Special thanks to our 2014 sponsors!
Welcome to LUC 2014!

Welcome to LOUIS Users’ Conference (LUC) 2014! And welcome (back) to the C.B. Pennington Jr. Conference Center.

LUC 2014 is centered around a term you may not have heard yet: Library Services Platforms or LSP. The LSP represents an evolution of the Integrated Library System or ILS, with a new emphasis on cloud computing, the integration of search results from multiple sources, and management of non-print materials. The opening session sets the stage by discussing the partnership between LOUIS, SirsiDynix, and EBSCO, and the development of a unique Library Services Platform for LOUIS users based on this partnership. Breakout sessions from SirsiDynix and EBSCO focus on specific components of the Library Services Platform, such as BLUEcloud Campus, EBSCO Discovery Service, and EBSCO Full-text Finder.

LUC 2014 continues the theme of “Communicate, Cooperate, Collaborate” with panel discussions from the Statistics Task Force and the Information Literacy Interest Group, breakout sessions from colleagues and other partnering vendors, and unconference sessions. The unconference sessions provide a more open-ended sharing experience, with defined and undefined topic tables that interested parties can move between freely.

The conference facility offers a number of rest areas, patios, and meeting rooms for networking and collaborative opportunities. An on-the-spot meeting scheduler is available at the information table for those groups that want a more formal meeting space. You can also take a few moments to visit with the business consultant from LUMA Consulting. John Smith is available to meet with you in the Executive Conference Center, during Thursday’s unconference session, or for a quick chat as he moves among the attendees.

We would like to thank everyone who submitted presentations and posters for this event. We would like to thank our sponsors for their generosity: EBSCO Information Services, SirsiDynix, IEEE, LearningExpress, Pennington Biomedical Research Center, Annual Reviews, CAS, Credo Reference, OCLC, Springshare, Thomson Reuters, and Marcive. Most of all, we would like to thank all of you for attending and bringing your expertise to LUC 2014. You, our partners, have the vision, knowledge, experience, and motivation to carry us into the future. We look forward to experiencing LUC 2014 with each of you!

The LOUIS Team
Event Staff

Members of the LOUIS Team will be stationed at an information table, as well as circulating through the facility, if you require any assistance. The information table is located in the Auditorium lobby. Team members are designated by staff badges.

Schedule a Meeting

Room 325 is available for meeting space. The room seats 10-15 people. If you are interested in holding a meeting during LUC 2014, register your meeting with the LOUIS Team at the information table or as you see them moving around the facility.

Scheduled meetings will be posted on a message board located near the main auditorium.

LUMA Consulting

LUMA Consulting is working with LALINC and LOUIS to develop a business plan for the consortium. John Smith of LUMA Consulting is conducting on-site interviews with LOUIS members. You can participate in these interviews by making an appointment via the survey or by joining his table during Thursday’s unconference session.

Vendor Giveaways

Vendor giveaways are located in the Lower Concourse.

Menu

Thursday

Breakfast: Scrambled eggs, sausage, bacon, biscuits, cinnamon rolls, cut fruit & bananas, yogurt, granola, and juice
Lunch: Pasta alfredo with vegetables—topped with grilled chicken breast or portabella mushroom, grilled squash & zucchini, coleslaw, lemon crunch pound cake

Reception

Assorted flatbread spirals, cream cheese stuffed jalepenos, mini muffalettes, fruit & cheese tray, assorted dessert bars, and praline minis

Friday:

Breakfast: Pancakes, sausage, boiled eggs, yogurt, granola, cut fruit & bananas, and juice
Lunch: Chicken & sausage jambalaya or Vegetarian lasagna, green beans, salad, dinner roll, brownies & cookies
Coffee, hot & cold tea, and water provided.

LUC 2014 in Social Media

Tell us about your conference experience and share photos via Facebook and Twitter. Tag us and use #louisuc2014 in your status updates and Tweets.
Facebook: facebook.com/louislibraries
Twitter: @louislibraries

Scan the QR code with your mobile device to access the Mobile Event Guide.
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
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<tr>
<td>Maya Riley Banks</td>
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## Schedule • Thursday, October 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Session</th>
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<tbody>
<tr>
<td>7:30am-8:30am</td>
<td>Registration Desk &amp; Upper Hospitality Suite</td>
<td>Registration &amp; Breakfast</td>
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<tr>
<td>8:30am-10:00am</td>
<td>Opening Session</td>
<td>Partnering to Build a Library Services Platform (Carla Clark, Harry Kaplanian, &amp; Cathy Sicard)</td>
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### Session One 10:15am-11:15am

<table>
<thead>
<tr>
<th>Room</th>
<th>Topic</th>
<th>Presenters</th>
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<tbody>
<tr>
<td>A</td>
<td>Forecast: BLUEcloud Heading to Your Campus</td>
<td>Carla Clark</td>
</tr>
<tr>
<td>B</td>
<td>Ebook Policy, Acquisitions &amp; Workflow</td>
<td>Sally Krash, Joshua Lupkin</td>
</tr>
<tr>
<td>322</td>
<td>Assessing Technical Services at the LSU Libraries</td>
<td>Alice Daugherty, Linda Smith Griffin</td>
</tr>
<tr>
<td>324</td>
<td>Bringing User Experience Into Focus</td>
<td>Allison Gallappy, Jeremiah Paschke-Wood</td>
</tr>
<tr>
<td>326</td>
<td>A Usability Assessment of EBSCO Discovery Service</td>
<td>David Comeaux, Emily Frank, &amp; Mike Waugh</td>
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<tr>
<td>327</td>
<td>Digital Project Management Basics &amp; Beyond</td>
<td>Gena Costello, Rachel Tillay</td>
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### Session Two 11:30am-12:30pm

<table>
<thead>
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<tr>
<td>B</td>
<td>Migrating from A-Z to FTF</td>
<td>Harry Kaplanian</td>
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<tr>
<td>322</td>
<td>Creating an Online Orientation to the Academic Library</td>
<td>Emily Deal &amp; Jeremiah Paschke-Wood</td>
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<tr>
<td>324</td>
<td>Mayday! Mayday!</td>
<td>Laurie Gaillard, Jacque Keleher</td>
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<tr>
<td>326</td>
<td>Configuring and Using OCLC’s WorldCat Discovery Service</td>
<td>Natalie Palermo, Mike Waugh</td>
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<td>327</td>
<td>Scanning the Past: Creating the “Free People of Color in Louisiana”</td>
<td>Tara Laver, Dena Marks, &amp; Jessica Mlotkowski</td>
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### Upper Hospitality Suite 12:30pm-1:30pm

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<tbody>
<tr>
<td>A</td>
<td>New &amp; Upcoming Features in EBSCO Discovery Service</td>
<td>Harry Kaplanian</td>
</tr>
<tr>
<td>B</td>
<td>Gathering and Compiling Library Statistics for Evidence-based Decisions</td>
<td>Alice Daugherty &amp; the LALINC Statistics Task Force</td>
</tr>
<tr>
<td>322</td>
<td>All App-board! Free Apps to Navigate Your Scholarship</td>
<td>Sonnet Ireland</td>
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<td>324</td>
<td>Setting up an iPad Program from Start to Finish</td>
<td>Angela Dunnington &amp; Paul Kelsey</td>
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<td>326</td>
<td>Digital Libraries—Primary Sources at our Fingertips</td>
<td>Sarah Simms</td>
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<td>327</td>
<td>Map It: Help Your Users Locate Items Using StackMap</td>
<td>Natalie Palermo</td>
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### Lower Concourse & Hospitality Suite 1:45pm-2:45pm

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<tbody>
<tr>
<td>A</td>
<td>Unconference</td>
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<tr>
<td>B</td>
<td>Find it, count it, change it: Workflows Statistical Reports and Global Editing Tools</td>
<td>Lisa Witteman</td>
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<tr>
<td>322</td>
<td>Mind the Gap: Finding Opportunities for Library Services in Workflows</td>
<td>Eric Frierson</td>
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<td>324</td>
<td>Flipping our Library to Make a Learning Commons: Our Experience...so far</td>
<td>Debra Harmon, Katie Jones, &amp; Tim Osteen</td>
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<td>326</td>
<td>Reducing Student Textbook Costs</td>
<td>Teri Oaks Gallaway, Jim Hobbs, &amp; Laurie Phillips</td>
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<td>327</td>
<td>Usability Testing for Beginners with Tight Budgets</td>
<td>David Comeaux</td>
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### Session Four 3:00pm-4:00pm

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<tbody>
<tr>
<td>A</td>
<td>Four Basic Questions</td>
<td>John Bourgeois</td>
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<td>B</td>
<td>Getting them in the Door: Creative Programming at John B. Cade Library</td>
<td>Maya Riley Banks</td>
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<td>322</td>
<td>LSU Libraries Film Series—Engaging with the Community</td>
<td>Kelly Blessinger, Stephanie Braunstein, Cramer, Paul Hrycej, &amp; Linda Smith Griffin</td>
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<td>324</td>
<td>Name that Tune: Acquisitioning a Gift—Musical Theater Collection</td>
<td>Elizabeth Graves</td>
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<td>326</td>
<td>Past and Future in Academic Libraries</td>
<td>Patricia Brown, Michael E. Matthews, Karen Niemla</td>
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<td>327</td>
<td>The Xavier Library Resource Center: Becoming a Better Partner in Community Empowerment</td>
<td>Theresa Butler &amp; Herbert McGuin</td>
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### Poster Session 4:15pm-5:15pm

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### Reception 5:30pm-7:00pm

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Partnering to Build a Library Services Platform
Main Auditorium
In 2013, LOUIS was at a crossroads as the SirsiDynix (SD) long-term contract was coming to an end. Cathy will discuss how the LALINC community had many factors to consider before automatically signing another long-term contract for the Symphony ILS that LOUIS manages for thirty-four college and university member libraries. LALINC’s strategic decision was to continue the partnership for another five years. Efforts will be focused on building upon partnerships with SD and EBSCO, with an emphasis on the integration being developed between these partners, in order to craft the best Library Services Platform (LSP) for LOUIS libraries and their end-users.

SirsiDynix is in the process of redeveloping the services they offer, using modern design principles like software as a service, and cloud-based, multi-tenant architecture. But what does this really mean for your library? Carla will describe the evolution of the products, and the benefits of the new approaches to development. She will also talk about the benefits of partnering with EBSCO for industry-leading content and content management tools seamlessly integrated into the BLUEcloud Campus Library Services Platform.

Harry will discuss how EBSCO is working to give libraries options when choosing a discovery experience while integrating and providing all the benefits that the chosen ILS offers. He will discuss the many ways the combination of services can offer big benefits to the library and describe EBSCO’s vision and partnership roadmap with SirsiDynix.

Carla Clark (SirsiDynix), Harry Kaplanian (EBSCO), and Cathy Sicard (LOUIS)
Topics: Library Management & Planning; EBSCO Products & Services; SirsiDynix Products & Services

Assessing Technical Services at the LSU Libraries
Room 322
Technical Services within academic libraries continue to undergo changes and new challenges. More than ever, we are asked to make cases for how well we are successfully strengthening and meeting the needs of our constituents. This session will discuss how technical services at the LSU Libraries are positioning itself to better assess and add value to our services by aligning technical services with the Libraries’ strategic plan, leveraging cooperation and collaborations across the Libraries, applying new technologies to improve workflows, and retooling technical services staff to meet evolving needs.

Alice Daugherty and Linda Smith Griffin (Louisiana State University)
Topics: Technical Services

Bringing User Experience Into Focus
Room 324
Members of UL Lafayette’s library assessment committee will present their experience with holding focus groups for determining how to improve or revamp services currently offered to better meet user needs and expectations. The presenters will discuss defining a sample population, recruiting participants, preparing for the session, and presenting focus group findings to administrators and committees.

Allison Gallaspy, Emily Deal, and Jeremiah Paschke-Wood (University of Louisiana at Lafayette)
Topics: Public Services & Outreach

Digital project management basics and beyond
Room 327
“Just scan it and put it online.” Sounds easy, right? However, digital projects can be quite complicated, time-consuming, and expensive. In this session you will learn how to prepare for a digital project so that you can minimize problems such as delays and unexpected costs and develop
strategies to determine whether you should tackle a project in house or outsource. We’ll discuss basic project management and share tips for success with different types of digital projects in a variety of settings.

Gina Costello and Rachel Tillay (Louisiana State University)
Topics: Library Management & Planning; Digital Collections

Ebook Policy, Acquisitions & Workflows
Main Auditorium B
Tulane currently purchases ebooks as firm orders and as a subset of two larger approval plans, and is considering the Demand Driven Acquisitions model. We recently established policies on the acquisitions of ebooks that addresses issues with all available purchase options. This presentation will provide an overview of our policy process as well as in-depth details of how ebook acquisitions have and will impact technical services workflows.
Sally Krash and Joshua Lupkin (Tulane University)
Topics: Acquisitions & Collection Development; Technical Services

Forecast: BLUEcloud Heading to Your Campus
Main Auditorium A
Carla will present BLUEcloud Campus, SirsiDynix’s new suite of services focused on the needs of academic libraries. The partnership with EBSCO is only the beginning of our initiative to enhance and expand our offerings for academic libraries. Carla will show what is available now, what is coming soon, and what are the longer-range plans for BLUEcloud Campus services.
Carla Clark (SirsiDynix)
Topics: SirsiDynix Products & Services

A Usability Assessment of EBSCO Discovery Service
Room 326
LSU Libraries conducted staff and user surveys, and analyzed search logs, in order to assess the perceptions and usability of the EBSCO Discovery Service for the first time since it was launched in 2012. This presentation will discuss the planning and design process, the analysis of the resulting data, and the problems identified through the assessments. The session will highlight the immediate and short-term fixes applied, and the process by which this data can be leveraged to inform future testing initiatives. It will conclude with a discussion of how LSU Libraries used the survey to identify problems and potential solutions to be explored further in upcoming usability testing.
David Comeaux, Emily Frank, and Michael Waugh (Louisiana State University)
Topics: EBSCO Products & Services

11:30am—12:30pm
Configuring and Using OCLC’s WorldCat Discovery Services
Room 326
OCLC’s WorldCat Discovery Services will be replacing OCLC FirstSearch in 2015. It is available now for use as both systems will operate concurrently for a year. LSU Libraries and LSU Law Library have configured and tested WorldCat Discovery Services. This presentation will look at the basic configuration steps needed to migrate from OCLC FirstSearch. Differences between the two services will be noted. Questions to be considered will be how does WorldCat Discovery Services stack up to other discovery layers, and what is its role in the information services landscape as libraries integrate it into their existing collection portals.
Natalie Palermo (Louisiana State University Law Center) and Michael Waugh (Louisiana State University)
Topics: Electronic Resources, Other Vendor Products & Services, Web Resources

Creating an Online Orientation to the Academic Library
Room 322
This presentation will explore the development process of an online library orientation for college students, created collaboratively by the Instructional Services Librarian and the Distance Learning Librarian at UL Lafayette. The orientation was designed for undergraduate distance learning students, but can also be used to complement and enhance face-to-face instruction in an academic library setting.
Emily Deal and Jeremiah Paschke-Wood (University of Louisiana at Lafayette)
Topics: Information Literacy; Public Services & Outreach
Mayday! Mayday!
Room 324
The technical services department at Southern University at New Orleans, like most other technical services departments, works hard behind the scenes and most often has little involvement with public programming. What happens when the technical services department wants to come out from behind the scenes? A great, low budget, late night event. We will share with you what made this one of the most successful events the library has held as well as what went wrong and our future plans.
Laurie Gaillard and Jacquie Keleher (Southern University at New Orleans)
Topics: Public Services & Outreach

Migrating from A-Z to FTF
Main Auditorium B
Today’s users expect a Google-like, time-saving experience when searching for journals and articles. With Full Text Finder (FTF), EBSCO’s replacement for the A-Z publication browse, library users will enjoy as much. FTF delivers a predictive search experience and includes a host of features from responsive auto-complete ranked by popularity of titles, to known-item search, to full-text linking, relevance ranking, and discipline-specific browsing.
Harry Kaplanian (EBSCO)
Topics: EBSCO Products & Services

Scanning the Past: Creating the “Free People of Color in Louisiana” Collaborative Digital Collection
Room 327
In April 2013, NEH awarded LSU Libraries a two-year grant to digitize archival holdings related to free people of color from the collections of LSU, Tulane, The Historic New Orleans Collection, the New Orleans Public Library, and the Louisiana State Museum, and to publish them in the Louisiana Digital Library. Laver will provide an overview of the project and talk about the decision to present materials at the folder level as opposed to the item level. Mlotkowski will discuss project methods for uploading metadata using tab-delimited text files into CONTENTdm, metadata decisions made to enhance discovery of free people of color, and the linguistic challenges inherent in describing archival materials relating to them. Marks will compare the process of scanning and creating metadata at three institutions, share some resources that were helpful in conducting research, and discuss challenges in researching and representing free people of color.
Tara Laver, Dena Marks, and Jessica Mlotkowski (Louisiana State University)
Topics: Metadata; Digital Collections; CONTENTdm; Archives, Special Collections, & Institutional Repositories

Serving Branch Campuses: Are Bookmobiles a Sensible Solution?
Main Auditorium A
Many of Louisiana’s academic libraries are tasked to serve branch and satellite campuses. As mobile libraries, can bookmobiles be used as an economical, effective alternative to maintaining and staffing libraries away from an institution’s main campus? A panel of academic and public librarians will explore the pros and cons of bookmobiles as an outreach tool (costs, services, etc.), answer questions, and provide tours of the public librarians’ bookmobiles.
Robert Bremer (Nicholls State University), Chaundra Carroccio (East Baton Rouge Parish Library), Tameka Roby (East Baton Rouge Parish Library), Kathryn Seidel (Baton Rouge Community College), and Charlotte Trosclair (Vermillion Parish Library)
Topics: Library Management & Planning; Public Services & Outreach

All App-board! Free Apps to Navigate Your Scholarship
Room 324
Today everyone seems to be on the go. Even most researchers! Whether you work closely with some hardcore researchers or are one yourself, there are some amazing (free) apps to keep you mobile. Come to this presentation...and the next time you have jury duty or a long layover at the airport, turn your phone or tablet into your research assistant. Just because you are stuck somewhere doesn’t mean your research has to be.
Sonnet Ireland (University of New Orleans)
Topics: Public Services & Outreach; Research
Digital Libraries – Primary Sources at our Fingertips
Room 327
Digital repositories are a game changer. With their advent, we are able to jump headfirst into our cultural heritage like never before. As more institutions and entities join in this movement, the more opportunities we have to explore collections we might otherwise never have a chance to see. But how can we harness this initiative to work for us and our patrons? We will take a closer look at the Louisiana Digital Library as well as the recently hatched Digital Public Library of America -- exploring what they are and how to use them in the classroom, for presentations, research and just for fun!
Sarah Simms (Nicholls State University)
Topics: Archives, Special Collections, & Institutional Repositories; Electronic Resources

New & Upcoming Features in EBSCO Discovery Service
Main Auditorium B
EBSCO has been working on many improvements and features across our services such as EDS. This session will provide a quick overview of EBSCO’s most recent releases and provide a view into what we are working on for the following 12 months and more. This session will give attendees the option to provide feedback on both current and future developments at EBSCO.
Harry Kaplanian (EBSCO)
Topics: EBSCO Products & Services

Gathering and Compiling Library Statistics for Evidence-based Decisions
Room 322
Library leaders need to be equipped with the best data in order to make the most effective decisions. How should a library prioritize collecting statistics? What types of statistics can be collected and for what purposes? Should we just count everything? Daugherty will moderate a panel discussion between members of the Statistics Task Force and session participants.
Alice Daugherty (Louisiana State University) and members of the LALINC Statistics Task Force
Topics: Library Management & Planning; Statistics; Assessment

Setting up an iPad loan program from start to finish
Room 326
Funded through a Student Technology Fee grant plus generous donations from the Friends of Sims Library, iPads have been added to the library’s bank of available technology for circulation. Join this session to learn how librarians at Southeastern Louisiana University set up an iPad lending program from start to finish. Topics include equipment purchase and App selection, configuration profiles, reset and restoration, loan policies and student feedback.
Angela Dunnington and Paul Kelsey (Southeastern Louisiana University)
Topics: Circulation; Public Services & Outreach

Unconference
Main Auditorium A
The unconference session allows you to step away from the traditional breakout sessions and engage in a more informal exchange of information and ideas with fellow attendees. There are ten tables with defined topics. The remaining tables are wildcards—grab a card and define your own topic. Please note: The unconference session is replacing the sharing sessions at LUC this year.
Defined Topics: Acquisitions; Administration; Cataloging; Circulation & Reserves; Digital Libraries; Discovery & OPAC; Interlibrary Loan; Serials; Statistics & Assessment; Systems Administration

Find it, count it, change it: Workflows statistical reports and global editing tools
Main Auditorium A
Did you know that SirsiDynix Symphony allows you to search for keywords in a single field in a bibliographic record? Lisa Witteman will demonstrate how to search specified entries in your database. She will then give an overview of some common statistical reports. Now that you have identified and counted things, wouldn’t you like to edit them in batch? Lisa will discuss the reports and wizards available to globally edit bibliographic records, items, call numbers, and even groups of items.
Lisa Witteman (SirsiDynix)
Topics: SirsiDynix Products & Services
Flipping our library to make a Learning Commons: Our experience ... so far
Room 322
One year after presenting our Learning Commons idea to the Chancellor we are well on our way to creating a space that supports learning in a whole new way for our students. From centralizing our circulating collection to showcasing collaborative work areas, the BPCC library is ready to move forward to bring our space into the functional layout needed by our students.
Debra Harmon, Katie Jones, and Tim Osteen (Bossier Parish Community College)
Topics: Library Renovation

Map It: Help Your Users Locate Items Using StackMap
Room 327
Library stacks can be an intimidating place for our users. We can make it easier for them to find materials with detailed maps and directions straight from the catalog. StackMap offers such a service that integrates with e-Library. This presentation will show how the LSU Law Center Library integrated StackMap in its catalog.
Natalie Palermo (Louisiana State University Law Center)
Topics: Other Vendor Products & Services; Public Services & Outreach

Mind the Gap: Finding Opportunities for Library Services in User Workflows
Main Auditorium B
In this session, Senior Discovery Service Engineer Eric Frierson shares EBSCO’s approach to identifying user workflows: where are our potential users at? What are the barriers to use of library materials in the work that they are doing? Eric will outline several critical user workflows and how creative application of the EDS API can be used to connect the library when, where, and how it is needed. Attendees will then help us brainstorm other potential opportunities for library intervention and potential solutions using an ‘ideation’ technique employed by software companies worldwide. Finally, Eric will unveil a new API-based application one librarian described at "Tumblr, but with libraries" that helps students make the leap from "the story I heard on the news" to having a handful of reference sources, books, and articles on the topic.
Eric Frierson (EBSCO)
Topics: EBSCO Products & Services; Library Management & Planning; Web Resources

Reducing Student Textbook Costs
Room 324
A significant increase in participation in the physical reserves program was experienced at Loyola University that coincides with two new librarian liaison activities. First, a program at Loyola University New Orleans to increase use of open access textbooks was launched. Unanticipated results from this program included new philosophy of textbook collection and a dramatic increase in use of physical reserves. Second, the library engaged in heavy promotion of reserves services to faculty. These initiatives and outcomes will be discussed as well as assessment challenges and areas for further research.
Teri Gallaway, Jim Hobbs, and Laurie Phillips (Loyola University New Orleans)
Topics: Public Services & Outreach

Usability Testing for Beginners with Tight Budgets
Room 326
Usability testing is the most effective method to learn how your patrons interact with your web services. Unfortunately, many don’t see it as an option, under the assumption that it requires expensive equipment and expertise. But in fact, effective usability testing can be done by staff with limited training and equipment and software that most libraries already have.
This session will begin with a definition of usability testing, and explain how it differs from other user testing methods such as focus groups. We’ll also address how usability testing can complement other assessment methods such as surveys and usage analysis. We will outline both the skills and equipment you need. The main focus of the session will be practical tips on steps such as recruiting participants, writing good scenarios, conducting the test and analyzing results.
Dave Comeaux (Louisiana State University)
Topics: Web Services
**Programs • Thursday, October 16**

**Poster Sessions**

4:15—5:15pm

Lower Concourse

**Four Basic Questions**

Students may approach the reference desk completely clueless about their research, almost done, or any point in that spectrum. This poster demonstrates four basic questions that can be used to help budding researchers develop study questions, regardless of their current status in the process. Through a linear approach, reference personnel can assist in the formulation of research questions by sequentially determining the population, independent variable, dependent variable, and study approach. While this method may seem overwhelming for a timid student, straightforward question wording can ease woes, as shown through a series of research topics across various fields.

John Bourgeois (Nicholls State University)

*Topics: Information Literacy; Public Services & Outreach*

**Getting them in the Door: Creative Programming at John B. Cade Library**

If your students have a tendency to view the library as a museum and librarians as relics from the past then you will enjoy this poster session. This poster session features the non-traditional programs that have been used by John B. Cade Library faculty to introduce incoming students to the library services and offerings available to them. All of the activities expose students to the concepts of information literacy through hands-on learning. Put your library on the campus map and on your students’ radar screen as a valuable resource. Stop by to view photographs, promotional items and handouts that were developed for each program.

Maya Riley Banks (Southern University)

*Topics: Information Literacy; Public Services & Outreach*

**LSU Libraries Film Series—Engaging with the Community**

In 2013, LSU Libraries was awarded a grant from the National Endowment for the Humanities and the Gilder Lehrman Institute of American History to host a series of documentary films entitled “Created Equal: America’s Civil Rights Struggle.” The series consisted of four documentaries that covered various aspects of the civil rights movement from the 19th century to the mid-20th century. The LSU Libraries Film Committee was the driving force behind the programming that ran from January through February of 2014. Events included a fifth film screening of "Signpost to Freedom: the 1953 Baton Rouge Bus Boycott," a Special Collections exhibition on the local Civil Rights movement, and scholar-led examinations of each of the films. The program culminated in a community-wide panel discussion held at Shiloh Missionary Baptist Church. The poster will be designed to show how an academic library can use this kind of programming for successful engagement with community partners.

Kelly Blessinger, Stephanie Braunstein, Jennifer Abraham Cramer, Linda Smith Griffin, and Paul Hrycaj (Louisiana State University)

*Topics: Archives, Special Collections, & Institutional Repositories; Public Services & Outreach*

**Name That Tune: Acquisitioning a Gift—Musical Theater Collection**

This poster will describe the process and problems I encountered handling a gift/donation of a musical theater collection with a variety of media.

Elizabeth Graves (Northwestern State University of Louisiana)

*Topics: Acquisitions & Collection Development; Cataloging*

**Past and Future in Academic Libraries**

Come talk about the future! This session will highlight the history of Louisiana’s academic libraries (including ACRL-LA and the Academic Section of LLA) as a focus for thinking about our organizational future. Collaboration with non-academic colleagues? Ancient artifacts and future flights of fancy? Information iterations? Drop by to share
Programs • Thursday, October 16

your ideas and ask questions. A suggestion box will be a prominent feature of this session.
Patricia Brown (Louisiana State University Eunice), Michael E. Matthews (Northwestern State University of Louisiana), and Karen Niemla (University of Louisiana at Monroe)
Topics: Library Management & Planning

The Xavier Library Resource Center: Becoming A Better Partner in Community Empowerment
This poster session will describe the ways the faculty-staff of the Xavier Library Resource Center are developing to become more effective in engendering a sense of empowerment in our students and our surrounding community.
The outcome of this presentation will give attendees instruction in how such an agenda can be set into their library’s strategic plan and how they can cooperate with other organizations to catalyze the empowerment of the people in their communities.
Theresa Butler, Sandra Hawkins, and Herbert McGuin (Xavier University of Louisiana)
Topics: Library Management & Planning; Public Services & Outreach
LOUIS: The Louisiana Library Network cordially invites you to a

Networking Cocktail Reception

Thursday, October 16th
5:30 - 7:00 PM
Lower Hospitality Suite

Join us for drinks & hors d’oeuvres, & win a book from Oxford University Press!

RSVP via Regonline
## Schedule • Friday, October 16

### 7:30am-8:30am
**Registration Desk & Upper Hospitality Suite**

**Registration & Breakfast**

**Plenary Session**
**8:30am-9:30am**

**How to Talk about our Future so We’ll have One**

Stanley Wilder

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### Session Five
**9:45am-10:45am**

**Main Hall**

**Upper Hospitality Suite**

**Lunch**

### Session Six
**11:00am-12:00pm**

**Main Auditorium A**

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**Forecast:**

**BLUEcloud Heading to Your Campus**

Carla Clark

**Discovery and the Information Literacy Program**

Eric Frierson

**Library Statistics with Google Analytics**

Karen Niemla

**The Next Generation Web of Science & Journal Citation Records**

Chris Devlin

**Connecting through Community Engagement**

Elizabeth Kelly, Brian Sullivan, & Malia Willey

### Session Seven
**1:15pm-2:15pm**

**Unconference**

**Main Auditorium A**

**Main Auditorium B**

**Room 322**

**Room 324**

**Room 326**

**Room 327**

**If You Teach it They Will Use It:**

**Introducing EBSCO Discovery Service to Undergraduates in a Credit Information Research Course**

Penny Hecker

**Making LibGuides Work for You**

Shanna Clevenger, Caitlin Cooper, Courtney Rimes-Storz, & Emily Rush

**Building a Better Browser with Add-ons and Extensions**

Brian Sherman

**DigitalCommons at the LSU Law Center**

Sarah Buras & Travis Williams

**Fine-tuning our One-desk Model through Staffing and Training**

Hilary Gunnels & Mary Hines

### Session Eight
**2:30pm-3:30pm**

**MobileCirc Configuration and Discussion**

Adam Viator

**EBSCO User Research**

Harry Kaplanian

**The Personal Librarian: Providing Individualized Services for Students**

Cara Chance & Andrea Flockton

**New LADocs Classification and You!!**

Karen Cook, Michael Sartori, & Mark Witteman

**Flipping Out: Taking on the Inverted Classroom Model**

Chad Pearson, Stephen A. Sanders, & Mary Lou Strong

**ProQuest Nursing & Allied Health Source and ProQuest Dissertations & Theses**

Linda Cubias
Plenary Session
8:30—10:00am

How to Talk about our Future so that We’ll have One
Main Auditorium

Academic libraries are everywhere under intense scrutiny, to say nothing of outrageous financial constraints. The two are linked: if folks have doubts about our relevance, our funding can only suffer. Fortunately, the criticisms that casual observers deploy are predictable, and extremely weak. In this environment, it’s essential that librarians and library lovers counter these arguments effectively, and turn doubters into believers.

Stanley Wilder (Louisiana State University)

Topics: Public Relations & Marketing

Breakout Sessions
9:45—10:45am

From FirstSearch to WorldCat Discovery: begin your transition today
Room 326

In this session Suzanne Butte, OCLC Library Services Consultant, will talk about the added value that OCLC WorldCat Discovery brings to you and your users with a modern, mobile optimized interface. Get access to more content – full-text content from 8 million open-access materials, central index representing more than 1.5 billion e-articles and e-books, and of course WorldCat with more than 320+ million records. Come see WorldCat Discovery, and see the improvements and expanded functionality. Learn what next steps you can take and tools available to help with your transition to the new service

Suzanne Butte (OCLC)

Topics: Electronic Resources

Information Literacy Discussion Forum
Room 322

A moderated discussion of the information literacy practices in libraries around the state and the future of the LALINC Information Literacy Interest Group.

Jessica Hutchings (McNeese State University) and Malia Willey (Loyola University New Orleans)

Topics: Information Literacy

Just one word: Metrics.
Room 327

Daugherty and Lercher will present on collection usage tracking done with COUNTER compliant reports and SUSHI harvested data. An explanation of different types of COUNTER reports will be provided as well as a glimpse into the EBSCONET Usage Consolidation product. Additionally, an analysis of LSU Libraries’ Elsevier journal titles done with COUNTER reports and other metrics such as cost per use and cost per citation will be discussed.

Alice Daugherty and Aaron Lercher (Louisiana State University)

Topics: Acquisitions & Collection Development; EBSCO Products & Services; Statistics

Migrating from A-Z to FTF
Main Auditorium B

Today’s users expect a Google-like, time-saving experience when searching for journals and articles. With Full Text Finder (FTF), EBSCO’s replacement for the A-Z publication browse, library users will enjoy as much. FTF delivers a predictive search experience and includes a host of features from responsive auto-complete ranked by popularity of titles, to known-item search, to full-text linking, relevance ranking, and discipline-specific browsing.

Harry Kaplanian (EBSCO)

Topics: EBSCO Products & Services

SirsiDynix Symphony Key Features: What’s Hot?
Main Auditorium A

Are you taking full advantage of newer features available in recent Symphony upgrades? What is SirsiDynix working on that you should be looking forward to? Remember that often, your library simply needs to request that new features be turned on. Don’t be left behind!

Lisa Witteman (SirsiDynix)

Topics: SirsiDynix Products & Services
We Got the Music in Us: Starting a Music Library from Scratch
Room 324
Over the last two years, the librarians and the music department have collaborated to install a music library in the music department in CAPA using existing items from both their unofficial library and ours. Join us to hear the high and low notes of creating, installing, and cataloging a new music library into Workflows.
Elizabeth Graves and Gail Kwak (Northwestern State University of Louisiana)
Topics: Cataloging; Technical Services

11:00am—12:00pm

Connecting through Community Engagement
Room 327
Academic librarians can make rewarding connections beyond their campuses through community engagement. Librarians at Loyola University New Orleans have collaborated with several community partners, including schools and other nonprofit organizations. These relationships build upon a long-standing tradition of working with local schools. The Monroe Library is currently the academic home of Elevate New Orleans, an after-school program for middle and high school students who excel at basketball. Located in Belize, the Hope through Technology Program trains at-risk youth for careers in the burgeoning tech sector. Librarians are able to contribute to these groups due to their expertise in information education and technology. The presenters will discuss their experiences in community engagement. If time permits, they will also lead a discussion based upon the experiences of audience members in community engagement.
Elizabeth Kelly, Brian Sullivan, and Malia Willey (Loyola University New Orleans)
Topics: Information Literacy; Public Services & Outreach

Discovery and the Information Literacy Program
Main Auditorium B
In this session, Eric Frierson explains how the information literacy program at St. Edward’s University changed in light of ‘the big search box’ on the home page. What was first perceived as a dumbing-down of library research became an opportunity to dive deep into information literacy skills of evaluation. Contrary to initial reactions to the new search box, we found that we were far more effective teaching critical thinking skills with a discovery system than we ever were before. Come prepared to discuss your approach to information literacy and leave with ideas on where to take your program with regards to discovery.
Eric Frierson (EBSCO)
Topics: EBSCO Products & Services; Electronic Resources; Information Literacy; Library Management & Planning

Forecast: BLUEcloud Heading to Your Campus
Main Auditorium A
Carla will present BLUEcloud Campus, SirsiDynix’s new suite of services focused on the needs of academic libraries. The partnership with EBSCO is only the beginning of our initiative to enhance and expand our offerings for academic libraries. Carla will show what is available now, what is coming soon, and what are the longer-range plans for BLUEcloud Campus services.
Carla Clark (SirsiDynix)
Topics: SirsiDynix Products & Services

Jumpstarting the Research Process: Promoting One-on-One Consultations to Meet Student Needs
Room 326
Beginning in fall 2013, the Research and Instruction department at LSU Libraries began to look at the consultations provided by librarians. Prior to then, these one-on-one meetings had been infrequently requested by students or recommended by teaching faculty. Consultations occurring within the department were almost exclusively for researchers and the general public on the subject of patents and trademarks and were coordinated by a single librarian. A confluence of events, including Student Government requests for room scheduling software, English assignments that required students to set up reference assistance sessions, and modifications made to an underused media room, led to a marked increase in library consultations. This presentation will discuss this transition, highlighting best practices, the
use of these sessions for general education and discipline-specific courses, and the sustainability of library consultations.

Cristina Caminita, Emily Frank, and Marty Miller (Louisiana State University)
Topics: Information Literacy; Public Services & Outreach

Library Statistics with Google Analytics
Room 322
Google Analytics is a very popular tool for web statistics, and some libraries are already using it. You don’t have to be a web designer or expert to do it, and this presentation will show you how to get started with Google Analytics and use its unique features for your library. You can use it not only for web pages, but for CMS-type websites, CONTENTdm, and others. Google Analytics can tell you where your users are from, what device they use, and much more, so you can better meet their needs. This will be similar to my LLA 2014 presentation, but with more focus on Google Analytics itself and its interface.

Karen Niemla (University of Louisiana at Monroe)
Topics: SirsiDynix Products & Services

The Next Generation Web of Science & Journal Citation Reports
Room 324
Come learn about the Next Generation Web of Science; A new, user-friendly interface, expanded content and convenient open-web links. The next generation Web of Science makes Web of Science content and records easily accessible to researcher end users via links from open-web platforms, such as Google Scholar. Open Access (OA) and Funding Acknowledgement functionality will also be discussed. In addition to the redesigned Web of Science, come learn about the new Journal Citation Reports & Essential Science Indicators on the InCites platform.

Chris Devlin (Thomson Reuters)
Topics: Acquisitions & Collection Development; Electronic Resources

1:15—2:15pm

Building a Better Browser with Add-ons and Extensions
Room 324
This presentation is an introduction to web browser extensions for Chrome, IE, and Firefox. Topics discussed in this session include: what are browser extensions, where to get them, what to look for, and what are some popular extensions to make the working information professional’s life easier.

Brian Sherman (Louisiana State University Shreveport)
Topics: Browser Add-ons

DigitalCommons at the LSU Law Center
Room 326
In 2012 the LSU Law Library began using the Digital Commons platform to provide open access to faculty scholarship and academic journal collections on a scale not previously possible. Two years later, are professors, scholars, and librarians satisfied with the results? This presentation will answer that question in addition to touching on the management of such large projects, digitization workflows, the advantages and disadvantages of the bepress interface, and future plans for the repository.

Sarah Buras and Travis Williams (Louisiana State University Law Center)
Topics: Archives, Special Collections, & Institutional Repositories; Electronic Resources; Other Vendor Products & Services; Web Resources

Fine tuning our one-desk model through staffing and training
Room 327
The Learning Commons desk at Loyola University New Orleans’ Monroe Library is an integrated service point that provides circulation, reserves, interlibrary loan, equipment checkouts, group study room administration, Blackboard support, research assistance, basic technology support, and printing services. It is staffed by a combination of student employees, circulation staff, technical services staff, and librarians. Training personnel with diverse skill sets on a wide array of services presents managers with unique
training challenges. Presenters will share how they improved the quality of service at the Learning Commons desk by identifying core competencies of service, implementing ongoing training for students and staff, and developing a strategic staffing model. They will also discuss plans for the future, unanticipated challenges, and the benefits of a one-desk model.

Hilary Gunnels and Mary Hines (Loyola University New Orleans)
Topics: Circulation; Public Services & Outreach

If You Teach It They Will Use It: Introducing EBSCO Discovery Service to Undergraduates in a Credit Information Research Course
Main Auditorium B
As a Southeastern instructor for the online credit information and research course, Library Science 102 (LS 102), and a longtime EBSCO fan, the presenter was eager to transition from teaching multidisciplinary article databases like Academic Search Complete to web-scale search tools such as EBSCO Discovery Service (EDS) because of its scope and presumed “Googlized” ease. To examine undergraduate use of EDS vs. other article databases, students were required to explore EDS and other databases using assigned research topics via video tutorials and weekly assignments. One of these assignments was a short essay where students compared EDS to other multidisciplinary databases. This presentation will discuss the presenter’s experience teaching EDS in an online environment and its value as a “one-stop shopping” search tool for Generation Y.

Penny Hecker (Southeastern Louisiana University)
Topics: EBSCO Products & Services; Information Literacy

Making LibGuides Work for You
Room 322
Join us on our journey as Delgado Libraries implemented LibGuides within our institution and website. How we are preparing for the impending upgrade and some helpful tips and tricks to help you do the same.
Shanna Clevenger, Caitlin Cooper, Courtney Rimes-Stortz, and Emily Rush (Delgado Community College)
Topics: Electronic Resources; Other Vendor Products & Services; Web Resources; LibGuides

Unconference
Main Auditorium A
The unconference session allows you to step away from the traditional breakout sessions and engage in a more informal exchange of information and ideas with fellow attendees. There are ten tables with defined topics. The remaining tables are wildcards—grab a card and define your own topic. Please note: The unconference session is replacing the sharing sessions at LUC this year.
Defined Topics: Acquisitions; Administration; Cataloging; Circulation & Reserves; Digital Libraries; Discovery & OPAC; Interlibrary Loan; Serials; Statistics & Assessment; Systems Administration

2:30—3:30pm

EBSCO User Research
Main Auditorium B
EBSCO’s user research team has conducted a large contextual inquiry in an effort to understand the research experience for the many personas that exist in today’s library environment. This session will provide a quick overview of the goals, the contextual Inquiry process and what we have learned about today’s user in the academic arena. EBSCO will also show how this is impacting future development projects that can help your library improve its interactions with your users as well as ideas for ways to make improvements today for your users.

Harry Kaplanian (EBSCO)
Topics: EBSCO Products & Services

Flipping Out: Taking on the Inverted Classroom Model
Room 326
Thinking about Flipping? This session will explore the promise, problems, and practicalities of flipping the information literacy classroom. In general, the flipped classroom is a pedagogical method in which typical lecture and homework elements of a class or one-shot BI session are reversed. Students come to class prepared to apply what they have learned from lectures and instructional material they have already accessed through courseware such as Moodle. The flipped classroom model is eminently adaptable to
academic library instruction, as librarians frequently incorporate technology and skills-based exercises into their resource instruction sessions. We will examine some of the current literature on this emerging trend, discuss practical methods we have used to implement this approach in our own library instruction sessions, and offer advice on ways academic libraries can take advantage of this exciting pedagogical tool.

Chad J. Pearson, Stephen A. Sanders, and Mary Lou Strong (Southeastern Louisiana University)
Topics: Information Literacy

MobileCirc Configuration and Discussion
Main Auditorium A
A presentation of the unique-to-LOUIS configuration and access to MobileCirc as well as some functionality. During the second half of the session the floor will be opened for discussions between the attendees regarding current/potential use.
Adam Viator (LOUIS)
Topics: Circulation; SirsiDynix Products & Services

New LADocs Classification and You!!
Room 324
Louisiana has introduced new user-friendly, subject-based document numbers for official state publications that will make the items easier to discover through online catalog searches and by browsing items on shelf. Presenters will provide an overview the new classification scheme, including how topics are organized, how call numbers are built, how items are ordered on shelves, and the recommended SirsiDynix Symphony configuration changes to best accommodate the new classification scheme.
Karen Cook (State Library of Louisiana), Michael Sartori (McNeese State University), and Mark Witteman (LOUIS)
Topics: Cataloging; Technical Services

The Personal Librarian: Providing Individualized Services for Students
Room 322
In discussing ways we can better serve our student population, the librarians at the University of Louisiana at Lafayette found the personal librarian program appealing because it is an easy way to engage with the students on an individual level. Starting with the fall semester of 2014, incoming freshman were each assigned a librarian who became the face of the library for their students. Students received information about the program at summer orientation. Librarians reached out to their students at the start of the semester. Personal librarians provide face to face contact to help students navigate the library, begin research and connect with campus resources. In this session, we will discuss the benefits and dilemmas of implementing a personal librarian program in an academic setting.
Cara Chance and Andrea Flockton (University of Louisiana at Lafayette)
Topics: Public Services & Outreach

ProQuest Nursing & Allied Health Source and ProQuest Dissertations & Theses
Room 327
Offered to your library through LOUIS, ProQuest Nursing & Allied Health Source and ProQuest Dissertations & Theses are both located on the ProQuest platform. ProQuest Nursing & Allied Health Source contains a large range of reliable content to help students deepen the required knowledge in the curriculum, support their coursework, and explore research topics, as well as prepare them for a variety of hospital situations. Join this session for tips on surfing a wide range of content types, from journal articles from leading titles such as the New England Journal of Medicine and training videos to study paths. ProQuest Dissertations & Theses is the world’s most comprehensive collection of doctoral dissertations and master’s theses and contains nearly 3 million searchable citations. Did you also know that ProQuest is recognized by the Library of Congress as the official digital dissertations repository? Join this session for tips and tricks to easily locate relevant graduate works including browsing by popular subjects and school location and name.
Linda Cubias (ProQuest)
Topics: Other Vendor Products & Services
LOUIS Crossword

Across
3. The resource sharing management software that helps automate routine interlibrary loan functions
5. Name of the LOUIS Newsletter
7. The incident reporting software LOUIS uses
8. The ______ Board oversees activities, budgets, and funding for LOUIS
10. Facilitates discussions among consortium members
12. Company that LOUIS receives government documents from

Down
1. The original Task Force on Libraries in 1990 was reorganized in 1992 as this.
2. The number of LOUIS automated sites
4. The LOUIS reciprocal borrowing program
6. The authentication software used by LOUIS members
9. BLUEcloud ________ will seamlessly combine the best features of EBSCO and SirsiDynix
10. ________ with LOUIS is a teaching, learning, and sharing webinar program
11. The integrated library system used by the LOUIS consortium
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