



INTERSECT UNCONFERENCE 2023:



CREATING A COMMUNITY



IN YOUR LIBRARY



**FRIDAY, OCTOBER 13TH, 2023
BUFFALO & ERIE COUNTY PUBLIC LIBRARY-CENTRAL
9:00 AM - 4:30 PM**



Western New York
Library Resources Council

Continuing Education Committee

INTERSECT UNCONFERENCE 2023 WELCOME!

The purpose of INTERSECT is to facilitate a culture of co-learning among librarians and other interested professionals in the region by bringing people together to network and share ideas in an interactive, engaging , informal setting where participants determine the content.

Questions and suggestions may be directed to
Caitlin Kenney, Engagement & Education Services
Coordinator ckenney@wnylrc.org 716-633-0705 x115

Follow @wnylrc on Facebook, Twitter, & Instagram!

INTERSECT UNCONFERENCE 2023 SCHEDULE

9:00-9:45 REGISTRATION--1st FLOOR NEAR CAFE

9:45-10:15 OPENING REMARKS--CENTRAL MEETING ROOM

10:30-
11:20

Creating a Healthy
Community
Through Your
Library
*Central Meeting
Room*

Look at This Stuff,
Isn't It Neat?:
Learning With
Alternative Primary
Sources
*Collections Gallery
Conference Room*

Citation Manager
Community of
Practice & Crash
Course
Tech Know Lab

11:30-
12:20

Building Community
Through Book Clubs
*Collections Gallery
Conference Room*

Small Business
Incubator @ Your
Library
Tech Know Lab

12:30 - 1
1:15 - 2:15

LUNCH: Central Meeting Room
lunch provided by Braymiller

ACTIVITIES: Western New York Book Arts Center hands-on letterpress printing and bookmaking activities. See page 6 for more information.

TOUR: Explore Buffalo Downtown Murals Tour. See page 6 for more information.

2:30-
3:20

Quest for Connection: How a
Dungeons & Dragons-
themed Library Orientation
Brought Students Together
Central Meeting Room

Welcome to the Fold:
Onboarding Mid-Career
Librarians to Your Health
Science Library Community
*Collections Gallery
Conference Room*

3:30-
4:20

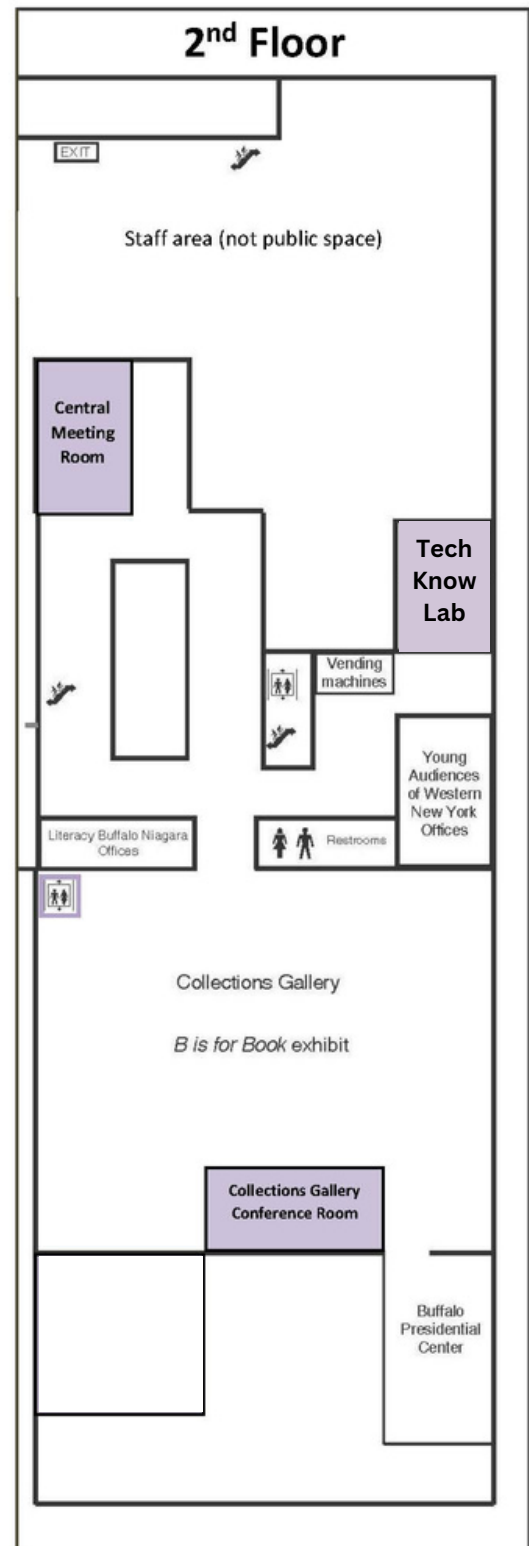
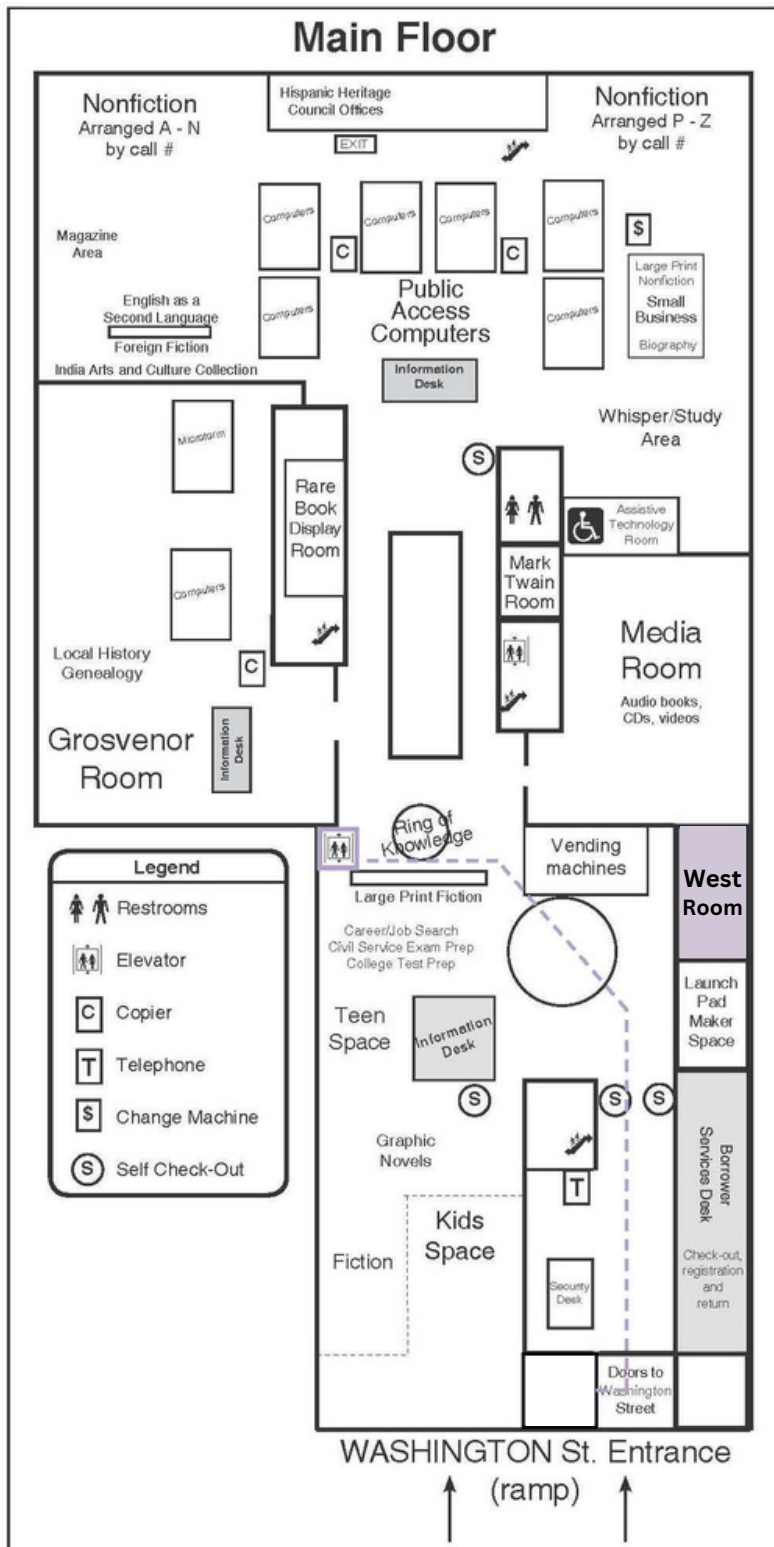
Empowering Patrons,
Shaping Libraries:
Patron Driven Library
Advisory
*Central Meeting
Room*

"Please kindly shut
them up": A UX
Research and Design
Case Study
*Collections Gallery
Conference Room*

Using Students'
Knowledge to
Update Subject
Guides
Tech Know Lab

4:35-4:45 CLOSING REMARKS & RAFFLE--CENTRAL MEETING ROOM

INTERSECT UNCONFERENCE 2023 MAP



INTERSECT UNCONFERENCE 2023

SESSION DESCRIPTIONS

Creating a Healthy Community Through Library Programming

10:30 am - Central Meeting Room

Tim Allman and Keturah Cappadonia

Our goal is to encourage functional health literacy and sustainability with community members through library programming. We will do this by featuring programming ideas and panelists from partner organizations to discuss how to collaborate and facilitate successful health literacy programming.

Look at This Stuff, Isn't It Neat?:

Learning With Alternative Primary Sources

10:30 am - Collections Gallery Conference Room

Mandi Shepp

Sure, you can drag out those Civil War letters for another lesson in messy 19th Century penmanship, but have you ever considered what can be learned from the photographs, art, audiovisual recordings, and objects in your collection? Or what knowledge can be gained from books and documents without reading them? Join us if you're looking to shake up your primary source instruction routine, want to make use of the more unusual materials in your care, are looking to connect with your library's community in new ways, or are curious about teaching with primary sources.

This session will discuss how to make use of non-manuscript materials in Special Collections & Archives for instruction sessions, class visits, and tours in order to expand your collection's teaching repertoire, create new connections with your patron community, and have fun in the process!

Citation Manager Community of Practice & Crash Course

10:30 am - Tech Know Lab

Dr. Logan Rath and Dr. Julie Setele

Managing citations is a task that most folks dread; however, using a citation manager can alleviate a lot of this pain. Once you learn how to use a tool, you'll be able to organize and cite references as you complete your personal and professional pursuits related to information sources. This workshop will start with an overview of two popular citation managers: Zotero and Mendeley. After providing a demo of each manager, the presenters will discuss the pros and cons in a Q&A style interactive session where questions about the software packages from the audience will guide the demo. For each citation manager we will cover system requirements, installing and updating the software, subscription options if the software has a paid tier, adding citations, connecting the reference manager to one's own library collection, exporting reference lists, and using the citation manager while writing. Participants are encouraged to bring laptops.

INTERSECT UNCONFERENCE 2023

SESSION DESCRIPTIONS

Building Community Through Book Clubs

11:30 am - *Collections Gallery Conference Room*

Mary Kamela and Dr. Julie Setele

This roundtable discussion invites participants from all library types to discuss book club programming and its role in building community among libraries and patrons. Through guided discussion, participants will have the opportunity to share experiences with existing programs (both successes and struggles), and solicit advice on starting new book clubs. In addition to the guided discussion, the roundtable will also include a mini book club activity in which participants will read a short story and participate in small group discussion. Participants will come away with a better understanding of what makes a successful book club, including considerations of time, budget, engagement, and accessibility. Participants will create a shared Padlet of resources and suggestions that can aid in future book club endeavors.

Small Business Incubator @ Your Library

11:30 am - *Tech Know Lab*

Daniel Caulfield and Carol Ellen Kowalik-Happy

Small businesses are a key ingredient to a healthy, vibrant community. Entrepreneurship has grown since the pandemic and the library is in a unique position to help historically underrepresented entrepreneurs. No matter what size your library is, it can act as a resource for small businesses and entrepreneurs. From offering workspace and an internet connection to helping with market research, your library can support the small business community and help it thrive. From sharing community connections to demonstrating some of the ways a library can find and provide this information, we will help you to become a go to resource for the small business community.

12:30 - 1 - LUNCH

Central Meeting Room- lunch provided by Braymiller

1:15 - 2:15 - ACTIVITIES

Western New York Book Arts Center, 468 Washington Street

Just a two-minute walk from Central Library!

Choose: Letterpress Printing or Bookmaking Activity

1:15 - 2:15 - TOUR

Explore Buffalo Downtown Murals Tour, meet on ramp outside main entrance

Wear comfortable walking shoes!

INTERSECT UNCONFERENCE 2023

SESSION DESCRIPTIONS

Quest for Connection: How a Dungeons and Dragons-themed Library Orientation Brought Students Together

2:30 pm - Central Meeting Room

Christina Hilburger, Mandi Shepp, and Katelynn Telford

Can an enchanting library orientation event transform student perceptions of an academic library? Join us on a captivating adventure inspired by the realm of Dungeons and Dragons, as we unveil the implementation of a new approach to the traditional library orientation. Immerse yourself in a world of discovery, where students embark on quests, solve puzzles, and unlock the magic of the library. In this session, we will share our experiences, lessons learned, and practical resources for creating a transformative library orientation that captivates and engages students.

This session will be an out-of-the-box interactive presentation that blends demonstrative elements of our D&D library orientation for attendees to experience - such as solving puzzles, answering resource questions, and encountering monsters - with a presentation of our process and library orientation event along with an analysis of what was successful and what we learned throughout the process.

Welcome to the Fold: Onboarding Mid-Career Librarians to Your Health Science Library Community

2:30 pm - Collections Gallery Conference Room

Emily Carlin, Molly K. Maloney, Jocelyn Swick Jemison, and Nicole Thomas

Transitioning to a new area of librarianship can be a daunting task, especially when a new role involves specialized knowledge. For four librarians who have moved into health sciences librarian roles from other areas of librarianship, creating a community while learning new skill sets is both challenging and rewarding. In this panel discussion, librarians will assess their onboarding experiences and how their existing skills have helped them navigate their new roles. We will also reflect on challenges with our new subject expertise and how these challenges became opportunities to build communities of practice. We will discuss the ways we have collaborated with and relied on experienced health sciences librarians, faculty, and clinicians. Attendees will learn to look at changes in their career as opportunities for growth and develop strategies to form relationships with external partners and their peers to cultivate a strong network of support while creating a community.

INTERSECT UNCONFERENCE 2023

SESSION DESCRIPTIONS

Empowering Patrons, Shaping Libraries: Patron Driven Library Advisory

3:30 pm - Central Meeting Room

Sam Bortle, Christina Hilburger, Lynn Knaze, and Melissa Laidman

Discover the power that patron voices have for creating a thriving community hub at your library! Join our panel session of experienced librarians from school, public, and academic libraries as they share their insights on starting and working with patron-driven advisory committees. Engage in a Q&A session and participate in small group discussions, exploring innovative approaches to beginning or enhancing your own committees. This interactive panel is geared toward librarians, administrators, educators, and library professionals interested in cultivating patron voices. Whether you are starting or improving a committee, this session will help foster invaluable guidance and inspiration and generate actionable strategies. Together, let's empower patrons, meet diverse community needs, and improve library interactions!

“Please kindly shut them up”:

A UX Research and Design Case Study

3:30 pm - Collections Gallery Conference Room

Phoebe Greene and Sarah Patton

In Spring 2023, the User Experience team at the University at Buffalo Libraries piloted a real-time noise complaint reporting system to address growing patron frustrations on silent study floors. Using the service as a case study, this presentation will illustrate our step-by-step implementation of the Double Diamond UX research and design framework. We will explore several UX research methods, discuss our successes and failures, challenges and limitations, and share tips on how to bring UX research and design to your library to meet the needs of your community.

Using Students' Knowledge to Update Subject Guides

3:30 pm - Tech Know Lab

Alessandro Otero-Ramos

Updating subject guides can be tedious for most research instruction librarians. However, this task doesn't have to be done alone. This case study engages a collaboration between Library Instruction and a Black Studies/English program, examining how we used an interdisciplinary pedagogy to create an environment where students understand themselves as contributors to the disciplines. This interactive presentation presents examples — through Nigerian Literature, African Folklore and Oral Literature courses — of the process and outcomes of this experience and how the students' suggestions to the library's collection helps to transform their understanding of education by realizing how their classroom experiences can become tangible resources to various communities. This is an interactive talk rather than a lecture. The presenter will introduce her case study but the goal of the session is for participants to come out with solid ideas on how to incorporate patron suggestions into their guides.

INTERSECT UNCONFERENCE 2023

SPEAKER BIOGRAPHIES

Tim Allman (*Creating a Healthy Community Through Library Programming*) is a Library Trainee with the Orchard Park Public Library. Tim oversees various adult programs for library patrons that include “In Good Health,” a functional health and nutritional lecture series, as well as his “Seed Lenders” lecture series - a partnership with the Master Gardeners of Western New York, that helps educate others on various horticultural interests. Tim is the designated Community Health Information Specialist, as part of the WNY Health Literacy Project and is on WNYLRC’s CHIA. Tim also runs the library’s official book club and is one of the editors of the Orchard Park library’s literary magazine, The Hazelnut.

Sam Bortle (*Empowering Patrons, Shaping Libraries: Patron Driven Library Advisory Committees*) is a Librarian at the Orchard Park Branch of the Buffalo & Erie County Public Library System. She has worked in libraries for fifteen years and has been a professional librarian for the past three. In her current role, Sam works primarily as a Teen Programming Librarian and finds the work to be deeply rewarding. She holds a Master of Science in Information & Library Science from the University at Buffalo.

Keturah Cappadonia (*Creating a Healthy Community Through Library Programming*) is the Outreach Consultant at the Southern Tier Library System in Painted Post, NY, where she assists 48 public libraries in a five-county area on projects related to outreach services, underserved populations, grant writing, adult services, partnership building, and DEI and sustainability. Keturah holds an MLS from the University of Pittsburgh and an MA from the University of Rochester.

Emily Carlin (she/her/hers) (*Welcome to the Fold: Onboarding Mid-Career Librarians to your Health Science Library Community*) is a circuit librarian for the WNYLRC Hospital Library Services Program. She is the librarian for Sisters of Charity, Mount St. Mary’s, Niagara Falls Memorial Hospital, and Millard Fillmore Suburban Hospital. She has Masters degrees in Philosophy and Information Science and Learning Technologies. Before becoming a medical librarian, Emily was an instruction/information literacy librarian at SUNY Erie, SUNY Purchase, and Southeast Missouri State University, where she developed an interest in Universal Design for Learning and accessibility. Emily is a Buffalo native and enjoys pottery, drawing, and spending time with her family.

Daniel Caufield (*Small Business Incubator @ Your Library*) is the Director of the Cheektowaga Public Libraries within the Buffalo & Erie County Public Library System. For over 20 years, Dan has worked with library staff at every level to ensure the successful implementation and promotion of adult and family programming. Working closely with small business and workforce development agencies in WNY, Dan has lectured and fiercely promoted the library’s role as a business incubator. “Starting and running a business is an information-driven endeavor that positions libraries to be every entrepreneur’s partner.” By using library resources, individuals can learn, network, and make their business a success.

INTERSECT UNCONFERENCE 2023

SPEAKER BIOGRAPHIES

Phoebe Greene (*"Please kindly shut them up" — A UX Research and Design Case Study*) is a User Experience and Information Desk Supervisor at the University at Buffalo. She enjoys innovating with the other members of the UB Libraries UX Team to develop projects and procedures that assist their patrons more effectively. She recently received her MLIS from the University of North Carolina: Greensboro and completed an internship with the Law Library of Congress researching and writing about prisoners' rights.

Christina Hilburger (*Empowering Patrons, Shaping Libraries: Patron Driven Library Advisory Committees and Quest for Connection: How a Dungeons and Dragons-themed Library Orientation Brought Students Together*) is the Research and Information Literacy Services Librarian at SUNY Fredonia. She earned her Master of Information Studies from McGill University in 2019. Prior to that, she earned her B.A. from the University of Pennsylvania. In addition to providing research support and coordinating instruction, she also provides first-year experience support and established Reed Library's Student Advisory Council.

Mary Kamela (she/her) (*Building Community Through Book Clubs*) is a Student Support and Engagement Librarian at the University at Buffalo. After working in school libraries for 5 years, she made the transition to academic library work in February 2022. In her current position, Mary works with first-year students to build research and information evaluation skills and supports library education initiatives. Her research interests include information literacy instruction, educational technology, and academic library programming.

Lynne Knaze (*Empowering Patrons, Shaping Libraries: Patron Driven Library Advisory Committees*) got her MLS from the University of Buffalo. She has been working as a public school librarian for 22 years where she has had the opportunity to work at both the middle school and high school levels. Developing relationships with students is a priority for Lynne: she strongly believes in the importance of creating opportunities for students to have input into and ownership of their school libraries and is constantly seeking creative ways to do that.

Carol Ellen Kowalik-Happy (*Small Business Incubator @ Your Library*) is the Manager of System Adult Outreach Services for the Buffalo and Erie County Public Library System. Her position includes partnering with the local small business community, including SCORE and the Ibero Business Center, to provide library resources to entrepreneurs. She has over 15 years of public library experience, much of which has included workforce development programming. She is a frequent presenter at SCORE's "Starting and Managing Your Own Business" day-long workshop.

Melissa Laidman (*Empowering Patrons, Shaping Libraries: Patron Driven Library Advisory Committees*) holds a Masters in Information and Library Science and a Masters in Psychology from the University at Buffalo. Currently the Public Services and Instruction Librarian at Hilbert College in Hamburg, NY, Melissa has been working in academic libraries in various roles, including interlibrary loan, reference, instruction, and outreach for six years. She is dedicated to helping students succeed and committed to promoting access to information and lifelong learning. Her research interests include information literacy instruction, particularly for first year students, first generation students and distance learners, the impact of libraries on student success and retention, and media literacy.

INTERSECT UNCONFERENCE 2023

SPEAKER BIOGRAPHIES

Molly K. Maloney (she/her/hers) (*Welcome to the Fold: Onboarding Mid-Career Librarians to your Health Science Library Community*) is the Pharmacy Liaison Librarian at the University at Buffalo. She began her library career in Information Literacy Instruction and Undergraduate Education positions where she employed inclusive pedagogies such as Universal Design for Learning in library instruction. She continues to carry these principles through to Drug Information and Evidence Based Practice instruction for pharmacy and pharmaceutical sciences students. She enjoys gardening, camping with her dog, and playing Dungeons and Dragons (currently: 5e tiefling celestial warlock).

Alessandra Otero-Ramos (*Using Students' Knowledge to Update Subject Guides*) is the Arts and Humanities librarian at SUNY Geneseo. She is the chair of the library's Inclusion, Diversity, Equity and Antiracism (IDEA) committee. Her research interests are: library instruction, library outreach and art based research. Alessandra enjoys spending her free time hiking, painting with watercolors and exploring nearby towns and cities.

Sarah Patton (*"Please kindly shut them up" — A UX Research and Design Case Study*) is a User Experience and Information Desk Manager at the University at Buffalo. With a background in special collections, public, and academic libraries, she has had the opportunity to serve a wide range of patrons. In her current role, she practices and advocates for UX research and design to improve and develop user-centered library services and spaces.

Dr. Logan Rath (*Citation Manager Community of Practice & Crash Course*) is a research and instruction librarian at SUNY Brockport where he works with education, health, nursing, psychology and language students. He holds a PhD and MLS from UB and an MS from SUNY Poly. His research interests include information literacy as a social practice, effective collaboration, and integration of technology into learning contexts. In his spare time he teaches scuba through a dive shop in Rochester, NY.

Dr. Julie Setele (they/them) (*Building Community Through Book Clubs and Citation Manager Community of Practice & Crash Course*) is a User Experience and Outreach Librarian at SUNY Buffalo State University. With over fifteen years of experience teaching college courses in sociology, criminology, and gender studies, Julie brings to librarianship a dedication to social justice, access to information, and privacy. At Buffalo State's E. H. Butler Library, Julie runs the Social Justice Book Club, coordinates the collection diversity audit, and teaches credit-bearing information literacy courses. Julie is an avid reader, particularly in the genres of romance and speculative fiction.

Amanda "Mandi" M. Shepp (MLS, CA) (*Look at This Stuff, Isn't It Neat? Building Connections With Alternative Primary Sources and Quest for Connection: How a Dungeons and Dragons-themed Library Orientation Brought Students Together*) currently serves as the Coordinator of Special Collections & Archives of SUNY Fredonia's Daniel A. Reed Library. When she's not elbow-deep in materials from a bygone era, Mandi can be found experimenting in the kitchen, playing experimental D&D, and enjoying life with her happy-go-lucky husband, Chris, and enormous Norwegian Forest Cats, Kujira and Bakemono.

INTERSECT UNCONFERENCE 2023

SPEAKER BIOGRAPHIES

Jocelyn Swick-Jemison (she/her/hers) (*Welcome to the Fold: Onboarding Mid-Career Librarians to your Health Science Library Community*) is the Data Services Librarian at the University at Buffalo Health Sciences Library. She comes to health sciences librarianship after 5 years as an undergraduate education librarian teaching information literacy to first year students. Prior to librarianship she had a long career working in clinical trials as a data manager. Her research interests involve data literacy, neurodivergence in librarianship and developing a universal citation style. She is an aspiring Python and R coder. Jocelyn lives in Buffalo and enjoys playing video games with her three little boys.

Katelynn Telford (*Quest for Connection: How a Dungeons and Dragons-themed Library Orientation Brought Students Together*) is the Interim Music Librarian and Digital Services Librarian at SUNY Fredonia. She earned her Masters degrees in Music Education and Library and Information Sciences in 2020 and 2021, respectively.

Nicole Thomas (she/her/hers) (*Welcome to the Fold: Onboarding Mid-Career Librarians to your Health Science Library Community*) is a Health Sciences Liaison Librarian at the University at Buffalo. She has recently come into health sciences librarianship after previous work with the Educations Services team, which provided information literacy instruction to undergraduates. Nicole has written and presented about principles and applications of Critical Information Literacy informed pedagogy. She anticipates transitioning her existing practice with critical theory into the health sciences.

THE WNYLRC CONTINUING EDUCATION COMMITTEE THANKS THE FOLLOWING FOR HELPING MAKE THE INTERSECT 2023 CONFERENCE POSSIBLE:

**For sponsoring attendees,
these Western New York Library Resources Council Committees:**

- Committee for Health Information Access (CHIA)
- Equity, Diversity, Inclusion, and Anti-Racism Committee (EDIAr)
- Western New York Library Support Staff Committee (WNYLSS)



**All of today's speakers and participants!
THANK YOU!**