



## ULA President's Message

Greetings to the Utah Library Association Community,

As I write to you from my home office, I can say without a doubt this has been a very strange year, particularly the last quarter. I know everyone has been affected by the current situation, both personally and professionally. My greatest hope, on a professional level, is for the Utah library community to come through on the other side healthy, stronger, and more connected than ever. Although we were extremely disappointed to have to cancel ULA 2020 in St. George, we are still very excited at the opportunity to reach even more members when we share the presentations and information from our speakers in the coming months. We know that Utah librarians and staff will be inspired and stimulated by the fantastic content.

Speaking of Utah library staff, it has been incredible to watch the methods by which our community has continued to provide outreach to our patrons despite shutdowns throughout the state. We have already begun hearing feedback from our disparate communities—patrons and administrators alike—commending the innovative efforts of dedicated library employees. Examples include partnering with universities and hospitals to provide 3-D printers for PPE, innovative virtual programs like story times, book recommendations, STEM activities, online tutorials and the list goes on and on.

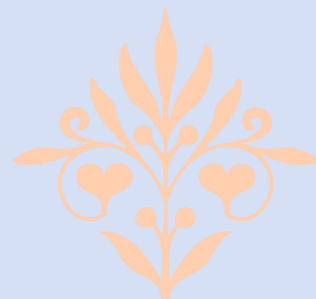
I, personally, have also been very impressed with the members of the ULA committees, both elected and assigned. The group working on updating the by-laws has been amazing. The programs and conference people have worked tirelessly to reconsider how we can share virtually while keeping everyone safe.

Additionally, it is my pleasure to introduce to you the new editor for the ULA newsletter, R. Michele Richings, Librarian at Stevens-Henager College, Provo/Orem Campus. Michele has terrific ideas for the newsletter. Welcome, Michele!

I'd also like to acknowledge the many years of service by Mindy Hale, both as the newsletter editor and queen of conference registration. We all appreciate your years of service, Mindy!

Finally, as my time as ULA president comes to a close, I'd like to thank everyone who has worked so hard to make this 2019-2020 year a success, and to welcome our new ULA President, Daniel Mauchley, to the helm. He, along with President-elect Rita Christensen, have already shown great leadership and innovation, and I am eager to watch them move forward into the 2020-2021 term. May they serve during exciting times, but perhaps not quite as exciting as this past year has been.

Vern Waters,  
ULA President  
2019–2020



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## Utah Librarian Spotlight

*Every issue, ULA President Elect Daniel Mauchley introduces readers to a Utah librarian.*

*In this issue, the spotlight falls on Rita Christensen*

When the Utah Library Association election ballot arrived in January, you saw Rita Christensen, a Children's Services Librarian from Orem Public Library, running as President-Elect. But the truth of the matter is Rita has a very eclectic mix of library experience making her a solid selection as the incoming ULA President-Elect, including academic, out-of-state libraries, and firsthand international experience.

Rita was born in Marin County, California, then raised in rural Washington state. She grew up in a family of Filipino heritage interested in music and '80s tech gadgets. She grew to love the Marin County Civic Center Library, fondly remembering a beautiful 80-foot dome in the building and checking out summer books. Later, this led her to a Bachelor of Arts in Design with an emphasis in Illustration from Brigham Young University. She then sought to combine her interests in design, music, and technology and pursued librarianship.



*In her element: Rita Christensen at the Orem Library Kid Zone.*

She graduated with her Masters of Library and Information Science in 1990 from BYU and served as President of the American Library Association's student chapter there. She often thought her dream job would be to work at a place like the Orem Library as a children's librarian. Back to that in a minute.

She married her husband, Brian, and moved to University City, Missouri in St. Louis County. While her husband studied, she made her first foray in children's services at two libraries simultaneously: Kirkwood and Brentwood Public Libraries. Two years later, Brian became an Art Professor at BYU and Rita took time to raise their two children, now in college. After ten years with the family, she returned to BYU libraries for the next ten years. Her expertise included general reference, special collections, manuscript reference, course reserves, and library instruction. Then, lo and behold, an opportunity to become the Children's Services Librarian at Orem Public Library opened. Rita was selected for her dream job and has been there four years while managing around 18 staff members. She serves on the Children and Technology Committee for the ALA's Association for Library Service to Children division and has contributed to ULA in the Copyright Education Committee and Awards Committee.

Some of Rita's memorable library moments include transitioning tens of thousands of children's titles in a card catalog to an online

platform (Missouri) before the major advent of the Internet. At BYU

she collaborated on the creation of an intellectual property/copyright request database for course reserves that did away with thousands of papers. She helped create over 200 online library instruction learning modules with subject and instruction librarians. Ten of those tutorials won awards from ALA's Association of College and Research Libraries



*Orem Public Library Kid Zone*

and Adobe.

At Orem, Rita was the project manager for a remodel of the children's area now dubbed The Kid Zone. Features include a storyteller stage, activity wall, whimsical furniture, a puppet stage, a new audiovisual system, and book nooks created out of giant building blocks. The area welcomes around 60 children to each of the ten or so weekly events held there. A nationally unique feature is the Special Storytelling Resource and Folktale Collection. It is the largest public library collection of that nature in the country.

She has also had the privilege of accompanying her husband during BYU Studio Art Study Abroad programs in Australia, New Zealand, England, France, Spain, and Italy. Visits to international museums, sites, and libraries, etc., have allowed her to experience firsthand cuneiform, papyrus, medieval manuscripts and more.

Though she says her nomination and election as ULA President-Elect was unexpected, she hopes to help the association provide librarians access to innovative collaboration tools and channels. This should enable development of solutions to challenges encountered in an information landscape that has been reshaped by the recent pandemic. Librarian's jobs in the digital age have proven to be of utmost importance. When social distancing ends, there may be a new normal. In her words, "Librarians in Utah have the talent, resources, and technology to be at the forefront of providing redesigned community services." Community means a lot to Rita and is the main focus of librarianship for her. "Librarianship allows me to create positive change and empower my community with resources, technology, information, events, and networks. My experiences with patrons and staff over the years have been a testament to the positive change that a library can create in those I serve."

As current President-Elect, I, along with you, welcome Rita as our incoming President-Elect, and know that ULA is in fantastic hands with her.

## Building Your Spirit Recovery Toolkit

Dory Rosenberg,  
USU Reference Librarian  
ULN Staff Columnist

During this current pandemic era, I feel like I'm in a constant game of information dodgeball, where if I don't move fast enough or employ evasive maneuvers, I'll be slammed in the face with some kind of spirit-dampening news. The irony here is that, as an information professional, you would think I would already be pretty good at filtering my intake of information. However, I realized that my current pattern of information consumption was still based on habits I had established pre-COVID-19. Over the last several weeks, I've been intentionally reflecting on how my information needs and consumption patterns are changing, while also identifying the types of information that add meaning and recovery to my days. This reflection led to what I'm now calling for myself my "spirit recovery toolkit," in which I'm building a personal collection of resources and practices that I can draw upon over the coming months.

One resource I rediscovered and added to my toolkit is *The Science of Happiness* podcast from Greater Good Science Center at UC Berkeley. In this 15-20 minute show, host Dacher Keltner first interviews a

guest who describes their experience practicing a selected happiness strategy, followed by an interview with a researcher who describes the science behind the practice. The strategy I'm currently exploring is called "Three Funny Things" (found in Episode 4: Why Laughing is Good For You), where a participant is asked to identify three chuckle-worthy moments they observed or had happened to them during their day. I decided I would practice this strategy as I brushed my teeth at night, and while some days are harder than others, I think I'm gaining greater awareness of humorous moments as they happen throughout my day, and I'd say that's a win.

I wish you all many "wins" and moments of happiness throughout this time. In closing, I'll share two of the reflection questions I've been pondering as I build my spirit recovery toolkit:

- ◆ How are my information needs and habits changing during this pandemic?
- ◆ What is one resource or practice that helps me add meaning and recovery to my day?

## We Are In This Together: How Utah Academic Libraries Are Providing Services to Students During the 2020 COVID-19 Pandemic

Carol Kunzler, MLS, MEd  
Snow College Librarian  
ULN Academic Libraries Section Editor

In mid-March 2020, several campuses in Utah began preparations to move services off-campus for the March 27, 2020 Utah stay-at home directive on the COVID-19 worldwide pandemic. Students would be required to return to their homes, faculty would prepare to move their classes online for the remainder of the semester, and academic libraries would begin discussing how to continue to provide services to students, both on- and off-campus. Hours of meetings and discussion followed while academic libraries formulated their plans. The following list outlines how Utah academic libraries responded during this unprecedented event to extend and continue library services for patrons, students, and faculty during this unique time.

- ◆ Created webpages and/or LibGuides explaining services available during the suspension of face-to-face courses.
- ◆ Extension of and continued Chat Help hours.
- ◆ Continued Inter-Library Loan requests via email and mail.
- ◆ Increased purchased of eBooks, in lieu of currently unavailable print collections.
- ◆ Continued to provide other electronic resources to students due to print materials being inaccessible.
- ◆ Added open e-resources, such as HathiTrust, to database lists to help patrons find these resources easily.

- ◆ Helped search for OER online resources for class materials.
- ◆ Helped faculty make streamed versions of resources available.
- ◆ Acted as teaching assistants for the shift to online courses.
- ◆ Embedded librarians into Canvas courses for discussions with students.
- ◆ Supported research and information literacy needs via online materials, virtual meetings, email, and chat.
- ◆ Held library staff and faculty meetings remotely via Zoom, Google Hangouts, and other video conferencing methods.
- ◆ Continued employing student workers remotely by having them work on projects from home such as transcribing Special Collections and University archives materials.
- ◆ Continued providing access to print books, DVD, AV equipment, and course reserves collections by appointment.
- ◆ Offered semester-long laptop checkout.
- ◆ Waived overdue fines/fees due to restrictions in library hours and services.

For more information on what individual academic libraries are doing, you can visit academic library websites across the state.

*A special thanks to the following individuals who helped compile the information in this article:*

*Ernesto Hernandez, Librarian, Weber State University*  
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*Erin Merrill, Librarian at Westminster College*  
*Michael Toy, Librarian, Salt Lake Community College*



## Providing Public Library Services When Libraries Have Closed

Nathan Robison

Programs and Outreach Librarian, Orem Public Library  
ULN Public Libraries Section Editor

If there's one thing librarians know, it's how to adapt. The last thirty years have seen monumental changes in the way people access information, from computer access and the internet revolution, to the arrival of eBooks and maker spaces. Librarians are often on the forefront of these changes, trying new ways to provide access to new technologies. Apart from the technological changes that have revolutionized the profession, librarians meet other challenges in their communities, often helping patrons with mental illness, drug addiction, and homelessness in the course of the day.

Libraries adapt quickly to provide the services their communities need, but what happens when libraries are closed? The recent COVID-19 pandemic and subsequent closing of Utah's schools and public libraries have made library staff and patrons alike rethink how libraries connect patrons to information. Here are some ways that Utah's public libraries are supporting their communities in spite of being closed:

Libraries throughout the state have done a wonderful job publicizing the many online resources available to patrons with their library card. If patrons were unaware of the vast digital resources available to them, a quick visit to library websites across the state will rectify that. Utah libraries have done a wonderful job of publicizing the resources available to patrons through OverDrive and RBDigital, as well how to access them. This is bolstered by databases and learning sites such as Creativebug, Lynda.com, Mango Languages, and many more.

Many libraries are publicizing important community information at this



*Springville Library Curbside Pickup—Hawaiian Style*

time. The Salt Lake Public Library System has put together a great COVID resource page which provides info on community services like food, donations, and how to volunteer. They even have a seed library that will mail seeds to patrons. The Davis County Library System has made it very easy to get a library card and see what the library system has available during the closure.

Many communities, where authorities have deemed it safe, are finding novel ways of getting library materials into the hands of their patrons. The Springville and St. George libraries provide curbside pickups of holds, and the Logan Library provides curbside and mail delivery of library materials.

Times of emergency also require communities to help with basic necessities. The Moab Library distributes up to five days of food available for curbside pickup for kids under the age of 18. Many libraries

with access to 3D printers like Park City and Orem have been printing PPEs for public safety organizations.

For many library patrons, live programs are an essential part of their library experience. The State library has done a wonderful job of organizing a series of story



*Utah State Library Storytime Programming*

times on Facebook called #cabinfeverstorytime. Different libraries participate throughout the state by sharing recorded story times, or doing Facebook Live. Check it out by searching #cabinfeverstorytime on Facebook, each morning at 10 am.

Libraries like the Salt Lake County Library system offer story times and other children's programming through Facebook Live. The Provo Library offers music lessons through Facebook Live, as well as guided craft programs for kids and virtual book clubs and book talks through Zoom. Orem Public Library offers a monthly Cosplay Clinic hosted by local cosplayers, as well as a number of programs for teens and tweens such as online Dungeons and Dragons, and Any Time Activities that include puzzles and escape rooms. There is also a virtual book club for adults.

These are just a few of the ways Utah libraries are adapting to the COVID-19 pandemic. We're still in the middle of it, but it's amazing to see the cooperation, innovation and community support of Utah libraries. While we may not know how long libraries in Utah will remain closed, it is certain that the lessons learned during this outbreak will strengthen library communities for years, and help library staff and patrons alike learn to adapt.

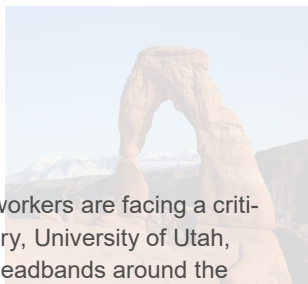
## PPE for Healthcare Essential Staff 3D-Printed with Library 3D Printers: Project Available

Kate Mapp

Adult Services Librarian, Park City Library

Special to Utah Libraries News

Health care organizations and essential workers are facing a critical shortage of PPE. The Park City Library, University of Utah, and others recently began printing PPE headbands around the clock to try to assist in the shortage in Utah. If you are interested in putting your 3D printer to work, please fill out [this form](#) and the Park City Library will help you get connected with the [Utah COVID-19 PPE Makers](#).



The black headband seen here is the 3D printed piece that is being printed with the 3D printers. The Library drops off these pieces and the additional pieces of the mask is installed and then distributed by the Utah Covid-19 PPE Makers group.

Here is an example of a 3D printed PPE that is being used by a health care essential staff person here in Utah. (Image from Utah Covid-19 PPE Makers Facebook page.)



### 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@stevenshenager.edu](mailto:michele.richings@stevenshenager.edu). 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  
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