Welcome to the fall 2018 RUSA Quarterly Update. Check out the Update and learn what the RUSA sections and their committees worked on at ALA Annual. Read on to hear from our new RUSA President, Ann Brown, then catch up on your favorite section and stay informed!

From the President

Hello RUSA Members!

I’m so happy to be representing you all as your President this year. I look forward to building on the great work of Chris Le Beau. I was really impressed by all the programming we offered at ALA Annual in New Orleans. Our turn out was amazing! It was standing room only for the President’s Program with Dr. Carla Hayden and former ALA President Courtney Young. Literary Tastes was full as well and what a wonderful set of panelists! I was so inspired by their talks and the way they all flowed together. At the Carnegie Awards, I was lucky to hear even more authors. Finding out how Jennifer Egan was inspired by archival research through war time letters between newlyweds and eventually meeting the husband still makes me chuckle!

On one of the last days of the conference, I attended the open Joint Board Meeting of ALCTS/LITA/LLAMA where they had a facilitated discussion about moving forward in their work to create a new division. I’m really impressed about the strides they’ve made in the last 18 months and can see some possibilities for our division. I know questions have been raised regarding our participation, however, RUSA was not at the same place as the other three divisions when the conversation was started. But know that I am tuned in to these discussions as they move forward and any possible collaborations.

This spring I led a small group to explore RUSA’s budget and finances. The group’s work is nearly completed, but as a broader division made up of sections our work is just beginning. As we begin the process of next steps, always assume good intentions and please remember to treat everyone with respect, kindness, and understanding.

Please feel free reach out to me at agbrown@gwu.edu.

Ann Brown
RUSA President 2018-2019

RUSA News/Announcements

Join us on the new RUSA Update page for RUSA news and announcements (http://www.rusaupdate.org).
Greetings, fellow BRASS members!

As we embark on the 31st year of BRASS, I am honored to serve as Chair, with my term ending after 2019 ALA Annual in Washington D.C. I wanted to thank Greg Fleming, Past Chair, and members of the BRASS Executive Board and committees for your service. Also, a huge thanks to those of you who volunteered this year! I look forward to working with everyone.

This year will be of utmost importance for BRASS. As you may know, RUSA, and ALA as a whole, are in the process of major changes, driven by declining membership and revenues. Examples of these changes include:

- Restructuring of the ALA Annual Conference in New Orleans that resulted in reductions to the regular slate of BRASS events
- New guidelines and deadlines for conference programming submissions
- Shifting focus to online programming and training
- Implementation of a new platform for ALA Connect
- RUSA staff turnover: on one hand, we have two new hires, Jessica Hughes, ASCLA / RUSA Executive Director, and Nina Moore, ASCLA / RUSA Training and Events Coordinator; on the other hand, we lost Leighann Wood, a long-term RUSA employee who many of us worked with on BRASS programming and awards.

There is no more business as usual. This disruption is giving us an opportunity to examine what we do and how we do it. Working together, we will chart the course to adapt to the new organizational realities and ensure that BRASS continues to thrive and stay relevant to its members.

Please make sure to follow BRASS-L to stay current on BRASS activities during the year. Feel free to contact me if you have any questions about BRASS.

Natasha Arguello, BRASS Chair 2018-2019
Natasha.Arguello@utsa.edu

BRASS COMMITTEE REPORTS

Business Reference Sources Committee
The Business Reference Sources Committee met at ALA Annual in New Orleans to discuss and select reference sources to include in the Outstanding Business Reference Sources column. Reviews are currently being written by committee members and the column will appear in the Winter, 2018 issue of Reference and User Services Quarterly.
Since the Publishers Forum was not selected to be a part of the ALA Annual schedule, the committee is planning to host two virtual forums. The theme of the first forum centers around environmental, social, and governance (ESG) metrics and will be held in November. More details, including the publisher and dates, will be provided later this fall.

*Felipe Anaya, Chair 2018-2019*

**Business Reference Services Discussion Group**

The Business Reference Services Discussion Group hosted an open forum at the ALA Annual Conference in New Orleans on June 25th and over 88 BRASS members were in attendance. We discussed various database issues, working with entrepreneurs, and other items. Thank you to all the committee members this past year for hosting the virtual discussions and taking notes for BRASS members. Special thanks to outgoing chair, Lisa Martin for all her work. Incoming chair, Halley Todd, will be coordinating and facilitating three virtual discussions this coming fall and winter. All BRASS members are welcome and encouraged to attend. Please feel free to bring any topic to our friendly and open discussion!

*Halley Todd, Chair 2018-2019*

**Programming Committee**

The BRASS Programming Committee has been working on a proposal for the 2019 American Library Association Annual Conference. Potential panelists have been secured and a program proposal has been developed, tentatively titled “The Data of D.C.: Open Sources for Business Research”. The program proposal is currently being reviewed by the Government Documents Round Table for possible co-sponsorship. The proposal will be submitted by the end of August.

*Ash Faulkner, Chair 2018-2019*

**Public Librarian Support Award Supported by Morningstar Committee**

The Public Librarian Support Award committee will begin their work in September and hope to receive applications by the end of December 2018.

*Elizabeth Malafi, Chair 2018-2019*

**CODES Updates from Annual**

RUSA-CODES was busy at ALA Annual! The CODES Board met during the CODES All Committee Meeting on Saturday. Members of the current and incoming boards discussed status of committee appointments and our work for the coming year. Members of the Sophie Brody Medal also met during this time to work on reviewing and updating the committee’s manual.
Recommended changes will be presented to the CODES Board in the fall. Many members of the CODES Board and CODES committee chairs attended the RUSA Leadership Training, either in-person at Annual or virtually after Annual.

The CODES 2018-19 Board is:
- Emily Hamstra, Chair (emilyhamstra@gmail.com)
- Pat Gregory, Vice-Chair/Chair-Elect
- Patrick Wall, Past-Chair
- Edward Kownslar, Secretary
- Victoria Caplinger, Member-at-Large
- Lucy Lockley, Member-at-Large
- Cathleen Merenda, Member-at-Large
- Magan Szwarek, Member-at-Large

CODES Committee Updates

All CODES committees are currently full. Thank you to everyone who volunteered to serve. Appointments for the book and media award committees will begin in the late fall. To volunteer, fill out the RUSA volunteer form http://www.ala.org/cfapps/committee/volunteerform/volunteerform.cfm and contact the current chair to express your interest in serving. Volunteers must be a member of CODES to serve on a CODES committee.

CODES has a new committee! The CODES Core Lists Committee, chaired by Neal Wyatt, will annually compile lists of core titles for public library collections. This year, the committee will be compiling a list of essential cookbooks. A special thank you to Jessica Hughes for guiding the CODES Board through the process of establishing this committee.

If you have any questions about CODES and its committees, please contact CODES Chair, Emily Hamstra, at emilyhamstra@gmail.com.

RSS

Steven M. Miller, Jr., Editor

Message from the Chair

Hello RSS Readers,

2018/2019 will be an exciting year for the Reference Services Section with many opportunities for RSS members to contribute to the Section and to our profession. Under Rebecca Jackson’s leadership last year, the RSS Executive Committee began to institute changes to better reflect the topics our members are interested in exploring. For example, last year we merged three committees into one new committee, the Managing, Marketing, & Measuring Reference...
Services Committee. You can read more about this new committee in the RSS News and Updates section below.

Last year the RSS Executive Committee also agreed to have three committees go on hiatus:
- Committee on Multilingual Services
- Services for Job Seeking Patrons
- Health and Medical Reference

This year I will appoint a small ad hoc team to look at these three committee’s charges and recommend if and how we re-engage with these three areas.

In addition to these two new and exciting opportunities to become involved in RSS, we also continue to need members for our other well-established committees, particularly the following:
- Communication and Teaching at the Point of Need
- Communications
- Education & Prof. Development for Reference

Learn more about these Committees by visiting our RUSA RSS page.

If any of these RSS committees intrigues you, or if you would like to work on an ad hoc committee, please email me at cynthiaj@uci.edu or email Janet O’Keefe, RSS Vice-chair (jokeefe@fpl.info).

This year RSS will focus on the work of our Committees and opportunities to share knowledge and information. If you have any ideas for helping RSS improve our services to you—the librarians who identify with the Reference Services Section, please don’t hesitate to contact me. If you have any questions, please ask.

Cynthia Johnson
RSS Chair 2018-2019
cynthiaj@uci.edu

RSS News & Updates

RSS Responds to Changes in Reference Services Provision with New Committee: Managing, Marketing, & Measuring Reference Services

Some libraries have merged circulation and reference service points. Others have reduced the number of reference desks in their buildings. Still others have created new physical reference points. And most libraries continue to provide virtual reference services in addition to in-person reference or research assistance. With all these changes in how reference is provided, how do managers and coordinators keep up with trends in managing, measuring, and marketing their reference services?

To respond to the ever-changing face of reference, the Reference Services Section has created a new Committee: Managing, Marketing & Measuring Reference Services. This new committee merges three previous RSS committees (Management of Reference, Marketing and Public Relations for Reference Services; Evaluation of Reference and User Services). The new Managing, Marketing & Measuring Reference Services Committee will create tools or learning opportunities to help librarians and staff manage reference services including:
● The use of qualitative and quantitative data to assist in responsible planning and decision making in reference services
● Management and evaluation of reference services
● Marketing reference services to patrons

The Committee is looking for members who want to contribute to the profession, share information about these topics and more, and help create a vibrant resource for their colleagues.

If you are interested or have questions, please contact Cynthia Johnson, RSS Chair 2018-19: cynthiaj@uci.edu.

**Evaluation of Reference & User Services Committee To Present Findings at 2018 ARL Library Assessment Conference**

As part of the valuable work coming out of RSS, the Evaluation of Reference & User Services (ERUS) committee has earned a coveted spot among contributors to the 2018 ARL Library Assessment Conference, to be held December 5–7 in Houston, Texas.

The selection process was highly competitive, with more than 250 submissions. Rebecca Graff, Paula Dempsey, and Adele Dobry are finalizing our presentation of "Benchmarking Reference Data Collection: The Results of a National Survey on Reference Transaction Instruments with Recommendations for Effective Practice." It is based on a survey ERUS completed in 2016, the results of which will soon be available to RUSA.

The contributions of ERUS will continue in the new Managing, Marketing, & Measuring Reference Services Committee, which will be co-chaired by our own Adele Dobry!

**RSS Program Reports from ALA Annual**

**Library Services to an Aging Population**

The Library Services to an Aging Population Committee held a program at ALA Annual Conference on Saturday, June 23rd. The program, *The New Frontier: Training Older Adults for the Latest Gadgets* was jointly sponsored by RUSA and RMRT. The panel discussed how libraries and librarians can increases opportunities for older adults to learn, obtain government resources and services, develop personal awareness, and participate with accessible gaming equipment. It emphasized how the library can become a vital point for seniors who wish to engage more deeply with the world around them.

An audience of 100 were educated and entertained by the panelists: Chair, Fatima Perkins, Director Community Outreach & Advocacy, WRAAA, Taina Evans, Upcoming Chair, Coordinator, Older Adult Services-Brooklyn Public Library, Allan Kleiman, Director of Montville Township Public Library, Nann Hilyard, RMRT, and Roger Goldblatt, Deputy Chief of Consumer Affairs Bureau/FCC.

The program was highlighted by [American Libraries](https://americanlibrariesmagazine.org) in a blog post.

*Submitted by Fatima Perkins, Library Services to an Aging Population Chair 2017-2018*
Research & Statistics Committee
The Research & Statistics Committee hosted *New Discoveries in Reference: The 24th Annual Reference Research Forum* at ALA Annual on Saturday, June 23, 2018 at the New Orleans Convention Center. 127 people attended to learn about ongoing research from three different teams.

The first speaker, Eamon Tewell, Reference & Instruction Librarian, at Long Island University, Brooklyn, discussed his ethnographic study using Photovoice to learn more about student research needs and challenges, with a focus on improving reference services for marginalized students.

The second speaker, Brian D. Moss, Reference Services Manager, University of Kansas Libraries, described his “Uber Reference” model of on-demand reference service in libraries.

Our final speakers were Julie Marie Frye, Education Library Head, Indiana University, and Maria Hasler Barker, Assistant Professor, Sam Houston State University. Their project incorporated linguistic research techniques to illuminate cross-cultural communicative differences for scholars and practitioners who seek to improve bilingual patron comfort in libraries.

Submitted by David Ward, Research & Statistics Committee Chair 2017-2018

Sound Bites: Current Conversations about Reference at ALA Annual
Success! Over 50 attendees participated in the RSS discussion “Sound Bites: Current Conversations about Reference,” held at the ALA Annual conference on Monday, June 25.

Participants broke into groups to talk about one of the following current reference issues:
- Managing reference services in a library with a single point of service
- Providing multilingual library services
- Developing best practices for using social media to extend and market reference services

The managing reference services in a library with a single point of service topic generated so much interest and excitement that two groups formed to brainstorm. Participants found many similarities between public and academic libraries which have a single point of service. For example, this often means a combined circulation and reference desk. Similarly, both academic and public librarians expressed the need to define what questions staff should answer and when they should make referrals to reference librarians. Discussion also revolved around naming the service point, what data is kept, how to use the data for training and evaluation, how service is evaluated, and how single points of reference can create a positive atmosphere of learning and appreciating colleagues’ specialized knowledge because referrals become extremely important.

Both public and academic librarians also came together to talk about providing multilingual library services. One of the main concerns centered around communication problems when staff is not fluent in the patron’s language. To help alleviate this issue, one of the suggested solutions was to collaborate with another library (perhaps in the same local system) whose focus has been to help non-English speaking patrons and ask that library to help train staff to work with patrons under these circumstances.
The group discussing best practices for using social media to extend and market reference services found libraries’ plans for using social media varied. Some libraries did not have plans in place while other participants discussed what social media they are using (Snapchat and Instagram are more popular, Facebook isn’t popular among students) and how they manage their social media (Hootsuite). There were also comments about the need to be responsive on social media (“you need to respond”), and there was also concern expressed about privacy. It was found that most people keep up on social media trends by following Twitter, reading articles, and asking patrons what they use.

Report from Cynthia Johnson, RSS Chair 2018-2019, Patricia Greenstein, Communication and Teaching at the Point of Need Committee Chair 2017-18, and Rebecca Jackson, RSS Chair 2017-2018

**STARS**

*Kerry Keegan, Editor*

**Letter from the Chair**

Hello!

My name is Megan Gaffney and I’m thrilled to introduce myself as STARS chair for 2018-2019. I’ve been involved with STARS for over a decade and am honored to work with you all in this role. Currently, I am the Coordinator of Interlibrary Loan and Document Delivery Services at the University of Delaware Library in Newark, Delaware. I first joined STARS because I knew it would provide me with a network of colleagues and resources to support my work in resource sharing and I wasn’t disappointed.

Many thanks to past-Chair Micquel Little for leading our Section through another successful year. Under Micquel’s leadership, STARS dealt well with change; we’re keeping up with new structures within ALA and RUSA and looking at how STARS Committees can best reflect the goals of the broader organizations. We consolidated our two discussion groups (the Interlibrary Loan Discussion Group and the Hot Topics Discussion Group) into one, in response to conference schedule changes. In June, the STARS Executive Committee voted to sunset the LLAMA SASS/RUSA STARS Joint Committee on Consortial Borrowing to explore new ways to connect people with interest in that topic. Committees continued to work on exciting projects ranging from education about the “library public domain” to internal assessment of STARS programming. I’m also grateful to the Outreach and Promotion Committee for planning a wonderful STARS Social at ALA Annual in New Orleans. We all had fun catching up, welcoming new STARS members, and celebrating our three award winners.

This year promises to be just as action-packed. We’ll continue our work evaluating STARS Committees in the context of RUSA and ALA’s broader goals. The inaugural STARS Atlas
Systems Publication Recognition Award will be awarded, and I hope you’ll all consider nominating your own - or a colleague’s - publication for consideration. A new international ILL survey is forthcoming and the scheduled review of the Guidelines for ILL Operations Management document will also take place. We’ll continue to seek ways to provide training to members and non-members, alike, in the STARS areas of expertise, and the Rethinking Resource Sharing Policies Committee will promote the RRS Checklist through its series of blog posts.

Those activities are just examples of what’s coming for STARS in the next year, and I hope you’ll stay engaged with us through Facebook, Twitter, our listserv, and our website to follow our progress.

I also owe a great deal of thanks to all the Committee Chairs and members who volunteer their time to make our organization so vibrant and effective. If you would like to get involved, don’t hesitate to contact me.

Here’s to a fabulous year!

Best wishes,
Megan Gaffney
STARS Chair, 2018-2019

Rethinking Resource Sharing Policies Committee
The STARS Rethinking Resource Sharing Policies Committee has awarded Utica College’s Frank E. Gannett Library three STARs in July. Keep an eye out for more blog posts explaining STAR criteria (http://rethinkingresourcesharing.org/) and for a potential, upcoming program at ALA Annual in June of 2019.

Amanda Musacchio, Chair

Research and Assessment Committee
The Research and Assessment Committee completed our assessment report on the 2018 RUSA STARS Annual ILL Hot Topics and Discussion Group. We have started to work, in collaboration with others, on a special charge to explore whether the Resource Sharing community should have a best practices/guideline/set of standards for statistical reporting. In the upcoming months, we plan to identify ways to engage with others in the community who are interested in this topic. If it is determined that we should recommend a course of action, it will be presented to the STARS Executive Committee and STARS Codes and Guidelines Committee for further work.

Lars Leon, Chair
International ILL Committee
At the 2018 ALA Annual Conference, the International ILL committee did a final review of the 2019 International ILL survey and associated introductory email. We are currently working on making the approved changes to the survey instrument in Qualtrics; after this work is complete, we will begin our efforts to translate the survey from English into the other six official IFLA languages. The committee plans to run the survey in March of 2019, in coordination with IFLA.

Hilary Thompson, Chair

Legislation & Licensing Committee
The Legislation & Licensing Committee is in the process of discussing plans for the year, including a review of Annual 2018; proposing a presentation for Annual 2019; considering the possibility of hosting a webinar for the Division; discussing the Committee’s focus (given the purpose of STARS is broader than interlibrary loan and document delivery); and continuing our review of ShareILL’s wiki content on copyright and licensing.

William Gee, Chair

Organization Committee
The Organization Committee has begun work on our charge to support STARS in evaluating the current committee structure. We will create a standard evaluation form for each committee to use and aim to complete the process by September 2019.

Bethany Sewall, Chair

Vendor Relations Committee
The Vendor Relations Committee has begun to analyze the results from the recently-concluded survey of scanners. We anticipate results will be prepared by the end of this Summer and will posted them to Share-ILL.
We have compiled a list of potential questions for a new survey of vendors that hopes to provide better information about their contributions to Resource Sharing. The list is being vetted by Committee members and the survey will be distributed later this year. Results will be used to update Share-ILL and inform readers about available products to support their Resource Sharing services.

During ALA Annual, we asked attendees of the ILL Discussion / Hot Topics Discussion Group to suggest future topics for the Committee to investigate. Responses were recorded and will be discussed at an upcoming virtual meeting.

John de La Fontaine, Chair
**Education and Training Committee**  
The Education and Training Committee is considering a revamp, given the number of other groups that have been offering introductory Interlibrary Loan trainings. We are examining the possibility of assuming the role of coordinator, more than facilitator, over the upcoming year.  
*Ryan Litsey, Chair*

**Boucher Award Committee**  
The Boucher Award Committee proudly presented Kurt Munson with the 2018 Virginia Boucher/OCLC Distinguished ILL Librarian Award at the 2018 ALA Annual STARS Social in New Orleans.  
Nominations for the 2019 award will be accepted beginning in October; official announcements are forthcoming.  
*Karen Janke, Chair*