part of her story:

Adventures in Eggsitting

<https://flipgrid.com/e1c17063>

What do you do when your collaborative Egg Hatching/Poultry Industry in Arkansas unit is thwarted by social distancing? You enlist the help of an expert, utilize a technology platform that best suits the learning and learners, and you get in touch with your inner mother hen! Basically, you do your school librarian thang!

Working with my local 4H County Agent, Sarah Enoch, I received fertilized eggs, an incubator, a picture book, and an assurance that we could make this happen. We used Flipgrid because it offered easy

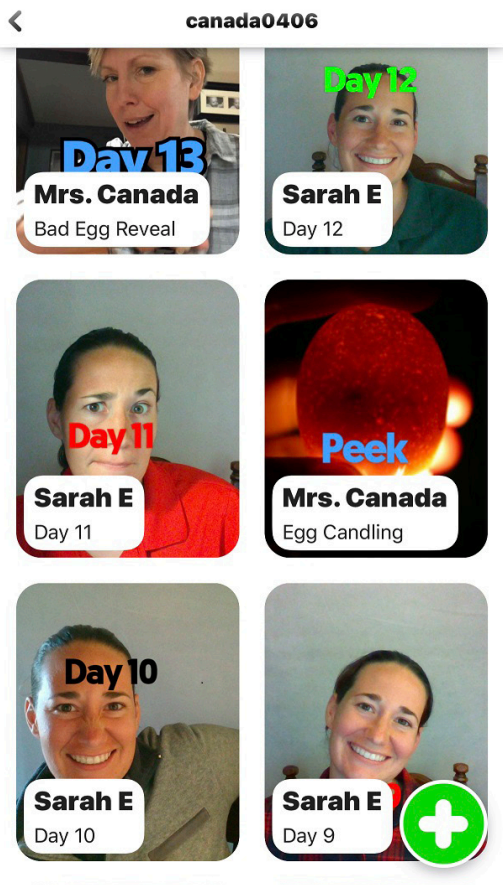


Fertilized chicken eggs received for the project.

video uploads that would create a timeline and also allow for video or text feedback and questions. Sarah provided daily lessons on poultry-related topics that were historical, economic, scientific and practical. I took over the weekend egg updates and a novice perspective on egg hatching and chicken lessons. The videos were posted daily during the egg incubation period. On day 21 - HATCH day, I posted progress pictures and videos on my library's social media pages.



Hatched chickens!



Screenshot of Flipgrid conversations.

Besides the fact sets that were shared in this project, there was also the high value of collective anticipation. The COVID-19 social distancing left students adrift. This project brought us together in a non-threatening, learning but not necessarily academic way. Content area extensions and connections were easy too, and the project became an anchor learning piece with students and teachers. Finally, there is just something hopeful about witnessing life emerging. That hope was a nice thing to experience and share with students.

A similar story but on a more personal level is shared from **Jen Lyon**, a Fort Smith elementary school librarian.

My daughter Cora was really upset because her class was getting ready to learn about the butterfly life cycle. Her teacher had already introduced the project but before their live caterpillars arrived, regular school was cancelled and was moved to AMI. We ordered our own caterpillars, and I was inspired to create a digital science exploration unit. I built a Smore site where Cora and I curated content for lower elementary students. In addition, I also created original content like digital art and math activities using Google Slides. We regularly uploaded new content including read alouds and art projects (with our own step-by-step pictures). We also kept a video journal on FlipGrid so participants could follow along as our caterpillars grew and changed.

In addition to providing a learning opportunity for lower level students, **Jen Lyon** also ensured her older students had an opportunity to connect:



The butterflies arrive!

For 4-6 grades, I facilitated virtual book clubs through Zoom. For our first session, I presented book talks on a variety of genres and had students vote on which book they'd each like to read. While our resources were limited to what ebooks were available, it was important to me to let the students choose the books they were interested in. Based on the votes, the students were grouped into three book clubs. Each group met three times a week through Zoom for a chapter read aloud and read independently on the other days. This was the perfect opportunity for students to experience reading for pleasure. My students loved the book clubs and with so much time away from school, they were eager to read and discuss what was happening in our books. It was amazing how the conversations developed once we took the academic limitations away and focused on reading as a social event.

Finally, one of the best things I have seen from the collaborations are the virtual libraries many of our school librarians created after being inspired by one **Ronda Hughes**, school librarian for Fountain Lake Middle School Cobra Digital Prep Academy, shared through a listserv I subscribe to. Her story:

On March 13 rumors at my school started circulating that we would probably be closed for 10 AMI days or longer. So I started brainstorming ways in which students could easily access ebooks and audiobooks (Overdrive and Hoopla sponsored by our public library). I have taught my students how to utilize the library website, but I end up guiding some of my students through each step each time. I feared that many students wouldn't remember or want to go through the steps to access the links to find a book to read. I needed something quicker.

I've been using Smore Digital Newsletter for six years and my students are very familiar with them as I send out monthly Library Media Center newsletters. So March 16 I spent about two hours curating links for ebooks, audiobooks, virtual



The caterpillars arrive for the virtual science project.

field trips, electronic local and state newspapers, electronic magazines, and other items of interest. I am able to update the newsletter as author and illustrator activities, more free ebooks and audiobooks become available. One of the great things about Smore is that I can view analytics to see how often the newsletter is being viewed, links opened, and general activity within it. My students have always enjoyed looking at the monthly newsletters and other newsletters that I've created (example: Poetry, Computer Science, State award nominated books, etc.) I shared my virtual library on social media, Google Classroom, email, and the school website. Link <https://www.smores.com/5zn76>

How I know that my students are using it...

- Newsletter receives more than 300 views per week
- Emails from students
- Flipgrid videos shared with me about what they are reading
- Student participation in virtual book clubs

Stemming from the virtual PLC connections on Wednesdays, I listened to the stories and resources being shared and realized Arkansas school librarians are doing amazing things. From helping administrators and teachers adjust to delivering online instruction, technology troubleshooting and most often ensuring students are connecting with learning opportunities and developing an interest in finding and using information to create a lifelong love of learning and reading. Collaborations and curations remain at the center of our school librarians even in the time of a global pandemic.

Dr. Erin Shaw is assistant professor and Library Media & Information technologies program coordinator at the University of Central Arkansas in Conway.



Screenshot of virtual book club meeting via Zoom.

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STRATEGIC PLANNING AND ASSESSMENT:

Academic Library Assessment Planning

by *Bob Holzmann, Tulsa Community College*

The content in this column is based upon a live presentation at the combined Arkansas and Southeast Library Associations' 2019 Conference in Hot Springs, AR on September 28, 2019.



Holzmann

Environmental Scan

Academic libraries' budgets are undergoing increasing scrutiny due to several factors. Library costs are significant and include maintaining and building collections, electronic resources subscriptions and purchases, staff costs to provide services, and major facilities on most campuses. Many libraries have ancillary functions such as archives and government repositories. Libraries have developed valued added services including computer labs, Online Education Resources (OER) development and course design collaboration with faculty, high-tech group study rooms, and institutional knowledge management.

At the same time, private and public colleges and universities are being required to tighten budgets, become more responsible to substantiate their academic value, and demonstrate their effectiveness, operations, and compliance to accrediting agencies, local state government, and the United States Department of Education. Meanwhile, the pool of incoming young students, such as those coming out of high school, is shrinking. Competition between colleges and universities is increasing, and it is forecast that up to 25% of higher education institutions will be closing in the near future. In fact, some institutions already have merged or closed.

Therefore, the pressure is on for libraries to provide institutional assessment and demonstrate effective instruction, student success, and justified budgets. In the past, academic libraries have provided numbers, counts, and percentages in categories such as how many titles or volumes are in the collection, how many items circulate or are available in course reserves, door counts, what percentage of the student population use library services, usage of full-text E-resources, and how many reference questions or research consultations



are performed. These numbers and counts are examples of descriptive statistics, and as such are not statistically correlated to and do not provide a measure of a library's actual impact on student success criteria. Coupled with qualitative data such as surveys and anecdotal data, descriptive statistics indicate how busy, successful, and useful a library is and may even indicate what to improve. However, this is only part of the picture.

Comprehensive Library Assessment Plan

In 2017-2019, the Tulsa Community College (TCC) Library created and implemented a comprehensive library assessment plan. The TCC Library Management Team, comprised of our Dean and four Directors, initiated a library workgroup tasked to create a Library Services and Programs Assessment Plan. After creating a Project Charter, the new team worked diligently from August 2017 to May 2018, researching and developing this plan. Library management provided no specific directives for this rather broad project, so the team was able to determine how best to approach and complete the assignment.

The TCC Library currently collects data and provides routine reports of statistics for several services and outputs that are traditional and descriptive. Our Project Charter recognized that our library services and programs had no formal assessment methodology, something that historically has been lacking in libraries. The library needed a comprehensive plan that encompassed all assessment within the library and outlined why we track what we track. The team researched and brainstormed to understand the meaning and purpose of assessment, and how library services contribute to achieving both the college's and the library's strategic plans.

We had to understand the meaning and purpose of assessment and thus determine the reasons for

assessment of library services. We determined that data reporting and assessment are for both internal and external audiences including our library, TCC, state and federal reporting, and for both the academic and library professions. We further determined that assessment is driven by a desire to improve services, justify library services to the administration, and may also provide some bragging rights. We further defined the scope and limitations of our work, including a review of previous Library Data Task Force data decisions, current data collection, the *Library Annual Report*, while focusing upon those specific items related to or directly impacting academics.

Next, we identified library services and programs within the scope of this project's assignment and determined which required assessment, or if any service or program already being adequately assessed simply needed to be documented. Those services and programs requiring development of an assessment plan required most of the effort. Some aspects of the plan required technological data, an application (software) that may not be available, or other limitations that affected the plan's goal for data collection. However, TCC's Institutional Research and Assessment (IR&A) Department was able to provide other assessment data and tools that were required for this plan.

The team recognized that both quantitative and qualitative measures were necessary to meet the library's need to evaluate, improve, justify services, develop resources, and indicate the level of library use and the library user experience. Therefore, the Library Services and Programs Assessment Plan details methods regarding focus groups, surveys, expanded data collection, services and resources usage, and provisions for internal and external reporting.

Additionally, our efforts revealed a number of recent articles about library assessment studies using statistical methods to correlate library use to student success. These articles demonstrated that valid longitudinal and predictive methods can reliably measure and truly report the impact of a wide range of library services upon defined measures of student academic success.

New Assessment Territory

Therefore, the assessment plan team embarked on a journey into exciting new assessment territory that few other libraries (and no community colleges as far as we can tell) have explored. The team applied to and received approval from TCC's Institutional Review Board (IRB) to proceed with an archival

no-risk study. Our research question was, "What impact do library services have upon student success including persistence, academic achievement, and completion? Following each semester, the library gathers, cleans, and provides this collected data to IR&A. Our Research and Assessment Analyst is coupling library users' data with student academic system data and using statistical methods to develop and produce cumulative impact reports.

Historically, assessment of a library's affect or impact upon academic success has been difficult to correlate with student data. A statistical impact study or report is a very new and groundbreaking approach to provide valid and meaningful assessment of library services. Since TCC is developing a "data-informed" culture through evidence-based analysis and decisions, the library is driven to show its effectiveness and provide quality evidence that correlates students' use of library services and programs to retention, academic achievement, and graduation or transfer.

However, this question remained: How do we achieve qualitative evaluation and make the quantitative connection? Our assessment methods adopted Soria, Fransen, and Nackerund's series of published articles (2013 - 2017) as the basis for our study and reporting at TCC. The published model was adapted for our specific community college environment. This use of longitudinal and predictive studies using reliable methods of statistical analyses integrating library services hard data with student academic and demographic hard data will affirm and indicate the extent that TCC library services contribute to the TCC definition of student success. Coupled with the qualitative or soft data and descriptive statistics, a balanced and informative assessment of library services can be achieved.

Summary and Conclusion

The TCC Library Assessment Plan covers a wide range of library services and includes a blend of qualitative and quantitative assessment components that incorporate both hard and soft data: routine or traditional library data reporting, focus groups, surveys, E-resources usage, collection assessment, services in the library provided by other TCC departments, and library services that impact success.

The statistical analyses of library services that impact student success includes data from library circulation, reserves, interlibrary loan, study rooms, library instruction, research consultations, library computers use, and accessing E-resources.

Furthermore, now we must consider the current

environment due to the impact of the COVID-19 pandemic that we know all too well. In particular, a 15% unemployment rate, businesses closing, travel curtailed, classrooms limited to fewer students, state and local governments' budgets in crisis, and uncertainty about what the future will look like.

This may well result in a more intense focus requiring greater accountability, sound assessment, greater advocacy, and program improvement for unprecedented changes in academic library services currently underway.

The bottom line is all about students and their success. Students who are academically successful at TCC and who subsequently move into the workplace or further their education contribute to a vibrant community, successful businesses, education, health

care, and the economic stability and growth of the city and the region.

Bob Holzmann is the systems and digital technologies librarian at Tulsa Community College in Tulsa, Oklahoma. Holzmann recently chaired the Library Services Assessment Plan Team, is leading the TCC Library study about Library Impact on Student Success, and is co-authoring two chapters for an upcoming ALA book on community college assessment. He is also serving as chair-elect for the Oklahoma Library Association University and College Division.

ADMINISTRATION AND

MANAGEMENT:

CALS and Our COVID-19 Response

by Carol Coffey, Central Arkansas Library System

Like many of you, here at the Central Arkansas Library System (CALs) we found ourselves scrambling to make decisions when it became apparent the COVID-19 crisis was going to change the way we operated. Our first hopeful plan involved staying open while requiring social distancing, managed by closing down some public computers, limiting study room access, cleaning more, and other steps. We realized within a day that our plan would not work because many patrons were not ready to cooperate with our new rules. As a result, we decided to close all locations at 1:00 pm on Saturday, March 14.

Once we got past the first days of notifications, turning off holds of physical items, extending due dates, and raising fine limits, we started figuring out what we could still do to remain in touch with our users and how we could help them through this difficult time. We started immediately working with the Little Rock School District and other partners to provide meals for children who needed them. Within a few days, many of our programmers jumped eagerly into virtual programming: reading stories on Facebook, demonstrating new crafts, and sharing great content. We added a relatively low-cost chat function to our website, and staff members began responding to questions and requests via that platform as well as answering the phones during designated hours.

Our communications and marketing team ramped up publicity for all the great digital content that we

provide from OverDrive, RB Digital, and Freegal, but then we started to consider how we might make at least part of the physical collection available to patrons while protecting staff and patrons as much as we could. The Main Library was the obvious place to start, as it has a drive-up window that allows for contactless delivery of library materials. We began by allowing patrons to pick up any holds that were already on the holdshelf at Main Library. Since we had turned off the ability to place holds in the public catalog, patrons could also call or email to ask for any items currently available on the shelf at Main Library. Our delivery truck was not running, which meant that items at other locations were temporarily unavailable. Within a few days, the success of our pilot project at Main led us to open curbside pickup at Terry Library and within a few weeks at other locations. Along with books and DVDs, we also accepted mobile printing requests, allowing us to provide printouts of AMI packets for K-12 school students along with other needed materials.

So how did our curbside pickup work? At each branch that was open, we set up a table outside the front door. When the patron arrived to get their items that had already been requested, they called inside. A staff member took the requested items out to the table and left them there. Once the staff member had gone back inside, the patron was free to approach the table and pick up their items, which had already been checked out to them.

Once we were comfortable with the process, we began contacting patrons who had holds sitting at the other branches to see if they wanted their holds transported to one of the open libraries for pickup. After a flurry of phone calls, we ran our delivery truck to all locations to move those holds around. If

we could not reach the patron, their materials were left on the holdshelf at the original location for a later date.

One of our biggest worries was how to safely handle returned materials. When we closed, we also closed and locked our book drops, asking patrons to keep library materials until further notice. Our curbside pickup process was a one-way transaction. Items left the building, but nothing entered. We knew we couldn't keep that up forever and that we would be hit with an avalanche of returned materials if we waited too long. About five and a half weeks into our closure, we quietly reopened the book drops with procedures in place to protect staff. Returned items were left to sit for four days before being checked in. At that time we also opened the rest of the branches for curbside pickup and began allowing patrons to place their own holds again. The regular delivery run was also reinstated with a few changes. Staff working in the buildings had very specific safety protocols to follow, including mask wearing and frequent handwashing.

Behind the scenes, library administrators were faced with many tough decisions to make and processes to redesign. Managers had to learn how to supervise staff who were working from home while recognizing that the stress and uncertainty of living through this time could affect performance and how to accommodate that as much as possible. Rather than asking staff members to fill out their timesheets, which were not immediately accessible from outside the library buildings, we set up work

report spreadsheets where staff members reported all their activities to their managers who then submitted timesheets on their behalf. The spreadsheets had the added bonus of allowing for sharing of ideas and activities.

As of this writing (May 2), we are unsure when we will be able to allow patrons back in the building. We know that it will be a slow process and that there will be limits and restrictions that may last for months. Staff and patrons will be required to wear masks and practice social distancing. We have cancelled all meeting room use through the end of the summer and are not taking reservations. The lack of parking fees, rent from tenants on the downtown Library Square campus, fines, and other revenue means that we are taking a very hard look at our financial future and making some difficult choices now in hopes that we will be able to avoid even more difficult choices later on.

This we know: we have an amazing staff who work hard and are willing to design and adapt to new ways of doing things. And we are valued by our community. We've been hearing from them and their gratitude for the services we have been able to provide during this unprecedented time is incredibly rewarding and appreciated.

Carol Coffey is the patron experience and library analytics coordinator for the Central Arkansas Library System in Little Rock, Arkansas.

CHARTING NEW WATERS: The Arkansas Library Association Annual Conference 2020

*by Philip Shackelford, ArLA President-Elect &
Conference Chair*

How do conferences work in the era of COVID-19? We're going virtual!

Hopefully everyone had a chance to read President Crystal Gates' announcement about the decision to transition our normal annual conference – originally planned for an in-person gathering in Forth Smith this October – to a virtual meeting.



Shackelford



Specifically, her announcement indicated that “in light of the predicted resurgence of the virus during the next fifteen months, and in consideration of the travel restrictions impacting the library community,” ArLA has decided to “move the annual conference to an online environment. The virtual conference will be held Thursday, October 15, and Friday, October 16, in order to provide the best opportunity for all participants to have access to the necessary technology.”

“When choosing the theme of the 2020 Annual Conference, a pandemic and its cascading effect was not in sight,” she shared. “Moving to an online environment offers ArLA the opportunity to meet its members where they are, to push the boundaries of traditional programming, and to encourage

participation and collaboration in a meaningful way.” ArLA looks forward to offering the same vibrant programming and new opportunities for impactful connection. The virtual conference will continue to include sessions, workshops, keynotes, and a space to connect, including connections with sponsors, vendors, and programmers. In addition to the live sessions, attendees will have access to on-demand recordings. Moving from a face-to-face conference to an online environment offers members and the Association an opportunity to grow – to chart new waters.”

In addition to exciting presentations from our colleagues around the state, willing to share their time and experience with us in sessions for our virtual conference, we will also have the opportunity to hear from two keynote speakers – Margaret Verble and Ted Quiballo.

Margaret Verble is the author of *Maud’s Line*, which was a finalist for the Pulitzer Prize for Fiction in 2016. Her new novel, *Cherokee America*, was released by Houghton, Mifflin, Harcourt in February 2020, and praised in the *New York Times* as a gift to historical fiction lovers and as “an essential corrective to the racially tinged myths created to justify the annihilation of indigenous cultures and the theft of native lands.” It won the Spur Award for Best Traditional Western this past March, and is currently shortlisted for the Reading the West Adult fiction Award. Margaret, an enrolled citizen of the Cherokee Nation of Oklahoma, lives in Lexington, Kentucky. Margaret prefers to speak through an interview format, so Judy Calhoun will be discussing Margaret’s novels with her and covering questions from our audience as well. For anyone who is interested or has enjoyed Margaret’s novels – please reach out to Judy at director.searl@gmail.com.

Ted Quiballo graduated with his Master of Science in Library and Information Science at the University of Illinois at Urbana-Champaign in spring 2017. He is a 2015-2017 Diversity Scholar from the ARL Kaleidoscope Program (formerly IRDW). In addition, he is also a 2016-2017 ALA Spectrum Scholar recipient and the recipient of the 2016 Illinois Library Association Sylvia Murphy Williams Scholarship, which addresses the issues of underrepresentation of ethnic librarians within the profession and to serve as a model for ways to bring attention to other diversity issues. Ted and I were teammates in the 2019 Class of ALA Emerging Leaders.

Ted is the Instructional Technologies Librarian at Northwestern University Libraries within the

Instruction & Curriculum Support workgroup. He serves as the subject liaison to the Computer Science, Electrical & Computer Engineering, Engineering Sciences & Applied Math, and Physics & Astronomy departments. He provides strategic direction and outreach to the makerspace which includes the MakerLab and the Video Production Studio at the Seeley G. Mudd Science and Engineering Library. Ted will be speaking to us regarding his efforts in equity, diversity, and inclusion work in the world and providing insight for how Arkansas libraries can pursue these areas in their own communities.

Personally, I would like to celebrate the hard work of the Conference Planning Committee and thank them for so willingly switching gears from our plans for the in-person meeting to begin thinking about how to bring a virtual conference to our members. I know that many of us look forward to the conference every year and enjoy the opportunity to network with colleagues around the state, hear valuable presentations, and collect all those great ideas to bring back to our own libraries and communities! While a virtual conference will certainly be a different experience for all of us – all of the same opportunities that we know and look forward to each year in person will still be possible. More than that, holding a virtual conference this year will give us as an association a valuable opportunity to learn from this experience and think about how we can continue to make important professional development opportunities available to our members in the future – AND – we hope to reach EVEN MORE of you around the state that we might not get to see each year at the in-person conferences. Technical details about how the virtual conference will come together will be forthcoming soon, so please stay tuned for that.

If anyone has any questions or comments, please do not hesitate to reach out to me or anyone on the Conference Committee:

- Carol Coffey, Programs – ccoffey@cals.org
- David Eckert, Performer’s Showcase – david@libraryinjonesboro.org
- Mindy Farley, Awards – mfarley@southark.edu
- Becky Fisher, Member-At-Large – beckyf@salinecountylibrary.org
- Susie Kirk, Marketing – kirks@hsu.edu
- Nithin Lakshmana, A/V – nlakshmana@nwacc.edu
- Britt Anne Murphy, Fundraising – murphyb@hendrix.edu
- Jessica Riedmueller, Accessibility – jriedmueller@uca.edu

- Ron Russ, Webmaster – rsruss@asub.edu
- Richard Theilig, Vendors – richard.theilig@lamanlibrary.org
- Rebecca Virden, Virtual Best Practices – rebeckavirden@gmail.com
- Philip Shackelford, Chair – pshackelford@southark.edu

As with almost every other aspect of librarianship in 2020 we are charting new waters, but we will come out of this stronger than ever and will have valuable experience to take with us into the future. Our conference will be fun, important, and a great opportunity for Arkansas librarians to learn and to share. I will “see” you all at #ArLA2020!

Philip Shackelford is the library director at South Arkansas Community College in El Dorado, Arkansas. He is also currently serving as president-elect of the Arkansas Library Association, and is committed to supporting the Arkansas library community in a variety of other capacities, including as secretary of ARKLink (a statewide consortium of academic libraries), and as an associate editor for Arkansas Libraries.

WEATHERING THE STORM: ArLA Creates Pandemic Response Committee

*by Philip Shackelford, Pandemic Response
Committee Chair*

The deadly spread of novel coronavirus this year has created a multi-faceted crisis that, in all likelihood, has touched each and every one of us in some way at this point. We watch as people and communities around us continue to fall prey to this disease, we cringe as our local and national economic engines power down, and we join each other in hibernating away from friends, family, and co-workers in a desperate play to stop the virus in its tracks. One development that hits particularly close to home, however, is the temporary closure of many public, school, and academic libraries across our country. Unable to greet our patrons and students in person, and indeed in order to prevent community spread of the deadly foe we face, libraries of all types in all kinds of communities have made the decision to close their doors for the duration. This goes against everything we have come to believe in as a profession, and it hurts.



Shackelford

But there is hope.

No sickness can erase the enduring relevance of libraries, librarians, and what we do. We can and will return. In the meantime, it is incumbent upon all of us to learn from the current situation, celebrate the heroic efforts of our libraries and librarians around the state who continue to serve their communities

every day, and plan ahead for both the near and long-term future as we stay tuned to the progress of COVID-19 and anticipate potential public health crises on the horizon.

Accordingly, in recognition of the significant and unique challenges our member libraries face due to the COVID-19 pandemic, the Arkansas Library Association established the Pandemic Response Committee, on Friday, April 10, 2020. The committee’s responsibility is to gather resources and facilitate effective preparedness on the part of our member libraries and as an Association.

Duties of the Committee:

1. Collect and distribute information regarding best practices for pandemic preparedness measures, capacity development, and response.
2. Provide resources and technical assistance to Arkansas libraries in outbreak and potential outbreak areas.
3. Prioritize and guide the allocation and targeting of resources for member libraries.
4. Draft and recommend policy required to sustain and optimize pandemic preparedness, including advocacy at all levels of government.
5. Celebrate and recognize the incredible and valuable work being done by our member libraries during this and any future epidemic or pandemic emergencies.

The committee’s membership is as follows:

- Susie Kirk (kirks@hsu.edu)
- Lavis Martin (martinl@uapb.edu)
- Britt Anne Murphy (murphyb@hendrix.edu)
- Lynn Valetutti (Lynn.Valetutti@np.edu)
- Rebecka Virden (rebeckavirden@gmail.com)
- Philip Shackelford, Chair (pshackelford@southark.edu)

Moving forward, the committee plans to prioritize its work along the lines of the following areas of emphasis:

1. Collect data on how Arkansas libraries have been and continue to respond to the challenges of COVID-19 in their communities.
2. Develop plans and resources for Arkansas libraries as they continue to serve their communities during this crisis, in the short term.
3. Look forward into the longer term with an eye towards how Arkansas libraries can better prepare for a future crisis or another wave of COVID-19.

If anyone has thoughts on this work and these priorities as we look around the state and how our libraries are responding to the COVID-19 crisis, please reach out to the committee and let us know. We want to recognize and celebrate the work that all of you and your libraries are doing to continue serving during this time – and not only maintaining your service, but *innovating* new ways to meet the needs of your communities during this challenging period.

Finally, a note of encouragement – keep up the good work! These are strange and tragic times, but librarians are nothing if not strong, adaptable, and professionals at designing new ways to help people. We’ve got this. Keep doing great things, and we’ll get through this!

Also – a HUGE thank you to Britt Murphy and her crack team of mask-makers who have so generously and selflessly dedicated time and resources to helping make sure front-line library staff have the protection they need as libraries continue to serve their communities and begin to consider reopening. This is an award-winning effort, and we thank you all. Meet the mask makers, and please reach out to them with thanks when you have a moment:

My name is Carol Kirkpatrick, and I work as Adult Services Coordinator at the Laman Public Library in North Little Rock. I am



originally from Hot Springs and grew up in the country. I have 5 siblings. I have been sewing since I was 9 and am self-taught, with help from my older sister. I made doll clothes that I sewed by hand. My mom sewed on a treadle machine and so that's the first machine I used! Thank you for letting me help! carol.kirkpatrick@lamanlibrary.org



Hi! I'm Kelsey Gocio, an artsy-crafty librarian. I work at Garland County Library in Hot Springs. I learned to sew from my mom, and through a lot of trial and error, haha. kgocio@gclibrary.com

My name is Tonya Ryals, and I'm assistant director at Craighead County Public Library in Jonesboro, Arkansas. I'm not really sure where/how I learned to sew. My dad taught me to thread a needle when I tried (unsuccessfully) to attach my Girl Scout patches to my sash. Since then, I sewed occasionally for various small projects. I first used my sewing machine a couple of years ago when I decided to make a Halloween themed quilt. tryals@libraryinjonesboro.org



My name is Melissa Starkey, and I am the Social Studies Specialist at the Division of Elementary and Secondary Education. I live in Maumelle, and was taught to sew when I was seven or eight by my grandmother. From her, I learned how to sew both by hand and machine, and how to quilt. Melissa.Starkey@arkansas.gov



I'm Sherry Tinerella, and I work at Arkansas Tech University. I started sewing in my forties when I wanted to learn how to quilt. I thought I was going to do it all by hand. I bought my first sewing machine after the first class. I liked how much faster I got the desired results. I haven't been the same ever since then. I'm obsessed with fabric to the point of designing it myself and having it printed. I love designing my own quilts and choosing the colors. The actual quilting of the piece is my least favorite part. I like the piecing process much better but I really see the sewing as a means to an end. I never made clothes or garments, it's all about the art of the quilt.



When a call for masks was posted on Facebook for the local clinic I thought that making masks was something I could do. So, I ventured past my comfort zone and began making masks to donate to the local clinic. I made them for family and friends. When the call for mask makers was put out there for Arkansas libraries I signed up right away. I love librarians. We take care of each other as well as our communities. stinerella@atu.edu



I'm Rebecka Virden, and while I'm from Morrilton, I now live in Fort Smith. I learned sewing basics from my mom as a kid. While attending library school in Austin, Texas, I learned how to make garments from a fellow library school student. rebeckavirden@gmail.com



Lynn is the Library Director at National Park College, the ArLA Treasurer, and a member of ALA OITP Committee. She has been sewing since she was in seventh grade when Sr. Mary Margaret, aka Sr. Tiny, taught her to sew in home economics. Lynn has been sewing masks for faculty and nursing students at NPC as well as for librarians. Lynn.Valetutti@np.edu

I'm Lacy Wolfe. I work at Henderson State University's Huie Library. I learned to sew in Family and Consumer Science class (probably better known as home ec!). wolfel@hsu.edu



Philip Shackelford is the library director at South Arkansas Community College in El Dorado, Arkansas. He is also currently serving as president-elect of the Arkansas Library Association, and is committed to supporting the Arkansas library community in a variety of other capacities, including as secretary of ARKLink (a statewide consortium of academic libraries), and as an associate editor for Arkansas Libraries.



Even Woodrow the Blue Heeler wore a mask to ward off COVID-19.

LIBRARY LEADERSHIP & SUSTAINABILITY

The Best is Yet to Come: Strategies for a Better Future

by David Johnson, Fayetteville Public Library

Many of us librarians have found ourselves hunkered down in these times of the COVID-19 pandemic disruption playing a librarian's version of "Work Week Whack-A-Mole." Knock down one service obstacle, and others pop up. People can't access our physical materials? WHACK! Curbside service.

Children can't attend story times? WHACK! Online streaming programs. While it has not been easy transitioning from our traditional "high touch" model of service to a socially-distanced, disinfected, "low touch" model, librarians should be applauded for the efforts.

Once the social distancing rules are relaxed, it is highly unlikely that a return to "normal" is in our future. Past ALA/PLA President Sari Feldman's April 17th article for *Publisher's Weekly* raises questions about the lasting impact the pandemic may have on our public libraries and the profession. Will the public be willing to "share" materials as they have in the past? Will they be willing to return to public spaces? Will their reliance on digital resources and streaming programming mean a permanent reduction in the use of the library and harm the public library brand? Will working librarians travel to professional conferences?

The tone of Feldman's article is serious, if not severe. It calls into question the future role of public libraries in our towns. Yet, despite the present challenges and uncertainty, is it possible that these are also the best times to put down our whacking mallets and think of a better future?

We all know the DNA of public libraries is service. Our missions and values guide how we serve our communities. Missions and values rarely change. They are rock solid. The strategies for how we achieve our mission and demonstrate our values, however, are subject to change. Look no further than the new tactics used during this pandemic. Strategies and tactics change, service DNA doesn't. So what could the strategies and tactics for a better future look like?

A good place to start thinking about a better future is our alignment with our governmental



Johnson



FAYETTEVILLE PUBLIC LIBRARY

bodies, businesses, local schools, and communities. Federal, state, and local governments are going to respond to the post-pandemic world in predictable and unpredictable ways. Libraries that align with the new laws, policies, and procedures these institutions put into place are going to find new ways to help their citizens as they learn to live with these changes. It may be helping people learn about the new codes for how to physically behave in public spaces or adapting to new laws regarding decontamination and "safe" spaces. How can we be of service in helping people learn what the rules are for "clean" resources? How, or if, these types of changes are going to govern future behavior is unknown, but staying aligned with our government at all levels is essential.

We know local businesses are going to come back stronger and more resilient. Different, but better. Aligning with their strategies and helping them achieve new levels of economic success will bring financial vitality to our towns and in turn strengthen business support for the local library.

When our schools reopen their doors, and they will, they will likely be different in how they achieve their mission, and libraries will be there to support and supplement them in their time of change. The new "normal" for education will be defined. Public libraries will step up as they always have.

As our hometowns change in a post-pandemic world, our community members of all walks of life and demographics are going to turn to their libraries in numbers never seen before. Public libraries have evolved into civic institutions that help everyone navigate the demands of daily life. The post-pandemic demands on our community will require libraries to be resourceful, creative, and entrepreneurial in providing services that help others manage the new demands. That's what libraries do. That's our DNA.

A better future requires librarians to grow stronger, to continue to fill our "trust buckets" within the communities we serve, and to teach and educate each other in the best practices for service. It has been said that experience is the best teacher, but it doesn't have to be our experience. We must share with each other what is working, and equally important, what is not working. We are at our best when we borrow service practices from other libraries and make them unique to the communities we serve.

Libraries and librarians are master curators and tellers of stories. Now is the time for us to strengthen our resolve to tell our stories of how we are serving our communities and creating a better future for libraries. We must be the champions of our own cause. We must demonstrate one patron at a time that despite the changes wrought by COVID-19 libraries will continue to be at the forefront of helping people meet the demands of a new day.

Sari Feldman is right to voice concern. The future will be different. The DNA of public library service will ensure the future will be better.

David Johnson is director of the nationally recognized Fayetteville Public Library and has been a proud Fayetteville community member for over 20 years. Originally from Little Rock, he received his undergraduate and masters degree from the University of Arkansas, Fayetteville and his Master of Library Science degree from the University of Tennessee, Knoxville.

TECHNOLOGY & INNOVATION: Virtual Programming with Zoom

by *Nathan James, Central Arkansas Library System*

In the era of social distancing our programmers are exploring many options for virtual programming, where the presenter and participants never meet physically. At first we turned to Facebook Live and Youtube, great for programs which are essentially a performance intended to be viewed (e.g. readings or storytimes) and staff-made pre-recorded videos. But these tools don't work well for programs where interaction amongst the participants is key: book clubs, game nights, hands-on classes, Q&A sessions, panel discussions. Video conferencing software is a better solution for these types of programs because the participants can talk to each other and see each other, at least for those bold enough to turn on the camera.



James

At CALS we reviewed several video-conferencing options and chose to use Zoom for our public programming due to ease-of-use and relatively low cost. This article is not intended to be a Zoom tutorial; instead we want to share thoughts on how to get the most out of Zoom, especially in situations where you have multiple staff using it. Many thanks to our Digital Literacy Specialist, Nathan Smith, for doing most of the hard work developing the procedures we are using; we have affectionately renamed him the Zoom Czar.

Free Accounts vs Paid Accounts

Basic Zoom accounts are free. Basic accounts include features for one person to schedule and host meetings with up to 100 participants for a maximum of 40 minutes. These are fine if you have only a

few staff using Zoom and if you plan to keep your programming very brief; plan for no more than 30 minutes of content to give yourself enough intro and closure time.

Paid accounts start at \$14.95 per month per license. The license is assigned to whoever sets up the account, and that person becomes the owner of the account. Paid accounts increase the maximum length of meetings or increase the number of users who can participate, but also give you access to useful administration and reporting features. One feature that isn't immediately obvious is that you can add multiple users to paid accounts, and this doesn't add any additional cost if you add the new users as Basic accounts; if more than a few staff are using Zoom it's well worth acquiring a paid account so that you can manage all users centrally.

You can alter the default security settings for all users and meetings, and access reports on all user activity. The reports count number of meetings, number of participants, duration of meetings, information on meeting attendees, even some data from the meetings.

If you have multiple staff who need to use a licensed account for the extra time it provides, you don't necessarily need to pay for a license for each staff member using Zoom. Zoom allows you to share licenses amongst the users on your account. For example, at CALS we have 5 licenses shared by 80 users. Switching the license between users is as simple as editing the "user type" for the user, changing one user from Licensed to Basic and the other from Basic to Licensed. This approach requires careful scheduling of programs which need a license, although in a pinch you can add another license quickly and then cancel it.

Zoombombing and Meeting Security

The increased use of video conferencing has resulted in the addition of a new word to our vocabulary: Zoombombing. Zoombombing refers to unruly participants disrupting an online meeting

by antagonizing the host or other participants, often by sharing graphic content or sending harassing messages using the chat function. Virtual library programming is particularly susceptible to disruptive participants because unlike most video conferences where all of the participants are known, when using video conferencing for library programming, the participants are often unknown to the host.

The default settings for Zoom meetings are quite permissive in terms of the types of interactions that area allows between participants. The permissive settings make it difficult for the host to regain control of the situation if a bad actor is present—or prevent malicious behavior in the first place. To help prevent Zoom bombing there are several default meeting settings you should consider changing to tighten up the security for your meeting.

- Private Chat: turn this off. When this setting is on it allows attendees to chat directly with each other. Turning it off ensures attendees cannot harass each other without the host’s knowledge.
- File Transfer: turn this off. This prevents participants from sharing unwanted files or malware.
- Screen sharing: turn this on and set to host only. This will allow the host to display portions or the entirety of their computer screen with attendees, but prevents participants from sharing their screens.
- Remote control: turn this off. This prevents participants from requesting control of the computer that is sharing its screen.
- Allow removed participants to rejoin: turn this off. This prevents users from rejoining the meeting using the same account if they have been kicked out by the host.
- Waiting room: turn this on and set to all participants. Each attendee will need to be specifically allowed into the meeting by the host. This is very useful if a disruptive user is trying to rejoin the meeting, but does mean someone will need to watch for participants who show up late.

If you want to secure your meetings further consider asking participants to register for the meeting and then send the meeting invitation (which includes the URL used to join the meeting) to registered participants close to the start of the meeting; this helps prevent the meeting details being circulated without your knowledge. We manage the actual registration for the program with our event calendar software, then email the Zoom meeting details later. You can also require a password for meetings, again trying to ensure only approved



participants with whom you have shared the password can join the meeting.

Co-Hosts

If you haven’t used video conferencing software very often, presenting your program while also managing the logistics of the meeting itself can be a challenge. Smaller meetings aren’t too difficult for one person to manage, but larger meetings quickly become unwieldy due to the number of things that you may need to do for the participants. It’s a good idea to have a co-host for any meeting where you anticipate a large number of participants; this allows the host to focus on the content of the program while the co-host focuses on participant management. The co-host should manage the “waiting room” if you use that feature, monitor participant messages in the chat, manage Q&A to ensure all questions are answered, and warn or kick out any disruptive participants.

The Age of Video Conferencing

For many of us, the days when video conferencing software was something we occasionally used to participate in a webinar are gone. In just a few months, the need for physical distancing has transformed how we interact with each other, and video conferencing has become the essential tool for both business meetings and socializing with friends. In the case of Zoom, the free version is fine for many situations so long as you are mindful of the 40-minute time limit, but the reporting and administrative functions which become available with a paid account have saved us so much time that the cost is easily justified. Our Programmers continue to come up with fascinating ideas for using this technology to reconnect our patrons to the library and to each other, and by implementing a few safety precautions we thus far remain untroubled by Zoom bombing.

Nathan James is deputy executive director for technology and collection innovation for the Central Arkansas Library System in Little Rock. He received his MLIS from the University of Texas in 1994 and worked 18 years in the library software industry working with libraries around the globe in training, sales, and consulting roles. He can be reached at njames@cals.org.

WHAT'S UP IN ARKANSAS TWO-YEAR COLLEGE LIBRARIES: Coping With COVID-19

by *Ronald S. Russ, Arkansas State University-Beebe*

Two-year college libraries are different from other institutions of higher education in that they combine aspects of four-year college libraries, public libraries, and school media centers. Our clientele represents a wide variety of educational backgrounds from those needing remedial courses, to those already with college credits, to people undergoing job training for industry, to community members at large. In this new column, we plan to address important issues affecting the two-year college community and share information, tips, and techniques to help those working in community colleges do their jobs better.



Russ

Sad that we have to start with an article on COVID-19, but it is on everyone's mind (at the time of this writing). There are both health and economic aspects to this pandemic, many of which we still don't know the full extent of the damage. But we still have to find a way to make sense of things, and make the best decisions we can.

During the ArLA Two-Year College Round Table's spring meeting on Friday, April 17, 2020 (via Zoom), we discussed how two-year college libraries are coping with COVID-19. While there was good discussion, not all members could be present. So, we thought that a survey instrument would help gather information from those unable to attend. It would also help quantify some of the information as well. I created a survey with Microsoft Forms and emailed the survey link to academic mailing lists ARCULI-L and Arltycrt. The survey was open for a week.

We received 12 responses to the survey. Here is the summary:

1. Is your library open to the public, if so what hours? Three libraries said yes and eight libraries said no. Of the libraries open, two libraries were open during the day and one had evening hours.
2. How are you providing services during this public health crisis? The most popular answer was online, but other responses included checking out hotspots and laptops, curbside checkout, limiting



3. Are library employees working from home? Six said yes and six reported a mixture of home and work.
4. How has COVID-19 affected your budget/staffing? Several said their part-time staff had been laid off. Others said their budgets were cut for the current fiscal year, and FY20-21 was to be determined. There were a few that said not yet.
5. Any best practices you'd like to share? Responses included the more work you can do online the better, using Microsoft Teams to organize files and chat with co-workers, quarantining returned items for one week prior to re-shelving, and updating the library Facebook page daily with free online resources.

Many of us feel that COVID-19 is going to be here for a while, and even if there are drops in cases, until there is a vaccine, we may be facing more of this in the future. We will continue to communicate and help one another the best that we can.

The mission of the ArLA Two-Year College Round Table is to provide a forum for library advocacy, professional growth, and collaboration to enhance library resources and services. In addition, we develop appropriate standards, disseminate information, and provide a forum for the discussion of common problems. For more information and to get involved, go to <https://arlib.org/Two-Year-Colleges-Round-Table>. We're always excited to have new members.

Ronald S. Russ has been assistant librarian at Arkansas State University-Beebe since 1997. Prior to that, he was a librarian in the New York Public Library system. He's been chair of the ArLA Two-Year Colleges Round Table on several different occasions dating back to 2001. Russ was the column editor of Webmaster's Corner and a former managing editor of Arkansas Libraries. He can be reached at rsruss@asub.edu.

SPECIAL LIBRARIES

Special Library Materials as Cultural Heritage: Near Reflection on Library Resources and COVID-19

by Karen O'Connell, Arkansas State Library

Two weeks before the article submission deadline, I was pleased to become the Special Libraries column editor for *Arkansas Libraries*. I am still new to Arkansas, but I am not new to the landscape and day-to-day work of special libraries. Within a week of the assignment, it became

clear to me that surveying the effect of COVID-19 on Arkansas special libraries was too near to see clearly and to receive responses from a balanced number and type of special libraries around the state. There would need to be more time for libraries overall to discern impact, especially in light of widespread closures. Connecting researchers to resources has not ceased, and this single charge is at the heart of all librarianship, no matter the specialization. In this article, I would like to consider the resources.

I have had occasion to ruminate on the nature of special libraries over the years, particularly in terms of the cultural heritage collections within them. In my background, I have worked for an NGO library, for a large national museum, as well as for both subject-specific libraries and archives/special collections within academic settings. There is a distinction between special collections and special libraries. In my experience, museum libraries align more with special collections and archives. In the same vein, special collections and archives often align more with museum libraries than with general collections in academic or large public libraries. How special libraries interact with clients may differ by type, such as corporate/business libraries, NGO libraries, law firm libraries, etc. and special libraries that reside in museums, historical centers, or academic environments.

Generally speaking, business and organizational libraries (that are often also corporate archives) tend to support the current research needs of their organizations and customers, and tend to have streamlined collections that are actively weeded (both physical resources and e-resources) to keep relevant to the needs of their clientele. Context most



O'Connell

often represents the distinct and mission-driven difference between some archives/special collections and some special libraries; and that context drives collections practices as much as services. A change in context, or an interruption such as with the pandemic, can focus services toward what is core and what is currently useful for the time; for example, looking at licenses for e-resources for greater offsite accessibility and shifting services in consideration of where the researchers actually are. This is not new of course, except in terms of scale and scope. This also reinforces the synergy between libraries and publishers/providers of resources; as many publishers and providers offered temporary or enhanced access to electronic resources during the pandemic.

Not all collections within special libraries are special in the sense that they need to be preserved over time as cultural heritage. Nevertheless, by their nature, many special libraries are caretakers of heritage collections to some degree; even special libraries with aggressive weeding policies. These collections run the gamut of special library type. As so many staff members teleworked during the pandemic, questions arose related to the safety of materials and from multiple perspectives. Are library materials safe to handle after exposure to possibly infected researchers? In March, discussions centered on risks; whether from aerosolized particles in the air or from larger droplets on materials produced by coughing or sneezing. Guidance on quarantining and cleaning various types of materials came from IMLS as well as cultural heritage organizations such as the National Center for Preservation Technology and Training. In April, questions arose on how to respond to disasters when staff members worked remotely. Frank discussions, facilitated by initiatives such as Connecting to Collections Care from the Foundation for Advancement in Conservation, recommended streamlining disaster response and recovery plans to allow for the most minimal response staff as possible and more reliance on recovery vendors. Adding or revising COOP (continuance of operations, also known as business continuity) planning to disaster response and recovery plans will likely be a library topic beyond the pandemic. In May, focus shifted to reopening procedures and handling specialized collections materials that cannot be cleaned in the same manner as circulating collections. Digital objects, when available, seemed a good option.

From the perspective of the digital, much of my own work has been associated with utilizing digital options to prolong the lifespan of content. Whether

born digital or made digital (i.e., reformatted, digitized), digital preservation workflows are similar once something *is* digital. Providing access to materials via digital surrogates is important; however, more transformative research becomes possible when print or analog formats are made digital; such as textual and visual analytical work or STEM and STEAM studies. A data science example from several years ago involved leveraging the online video gaming community to create maps of neurons from scanned three-dimensional brain slices to further neurological research. This type of “working together at home” theme arose during the pandemic, with tasks like crowdsourced metadata creation for digital objects and learning opportunities from worldwide venues. No library is a silo, and all types of libraries can benefit from an active community of practice.

Many associations are relevant to special library services and collections, and most have created resource pages and/or guidelines/directives related to the COVID-19 pandemic. The list below is not comprehensive, but hopefully representative of relevant types of special libraries.

American Association for State and Local History
<https://aaslh.org/covid19/>

American Association of Law Libraries
<https://tinyurl.com/yadtpj6q>

American Association of Museums
<https://tinyurl.com/y7lkq4g2/>

Arkansas Library Association
<https://www.arlib.org/8892402>

Art Libraries Society of North America
[no specific page re: COVID-19]

Association for Recorded Sound Collections
[no specific page re: COVID-19]

Association for Rural and Small Libraries
<https://arsl.info/covid/>

Association of Moving Image Archivists
[no specific page re: COVID-19]

Council on Libraries and Information Resources (CLIR, including DLF)

<https://tinyurl.com/yaabkf9>

And: Share Your COVID-19 Story with CLIR
<https://tinyurl.com/yctwfu64>

Federal Library and Information Network (FEDLINK)
[no specific page re: COVID-19]

Institute of Museum and Library Services
<https://www.ims.gov/coronavirus-covid-19-updates>

IFLA: COVID-19 and the Global Library Field
<https://www.ifla.org/covid-19-and-libraries>

Medical Library Association
<https://tinyurl.com/y9gc8ypp>

NELLCO Law Library Consortium, Inc.
<https://tinyurl.com/y9h3xm>

Society of American Archivists
<https://tinyurl.com/yag23tzz>

Special Libraries Association
[no specific page re: COVID-19]

Urban Libraries Council
<https://tinyurl.com/yd9pdcdb>

As this column evolves in subsequent issues, I look forward to connecting with Arkansas special libraries of all types and learning how collections and services benefit the research communities in Arkansas.

Likely every article in this issue will remark on the challenging times during the COVID-19 pandemic, and that sentiment endures here and in this context. I hope you all remain safe and well.

Karen O'Connell is the coordinator of the Arkansas Center for the Book at the Arkansas State Library. She holds an MSLS from The Catholic University of America, an MA from Georgetown University, a post-graduate certificate in Preservation Management from Rutgers University, and a BA from the University of Maryland at College Park.

LOCAL LITERATURE

by Timothy G. Nutt, University of Arkansas for Medical Sciences Library

Books on Arkansas Backstories, Romance, and Politics reviewed by Elizabeth Parish, University of Arkansas at Monticello

Arkansas Backstories: Quirks, Characters, and Curiosities of the Natural State Volume Two. Joe David Rice. Butler Center Books. 2019. 184 pp. \$39.95. ISBN: 978-1-945624-21-6

This book is the second volume of a set, covering M-Z of an alphabetical listing of diverse Arkansas information. The author, Joe David Rice, served as

Arkansas's tourism director for thirty years under five different governors. His love of the state shines through each entry in this book. He tells the stories of famous (or infamous!) people from or residing in Arkansas. He discusses historic events that impacted the state, and teaches the reader to appreciate the quiet, unassuming aspects of Arkansas, such as waterfalls, swimming holes, and yurts. We learn to mourn the passing of things such as the swinging bridges that used to permeate the state and now are slowly dying in places like Caddo Gap, and the historic, yet fading, community of Snowball where Jimmy Driftwood wrote his most famous song to teach history. I would recommend *Arkansas Backstories* for those who want a wide ranging and informative book written by someone who truly loves the state of Arkansas. It is useful as an informational source on the state for libraries that have an Arkansas collection. The one issue that academic readers will find is that the author has no footnotes or bibliography to inform his readers of his sources.

As someone who has just recently moved to the great state of Arkansas, I found that this book gave me some of the more interesting details that I may not have heard about anywhere else. The small town of Emerson is the home of the World Championship Rotary Tiller Race (page 91). Subiaco Abbey, located in the town of Subiaco, has a beautiful sanctuary filled with stained glass and marble (page 101). Near the town of Marion, the steamboat S. S. Sultana exploded in 1865 and is considered one of the worst maritime disasters in American History (page 103). Sister Rosetta Tharp, an influential gospel musician and singer who is considered by many to be the godmother of rock and roll, was born in Cotton Plant, Arkansas, in 1915 (page 116). The University of Arkansas mascot, the razorback, was bestowed upon the team accidentally by their football coach Hugo Bezdek in 1909. This replaced their Cardinals mascot (page 84). Homer Franklin Berry claimed he could make rain and did so in Little Rock in August 1962 (page 79). These make up just a handful of the interesting Arkansas trivia one can learn reading this book or its predecessor.

Hidden Danger: Small Town Guardians.
Jennifer Pierce. 2018. Anaiyah Press. 218 pp.
\$15.99. ISBN: 9781947327221

Hidden Danger is a Christian romantic suspense novel written by Arkansas author Jennifer Pierce. Maggie Jones returns to her hometown to prepare her childhood home for selling. While there she is targeted by a stalker that gets increasingly dangerous

which requires her to turn for help to the one person who broke her heart years before, Cody Smith. Smith is now the local sheriff and spends the rest of the book trying to protect Maggie, solve the mystery of the stalker, and earn her forgiveness. The shared past history of the two main characters takes up a good bit more of the book than I first felt was necessary, and yet the importance of that storyline later becomes apparent. The novel is faith-based, as becomes apparent with the characters praying together and apart as well as the main characters reading their Bibles. The mystery is easily solved by the audience before the characters can figure it out, but that does not detract from the well-crafted story. The book is a fast, easy read that has a satisfying ending for the reader, and the author makes the reader care about the characters and their adventure. *Hidden Danger* would be a good addition to a public library who has patrons that want Christian romantic suspense books to read.

Readings in Arkansas Politics and Government,
2nd Edition. Kim U. Hoffman, Janine A. Parry,
Catherine C. Reese, editors. 2019. University of
Arkansas Press. 514 pp. \$24.95. ISBN: 978-1-
68226-123-1

This book is a collection of twenty-one articles that discusses the foundations, context, institutions, actors, and public policy conflicts in Arkansas politics and government. Some of the articles are more informative and interesting than others. As someone new to the state, I found this book very helpful in giving me a base for understanding the politics and history important to the citizens of Arkansas.

In "A Crime Unfit to be Named" by W. Brock Thompson, the author discusses how in 1975 Arkansas decriminalized sodomy. However, after an incident in the Little Rock City Jail in February 1976, politicians realized that what happened was not illegal. "Early in 1977, the *Arkansas Gazette* reported that the Arkansas House of Representatives had 'discovered sex' and 'intends to do something about it'" (page 310). On March 28, 1977, Governor Pryor signed a bill recriminalizing sodomy. It would not be overturned until 2002 when the Arkansas Supreme Court ruled that the law was unconstitutional.

The article "Arkansas: Trump is a Natural for the Natural State" by Jay Barth and Janine A. Parry shows how and why Republicans won the 2016 election comfortably. The state was historically democratic until 2008 when it realigned with its southern counterparts. According to the authors, the

Democrats are in for some lean years to come.

Graeme Cope examines the teachers and their response to the school integration in “Dedicated People: Little Rock Central High School’s Teachers during the Integration Crisis of 1957-1958.” Despite having their own opinions on integration and not being prepared beforehand by their principal, “Central’s educators at large battled through the 1957-1958 school year without unduly betraying their professionalism” (page 282).

In “The Big Three of Late Twentieth-Century Arkansas Politics” by Diane D. Blair, the author discusses how Dale Bumpers, Bill Clinton, and David Pryor with their long political careers in the state have helped “explain Arkansas’s atypical ongoing attachment to Democrats” (page 169). Their election success could be attributed to many things

such as policy responsiveness, personal connection with the voters, and attracting numerous young voters. This sustained a democratic electorate from the seventies to the nineties.

The articles in this book were informative to this recent Arkansas citizen, and will no doubt be used in many Arkansas classrooms to inform students of Arkansas history and government. *Readings in Arkansas Politics and Government*, 2nd Edition, would be a great addition to any library that carries an Arkansas collection. It is highly recommended for academic libraries.

Elizabeth Parish is the digital services librarian at the University of Arkansas at Monticello in Monticello, Arkansas.

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*Indicates Arkansas author.

Inclusion does not indicate recommendation.

Arkansas Libraries 2019 Index
Volume 76, 2019 Index

compiled by Joanna Ewing,

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(Issue number : Page number. Subjects in UPPER CASE.)

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NEW BOOKS!



A FAMILY PRACTICE

The Russell Doctors and the Evolving Business of Medicine, 1799–1989

William D. Lindsey, William L. Russell,
and Mary L. Ryan

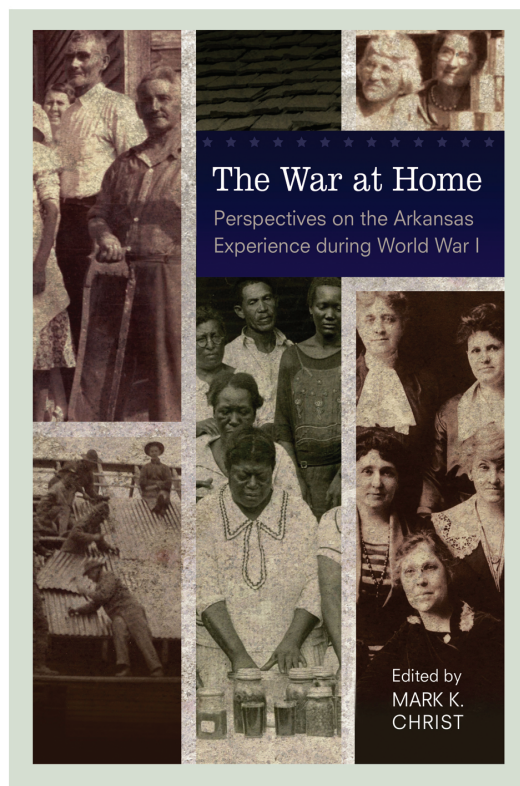
A Family Practice is the sweeping saga of four generations of doctors, Russell men seeking innovative ways to sustain themselves as medical practitioners in the American South from the early nineteenth to the latter half of the twentieth century. The thread that binds the stories in this saga is one of blood, of medical vocations passed from fathers to sons and nephews.

THE WAR AT HOME

Perspectives on the Arkansas Experience during World War I

Edited by Mark K. Christ

The War at Home brings together some of the state's leading historians to examine the connections between Arkansas and World War I. These essays explore how historical entities and important events such as Camp Pike, the Little Rock Picric Acid Plant, and the Elaine Race Massacre were related to the conflict as they investigate the issues of gender, race, and public health. This collection sheds new light on the ways that Arkansas participated in the war as well as the ways the war affected Arkansas then and still does today.



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