

UTAH LIBRARIES

UTAH LIBRARY ASSOCIATION | FEBRUARY 2022





Utah Library Association

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ABOUT

The Utah Library Association advocates for libraries and cultivates leadership development to promote library excellence for the Utah library community.

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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Boots on the Ground

From the President

During the December 2021 ULA General Board meeting, Past Executive Treasurer Javid Lal said that “librarians are very committed. They love their profession. They are willing to die for their profession too.”

It certainly is not common, nor expected, that librarians put their life on the line for their patrons. However, librarians are indeed passionate second responders, library advocates, and defenders of intellectual freedom. Library book challenges have increased by 60% across the nation in the last year and Utah has not been immune to the trend.

The Utah Library Association quickly joined forces with other educational allies in forming the new Utah Library Advocates (UTLA) group to promote all Utahns’ First Amendment rights to read. The UTLA press conference video, Utah Libraries eBook, news reports, library petition, and other links can be found in the ULA December 2021 [blog post](#).

Boots were on the ground when action was needed to respond to an attack on the constitutional freedom to read. ULA took a particular lead in organizing the response. Past, current, and new unit leaders used their experience and expertise to guide the conversations and coordinate the effort. It took strength, ingenuity, and courage of all our allied troops to publicly deliver our message. The force multiplier effect of the strategy has been influential; book titles pulled from some school libraries have been returned to their shelves.

[ALA’s One Voice](#) advocacy message encourages state chapters to unite all members of our organization and community partners to build our library ecosystem. I encourage all ULA members, units, and officers to join ULA’s efforts to silence censorship across the state of Utah. Our unified message will make one thing clear. We won’t turn and burn. We will continue to defend the inclusion of diverse voices in Utah’s libraries.

The ULA Nominating Committee will announce the 2022-2023 election candidates soon. All ULA members will receive a link to the electronic ballot. Please let Mindy Hale at mhale@ula.org know if you have not received a ballot by mid-February.

I bet you know someone who deserves a purple heart for library outreach or compassionate service. Or someone who is a five-star general in library leadership at your organization. Please review the [ULA Award Definitions](#) page for specific terms, criteria, and eligibility to nominate a library colleague for an award during the upcoming nomination period.

The [Year of Learning](#) curriculum has three more months of excellent programming to prepare us for the 2022 ULA “United in Diversity | Unida en la Diversidad” Conference. The conference will host sixty-four sessions that will include a wide range of professional topics for all attendees. Our invitational speakers include Carol Lindstrom (Caldecott Award Winner), Patty Wong (ALA President), Nicanor Diaz (ALA/REFORMA President), Twanna Hodge (DEI Librarian), and Jane Sandberg (Librarian/Author). Registration will open soon. Get ready to hit your boots on the ground this spring!



Rita Baguio Christensen

Rita Baguio Christensen
Orem Public Library
Children's Librarian





Jim Wilson, schoollibraryPALS Board Member: “In every school district in our state we have multitudes of students that are connected to the LGBTQ community . . . It is important for all of our students to see themselves in the books found in their school libraries.”

Liz Pitts, LGBTQ+ Chamber of Commerce President: “The strongest and most resilient societies, historically and today, are those which educate and encourage their citizens to participate in the marketplace of ideas.”

Lehua Parker, PIK2AR Literary Coordinator: “Instead of parents focusing on the books they don’t want in the library, I think they should create lists of the books they want in the library. They should send their students to libraries with lists of books that they approve, that they want their child to read, so that their child can check them out and have a reading experience. And don’t worry too much about what’s in someone else’s backpack.”

Peter Bromberg, ULA Advocacy Committee Co-Chair: “In the community, there’s always a push-pull and a tug of war between people’s value systems . . . All we can do is try to move the conversation forward in a way that’s positive, constructive, helpful and aligned with our Democratic values and also in a way that’s going to help parents to help their kids be successful.”

Tricia Fenton, UELMA President: “We support thoughtful conversations, we support following processes. What we can’t support is recklessly going through and pulling books off of shelves indiscriminately because they are deemed offensive by certain members of our communities.”

[UTLA Press Conference Resources](#)

UTLA Press Conference

December 14, 2021

Rita Christensen, ULA President: “Librarians are united and unwavering in their support of the First Amendment that guarantees all Utahns’ five basic freedoms: freedom of speech, freedom of press, freedom of petition, freedom of assembly, and freedom of religion.”

Davina Sauthoff, UELMA Executive Director: “Not only do librarians face the challenge of ensuring that all students are able to see a reflection of themselves in the books they read, but they are also charged with the responsibility of helping explore worlds outside of their own and develop empathy for others.”

Heidi Matthews, UEA President: “At the highest level of stringency is the removal of materials and books from the library, as it should be as this impacts not just your child’s choices and options and rights, but everyone else’s too.”

Jeanetta Williams, NAACP Salt Lake Branch President: “We need to have conversations about race, sexuality, gender, mental illness, and other taboo topics, that are too often the reason that books are challenged or banned.”

Amanda Darrow, Utah Pride Center Director of Youth, Family, & Education Programs: “When our identities are left out and LGBTQIA+ students face a heteronormative school environment [and] censorship, the consequences are as follows: lower academic achievement, bullying, lack of family support, feelings of invisibility, social exclusion, mental health problems and suicidality . . . We owe it to our LGBTQIA+ students to ensure that they are represented in our schools.”

Troy Williams, Equality Utah Executive Director: “Books save lives . . . They contain the stories, myths and adventures that open us to the possibilities of who we are and what we can become.”

Statement from the Utah Library Association in Support of School Libraries and Librarians

The Utah Library Association, founded in 1912 and representing thousands of librarians and library workers across the state, stands with parents, teachers, and school librarians in advocating for the health, well-being, and safety of all students.

We strongly support local school boards in the creation and following of policies that ensure that school libraries have materials that support the Utah Core Standards for education. The Utah Core Standards identify a number of roles for School Libraries, including helping students: 1) read to pursue intellectual, personal, and emotional growth for life, and 2) make personal connections while respecting the right to read, seek information, and speak freely.

The Core Standards for Grades 6-12 specify that “Libraries support independent readers by providing a variety of materials for informational and leisure reading,” and that “Reading extensively strengthens stamina and broadens students’ global perspective. The goal is to recognize individual students’ interests and needs and provide materials in a variety of formats, genres, and languages, at varied reading levels.”

The Standards further state that “Students need the lifelong skills of selecting information from a wide variety of sources . . . preparing them for learning, doing, and problem solving in college, career and throughout life.”

To ensure that school libraries support the “inquiry-based learning” that statewide standards call for, it is imperative that school library collections continue to provide access to materials that reflect a variety of thoughts, perspectives, and experiences. The targeted elimination of materials that reflect the authorship or experiences of anyone based on their race, gender, or sexual orientation is not only illegal, it puts Utah students at a disadvantage academically and in the job market by failing to provide an education that prepares them for success in an increasingly diverse and global economy.

We support policies that provide reasonable opportunities for parents to speak with teachers and librarians about what is appropriate for their child. And we champion prudent procedures that allow for “requests for reconsideration” when there is concern that a book may not be age-appropriate. Most libraries have had these time-tested policies in place for a century, and librarians have strong records of listening and working with parents in taking appropriate actions in a respectful and responsive manner.

Following the rules when library books are questioned—rules which are passed by a Board in an open, public, transparent, and consultative manner—protects the constitutional freedoms of all parents and students, and also safeguards due process, ensuring that no one parent, group of



parents, or administrator can substitute their personal preferences, biases, or political agenda for the legitimate policies that exist to support official statewide school standards and the success of all students.

School librarians are literary arbiters that curate their collections based on such legitimate policies, professional reviews, and award lists. This includes literature that reflects painful parts of human experience, including violence, abuse, and discrimination. To be clear, pornographic material is not reviewed for selection as these items only

appeal to the “prurient interest” of readers, and lack serious literary, scientific, or artistic value. Labeling literature that addresses issues of race, abuse, gender, or sexual orientation as “pornographic” or “obscene” fails to meet any state or federal standards, and harms our students, limiting their ability to understand and navigate the world.

And helping students prepare for success in the world is what school librarians do. There is a great deal of research that shows that students thrive academically in the presence of a well-staffed, professionally run school library and that the effect is strongest for vulnerable and at-risk students. School librarians help students develop a love of reading and inquiry, and as well as develop 21st century literacy skills such as critical thinking, which enables them to identify, find, evaluate, and use information and ideas effectively and ethically, now and in the future.

The Utah Library Association supports the Supreme Court’s recognition that libraries are places for voluntary inquiry and should contain a world of ideas and experiences, even if some of those ideas and experiences might be uncomfortable for some. We urge parents, teachers, school librarians, and administrators to engage in community conversations and follow established collection development and reconsideration policies, as well as state and federal laws, to ensure the health, well-being, safety, and success of all students in Utah.

Read by Dr. Suzanne Riches at the January 4, 2022
Canyons School District Board Meeting.



Petition

Don't Ban Books or Censor Teaching in Utah Schools

The freedom to read is under attack across our country by a number of coordinated groups that are targeting books by LGBTQIA+ BIPOC authors. These attacks have come to Utah where a small but vocal group is seeking to ban and remove books in school libraries across the state. They are encouraging parents to call the police and have teachers and librarians arrested for providing access to literature and history books.

While they claim to object to books because they are obscene, their own training videos available on YouTube clearly demonstrate that they are specifically and intentionally targeting what they call “CRT books” (books by black, hispanic, and indigenous authors) and “LGBTQ books” (books by LGBTQ authors). These extremists are working in coordination with national groups seeking to silence and erase the voices and perspectives of people that don't look like them or have different life experiences. For our students to be successful and competitive in the world, it is imperative that our school libraries are places where all voices and experiences are represented.

All ULA Members Email Your Representatives

> TAKE ACTION



Calls for book banning and censorship in Utah schools are on the rise. Email your representatives and let them know that you strongly support the rights of parents to choose books that are appropriate for their families, and that you strongly oppose any level of government attempting to censor, limit, or ban books in school libraries or otherwise restrict our cherished first amendment rights.

Share our Take Action link with your friends and family!

Librarian Spotlight

Daniel Thurston



Daniel Thurston is the Senior Spanish Services Librarian at Park City Library where he oversees outreach, reference, and collections for all ages in the Spanish language.

Daniel grew up in Provo and has lived there for most of his life. He double-majored in Chemistry and Spanish Studies at Brigham Young University but in his last year of studies realized he didn't love laboratory work, which is what his Chemistry degree had been leading toward. After graduation, he set out looking for a career that incorporated the elements of chemistry that he loved: organization, patterns, and logical systems.

His sister's mother-in-law worked at the Pleasant Grove Library and told him they had an opening for a part-time page. Daniel figured it was a good way to get his foot in the door, so he applied. He absolutely loved

working in a library, so he quit his other job so he could work part-time at two libraries until a full-time position opened up. He began an MLIS program at Indiana University-Purdue University Indianapolis. In January 2021 he got not only a full-time position but a dream job as the Senior Spanish Services Librarian.

Daniel is excited to finish up his MLIS this May. Although he is just starting out in this profession, he has already worked at three libraries, Provo, Pleasant Grove, and Park City (all Ps!), and has enjoyed each one.

One of the highlights was when he helped with tween activities for the Summer Reading Program at the Pleasant Grove Library. He worked with his supervisor to come up with a whole summer's worth of space-themed activities and games for the young patrons to enjoy, such as Space Jeopardy, a paper airplane contest, and a hunt around the library for hidden "planets" made from colored paper. He loved how even young people can feel the community of the library.

A favorite aspect of his job is conducting reader's advisory. He said, "I love finding out not only which books the reader has enjoyed but why -- even if it's initially difficult for them to express it! It feels like unwrapping a present that contains more presents inside of it; I keep exploring and discovering fun facets of their reading profile, which I then get to map to books I've read or heard about."

Daniel loves libraries because they represent equal access. He noted, "In the library, everyone is the same in regards to their access to information. Whatever your background, circumstance, or status, you get the same level of respect, help, and information access. Whereas other organizations require a high economic status to participate, the library is free to all, and we do all we can to remove barriers to access."

He wants to open doors for those who may feel excluded or marginalized, including native speakers of non-English languages, persons with disabilities, and members of gender and sexuality minorities. His hope is that the library can be a gathering place and an equalizer in the community, where everyone feels welcomed, heard, and safe.

When asked how we could improve on EDI in Utah, he said that awareness is a great first step. He noted that about 30% of Summit County speaks Spanish as their native language but that doesn't match who comes into the library. He commented that it's easy for segments of the population to be invisible, so reaching out to the community is important. It will take small steps and there is no cure—all but we can make progress as we work toward inclusion.

This is especially important to him because he has felt like an outsider. With a mom from Argentina and a dad



from the United States, he felt too Hispanic for white people, and too white for Hispanic people. He said he also has felt too religious for the gay community and too gay for the religious community. This background has contributed to him being an empathetic, inclusive librarian.

Daniel has many interests including board and card games. In fact, he is the reigning Bananagrams champion of his game night group. He also loves fitness and exercise, especially weight lifting. He believes that all aspects of health are interconnected: physical, mental, emotional, social, and spiritual. He said, "When I started lifting weights in 2015, I found not only an enjoyable hobby but also the courage to address my mental health and begin to show myself compassion and respect."

He values learning world languages because he can better connect with his community. He is a native English and Spanish speaker and knows Portuguese fairly well also. Daniel said, "I hope to someday master more languages and make additional meaningful connections to the cultures of people from all around the world as I continue to explore our beautiful planet and do my part to make it a little bit better."

Thank goodness Daniel deviated from his initial career path so that Utah libraries and communities can benefit from his authenticity, kindness, and inclusivity.

Marissa Bischoff
President Elect
BYU Library



STRATEGIC PLANNING

Your feedback in the form of survey, interview and focus group answers were aggregated into a learning report by our consultant, Amanda Standerfer. The board members and strategic planning committee members have read through these to form the basis for planning.

We had retreat sessions in November and December to begin drafting a strategic plan. We discussed the learning report and then began to articulate our top areas of focus, or strategic directions. At a later meeting, the group worked to flesh out these strategic directions with more specific and actionable goals. We also reviewed our current organizational mission and vision and began to brainstorm improvements in light of our discussions. An ad-hoc subcommittee was formed to draft a new mission and vision.

At our next meeting, we will look at a draft strategic plan outline that Amanda and her team have developed from our discussions. The group will narrow down the strategic directions and flesh out the goals for those chosen and then comment on the draft vision and mission statements.

The end is in sight! We hope to have the plan approved and ready to share by May.

Marissa Bischoff
President Elect
Committee Chair



**REGISTER
NOW!**

VIRTUAL EVENT

February 25, 2022
8:45 am–1:30 pm

UTAH LIBRARY ASSOCIATION

It's almost time for our annual ULA Youth Services Roundtable Winter Workshop! Friday, February 25, 8:45 am to 1:30 pm. We've moved the workshop to an online format due to current health conditions.

ULA President, Rita Christensen, will open the day discussing this year's timely ULA theme "United in Diversity." We'll also hear from Pura Belpré award winning author, Yamile Saied Mendéz. There will be presentations to help you Build Your Teen Base and Enhance Your Story Times, lots of YA and children's book recommendations, as well as discussions about recognizing ableism in youth literature, and the current state of book challenges in Utah—all that and more. Did we mention a prize drawing? Please join us.

REGISTER NOW for \$10. The first 30 people to sign up will win a bonus gift-- a "journaling relaxation kit" to help you make it through these mercurial (and noteworthy) times. Email Kirsten at knillsson@summitcounty.org to see if you're a lucky winner. And, show your support and order a YSRT T-shirt in [Classic Fit](#) or [Comfort Fit](#) with our delightful "United in Diversity" 2022 logo. (These shirts run small. Consider ordering a size up.)

> REGISTER NOW



Yamile Saied Mendéz



Rita Baguio Christensen



ULA ANNUAL CONFERENCE

May 18-20, Layton, UT

Utah's biggest library event, the onsite ULA Annual Conference brings together hundreds of librarians and library staff from across the state. You'll find educational programming and discussions that impact libraries, their roles, and their ongoing transformation. COVID protocols will be in place. Davis Conference Center, Layton, UT. **Registration opens mid-February.**

Event Highlights:

- Unforgettable speakers
- Exhibitors, new products, & services
- Fun and entertaining networking activities and social events

Tracks:

- General Librarianship
- Public Librarianship
- Academic Librarianship
- Management & Leadership
- Technical Services
- Youth Services

Sessions:

- Diversity
- Youth, Adult, & Senior Programming
- Author Sessions
- Collection Development
- Digital Collections & Digitization
- Fundraising
- Intellectual Freedom
- Leadership
- Marketing
- Staff Training & Development
- Special Collections
- Technical Services



NICANOR DIAZ
REFORMA PRESIDENT



TWANNA HODGE
DEI LIBRARIAN



CAROLE LINDSTROM
CALDECOTT MEDALIST



JANE SANDBERG
AUTHOR/LIBRARIAN



PATTY WONG
ALA PRESIDENT



ULA VIRTUAL 5K

May 1-17, 2022

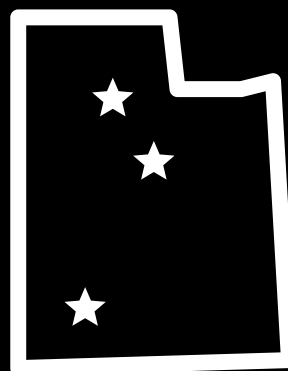
When should you run/walk/bike? You can do your event anytime, but we are suggesting between May 1st and May 17th. While we all can't physically run or walk together, we are hoping everyone will consider helping make this the largest virtual ULA Run ever by participating on May 14th during our New Perspectives Roundtable event. But don't worry, if your tradition is to run or walk at a different time with your lucky person, that's okay! We can't wait to see those photos whenever you decide to do your race on social media. Use **#ULA5k** on social media.

Where should you run/walk/bike? Anywhere you want! Grab a family member (dogs count!) and/or friends and find a path that works for you! Prefer putting in those miles on a treadmill? That's great! This is your race, do it wherever you want!

You will be able to log results beginning May 1st and in the coming weeks, an email with information on how to log results and check the leaderboard.

New Perspectives Roundtable 5k Event
ULA United in Diversity Run
Anywhere, Utah - May 14th, 2022

3 Gathering Locations
Northern, Central, & Southern Utah



We can't wait to lace up our running shoes and celebrate with you! **More information coming soon!**

Buy your ULA Virtual 5K T-shirt now!

[Classic Tee](#)

[Women's Comfort Tee](#)



Year of Learning

Looking Ahead

In the 12 months leading up to ULA's 2022 Annual Conference, the State Library is proud to partner with ULA and DSRT to present a year long curriculum on the conference theme "United in Diversity | Unida en la Diversidad." Each month will highlight a new focus area, with opportunities for Utah library professionals to learn, discuss, and take action.

UNITED IN DIVERSITY BOOK CLUB

Ethical Questions in Name Authority Control

Jane Sandberg

> REGISTER NOW



Ethical Questions in Name Authority Control
by Jane Sandberg

Hosted by the ULA Academic Section
February 3, 2022 @ 9 am



BONUS: Virtual Author Visit!

Catalogers hold very specific types of power when they describe people, families, and corporate bodies. This collection explores and develops this framework through theoretical and practice-based essays, stories, interviews, taxonomies, content analyses, and other methods. As it explores ethical questions in a variety of settings, this book will deepen readers' understanding of names, identities, and library catalogs. The chapters from this volume are intended to spark conversations among librarians, archivists, library technologists, library administrators, and library and information science students.

RESOURCES & EVENTS

FEBRUARY

Critical Cataloging
Zoom Meetup–February 24 @ 12

MARCH

Optic Allyship
Zoom Meetup–March 31 @ 12

APRIL

LGBTQ+ Welcoming Environments
Zoom Meetup–April 28 @ 12

UTAH LIBRARY ASSOCIATION

[Year of Learning Hub](#)
[United in Diversity Book Club](#)
[Diversity Services Round Table](#)
[Conference Speakers](#)
[Communication Guidelines](#)
[ULA Store](#)

UTAH STATE LIBRARY

[Equity Hub](#)
[Learn – Discuss – Take Action](#)
[EDI Resources for Libraries](#)
[Book Buzz: Collective Change](#)

DISCUSSIONS ALL YEAR

[ULA Slack #edi Channel](#)



Equity, Diversity, and Inclusion and the Role of Public Libraries

Recently I had the opportunity to be a part of the City of Orem's EDI team. If you're unfamiliar with the term, EDI stands for Equity, Diversity, and Inclusion. The purpose of this team is to work together as city employees and leaders to make our organization a more inclusive place, so each employee feels like they belong. It was a great experience to work with a diverse group of people from different work backgrounds to identify ways our organization can improve. As I thought about these values, I realized that they are the values our public libraries are built upon. Public libraries are ideal organizations to model equity, diversity and inclusion in our communities.

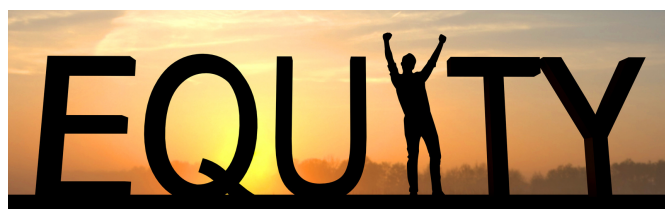
As public librarians we seek each day to be more equitable as we focus on the needs of our community. We gather information in different formats so all members of our community can access them. We work to understand and overcome the obstacles our patrons face, from ordering large print and audio editions of books, to providing materials in a range of reading levels and languages. Each day we work to make our physical spaces safe, inviting, and available to people of all abilities.

The quality of diversity is also something that we as librarians understand and model for the communities we serve. We understand the wide range of human knowledge, and know that we as individuals and communities are strengthened by consuming art, literature, science, and information from many different sources. Sharing the range of human experience, from our diverse cultures, races, genders, religions, sexualities, and abilities, helps us all get a better picture of the universe around us. We encourage

empathy, understanding, and cooperation in our communities when we curate diverse collections, programs, and services.

Inclusion is also second nature to people who work in and use public libraries. Public libraries are about sharing; sharing the books, movies, or music that move us seems to be a human impulse. I am awed by the simple and radical idea of public libraries, that anyone in a community has a right to information. The fact that so many public libraries exist in our nation gives me hope for a better future.

These are lofty ideals, and all of our communities fall short in one way or another. However, public libraries are uniquely suited to make our country, one community at a time, more inclusive. Martin Luther King Jr. said in his Nobel Prize acceptance speech, "I have the audacity to believe that peoples everywhere can have three meals a day for their bodies, education, and culture for their minds, and dignity, equality, and freedom for their spirits." We, as librarians, have the power to make this belief a reality.



Nathan Robison
Public Section Editor
Orem Public Library

VIDEO GAMES

AND ACADEMIC LIBRARARIES

Academic Libraries have the purpose of supporting the research and teaching needs of their campuses. More and more those needs include video games. Somewhat surprisingly, video games have found their way into many areas of academia, including game design and development programs, medical and psychology research, historical simulations, instructional assessment, student retention, and library outreach activities.

So, how far should a library go in developing collections related to video games? And, how do you keep up with a field that changes so rapidly, both in terms of content as well as the technology needed to access that content? These are tough questions! If your library is trying to answer these questions, the good news is you are not alone. Here is some suggested reading to get you started.

Good luck with taking your collections to the next level!



Emerging Digital Scholarship Report

Laskowski, M., & Ward, D. (2009). Building next generation video game collections in academic libraries. *The Journal of Academic Librarianship*, 35 (3), 267-273.


Robson, D., Sassen, C., & Rodriguez, A. (2020). Advances in academic video game collections. *The Journal of Academic Librarianship*, 46 (6), 102233.

Tappeiner, E., & Lyons, C. (2008). Selection criteria for academic video game collections, *Collection Building*, 27 (3), 121-125.

Dan Broadbent

ULA Academic Section Chair
Brigham Young University





Increasing Staff Engagement with Training Materials through **Storytelling**

There are so many things to love about a good story. The way the world falls away and the only thing that matters is finding out what happens next, every page break or chapter feels like an invitation to read more. Wouldn't it be nice if we could make our staff feel that same way about the training we create for them? What if they came back each time excited to find out what happens next in the training, and when they clocked out for the day, they groaned and said "I wish I could read just one more page—I gotta find out what happens next."

While I'm not sure that scenario will ever be fully achievable, I have had success increasing staff engagement by using a variety of storytelling techniques in my training materials. Here are a few storytelling elements you can easily tap into as well as a technique for integrating those elements into your training.

A good story needs characters. They provide interest and are an opportunity for the learner to see themselves or the people they typically interact with reflected in the story. When thinking about your characters, try distilling their personalities down to a few essential elements. Ideally one or more traits will relate directly to the concept you are

trying to teach. For example, when writing a training about conducting a reference interview you could use a character who is given to brevity. This would allow you to demonstrate techniques for using open-ended questions to draw out answers. Don't worry about creating a fully imagined character with an extensive background. Push hard in one direction or another with personality traits, this will make your point come through more clearly.

Give your story structure by seeking inspiration from genre fiction. Genre fiction works well because it tends to have strong tropes that are easy to parody. It lets learners instantly identify what is going on, and gives them clues as to what to expect. It also allows you to combine a narrative that will feel familiar with learning something new which can be stressful and sometimes outside the learner's comfort zone.

Use pictures to add visual interest and support the narrative. When a learner sits down to a wall of text it can instantly put a damper on their experience. Alternatively, a picture can draw them in and make them want to find out more.



This is a picture I used in a training about my library's committee and task force structure. Adding a light sci-fi theme and some fun visuals helped spice up a dull topic.

The picture also provided a great opportunity to involve additional staff in the creation of the training. Collaboration leads to the best ideas!

Finally, make writing more manageable by bookending sections of your training with a story. Trying to integrate a story into all elements of your training can feel overwhelming. Take a more focused approach with your story and simply introduce a concept or scenario. From there you can transition to an informative writing style to guide the learner through the concept you'd like to teach. Return to the story at the end to provide resolution. Here is a (very) simplified example:

It was a dark and stormy night at the library. Maria sat alone at the reference desk, silhouetted against the lightning streaked sky. The old wooden floor squeaked as a woman approached.

"Tell me who did it! Who is responsible?" she inquired as she leaned over the desk, eyes narrowed.

Maria knew she was in a tight spot, but one question, the right question could solve this mystery. But which would it be? Something open-ended? Something specific? It was all riding on this reference interview.

An essential element of meeting our patrons' needs is successfully conducting reference interviews. Asking the right question makes all the difference. Here are questions

that are effective in X situation: (list). Here are questions that are effective in Y situation: (list). Which question do you think would be most effective for Maria to use in the scenario above?

"Would you tell me more about what you'd like to know?" Maria asked.

The silence stretched on for what felt like an eternity, then was interrupted by a brilliant flash and a peal of thunder. Slowly, the woman set a small origami crane on the reference desk.

"I was just wondering if you could tell me who is responsible for making these? I've found them throughout the library and they are simply delightful." The woman couldn't help but smile as she gushed. "This little crane made my day and I would like my heartfelt thanks passed on to whomever is responsible!"

Next time you design training materials consider adding some storytelling elements to increase staff interest and engagement. Remember, characters and pictures help immerse learners in the training. Structuring your story to mirror a particular genre can help the learner feel comfortable as they engage with new content. Keep the story manageable by using it strategically to introduce a concept or scenario.

If you are attending ALA this summer, stop by a session I'll be presenting with a couple other staff development professionals: "Once Upon a Story: The Impact Of Stories On Learning And Engagement" for a more in-depth look at how to use these techniques. Thanks for reading!

Patrick Hoecherl

Public Section Chair

Salt Lake City Public Library



- The School Section only has 23 members, most of whom are not school library staff
- ULA events often can't accommodate K-12 schedules
- The School Section Chair receives a full board vote despite low section membership
- UELMA meets the needs of school library staff

School Section Change Proposal

In December 2021, the ULA Board voted to dissolve the School Section. While this may seem like a drastic change, the vote came after thoughtful conversations and considerations. Our school library staff are best supported by the Utah Educational Library Media Association (UELMA) and the ULA School Section membership has reflected that reality for many years. ULA is working with UELMA to create a liaison position that strengthens the relationship between our two organizations. We look forward to ULA membership ratifying this change so we can move forward in creating a productive partnership.

ULA Ballot Measure

The ULA Board proposes dissolving the School Section and supporting a UELMA liaison to best support school library staff. A membership vote is required to change the ULA bylaws to complete this modification. Please vote when you receive the electronic ballot.

Beth Tanner

School Section Chair

Wasatch Elementary Library



Open+ in the Library

by Dan Compton, Summit County Library Director



Open+ is a program offered through the vendor Bibliotheca that allows libraries to be open without staff members being on site. It has been popular in Europe for the last 10–15 years. It allows registered patrons to scan their library cards to gain access to the facility to browse materials, pick up holds, and use the library computers and Wi-Fi. Security cameras are installed throughout the library for peace of mind, and a speaker system makes announcements to inform patrons when they need to exit the facility.

The Summit County Library started considering Open+ in January 2019. We applied for an LSTA Grant later that year after getting approval from our library board and county council to try this program at our Coalville location. The Coalville Branch Library has the fewest operating hours and staff allocated in our system, and we hoped this program would make access to the Coalville Branch more equitable. We were awarded an LSTA Grant in early 2020 right before the pandemic hit. We intended to have everything up and running by summer 2020. Our libraries were closed to in-person traffic from March 2020–May 2021, so this delayed the project significantly. We used this time to work behind the scenes getting cameras installed and to work on other necessary preparations. Bibliotheca was able to delay our starting contract date due to the circumstances.

The program is funded for 3 years, and we were able to go live on July 6, 2021. We have had 51 patrons register for the service so far, and it has been used 102 times. The program is not intended to replace staff who are currently able to operate the library for 44 hours per week. This program extends access to the library by an additional 22 hours per week, which now makes it the most accessible branch in our system.

The Health Department has a presence in the facility beginning at 8:00 AM Monday–Friday. We want people to feel safe and comfortable entering the library space even though library staff may not be present. We also have library staff available at our Kimball Junction Branch from 6:00–8:00 PM Monday–Thursday and 2:00–6:00 PM on Saturdays. These staff members are able to check the security cameras periodically and answer phone calls if patrons need assistance. Here are some testimonials from our early users:

“Open+ has been a huge help to my family! We live 30 minutes away in Tollgate Canyon. My daughter has tumbling and dance two nights a week. We now have the opportunity to come [to the Coalville Library] and read instead of...staying in the car waiting.” —Shasta, 45

“I LOVE IT! While my sister is at dance I get to come here and read!” —Hatcher, 9

“I have loved it! Open+ has allowed me to go into the library to return books and to check out books at times that are convenient to me!” —Jennie

“It has been really easy to use and helps a ton with getting items I couldn't get during regular hours. I use it for books and DVDs.” —Jayme, 36

Member News



Robert Maxwell, the Special Collections and Ancient Languages Catalog Librarian at the BYU Library, has been elected as the North American representative to the RDA Steering Committee (RSC). The RSC is the international body governing the cataloging code, RDA, followed by most libraries in the English-speaking world as well as libraries in other parts of the world. This position represents North America, one of the six world regions on the RDA Steering Committee; organizations represented in the North American Region include the American Library Association, the Canadian Committee on Cataloging, and the Library of Congress. The other regions are Africa, Asia, Europe, Latin America and the Caribbean, and Oceania. As North American representative Maxwell will be heavily involved in the continuing development of RDA, considering everything from specific change proposals to overall planning for future directions for cataloging and metadata using RDA, including linked data applications.

50 Qs With Past-President Rebekah Cummings. If you've ever wondered what Rebekah actually does for a living, what her library looks like, if she'll ever go back to public libraries, what her favorite drink is, what she would title her memoir, what her favorite book is, etc., this [50 Qs](#) video interview answers ALL your questions.



Welcome, New ULA Members!

The ULA community, Executive Board, and staff are pleased to welcome our newest ULA members. We are looking forward to seeing what new ideas and contributions you bring to ULA and hope you thrive here.

Azra Basic
Kimberly Budd
Angela Dohanos
Rachel Lenahan

Alan Ly
Nancy McGriff
Jeanette Perdue
Jason Rupp

Debbie Short
Jennifer Watson
AnnElise Xiao

It's That Time Again! Renew Your ULA Membership

After the year we just had (2021), 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 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.



What's On at Your Library?

Utah Libraries is happy to publish announcements of library-related exhibits, lectures, open houses, tours, and other events. Send announcements to Michele Richings at michele.richings@gmail.com. We publish issues in September, November, February, and April (Annual Conference Issue).



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Join other Utahns in expressing your support for our First Amendment Rights and our Freedom to Read. Share your support by using **#FReadomUT** on social media.

Last Words

The Freedom to Read

WORDS BY JUDY BLUME

*“Having the freedom to read and the
freedom to choose is one of the best gifts my
parents ever gave me.”*