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Georgia Libraries Conference Report

October 4-6, 2017

This is a brief overview of the sessions I attended. Please let me know if you have any questions or additional interest in these topics.

Resource Sharing Different By Design: Lessons Learned with Alma

- Panel discussion on ILL/Gil Express post Alma transition, primarily Gil Express
- Highlights
 - More going through ILLiad even after break in Gil Express service ended, likely because former Gil Exp. Patrons have discovered ILL is faster
 - GilExp via Alma requires more printing
 - Currently if patron places GilExp request, and chosen lender doesn't have item on shelf, up to patron to re-request from different institution.
 - Can expect more changes for end user with UI updates
 - Hopeful randomization of where item comes from is going to happen, rather than patron choosing institutional lender

Serendipity in the Life of a Librarian (1/2 session)

- Paper read by author, did not take notes. Lovely sentiment, beautifully written

Create, Seize, and Inhabit: Opportunities for Academic Librarians Beyond the Job Description (1/2 session)

- Colleagues presented their survey results on teaching credited courses, if those courses are in job description, if compensated for courses, etc.

Keynote: R. David Lankes: A New Librarianship

- "We are librarians to help people find their place in this world. The mission of librarians is to improve society through facilitating knowledge creation in their communities. To create the world our communities deserve."

Right Under Their Noses: Helping Patrons Identify the Resources at their Fingertips

- Why are there so many ILL requests from our own collection?
 - People don't like "find it" button, don't realize it will lead them to request
 - Cognitive load restricts people. They don't understand how to access our resources particularly with atypical databases.
 - Some want physical books rather than the e-book we have access to
 - Some use ILL as a "hold" service
 - E-issues restrict access occasionally

- Solutions
 - Some libraries use the note field on ILLiad request to instruct patrons, but that requires logging into ILLiad and checking status of request
 - Custom notifications can be used to instruct patron and auto-route request to correct queue/cancellation

Copyright and Academic Libraries

- General copyright overview, updates on Georgia State Case (still in litigation)
- Copyright notices need to be in place on all copiers, printers, and scanners accessible to the public.

Interlibrary Loan Interest Group

- Met other ILLers from around the state. ILL overview workshop being held Nov 10th
- 2 USG libraries moving to Tipasa next summer, Ga Southern/Armstrong and Columbus State

Designed to Serve: Designing Physical Space to Deliver Superior Service

- Session was more relevant to public libraries
- Several librarians went to Denmark to observe libraries there. Visited Silkeborg, Herning, and DOKK1
- Flexible spaces were in place, lightweight furniture, everything on wheels, including shelving
- All children's books face outward, more room on regular shelves for outward display, as well
- Encourage staying in library all day – cafes, games (air hockey, pool, playgrounds, video games, arcade games), families can spend a whole day, something for everyone
- Self-checkout in multiple places, user experience tablets at exits
- Many service points, but many non-staffed hours
 - People can pick up their own reserves
 - Have a security guard, but "they don't have the same problems we (the US) have"

What's new with Galileo?

- 5 goals
 - 1. Improved User Experience – Interface, accessibility, content, customizable
 - 2. E-resources/content – advisory committee, new stats/reports, new ERM
 - 3. Raise awareness – consistent marketing, empower libraries to market Galileo on their own, demonstrate value to stakeholders, cross promote
 - 4. Training – dev. Training plan, training and prof. development for employees, redesign training portal based on feedback, establish cohort of training experts
 - 5. Partner tools and services – develop suite of tools to help make better use of Galileo, online portal, open data, partner representatives with feedback
- Support services
 - EZ Proxy at end of life, looking at new authentication systems
 - support requests – 819 since 10-1-16, 684 completed
- New resources
 - Tumble book cloud

- Georgia historic newspapers
- Disaster recovery resources

Keynote: Siva Vaidhyanathan: Antisocial Media; How Facebook is Scrambling our Lives, Minds, and Politics

- Facebook is intertwined with our lives. Google and Facebook have completely changed advertising. Almost 100% of advertising funds now go to these two platforms. Targeted advertising can be racist, sexist, etc. Ads have changed to pander to Facebook algorithms. Political ads on Facebook are not held to same standards as TV ads (i.e., paid for by; I'm so-and-so and I approve this ad)

Designing with Accessibility in Mind

- Excellent overview on accessible web documents. Gave tips, suggestions, and tools (such as WAVE)