



# acrl 2017

peer revered

## Conference Proceedings

# AT THE HELM

## LEADING TRANSFORMATION

**MARCH 22-25, 2017**

Baltimore, Maryland



AT THE HELM  
LEADING TRANSFORMATION

**MARCH 22-25, 2017**

Baltimore, Maryland

CONFERENCE PROCEEDINGS

Edited by  
Dawn M. Mueller

Association of College and Research Libraries  
*A division of the American Library Association*  
Chicago 2017

At the Helm: Leading Transformation: The Proceedings of the ACRL 2017 Conference  
March 22–25, 2017

Edited by Dawn M. Mueller  
ISBN: 978-0-8389-8928-9

2017© Copyright of each article belongs to the individual authors. © Copyright of proceedings as a whole belongs to the Association of College and Research Libraries, a division of the American Library Association. All rights reserved.

March 2017  
Association of College and Research Libraries  
*A division of the American Library Association*  
50 E. Huron St. | Chicago, IL 60611

Citation: Association of College and Research Libraries. *At the Helm: Leading Transformation: The Proceedings of the ACRL 2017 Conference, March 22–25, 2017, Baltimore, Maryland*, edited by Dawn M. Mueller. Chicago: Association of College and Research Libraries, 2017.

# TABLE OF CONTENTS

## Contents

- ix Conference Coordinating Committee
- x Introduction
- xi ACRL Board of Directors 2016–2017
- 
- 1 Academic Libraries, Filtering, and the “Tyranny of Choice”  
*Caroline Muglia and Elizabeth S. Namei*
- 15 Academic Library Makerspaces: Supporting New Literacies & Skills  
*Tara Radniecki and Chrissy Klenke*
- 23 Accreditation in the Smaller Community College Library  
*David Pappas*
- 30 Action-Packed Action Research: How Comic Books, Questions, and Reflection Can Transform Information Literacy Instruction  
*Sarah Laleman Ward, Stephanie Margolin, and Mason Brown*
- 36 Addicted to the Brand?: Brand Loyalty Theory as a Means of Understanding Academics’ Scholarly Communication Practices  
*Cara Bradley*
- 43 Around the World in 180 Minutes: An International Library Adventure  
*Leila June Rod-Welch*
- 55 Asking, Listening, Observing: Learning about Student Research through Ethnography  
*Eamon Tewell, Kimberly Mullins, and Natalia Tomlin*
- 67 Assessing Reference Service Quality: A Chat Transcript Analysis  
*Greta Valentine and Brian D. Moss*
- 76 Beyond the Book: Collaborative Collections Designed for Creativity and Experiential Learning  
*Denise Dale*
- 86 Big Data for Big Questions: Assessing the Impact of Non-English Language Sources on Doctoral Research at Berkeley  
*Susan Edwards, Lynn Jones and Scott Paul McGinnis*
- 99 Cephalonian 2.0: Transforming Large-Scale Library Orientations to Support Student Success  
*Kimberly Copenhaver, Carl DiNardo, Alyssa Koclanes, and Nancy Schuler*
- 112 Charting a Clear Course: A State of the Learning Commons  
*Lauren Pressley*
- 120 Choose Your Own Adventure: The Hero’s Journey and the Research Process  
*Helen Georgas, Mariana Regalado, and Matthew Burgess*

- 133 Consortiumal eBook Purchasing for the Rest of Us  
*Heather Tompkins, Greg Argo, Rhonda Gilbraith, Ron Kurpiers, Meg Manahan and Frances Singh*
- 142 Constructing Research(ers): Faculty and Undergraduates as Researching Subjects  
*Rick Fisher and Kaijsa Calkins*
- 152 Counting Heads: Building Space Assessment into your Library Assessment Plan  
*Jennie Gerke and Keith Teeter*
- 160 Crowdsourced Reference: Steering into Uncharted Waters?  
*Marie L. Radford, Lynn Silipigni Connaway, and Stephanie Mikitish*
- 171 Data Mining, Visualizing, and Analyzing Faculty Thematic Relationships for Research Support and Collection Analysis  
*Wenli Gao and Loretta Wallace*
- 179 Determining Value: The Development of Evaluation Metrics for Shared Content  
*Genya O’Gara and Anne Osterman*
- 186 Embedded Peer Specialists: One Institution’s Successful Strategy to Scale Information Literacy Services  
*Danielle Salomon, Casey Shapiro, Reed Buck, Annie Pho, Marc Levis-Fitzgerald*
- 194 Embracing Threshold Concepts: Or How I learned to Stop Worrying and Love the Framework  
*Heather Galan James and Elizabeth Andrejasich Gibes*
- 200 Enhance Your Reference Skills by Knowing the Four Phases of Interest Development  
*Steve Black*
- 206 Everything You Ever Wanted to Know About Predatory Publishing but Were Afraid to Ask  
*Monica Berger*
- 218 Exploratory Implementation of Flipped Classroom Practices on Library Instruction  
*Jessica Jordan and Martina Haines*
- 230 Exploring the Value of Interlibrary Loan  
*Kristine Shrauger and Meg Scharf*
- 236 For Fun and Profit: Supporting Research Commercialization with Interdisciplinary Liaison Teams  
*Franklin Sayre, Caroline Lilyard, and Mary Schoenborn*
- 247 From Saboteurs to Change Management: Investigating the Correlation between Workplace Behavior and Change Resistance  
*Brian Young and Ashley Dees*
- 255 From Two to Three Dimensions: Leading Institutional Curricular Change by Thinking beyond the Assessment “Loop”  
*Brandy Whitlock*

- 266 Gendered Labor and Library Instruction Coordinators: The Undervaluing of Feminized Work  
*Veronica Arellano Douglas and Joanna Gadsby*
- 275 Harnessing the Intersections of Writing and Information Literacy  
*Dan DeSanto and Susanmarie Harrington*
- 283 How Data from an Unlikely Source Pointed Us in a New Direction for Information Literacy Assessment and Charted a Course to Student Success  
*Julie Gores, Cristina Springfield, and Matthew Coan*
- 292 Humanities Collaborations and Research Practices: Investigating New Modes of Collaborative Humanities Scholarship  
*Harriett Green, Angela Courtney, Megan Senseney, and Maria Bonn*
- 305 Humanities Without Walls: Understanding the Needs of Scholars in the Contemporary Publishing Environment  
*Maria Bonn and Janet Swatscheno*
- 311 “I Don’t Know What I’m Looking at”: Understanding Student LibGuide Use with Eye-Tracking Software  
*Linsey Ford, Jennifer Holland, and Clarke Iakovakis*
- 321 I Don’t Want My Article Next to That: Educating Faculty and Graduate Students about Issues of Open Access, Institutional Repositories, and “Predatory” Publishers  
*David C. Dunham*
- 328 In a World Where... Librarians Can Access Final Research Projects Via The LMS  
*Taylor Eloise Stevens, John Garrison, Jamie Kohler, and Erin Smith*
- 337 In Search of Value-Added Information Literacy: A Citation Analysis Study  
*Candice Benjes-Small and Eric Ackermann*
- 343 Info Lit Squad Goals: Using Interdisciplinary Faculty Learning Communities to Facilitate Real Talk about Information Literacy  
*Jason Vance, Alicja K. Lanfear, and Patrick Richey*
- 348 Information Literacy’s Influence on Undergraduates’ Learning and Development: Results from a Large Multi-institutional Study  
*Kevin Fosnacht*
- 361 Jump Start Your Scholarly Communication Initiatives: Lessons Learned From Redesigning the Scholarly Communications Roadshow for a New Generation of Librarians  
*William Cross, Jenny Oleen, and Anali Perry*
- 372 Just Get a Job! Collaborating with the Campus Career Center  
*Elise Ferer*
- 377 Leading from the Library Loo: An Illustrated, Documented Guide to New York City Academic Library Bathrooms  
*Jennifer Poggiali and Stephanie Margolin*

- 388 'Let Me Learn' or 'Just the Answer'? Research Consultations and Dweck's Theories of Intelligence  
*Amanda L. Folk, Kelly Bradish Safin, and Anna Mary Williford*
- 397 Let's Get Oriented!: Getting Intimate with the Library, Small Group Sessions for Library Orientation  
*Leila June Rod-Welch*
- 411 Leveraging the Growth of Open Access in Library Collection Decision Making  
*Kristin Antelman*
- 423 Librarians Are in the House! Unconventional Strategies for Outreach to Your Campus Community  
*Laura Barrett and Katie Harding*
- 428 Makerspace or Waste of Space: Charting a Course for Successful Academic Library Makerspaces  
*Candice Benjes-Small, Liz McGlynn Bellamy, Jennifer Resor-Whicker, and Lisa Vassady*
- 437 Maximizing the Impact of the In-Person One-Shot: The Case for Targeted Library Instruction Outreach in Community Colleges  
*Matthew Pierce*
- 444 Moving from Counting to Programmatic Evaluation: A Look at Best Practices  
*Claudia J. Dold and Ardis Hanson*
- 453 Naturals with a Microphone: Oral History and the Librarian Skillset  
*Holly Hendrigan*
- 461 Observe, Reflect, Action! Transformation through Reflective Practice in Librarianship  
*Silvia Vong*
- 469 Open Access and Global Inclusion: A Look at Cuba  
*Elizabeth Jardine, Maureen Garvey, and J. Silvia Cho*
- 478 Perish or Flourish? An Investigation of E-book Interlibrary Loan in U.S. Academic Libraries  
*Xiaohua Zhu, Lan Shen, and Rebecca McCusker*
- 486 Practitioner and LIS Student Perspectives on Information Literacy for Librarians  
*Charles Inskip*
- 498 Promoting A Service Culture Across Technical and Public Services: Lessons from Electronic Resource Access Troubleshooting and Support  
*Jeffrey M. Mortimore*
- 506 The Proof is in the Worksheets: Tying Library Instruction Assessment to ACRL Information Literacy Standards  
*Robin Grant, Felicia Haywood, and Dana Casper*
- 520 Re-Charting the Waters of Library-Writing Partnerships: Sharing Threshold Concepts as the Foundation for Integrated Curricula, Collaborative Assessment, and Learning Transfer  
*Brittney Johnson and I. Moriah McCracken*

- 526 Removing the “I” from Instructional Design: How Teamwork Makes Instructional Design a Possibility for All  
*Dominique Turnbow and Amanda Roth*
- 533 The Research Lifecycle and the Future of Research Libraries: A Library of Apps  
*Gabriela Castro Gessner, Erin Eldermire, Neely Tang, and Kornelia Tancheva*
- 544 Sailing the Wide-Open Seas of Discovery: Assessing Students’ Use and Perceptions of Summon for Conducting Research  
*Tracy Gilmore, Stefanie Metko, and Charla Gilbert*
- 558 Scoping Out Success for Your Users: More Options, Less Confusion  
*Emily King and Nicole Sandberg*
- 568 Shadow Libraries and You: Sci-Hub Usage and the Future of ILL  
*Gabriel J. Gardner, Stephen R. McLaughlin, and Andrew D. Asher*
- 588 Sharing Our Success: Using a Teacher Training Program to Improve Information Literacy Instruction and Support MLIS Students  
*Rachel Gammons, Alexander Carroll, and Lindsay Inge*
- 597 Sheriff, IRS Auditor, Psychotherapist, & Hostage Negotiator All in One: Project Management for Everyone  
*Kate McCready and Claire Stewart*
- 604 Shifting the Discourse: Information Literacy as an Opportunity to Address Intellectual Virtues  
*Andrea Brooks*
- 613 “Should I Stay or Should I Go?” The Motivation of Underrepresented Minority Librarians to Lead  
*Antonia P. Olivas*
- 627 Show Me the Learning: Navigating Information Literacy through Multiple Life Perspectives  
*Alice B. Ruleman, Laura Horne-Popp, and Robert Hallis*
- 637 The Smart Commons: An Experiment in Sensor-Based Space Assessment of Learning Environments  
*Jonathan Bradley, Patrick Tomlin, and Brian Mathews*
- 648 The Social Science Move Toward STEM: Disciplinary Changes in Demonstrating Scholarly Impact  
*Dan DeSanto and Aaron Nichols*
- 656 Standardizing and Managing Online Tutorials for Improved Learning  
*Christal Ferrance and Patricia J. West*
- 662 Steering Change in Liaisonship: A Reverse Engineering Approach  
*Eric Resnis and Jennifer Natale*
- 669 Stuck to the Static Word: Trust and the Phantom Limb in Scholarly Communication  
*Nathan Hall and Leila Sterman*



- 677 Supplementing Traditional Ways Of Measuring Scholarly Impact: The Altmetrics Way  
*Rajiv Nariani*
- 688 Supporting Learning on the Inside: Academic Library Services for Students in Prison  
*Stephanie DeLano Davis*
- 704 Teaching Digital Humanities Tools at a Distance: A Librarian-Instructor Partnership  
Integrating Scalar into a Graduate Distance Course  
*Daniel G. Tracy and Elizabeth Massa Hoiem*
- 714 A Trans Body of Books: (Trans)Forming Library Collections for Advocacy  
*Matthew W. Johnson*
- 719 Using the *Framework* to Frame: Cataloging Policy and Practice as Seen through the Lens of  
*The Framework For Information Literacy For Higher Education*  
*Erin Leach*
- 726 Using Variability to Diversify Library Assessment and Maximize Value of Assessment Data  
*Jackie Bronicki*
- 740 Walking the Plank: How Scholarly Piracy Affects Publishers, Libraries and Their Users  
*Laurie Morrison, Carol Stephenson, and Elizabeth Yates*
- 748 Warning! This Program Contains Graphic Content: Facilitating Understanding of Library  
Terms through Visual Rhetoric  
*Gayle Schaub and Vinicius Lima*
- 759 What Counts as Knowledge? Concrete Examples of an Abstract Concept from the ACRL  
Framework for Information Literacy  
*Nancy E. Adams, Maureen A. Gaffney, and Valerie A. Lynn*

## Papers unavailable at press time

(May appear online at a later date)

Budget Analysis and Advocacy: Persuade or Perish

*Brian Keith*

Digital Humanities: Transforming the Rules of Engagement

*Emma Annette Wilson*

Open Educational Resources: It's Time for Libraries to Take the Plunge

*Claire Clemens and Bethany Sewell*

Take it Online: Building Librarian Competency in Online Teaching and Learning

*Mary O'Kelly*

Web Archiving for Librarians: A Three-University Collaboration Experience

*Daniel Kerchner, Yan He, Yunshan Ye, and Ding Ye*

What do Incoming Students Already Know? Assessing First-Years' Information Literacy Skills  
Before and After a One-Shot Session

*Christopher Jones and Julia Bauder*

# Conference Coordinating Committee

Jim Neal  
*Conference Chair*

Char Booth  
*California State University, San Marcos*

Curtis Brundy  
*Wartburg College*

Theresa S. Byrd  
*University of San Diego*

John P. Culshaw  
*University of Iowa*

Trevor A. Dawes  
*University of Delaware*

Michelle Demeter  
*Florida State University*

Ameet Doshi  
*Georgia Institute of Technology*

Karen E. Downing  
*University of Michigan*

Peter D. Hepburn  
*College of the Canyons*

Adrian K. Ho  
*University of Kentucky*

Rhonda Huisman  
*Marian University*

Athena Jackson  
*Penn State University*

John Jackson  
*Loyola Marymount University*

Courtney Greene McDonald  
*Indiana University*

Kevin P. McDonough  
*Northern Michigan University*

Willie Miller  
*Indiana University-Purdue University Indianapolis*

Kathy A. Parsons  
*Iowa State University*

Barbara G. Preece  
*Loyola Notre Dame Library*

Heidi Steiner Burkhardt  
*University of Michigan*

Cynthia Steinhoff  
*Anne Arundel Community College*

Lisa M. Stillwell  
*Franklin & Marshall College*

Carissa Tomlinson  
*Towson University*

Janice D. Welburn  
*Marquette University*

Krista White  
*Rutgers University*

Courtney L. Young  
*Penn State Greater Allegheny*

# Introduction

Academic librarians, scholars, and colleagues from across the United States and around the world gathered for the Association of College and Research Libraries (ACRL) ACRL 2017 conference, “At the Helm: Leading Transformation,” in Baltimore, Maryland, March 22–25, 2017.

The harbor city of Baltimore evokes the spirit of exploration and discovery as we navigate to new ports through waters deep with history and practice. Librarians are building, responding, acclimating, and adapting to the changing climate of our larger ecosystem—the academic enterprise. Inspired by time-honored principles, yet subject to ever-evolving processes, today’s academic and research librarians are charting new paths to learning and transformation. The papers contained in these proceedings offer research results, new ideas, solutions, and complex issues for us to consider. It is our hope that they will inspire every academic librarian with a renewed sense of pride in our profession.

The Contributed Papers featured in these proceedings were selected via blind, peer-review from more than 350 proposals, with an acceptance rate of twenty-six percent. We extend our gratitude to all those who submitted paper proposals and to the members of the ACRL 2017 Contributed Papers Committee who served as reviewers:

Theresa S. Byrd, Co-chair  
*University of San Diego*

Rhonda Kay Huisman, Co-chair  
*Marian University*

Neal Baker  
*Earlham College*

Laura Bonella  
*Kansas State University*

Heather L. Coates  
*Indiana University–Purdue University  
Indianapolis*

Lia G. Friedman  
*University of California*

Robert L. Hollandsworth  
*Clemson University*

Mallory Rose Jallas  
*Gettysburg College*

Elizabeth Marie Johns  
*Johns Hopkins University*

Patricia A. Kreitz  
*Saint Mary’s College of California*

Meagan Lacy  
*Guttman Community College*

Kathlin Lee Ray  
*University of Nevada, Reno*

Karen G. Schneider  
*Sonoma State University*

William H. Weare  
*Texas A&M University*

Jean Zaroni  
*Marquette University*

# ACRL Board of Directors

## 2016–2017

Irene M. H. Herold, President  
*University of Hawai'i at Mānoa*

Cheryl A. Middleton, President-Elect  
*Oregon State University*

Ann Campion Riley, Past-President  
*University of Missouri*

LeRoy Jason LaFleur, ACRL Division Councilor  
*Tufts University*

John A. Lehner, Budget and Finance Chair  
*University of Houston*

Mary Ellen K. Davis, Ex-Officio Member  
*ACRL Executive Director*

### **Directors at Large**

John P. Culshaw, Director-at-Large  
*University of Iowa*

Emily Daly, Director-at-Large  
*Duke University*

Caroline Fuchs, Director-at-Large  
*Saint John's University*

Julia M. Gelfand, Director-at-Large  
*University of California, Irvine*

Kim Leeder Reed, Director-at-Large  
*College of Western Idaho*

Beth McNeil, Director-at-Large  
*Iowa State University*

Lori J. Ostapowicz-Critz, Director-at-Large  
*Georgia Tech*

Susan Barnes Whyte, Director-at-Large  
*Linfield College*

