



Utah Libraries News

NOVEMBER 2014

ULA President's Message

By Pamela Martin

#FAIL

As a society, I think we focus on success far too much. It certainly seems like success is all we are ever able to talk about at professional conferences. It's all "I did X and it went great!" or "Look how well my study on Z went! LOOOK!" Very often these tales of success, rather than being inspiring, can be depressing. Success can seem unattainable to your audience, especially when we never see the failures that precede all stories of success. And ignoring our failures just encourages fear of failing and discourages risk taking and innovation.

So in order to encourage a culture of sharing failures (and after being publically goaded by ULA Vice President Dustin Fife), here are some of my favorite failures.

In the Classroom

As a Reference Librarian at USU, I teach, and I have made a few mistakes in front of classes. If you know me, you'll know that people do NOT describe me as "laid-back" or "calm." I'm the same in front of a class. I can be warm and engaging when leading classes, but I've also overreacted to students' behavior in the past. Once, a student was not following directions after being gently reminded 3 times. Another time a student started talking loudly about how women aren't funny. Both times, I reacted emotionally and loudly, and I am not proud of this.

However, these situations taught me to be a better teacher. Both situations caused me not only to seek out better classroom management skills, but also to focus on not taking it personally. It might sound like an easy thing to do – not take it personally – but I am used to taking EVERYTHING personally. Gaining some distance from students and realizing their behaviors are not always about me has helped me both inside and outside the classroom. (Also, the student in the latter situation was just dead wrong. I'm hilarious.)

Continued on next page.

IN THIS ISSUE

Announcements 2

ULA Library Tour 3

Hitting the Right Notes 4

Library in the Hallway 6

"If you ask a Librarian..." 9

Live your Passion 10

Government Updates 11

Family Study in an Academic Library 12

The Blue Slushy Incident 13

Knowledge River 14

Continued from previous page.

IRB: Bane of My Existence

When you work on a research project that studies people (as we do in library science), you must get IRB approval at your University. As a young librarian (never really trained in the art of research – thanks, Grad School!), I, along with some of my colleagues, made the mistake of soliciting survey responses without first gaining IRB approval. In order to proceed we had to destroy all the data, gain IRB approval, and send out the survey again.

This failure was a necessary one on the road to becoming a competent researcher. I am now much more detail-oriented when embarking on a research

project, and I have several IRB-approved research projects in the pipeline.

I share these stories because, like Dustin, I think it is important not to hide our stories of failure while highlighting our stories of success. Odd as it sounds, sharing your failures can be far more comforting and perhaps even more inspiring than success stories. Oftentimes you and your audience can learn just as much (perhaps more?) from failure than from success. And without failure (or at least a willingness to fail), there is no success. Failure is a necessary and helpful part of life, and any successful librarian has had more than a few epic failures. We should not let failure keep us from taking risks.

Announcements

WANT TO JOIN TO THE UTAH LIBRARIES NEWS WRITING STAFF? OPENINGS ARE AVAILABLE!

SCHOOL LIBRARY SECTION EDITOR

Have opinions about what's happening in Utah's school libraries? Good at spotting library trends? We want you to come write for us as our new School Library Section Editor!

REPORTER

Come channel your inner Woodward and Bernstein by joining the writing staff as our eyes and ears on the ground, by helping to report on all the happenings around the state.

Please send inquiries to Paul Daybell, General Editor, at paul@northloganlibrary.org

ULA Special Library Tour—Utah State Law Library

By Tyson Thorpe & Jenny St. Clair

On 3 October 2014 members of the Utah library community gathered at the Matheson Courthouse for a tour of the Utah State Law Library. Several members expressed surprise over the size of the library, expecting a much smaller space. That surprise was increased when law librarian, Jessica VanBuren, told the tour participants that the library is actually quite small compared to the law libraries found in other similar institutions.

Jessica was a gracious and welcome host and also a great tour guide. She informed participants about the various collections housed in the library and also shared services the library can provide. The collections at the library deal with Utah codes and laws. The library is open to all visitors, but the main patrons tend to be those dealing with the legal system. Law Library staff provide access to legal databases to aid in research but their main service is providing ac-

cess to forms and basic information to start the legal process. Though the staff cannot provide legal advice, they do provide a variety of resources and instructions that help visitors feel more empowered in their legal issues. It was a wonderful and informative way to spend an afternoon. Thank you Jessica!



WHAT'S ON AT YOUR LIBRARY?

The staff of *Utah Libraries News* are happy to publish announcements of library-related exhibits, lectures, open houses, tours, and other events.

Send announcements to paul@northloganlibrary.org We publish issues in September, November, February, and April (Annual Conference Issue).

Hitting the Right Notes Indeed

By Dustin Fife, ULA Vice-President

I was lucky enough to attend the ULA Fall Workshop at Snow College in Ephraim, Utah and I want to thank the Continuing Education Committee for planning and executing such an enriching day. The night before the conference I was able to have dinner with Connie Lamb, Grace Chen, Jennifer Hendricks, Safi S.M. Safiullah, Robin Chalhoub, and one other member of the committee that I apologize for forgetting, but I'm pretty sure it was Val from Brigham Young University. The commitment of this committee was evident. Many of them have worked on the committee for more than a decade and their abundant experience is a great strength for ULA.

They told me how they use the Fall Workshops to reach out to rural and remote Utah by having them in places like Ephraim, Logan, and Moab.

The theme of the conference was "Hitting the Right Notes in your Library." It began with Dean Alberta Comer of the University of Utah Marriott Library explicating her extensive experience throughout the world. Through her experiences we saw how an engaged and adaptive librarian can hit the right notes in a myriad of situations (including on a military base and in a branch library in a mall.) Dean Comer encouraged us to be flexible and engage our users through as many means as possible. The Marriott Library is currently adapting by creating family

spaces to better serve their students with children. Dean Comer also encouraged us to discuss our failures and adjust, not hide what did not work like an embarrassing third cousin.

After a tour of the beautiful Karen H. Huntsman Library, I was able to attend three inspiring sessions. At the first of these Rahul Mukherjee, a senior in

High School, presented with Dr. Safi

S.M. Sa-

fiullah of the Salt Lake City Public Library and Robin Chalhoub of the Salt Lake County Library. Rahul and Dr. Safiullah have created a teen education and mentoring program at the City Library that is transformational and sustainable. It began with Rahul teaching ACT prep classes and has expanded to many other subjects. Dr. Safiullah helped establish the program and brings them food and encouragement, but allows the teens to work on their own so that they feel comfortable and open to instruction. The teens help and mentor each other and Rahul and Dr. Safiullah believe the program will continue after Rahul leaves for college. Ms. Chalhoub encouraged us to involve teens in all aspects of librarianship, to create programs that allow them to SEE,



Continued from previous page.

John Spears of the Salt Lake City Public Library and Jessica Whetman of the Weber County Library discussed successful Adult Programming. These two articulated seemingly endless nuggets of wisdom (if you do not believe me please refer to the twitter feed of @RebekahCummings.) They encouraged us to adjust traditionally successful library programs for new users and needs. They told us to stop thinking of ourselves as repositories and become places of creation. They made it abundantly clear that we need to be willing to partner with anybody (including businesses) and try just about anything (while always considering liability!) They encouraged us to not allow policies and procedures to encumber the library. Do not create unenforceable policies because it puts frontline staff in an impossible situation (Dean Comer emphasized this as well.) According to one of these two librarians, he will remain nameless, policies are guidelines and guidelines are suggestions. Make sure that we are not confusing policies and procedures so that we have the flexibility to try new things and to truly engage patrons.

The final session I attended was with Catherine McIntyre of Utah Valley University Sutherland Archives and Scott Eldredge of Brigham Young

University. These two indomitable librarians walked us through the founding of the *Pioneers in your Attic* program (which will now be known as *History in your Attic*) and the wrinkles that come with starting something new. The first year of the program has had many successes (more people showing up in Escalante, a town of less than 800, than anywhere else) and a few minor bumps in the road (forgetting to advertise in the paper for one event.) Ms. McIntyre and Mr. Eldredge openly discussed what did not work and how they are adapting the program. They have rebranded and are better prepared to reach out directly to people and help them digitize invaluable resources that are often decaying in attics.

These are only the sessions I was able to attend. Erin Morris of the Salt Lake City Public Library talked about the artistic medium of book arts, Colleen Eggett of the Utah State Library taught about Overdrive and its many assets, and Robert Maxwell of Brigham Young University, a man who knows RDA better than anyone, told us all why it was here to stay. These sessions were all enriching and well-received. It was a great day of instruction. My many thanks to all of the presenters and the Continuing Education Committee that made it all happen!

"Thanks Library in the Hallway": Providing Collection Access (and Insights) During Building Renovation

By Adriane Juarez

("Thanks Library in the Hallway!" entries are used with permission from the Facebook page of Brooke Moss, Park City Human Resources Manager.)

The staff of the Park City Library had a big question to answer when we realized the library would have to be temporarily closed for renovation for more than a year starting in May 2014. "What were we going to do with all of the materials?" Any library that has undergone construction understands the difficulty of providing continued access to books, movies, music, and magazines when a facility becomes more about dust and demolition than browsing and borrowing. In Park City the situation proved particularly challenging with only one central library, housing over 73,000 items. There were no branches where materials could be moved and simply no buildings in the city big enough to house all of our items. The idea of staying open during the renovation had proven to be impossible given the extent of the work, and the additional cost and time doing so would add to the project.

A historic mining town, now famous for world-class skiing and the Sundance Film Festival, Park City is

*May 15 - So, I work in Park City's City Hall building. They are renovating the Library in our City, and have brought tons of books and put them in our hallways. I am in heaven! Today I am reading "Why Sh*t Happens: The science of a really bad day". Apparently, if you go 7 days without sleep you will literally go insane. We are all 7 days away from madness. Sometimes I feel much closer...I will be learning cool stuff all year long. Thanks library in the hallway!*

located on the back of Utah's Wasatch Mountain Range and landlocked by some of the most picturesque elevations imaginable. Completing Park City's library renovation project would require a 12-15 month closure of the library housed in the 30,000 square foot Carl Winters Building, which once served as the town's high school. "We had tough choices," said Jonathan Weidenhamer, Park City's Economic Development Manager overseeing the project. "We

had to look for creative solutions, or basically put everything into storage and shut shop."

Over 8,500 residents and more than 3 million annual visitors to the area come to the library more than

114,000 times per year and borrow over 77,000 items. The community wanted to have access to the resources of our library, even during construction. When I started talking to city colleagues about how to keep books in people's hands throughout the renovation, I was impressed by how quickly they embraced innovative ideas.

The Park City Council voted to temporarily relocate the library to the old Miners Hospital, a building that served the early medical needs of the community starting in 1904. This required finding new office spaces for some non-profit organizations that were housed in the building. The 400-ton structure had been physically moved from a Park City ski resort to the town's City Park in the 1970's and renovated. It contained the library from 1982 to 1993, but the space had been outgrown. "Many people love the old building," commented Bobbie Pyron, member of the Park City Library Board, "We all remember it fondly from its time as a library, and some of our residents were even born there when it was a hospital. However, in thinking about it as a space to move during our renovation, we knew it would hold less than half of the library's current collections."

May 19 - So, if you hurt yourself really badly you can develop a future aversion to that same situation. This is called Aversion Fear. Scientists had to name this? It seems obvious. What is it called when I get stuck talking to an annoying person so I avoid them in the future? Probably the same thing. Thanks library in the hallway!

May 16 - Did you know that it isn't true that glass is a liquid? It doesn't really run slowly over time like I was taught. Old castles have glass that is thicker at the bottom than at the top because their glass making was not great. This blows my mind. Thanks library in the hallway!

Continued on next page.

Continued from previous page.

In city meetings, I began talking about what could be done with the remaining library materials that would not fit into the Miners Hospital building. City

Manager, Diane Foster, immediately caught the vision of continuing to provide the greatest possible access to collections by perhaps creating mini-libraries in a number of public buildings around the city. It would not only save on the cost of storage, it would be a way to engage people with books as they came and went from public facilities. A number of proposals were discussed. Foster was pleased that, "City Staff really rallied behind the library with a number of our departments, from the ice rink to the recreation center, expressing a willingness to have books in their locations and make them accessible to the public. It came down to a group of city managers valuing the service the library provides and putting their support behind making books available even when there wasn't a lot of space."

May 22 - In the United States, people order fried chicken in restaurants more than anything else. I learned that in the "Manners at Restaurant" book. Also important - to smile at your server and speak clearly. I guess I could work on those things. Thanks Library in

May 27 - If milk sits around for a while it turns into a solid-ish jelly substance and a grey brown liquid. Come to find out, this is cheese! My whole house is full of sippy-cup cheese left under the couch by my kids. I am sure it is organic or something. Maybe I need a booth at the farmers market - "Moss' Sippy Cheese." Thanks library in the hallway!

After evaluating the feasibility of storing and circulating materials in variety of city locations, city and library staff determined the walls of City Hall provided the best space for installing book-

shelves. In addition, it provided the necessary security, power, and data for a self-checkout machine to be installed that would allow library

card holders to independently access fiction, non-fiction, and children's books. "It was insightful," said Mayor Jack Thomas whose mother was a librarian and whose daughter is now a librarian. "As people come and go to apply for permits and use other city services, this is now a place where they can also get books. For me, it is easy to get caught up in the enjoyable experience of looking at all the titles, seeing things I have already read and items I now want to read. Sometimes it takes me a little while to get down the corridor to my office. I'm going to hate to see the books go when the renovation is complete. Everyone who comes in seems to enjoy it."

When the library moved, popular items, movies and the largest majority of the library collections went to the Miners Hospital location. Fewer than half of the items fit. With

creative solutions, Park City kept library materials in people's hands by utilizing a treasured historic building, creating a library in City Hall, and finally storing the remaining items in the town's old fire station. The items in the fire station are not directly available to the public, but are accessed by the library staff on a daily basis to fill requests, which are picked up by library patrons at the Miners Hospital location. Everything is available to patrons within 24-48 hours. It took extra work to install shelving in various buildings, change materials holdings codes in the database to indicate where items were located, and on a daily basis to pull materials from the various buildings each day for patron requests. But, the payoff has been even better than we could have imagined. *Continued on next page.*

May 29 - Someone made fun of my legs today, since they were so white. The thing they didn't know is that I was wearing nylons in a darker color than my real legs. Sigh....So, in ancient Egypt, if you were rich and a woman, artists painted women with very pale skin to show they never had to go out in the sun to work. Huh. Turns out I would have been "hot" in ancient Egypt. I am a woman out of time. Thanks library in the hallway!

Continued from previous page.

Fondly referred to as “The Library in the Hallway”, city employees now can get books when they are at work, the public picks up materials when they visit City Hall for permits and services, and Park City was able to maintain access to its library materials. “People are exploring books in unexpected ways, said Polly Samuels McLean who works in the City Attorney’s Office. “I enjoy taking books home to my kids at night and our staff tends to come out of their offices and have interesting conversations about the materials they find.” Brooke Moss, Park City Human Resources Manager, has taken a fun and humorous approach to exploring the collections with daily posts to her Facebook page called, “Thanks Library in the Hallway!” Everyone is having fun, reading, engaging with one another, and enjoying the access to materials that outside-of-the-box thinking made possible.

The newly renovated library will open in late 2015 with expanded children’s and teen areas, a new en-

trance and coffee shop, a digital media lab, a hands-on “maker space”, open and airy browsing areas, living room type reading nooks, flexible use areas, more community gathering places, expanded collections, increased digital resources, and a fireplace. The community is eager to start using what promises to be a dynamic new library. Everyone will enjoy the resources to be explored in the renovated space, but “The Library in the Hallway” will always be fondly remembered. It pulled our community together, made us smile, and reminded us about the pleasure of being surrounded by books, and other library materials, wherever they may be found.

June 4 - For optimal TV viewing, your TV shouldn't be any bigger than $1/3 - 1/6$ of the distance between it and the couch. Holy crap! We are going to need a basketball court to put our new TV in. This information would have helped my argument back when we were shopping....What I didn't know! Thanks library in the hallway!



ULA Special Recognition Award

By Paul Daybell, General Editor

The following poem parody was written by Ruby Cheesman and first read at ULA's 2014 annual conference while accepting the Special Recognition Award.

* * *

If You Ask a Librarian for a Good Book A Tribute to RA Librarian everywhere!

(with apologies to Laura Numeroff)

By Ruby Cheesman

If you ask a Librarian for a good book
She's going to ask you "fiction or nonfiction?"
When you tell her fiction,
She'll probably ask you which genre you like.

When you tell her you like mysteries,
She'll probably say "what kind?"
And when you say, you don't know,
She'll probably log in to NovelList.
And when she logs in to NovelList,
You'll remember that you really liked that really great mystery that had a blue cover.

And then she'll start searching in NovelList for all the mysteries with blue covers.
And when she finds 37 mysteries with blue covers,
You'll say you think it has a dog on the cover.
And when she finds 6 with a dog on the cover,
You'll say, "Nope, sorry none of those."
And when you say, "Nope, sorry none of those"
The librarian will then say with excitement, "Let's go to the stacks and find you a good mystery."

So you'll follow her to the stacks and start looking through all 4211 mysteries.
And while you're looking through all 4211 mysteries,
She'll probably remember that Linda orders mysteries.
And when she remembers that Linda orders mysteries, she'll want to call her.
And when she calls her, Linda will say,
"Of course I can give I can give you a list of dog mysteries with blue covers."

And when Linda emails the list of dog mysteries with blue covers,
The librarian will breathe a sigh of relief as she hands you the list.
But then you'll say, "While I do like mysteries, with or without dogs,
What I really want today is just a good book!"
And then chances are the librarian will take a deep breath
And ask "fiction or nonfiction?"

Live your Passion

By Natalie Gregory, Columnist

Sometimes in the library world, we forget that the “outside” world has a stigma about libraries. No matter that we are working to change the ideas and expectations of what a library is and what it contributes to a community, some people will only ever see the keeper of the copier, the shhh-ing book Nazi, or that one time in freshman English. We can, and should, continue to invite learning opportunities, expand our services, create programming that draws people in and advocate for our institutions. But don't let these aims, this fight as it were, wear down what brought you to the profession in the first place. There is some reason you are working at your library, some reason you stay at your library, something that drew you into the world and wonder of Information Sciences. Remember what that is. I don't know what that is for you. I can offer a myriad of ideas, but instead, allow me to share my reason.

As an undergrad, I was looking for a viable way to make a career from my course of study; English, specifically Creative Writing, is not the most lucrative venture. As I started to look at what I could do, I knew I wanted to stay close to the creation and sharing of literature; I have first-hand experience with the power of a good book (as I'm sure most of you do as well). I was fortunate that my alma mater had a School Library Minor that they offered through the education department. I figured, “I like libraries, let's try this.” (Feel free to judge my flippancy; I was in the “outside” world at this point). The very first class was one that centered on Intellectual Freedom, and was in fact an instrumental part of nearly every discussion through-out the program. I was engaged by the thought that there is a need to keep good books available to any reader, especially in schools. Several classes passed, each as engaging and enlightening as the last—the need to be a teacher, the ability to highlight books for all sorts of readers (or non-

readers), building a collection, anticipating the needs of your community, advocating and proving the library's worth. I was swept up in the majesty of the ideals of the profession, the passion of my teachers, and the promise that this career choice would be a challenge, and that the challenge is in fact one of the rewards.

As I continue to work in, and learn what the library has to offer as both a patron and employee, I still feel the same initial excitement as I did in the class I signed up for on a whim. Remembering the things that excite me about this realm of information sharing, help me face the less exciting parts; when a patron complains about a fine, when the barcoding gets backed up, the book orders get messed up, or that local author with a grammatically terrible self-published book won't stop calling. When the principal rolls his eyes because you request a meeting, when that student comes in two hours before the paper is due, remember, you are here for a reason. And it's a good reason too.

Government Information Updates

By Flora Shrode, Columnist

Utah Library Association members may be interested to learn about recent announcements that should improve access to government publications. First, Congress.gov, which has been under development for more than two years, is no longer in beta status but is available in its official form. The former URL of beta.Congress.gov will be replaced with Congress.gov. You are likely familiar with the site called THOMAS, that the Library of Congress has provided since 1995 to make congressional and legislative information available to the public online and free of charge. A press release about Congress.gov indicates that THOMAS averages ten million site visits annually. Congress.gov replaces THOMAS and is maintained by the Library of Congress in collaboration with the U.S. Senate, the U.S. House of Representatives, and the Government Printing Office. The initial version of the website offered bills with summaries and status of their review by congressional committees, member profiles for each of the legislative bodies, and text from bills in the 111th and 112th congresses (2009 – 2011), which were the most recent upon beta.Congress.gov's unveiling.

Congress.gov Officially Launched

As of Sept. 26, 2014 the Congress.gov site offers those same types of information with a few enhancements. Additional publications include the Congressional Record, which documents proceedings and debates in the U.S. Congress, along with committee reports, links from bills' text to Congressional Budget Office cost estimates for the legislation, videos about the legislative process, committee profiles, listings of nominations, and historic documents as far back as the 103rd Congress (1993). Developers of Congress.gov seek user input and welcome comments and suggestions for enhancements. Plans to expand Congress.gov's content include adding the text of treaties, House and Senate Executive Communications, and the index to the Congressional Record. Congress.gov has a modern web design and search features, improving

upon THOMAS and making the information on the site more readily accessible.

GPO Collaboration with the Digital Library

In other news about online access to U.S. government information, the Government Printing Office (GPO) in Washington, D.C., which operates the publishing and distribution of documents from U.S. federal agencies, has embarked on a cooperative arrangement with the Digital Public Library of America (DPLA, <http://dp.la>). As of September 2014, nearly 150,000 items from GPO are accessible in the DPLA. GPO's motto is that it serves as the U.S. federal government's official, digital, and secure source for access to official information products of the federal government, including cataloging records, indexing data, authentication services, and preservation programs. The GPO serves all three branches of the federal government (Executive, Legislative, and Judicial). GPO also produces passports for the Department of State, official publications of the Congress and the White House, and other federal agencies' documents in print, microfiche, and digital formats. GPO oversees the federal depository library program, nine of which are in located in the state of Utah (one regional depository at Utah State University, which receives everything produced by GPO, and eight selective depositories, which may choose to receive items from GPO that support their institutional missions). Roughly 1200 depository libraries are distributed throughout the country.

Press releases about the official launch of Congress.gov and GPO's collaboration with the DPLA are available at these URLs: <http://www.loc.gov/today/pr/2014/14-176.html> and <http://www.gpo.gov/newsroom-media/presspage/14presspage20.htm>

Family Study Time at an Academic Library?

By Brian Peters, Academic Section Editor

Utah, according to the U.S. 2010 Census, is the youngest state in the nation with a median age of 29.2. The national median age is 37.2. Utah has the largest percentage of children aged 0 to 4 year olds, 9.5 percent. The state also has the nation's largest percentage of children aged 5 to 17 year, 22 percent.

Bottom line: More than 30 percent of the state's population is under the age of 17.

So what does this have to do with academic libraries? According to a study by the Institute for Women's Policy Research, which analyzed student aid survey data produced by the National Center for Education Statistics, nearly 25 percent of college students have dependent children.

Because of the large number of students with children, a growing trend at academic libraries across the country is the creation of family study rooms. These designated rooms are set aside to give students with children a place where they can watch their children and utilize library computers and resources. Libraries at the University of Montana, University of California at San Diego, and Portland State University have all established family study rooms.

In Utah, the Utah Valley University Library is one of the few universities in the state to set up a Family Study Room. It did this back in 2008 as a part of the library's new design.

At the UVU library the Family Study Room includes games and puzzles for the children and computers for the students. The room, according to UVU librarian Annie Smith, has been a huge success. In fact, when the room initially opened and the library advertised the room, it actually became too crowded and drew complaints from other students. Noise, Smith said, is the biggest challenge.

"At times, it can get a little crazy in there," Smith said. "We have to remind some families that the room is not soundproofed."

Other challenges include the occasional mess that the parents fail to pick up. Parents also must remain with the children. And students who don't have children are discouraged from using the room.

If other libraries are considering a family study room, Smith recommended that the room's policies are clearly laid out and posted somewhere visible.

"It is nice to have a place for parents with kids to work in the Library in a contained space. I can only imagine the problems if children were out in our information commons area."

The Blue Slushy Incident

By Stacy Vincent, Public Libraries Section Editor

We all know that working in a public library can be....interesting. Heartwarming, heartbreaking, stressful, hilarious, and weird are all some apt adjectives to describe it. The following is a collection of stories I have weaseled out of my public library pals over the past few months, and just like library work, some will make you laugh, some will make you cry, and some will leave you scratching your head.

The Blue Slushy Incident
Jennifer Fay and Stacy Vincent

One of our staff discovered that someone had poured a sticky blue beverage over every last book on human sexuality in adult nonfiction. Every. Last. One. A month or so later our darling teen intern was checking in new arrivals and commented that we “sure buy a lot of books about sex.” Oh yeah, it’s our favorite thing ever!

She’s a Lady with Eyes
From Phuong Vu

A little boy came to the reference desk in search of his grown up. I asked him to tell me more about his mom or dad so I could help him. The boy says, “Well, she’s a lady and she has eyes.” I ask about hair color, shirt color, name, etc. The boy doesn’t answer those questions but says, “She’s a lady and she has eyes.” So we walk around the library together looking for a lady with eyes. We locate his grandmother a few seconds later and the boy says, “See, she’s a lady and she has eyes.” A spin on the lovely reference question about a book with a blue cover...

Won’t Tyler Be Mad?
From Cherie Bitter

I was working at the Sandy library and two teenage boys came in and asked for a car repair manual. I told them that ours was checked out and I could call Tyler and get one sent over to Sandy. They then

asked me if that Tyler kid wouldn’t get mad if I did that. I had to explain that Tyler was another library.

Fifty Shades Clean
From Jessica Pettey

A copy of Fifty Shades of Grey was found prominently displayed on the adult fiction Clean Reads display.

Spittoon
From Stacy Vincent

We have a strict no food or drink policy, so when I saw a man holding an open 24oz can of something I politely asked that he take it outside. He tipped the can so I could see its chunky brown liquid contents and he said, “Oh, it’s not a drink.” I then noticed the bulge in his lower lip and realized I was looking into his spittoon. Fighting back laughter, I told him that tobacco products also need to stay outside, then ran to the break room and laughed until I got a side cramp.

I hope you enjoyed this month’s selection of stories. If you have one you’d like to share, shoot me an email at svincent@slcolibrary.org.



Photo Credit: [Wikimedia Commons](#)

Knowledge River, the Story Continues...



Knowledge River (KR) is an educational experience within the School of Information Resources and Library Science (SIRLS) that focuses on educating information professionals who have experience with and are committed to the infor-

mation needs of Latino and Native American populations. Knowledge River fosters understanding of library and information issues from the perspectives of Latino and Native Americans and advocates for culturally sensitive library and information services to these communities. Since its inception, Knowledge River has become the foremost graduate program for training librarians and information specialists with a focus on Latino and Native American cultural issues. To date, over 158 scholars have graduated from this program. This was and still is a nationally unprecedented milestone that can be attributed to the outstanding support that scholars are provided with.

We are proud to report that the **Knowledge River STREAMS** program exceeded the goals articulated in the Institute of Museum and Library Services (IMLS) Laura Bush 21st Century Library grant. KR staff and management recruited and mentored students who received an education focused on creating culturally competent library information professionals serving Latino and Native American communities. KR graduated and added 39 culturally competent LIS professionals to the library information profession with a 100% retention and graduation rate between 2011-2014. KR students were provided with financial support, professional work experience, professional development opportunities, and a culturally competent curriculum. Mentoring, cohort building activities, and professional development opportunities were also provided. In addition, a technological infrastructure was built and beta tested for KR Online, including training opportunities, and will become the leading digital resource for LIS diversity education. Knowledge

River *STREAMS* has been a successful model program seeking to address various gaps in the information profession.

Knowledge River will continue with three more years of support and funding from IMLS, project partners including University of Arizona Libraries Special Collections, Arizona Health Sciences Library, Pima County Public Library, and the University of Arizona School of Information Resources and Library Science. In Fall 2014, **Connected Learning in Digital Heritage Curation** will focus on connected learning by embedding students in graduate assistantships at cultural heritage institutions; providing hands-on application of theoretical and practical knowledge in face-to-face, online, and hybrid courses; and will involve students in professional development and networking activities. The chief goal of the KR program remains and that is to increase the number of librarians who have a documented interest in serving the major under-served populations of Arizona, the southwest and the nation – Latinos and Native Americans. Continuing digital innovations and practices along with marked demographic changes offer challenges to developing culturally competent LIS professionals. KR's work will continue in both traditional libraries and archives and in new public digital spaces that also utilize emerging information technology. **Knowledge River** is excited about the next three years of educating new culturally competent LIS professionals.

KR is now accepting applications for the 2015 Fall semester Cohort 14! We are pleased to offer the opportunity for an online distance cohort. If you are interested in participating with Knowledge River, please visit <http://sirls.arizona.edu/programs/masters> to find out more on how to apply for the Master's of Arts in Library Information Science and <http://sirls.arizona.edu/kr> for the current application for Knowledge River. You can email Assistant Professor Gina Macaluso at ginamacaluso@email.arizona.edu for questions or more information.

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

www.ula.org

ULA PRESIDENT

Pamela Martin
pamela.martin@usu.edu

GENERAL EDITORS

Paul Daybell
paul@northloganlibrary.org

Zachary Allred
zachary.allred@snow.edu

SECTION EDITORS

Academic Libraries:
Brian Peters
brianpeters2@gmail.com

Public Libraries:
Stacy Vincent
svincent@slcolibrary.org

Special Libraries:
Dona Christensen-Guinn
dona.m.christensen@gmail.com

COLUMNISTS

Flora Shrode
flora.shrode@usu.edu

Natalie Gregory
natalie.gregory@loganutah.org