



FEBRUARY 2021

## ULA President's Message

Dear Colleagues and Friends,

We sincerely hope 2021 will bring happier news to you professionally and personally than our past year. We also wish you health, employment, and rejuvenation. We miss seeing you and look forward to when we can network in-person again. Our virtual conference is yet to come May 19-21, but there is still much going on in the interim.

First, if you can, we hope you will give due consideration to continuing to be a member of ULA. For many the turn of the year is membership renewal time. We, of course, appreciate and need the financial support from membership dues to keep things going, as well as wonderful people to serve in the association.

The ULA election is also upon us. Expect the ballot to be released by mid-February. The Executive Committee and I express gratitude for those who have stepped forward as candidates to serve in the many positions of ULA. This year has many positions open including: President-Elect, Mountain Plains Library Association Representative, American Library Association Councilor, 2 Board Members-at-Large, Academic and Special Section Chairs and Vice-Chairs, and the Chair-elects of our many roundtables. We have modified the ballot so that you will all be able to vote on the association offices, and then select the roundtables you are a member of to vote on those specific candidates. We hope this will simplify the ballot rather than asking everyone to vote on every roundtable this year, whether you were a member or not.

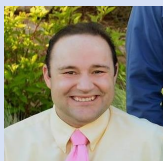
ULA Awards nominations will soon open. Please consider recognizing someone when the call for nominations comes! There are many people worthy of Librarian of the Year, Outreach, and Special Services to Libraries Awards. Learn more about the awards here: <https://ula.org/organization/committees/awards/>

February is usually our time to hold Library Day on the Hill. Though we will be unable to do so this year, the ULA Advocacy Committee will be participating in strategic meetings to advocate for ULA's targeted ask for 2021, which is legislative support for the Utah State Board of Education's priority "Expanded Access to Broadband for \$5 million one-time and \$350,000 ongoing." The \$350k represents \$150k for a new digital equity position and \$200k is for the digital equity grant program, which would all be housed in the Utah State Library Division. This request would be a funding request in the education budget as opposed to legislation, and Provost of the House Jennifer Daily is the legislative sponsor.

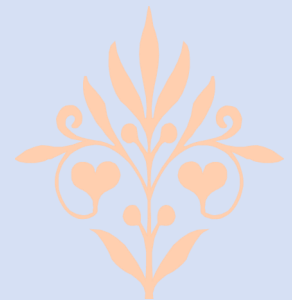
The Youth Service Roundtable's popular Winter Workshop will be held virtually this year on February 26, 10 AM - 2 PM. Please join us at <https://us02web.zoom.us/j/2023383245>

Finally, there are significant departures upon us. Barbara Hopkins-Winters, ULA's Executive Director, is leaving us following our virtual conference. We express our gratitude for her years of work on ULA's behalf, meeting many behind the scenes deadlines to keep the association going. We wish her the best as she moves on. As such, we are in search of a new Executive Director. The job description and application can be found at <https://ula.org/jobline/>

We also bid farewell to our Utah State Librarian, Colleen Eggett, who has served in the role the past three years. She has made many contributions to so many of us there and in other roles at USL, American Fork Library, Salt Lake County Library and more. Thank you for your service Colleen and Barbara! And thank you, our dear members, for all you continue to do for your communities!



Daniel Mauchley, ULA President 2020-2021



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## Utah Librarian Spotlight

*Every issue, ULA President-Elect Rita Christensen introduces readers to a Utah librarian.*

*In this issue, the spotlight falls on Alfred Mowdood.*

Anne was diagnosed with an autoimmune disease right before the pandemic emerged in 2020. Soon after, her father passed away from COVID-19 complications. That experience, in addition to being a high-risk patient, made her concerned about in-person medical visits. After voicing her concerns, Anne was told that she could meet her doctor online through doxy.me to minimize infection risks.

Doxy.me is a simple and secure telemedicine application that grew by 6 million patients in March 2020. The software got its start through the



*Alfred Mowdood at the Marriott Library.*

award-winning projects such as the LightLine Catheter™ (Legacy Award 2015) and the Optima Recovery physical therapy device (Grand Prize 2020). Who is one of the many librarians behind the B2B teams' outstanding research strategies?

Alfred Mowdood grew up in Akron, Ohio and received a Bachelor of Arts in English from the University of Akron. His interest in library work was piqued while job shadowing employees at help desks at the Bierce Library as a volunteer. He then enrolled in the Library Science program at Kent State where he specialized in reference work. During his master's program, Alfred was a reference graduate assistant and was given a residency position after graduation in 1995. After the residency, Alfred took on a temporary position as a reference and instruction librarian at Cleveland State University. In 1997 he applied all over the country for a permanent librarian position and had several job offers. One library stood out to him and his father—the Marriott Library at the University of Utah. His dad said that "If the University of Utah was good enough for Henry Eyring, the Marriott Library is a great place for you."

Alfred's first position at the Marriott Library was in reference and instruction and he's now the Head of Faculty Services. He has extended his reach outside of his department, however, to foster student excel-

University of Utah's Bench to Bedside (B2B) program which promotes medical technology innovation.

Innovation requires investments in research. A team of librarians at the Eccles and Marriott Libraries at the University of Utah were pivotal in assisting the doxy.me team with their project studies and investigations. The Libraries Innovation Team also

helped other B2B teams with their

lence and success. For over twenty years he has taught library instruction through the university's freshman experience LEAP program as an embedded librarian. His teamwork skills were put to good use during the Andreas Vesalius 500th anniversary celebration where he created an in-depth exhibition LibGuide and helped with collaboration between libraries, collections, and rare book curators. Alfred is also a Patent & Trademark Resource Center (PTRC) Representative at the Marriott Library, which is the only PTRC in Utah. This is where he helps project teams learn about intellectual property, prior art searching, and market research. His professional research assistance has been acknowledged in dissertations and books. As a supportive mentor, Alfred has written many successful letters for students to attend medical and graduate schools across the United States. Alfred also reaches out to his colleagues in Special Collections and has worked with them to develop specialized collections that support winter sports, rock climbing, and mountaineering.

During the pandemic, Alfred has adapted his approach to library instruction with online learning modules, videos, and Zoom meetings. A positive result to this change is that session interactivity has increased due to more students showing up to class online. He stresses the importance of collaboration and talking to librarians all across the state to get ideas. Alfred has witnessed a digital divide in accessing resources among his library instruction students. The Marriott Library is checking out one thousand laptops and over two hundred hotspots for internet access.

ULA has been lucky to have Alfred participate as an active member in our organization. He has been involved in starting up the Outreach Committee with Kim Fong and co-chairs the Library Day on the Hill efforts. Alfred says his membership has helped him learn about the work people and libraries are doing across the state and has learned how to be a better librarian by attending the ULA annual conferences. He also says the best thing about ULA conferences "is running into Utah's favorite author Nathan Hale!"

Out of all of Alfred's countless accomplishments, he is most proud of marrying his wife Anna and raising twin boys. By the way, Anna Neatrou is the Digital Initiatives Librarian at the Marriott Library and a mover and shaker in ULA. And here's Alfred's advice for those who are parenting twins: "Buy two of everything."

It's obvious that Alfred loves working with people and sharing with them the incredible resources that are available at libraries across the state. He loves the ability to connect people to information and contribute to society. The next time you check into your doxy.me telehealth visit, think about the strategic research behind the innovation that makes our lives safer during these challenging times. Think about librarians working in teams and connecting with researchers.

## Public Library Roundup: Providing Access to Services During a Pandemic

Nathan Robison, *Public Libraries Columnist*

Covid-19 has altered the way libraries function. Back in April I wrote about some of the ways that libraries in Utah have met the challenge of providing library services during the pandemic. We're nearly a year out, and libraries are still facing challenges, and coming up with novel solutions.

Here are a few more ways that Utah libraries have accomplished their mission during trying times.

### WiFi Hotspots:

Covid-19 has made connection to the internet even more crucial than before. Over the last year we've all become increasingly dependent on the internet for education, work, visits to the doctor, and gatherings with family and friends. Public libraries throughout Utah moved online as well, providing storytimes and other programming through social media, YouTube, and Zoom. But what about community members who don't have a reliable, high-speed internet connection in the home?

To remedy this problem, several libraries in the state, including Salt Lake Public Library, Orem Public Library, and Grand County Library have started circulating WiFi hotspots. Funding for the hotspots for some of these locations has come from the Utah State Library.

## Hospital Librarians on the Front Line

Karen Newmeyer, *Medical Librarian, Rocky Mountain University of Health Professions*

The last 10-11 months go on record for being the strangest in modern history. I was thinking it was the worst ever, but then I thought about the Black Plague and realized maybe things aren't so bad. While I'm not minimizing the suffering and hardships of many during this time, my thoughts turned to those on the frontlines, and, as a medical librarian, I thought of the librarians on the front line. I'm an academic medical librarian, so I only see a glimpse of what it is like for "real" medical librarians who work in hospital settings.

While local hospital librarians were unable to answer specific questions on how COVID-19 has affected their professional lives (due to hospital security issues), some librarians, nationwide and international, have interesting insights to share.

A librarian in Toronto, Canada, Zach Osborne, had this to say about hospital librarians' response to the pandemic: "What's impressed me most about these circumstances is how my library team has risen to new and unanticipated challenges, and to witness how our expertise ("library skills") is contributing to interdepartmental team efforts to achieve the same end goal." He goes on to say while they work "differently" they still contribute to and achieve interdepartmental goals (2020).

Elizabeth Lorbeer, a medical librarian from Michigan, remarked on the

### Digital Teen Programming:

Video games came to the rescue of programming librarians in 2020, helping them create safe and fun alternatives to in-house programming. Orem Public Library staff had a blast playing Among Us for their monthly Teen After Hours program. The Provo Library provides access to a Minecraft server weekly on Fridays. Other libraries, such as Salt Lake County, have gone old school with regular Dungeons and Dragons sessions. Salt Lake Public Library has opened their Animal Crossing island to the public each Friday. Patrons can visit the virtual public library and makerspace.

### Make-and-Takes:

Many Utah libraries are putting together kits consisting of arts and crafts or STEM activities for their patrons. This allows library patrons to participate in library activities without spending too much time in the library. We've had a lot of success with Make-and-Takes at the Orem Public Library, and have found it a great way to interact with patrons and provide quality programs from a distance.

The purpose of this article is to share the ways Utah libraries serve their community, and to spread these ideas throughout the state. Is your library doing something cool? Please let me know! Email Nathan Robison at [nrobison@orem.org](mailto:nrobison@orem.org) to share ideas, and give feedback.

"increase in the number of users requesting library support through established online channels...." Her team made adjustments to provide a quick turnaround on information requests. "[W]e came up with a plan to stagger the times we are available online throughout the day to give each other wellness breaks. Taking a few minutes to practice mindful meditation or to take a walk will help us remain sharp" (Gerber, 2020).

Beverly Murphy from Duke University said, "The good news is we know what's going on. A lot of us are not panicked. We know where we're going to get information...Where we're torn is how we can help our doctors and our nurses" (Gerber, 2020).

Librarians, from all disciplines, are remarkable individuals. Our focus is always outward, whether it be students, public patrons, doctors, or nurses, the question is always, "How can I help?"

Gerber, A. (2020). How Medical Librarians Are Handling the Coronavirus Crisis. *Library Journal*. <https://www.libraryjournal.com?detailStory=how-medical-librarians-are-handling-the-coronavirus-crisis>

Osborne, Z. (2020). Hospital librarianship during the COVID-19 pandemic OPEN SHELF. <https://open-shelf.ca/200604-hospital-librarianship-during-the-covid-19-pandemic/>

## “I Miss Teenagers!”: A Youth Services Librarian’s Lament

Natalie Gregory, ULN Columnist, Logan Library

I don’t have to tell you that the last year has been an unorthodox one (unless you were in a coma, and then I don’t want that burden!). Obviously there have been a lot of changes that each library has had to implement in order to keep their respective community safe. We’ve all given up a lot of things that may have added the sparkle to our days. For me, this has been daily interaction with my teens (the community, not the time of my life).

I’ll say it loud and proud: I miss my teenagers. We had a really great rhythm established from Fall 2019 into the beginning of 2020. We had weekly activities for Teens & Tweens, and a (nearly) weekly movie on Fridays to kick off the weekend. We had a laptop lending program that allowed for a staff member to be in the teen area every weekday afternoon. We had activities planned through the end of the School year, including a Bob Ross-style painting night. I was really starting to learn names, not just faces. We had inside jokes and a clear communication path. We had just started a fruit snacks incentive program that taught the basics of respectful conversation. Then, the world shut down.

I was the one in the Teen Area on Friday March 13, the day that Logan City announced that we would close public access to all non-essential businesses, including the library, for at least two-weeks. I knew even then that two weeks was too optimistic, but I definitely looked forward to being open again for the summer, and doing our typical Summer Reading celebrations. As you probably know, or can guess, this didn’t happen. We ran an online Summer Reading Program that was successful enough; I wasn’t able to offer participation points for coming into the building (we were still closed to the public), and I wasn’t able to rely on the word-of-mouth advertising which has been our most successful marketing tactic. We weren’t able to have our blow-out parties, and the teens and tweens were far less motivated to pick out (or pick-up) their book prizes when prize pick-up generally went through their parents. I still have over 150 books sitting on my shelf in my office, just waiting for 2021’s Summer Reading Program; in 2019 we went through hundreds of book prizes, in 2020, we

went through less than a dozen.

When we finally opened our doors in September, I was able to see patrons again! But the teens who had used the library as their safe space didn’t stay long. There were fewer seats, none of which were the comfy purple couches, and still no in-person programs. We weren’t running our laptop program because there was no way to protect the staff with plexiglass (a requirement if we were to stay open). For a glorious three weeks, I saw and interacted with one of the studious teens, who still came to the library to do his homework; then, he learned about the circulating hotspots we had acquired through support of the State Library and Cares funding. He realized that the bigger benefit was to provide internet access to his younger siblings and parents; I haven’t seen him often since he made that change. Am I happy that the library was able to adapt to provide a greater good to his family? Yes, of course. Do I selfishly miss helping him find resources and understand assignments? Also yes, very much so.

I have teens who have moved into the busier years of preparing for graduation and adult life without the ability to remind them that I can write letters of recommendation, or run mock interviews. I only got to check in with one of the students who took the ACT in 2020 to see how they did, even though there was a whole group of students with whom I was able to share books, a database, library personnel, and calming techniques for the big day in order to help them prepare.

Overall, I will do anything to protect these kids, including keeping them healthy and at-home. But I miss the energy that they brought to the library, and to my life. There is a specific type of humor that teens have that I have no other (appropriate) avenue for participation. These kids help keep me young. And I know that when the balance shifts, and we can see each other again, I will be reinvigorated. But the sad truth of the matter is, they won’t be my teens anymore. Much like the preschool participants in storytime, by the time we start up in-person programs again, the kids we knew will have aged out. There is always a new pool of appropriately-aged participants, but I miss my kids. I miss my teenagers.

### Vote for Your ULA Officers

It’s time to vote for your ULA officers again! Let your voice be heard!!

Submit your vote today. Vote Only ONCE! Voting will close at 11:59 PM on March 19, 2021.

Click on this link to see the ballot: <https://forms.gle/TXcKpkZ4G5JGbX6Q8>

Good luck to all our candidates!

### It’s That Time Again!! Renew Your ULA Membership & Support ULA on AmazonSmile

After the year we just had (2020), it’s understandable you may have forgotten about your ULA Membership renewal. Remember you can do this virtually (we at ULA were well ahead of this game) by logging in to <http://ula.wildapricot.org>. Click on “Join Us”, then select your Membership Category. You can pay with your debit or credit card. Your receipt will be sent to the email you list in your membership.

If you are shopping with Amazon, we want to remind you that the Utah Library Association can be selected as your charity to receive Amazon’s donations of 0.5% of your purchases. (We know it has been listed in the past, but now it is officially running and connected with our association.) To do so, shop on [smile.amazon.com](https://smile.amazon.com) and to choose ULA as the charity, please use this DIRECT link:

[https://smile.amazon.com/gp/chpf/homepage/ref=smi\\_chpf\\_redirect?ie=UTF8&ein=87-6119455&ref=smi\\_ext\\_ch\\_87-6119455\\_cl](https://smile.amazon.com/gp/chpf/homepage/ref=smi_chpf_redirect?ie=UTF8&ein=87-6119455&ref=smi_ext_ch_87-6119455_cl)

## Zoom Meetings Don't Have to Feel Lonely

Dory Rosenberg, *ULN Columnist, Utah State University*

Meetings are a key part of my daily work routine and, while there are many that I attend as a participant, there are also a large number that I facilitate. While I've been learning all of the fancy ways I can use break-out rooms, polls, and other features in Zoom, I've continued to struggle with how to foster a feeling of connection in a virtual meeting. In an effort to rethink my meeting habits, I've been paying more attention to the little things that help me feel more engaged in the virtual space. These ideas aren't for every size or type of meeting, but here are four strategies that have helped me feel more connected with my colleagues:

- If working on a collaborative document together, I've found that instead of screen sharing, sometimes it can help to ask attendees to [open the document in an online version](#) on their own computers. They should then [keep Zoom in gallery view](#) so that the face-to-face component is more prominent.
- I've also found myself leading meetings where I've shared a screen and then minutes later realized we are no longer talking about what is still on the screen. In this situation, sometimes all it takes is a kind and [friendly request to go back to gallery view](#). I really appreciate it when my co-workers say something like, "Thanks for sharing! Could we go back to gallery view now?"
- For smaller meetings, I'll sometimes suggest that [attendees keep their microphones on](#) when possible. While this does not always work given various remote work situations and feedback issues, I think conversation can have more of a natural flow if people aren't constantly muting or unmuting.
- In larger discussions, I think folks often wait to see if someone else will unmute first and so conversation can feel awkward or delayed. My inclination is to jump in and keep conversation going to avoid the awkwardness, but this has the potential to make people feel like they don't have an opportunity to share. If, like me, you want to jump in when it's silent, one small intentional practice I'm working on is to [always have a glass of water on hand so I can take a sip or two when it's quiet and hopefully help create the space folks need to unmute and share their thoughts](#).

There are lots of articles out there on the best ways to lead a virtual meeting. I've probably spent hours reading them. I think what was most useful, however, was when I stopped trying to read about the best Zoom strategies and [started paying more attention to what was happening in my own meetings](#) that I attend every day. So if you've also felt a bit disconnected in your virtual meetings, I encourage you to [take a moment for some individual awareness and identify a few small things](#) that could help you feel more connected. Then put into practice what works best for you.

### What's On at Your Library?

*Utah Library News* is happy to publish announcements of library-related exhibits, lectures, open houses, tours, and other events.

Send announcements to Michele at [michele.richings@gmail.com](mailto:michele.richings@gmail.com). We publish issues in September, November, February, and April (Annual Conference Issue).

### ABOUT THE UTAH LIBRARY ASSOCIATION

The mission of the Utah Library Association is to serve the professional development and educational needs of its members and to provide leadership and direction in developing and improving library and information services in the state. In order to accomplish these goals, ULA supports and provides continuing education programs for Utah librarians and library employees, especially at its annual spring conference. ULA also offers members a number of opportunities for library leadership, professional growth, networking, and community service. We hope you find the Utah Library Association to be an organization that makes a difference for you, for Utah librarians, for Utah Libraries, and for the citizens of Utah.



Utah Library  
Association

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