

# NELLCO Symposium 2015

*Quantifying Your Value: Using Data to Promote Your Worth in Your Organization and Beyond*

**March 19 –20, 2015**  
**Boston, MA**



## Symposium Agenda—Day One

Unless otherwise indicated, all sessions are in the main conference room. 4-300.  
See program for descriptions of sessions and speakers

### Thurs. March 19, 2015

- 8:30 - breakfast - Main Conference Room 4-300—Sponsored by YBP Library Services\* **YBP Library Services**
- 9:15 – NELLCO Membership Meeting – Updates on Programs and Initiatives
- 10:15 - break
- 10:45 - Sarah Ryan, Ph. D.—Empirical Research Librarian at Yale Law Library - *Enhancing the Institutional Information Cycle: Better Library Administration through Better Study Design, Data Gathering, Analysis, and Presentation*
- 12:00 - lunch— Great Hall
- **1:00—4:30—NELLCO Board meets—Room 5/103-104**
- 1:00 - Reference Interest Group meeting – *It's Not Your Mama's Reference Stats Anymore!* - Lee Sims (Rutgers) - Chair
- 3:00 - break
- 3:30 - ILL Interest Group meeting – *Assessing and Using OCLC Inter-library Loan Statistics* - Jessica Panella (University of Connecticut) and Merle Slyhoff (University of Pennsylvania) - Co-Chairs
- 4:30 - adjourn
- 6:00-8:00 – reception at Parker House (dinner on own/birds-of-a-feather following reception)

## **Symposium Agenda—Day Two**

**See program for descriptions of sessions and speakers**

**Fri. March 20, 2015**

- **8:30 - breakfast—- Main Conference Room 4-300**
- **9:15-11:15—NELLCO Board meets—Room 5/103-104**
- **9:15 - Acquisitions and Collection Development Interest Group meeting - Crunching the Numbers: Using Acquisitions and Collection Development Stats to Your Advantage – Karen Green (New England Law | Boston) and Gilda Chiu (Brooklyn Law School) – Co-Chairs**
- **11:15— break**
- **11:45 – Statistics across the consortium - benchmarking**
- **12:45 - lunch—Great Hall**
- **1:45 - IT Interest Group meeting – Larry Flynn (Suffolk) - Chair**
- **2:45 – Next steps**
- **4:00 - Adjourn**

# NELLCO Symposium 2015

## *Quantifying Your Value: Using Data to Promote Your Worth in Your Organization and Beyond*

We hear a lot these days about assessment, return on investment, evaluation of library services. We all know The Yirka Question; “What should libraries stop doing in order to address higher priority initiatives?” And just two months ago AALL released its long-awaited report, “*The Economic Value of Law Libraries.*” We are at a time when the role of the library, and thus librarians, faces constant challenge. Each of us, no matter where we sit on the organizational chart, can play an integral part in responding to those challenges. Central to that response is data.

However, few of us have a background in data gathering and statistics analysis. We are often flying blind when we consider the kinds of data we need to demonstrate the law library’s vital contribution to the teaching, research, pro se, or bench and bar communities. Over these two days, attendees will gain new insight and resources to help us all think more strategically about compiling and disseminating useful data.



**Enhancing the Institutional Information Cycle:**  
**Better Library Administration through Better Study Design,**  
**Data Gathering, Analysis, and Presentation**



**Sarah Ryan\***, Empirical Research Librarian  
– Yale Law Library

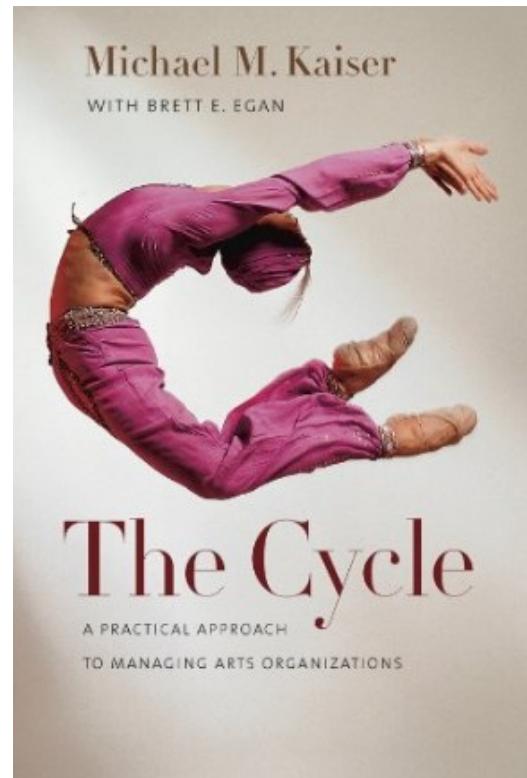
Law libraries are increasingly incorporating data and statistics into their acquisitions, budgeting, and strategic planning processes. Local library analytics and survey results from local, consortium, and national sources should tell a story about what a library is doing, where it is heading, and how it stacks up against other libraries. But is that what's really happening?

Oftentimes, national surveys fail to measure what matters, and local data gathering efforts yield only snapshot information. Most of us agree that there's room for improvement. This session will provide a crash course in applied empirical research, and will demonstrate that donning a 'researcher hat' can help library administrators better determine what data to collect, how to use it, and how to collectively fill gaps in regional and national statistics via collaboration with NELLCO colleagues.

Topics covered will include: research goal-setting, hypothesis development, research question writing, significance and impact statement development, survey research methods, research writing, and more.

\*See speaker bios

Sarah recommended this year's book selection, **The Cycle: A Practical Approach to Managing Arts Organizations**, by Michael M. Kaiser. It is not a text book on data and statistics analysis, but rather an arts leadership book. According to Sarah, " I did this partly because my favorite applied research book is now 15 years old, but also because I think that the #1 reason that data collection efforts get off track is that people forget the big picture in the process. This book should get attendees refocused on: organizational mission, patron service and preferences, etc. Those central considerations should pepper every discussion about data collection and usage. "



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# Online Resources Available for Free Trials



## Yearbook of International Organizations Online

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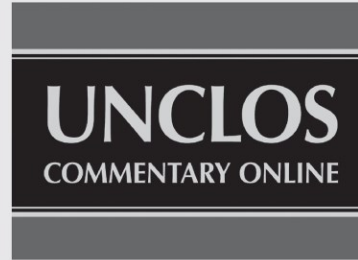


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## United Nations Convention on the Law of the Sea Online

Edited by Myron H. Nordquist, Satya Nandan, and Shabtai Rosenne †  
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These *Commentaries* are based almost entirely on the formal and informal documentation of the Third United Nations Conference on the Law of the Sea (UNCLOS III, 1973-1982), coupled, where necessary, with the personal knowledge of editors, contributors, or reviewers, many of whom were principal negotiators or UN personnel who participated. The scope and duration of the "Virginia Commentary" project is without precedent as an academic undertaking in the field of international law.

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## REFERENCE INTEREST GROUP

**Thurs. March 19 — 1:00 pm — Room 4-300**

### ***It's Not Your Mama's Reference Stats Anymore!***

**Lee Sims, Chair**, is Associate Director for Library Operations, Rutgers-Newark Law School Library. Lee will provide a brief introduction to Reference statistics. His premise is that everything we do is reference; we should take the holistic approach in dealing with reference metrics.

**Susan Gardner Archambault\***, Head of Reference and Instruction, Hannon Library at Loyola Marymount University, will join us virtually from Los Angeles. Susan will share with us how, using Gimlet, a dedicated RefDesk statistics platform, she collected and analyzed what was happening at the Hannon Library Reference Desk and made changes in reference services. See Susan's poster in your conference materials.

**Jocelyn Kennedy\***, Director for Library Services, UConn School of Law, Meskill Law Library. Jocelyn will tell us about using Qualtrics – a student survey platform – to gauge student use of the library and attitudes to library services, including reference.

**Tim Dannay\***, Systems & Emerging Technologies Library, UConn School of Law, Meskill Law Library. Tim has a M.L.I.S. from Simmons College. Tim – ably assisted by Jocelyn - will appear virtually from the far reaches of Hartford. He will provide us with a very short introduction to The Heat Map, a tool with endless possibilities. See where your students are and what part of your collection they are using.

**Kristin McCarthy\***, Associate Director and Lecturer at Law, New England Law /Boston Law Library. Kristin will discuss her experience with LibAnalytics for gathering reference statistics. She is looking forward to a discussion of software for tracking reference questions, the utility of statistics, and best practices for gathering and interpreting them.

\*See speaker bios

## INTERLIBRARY LOAN INTEREST GROUP

**Thurs. March 19 — 3:30 pm — Room 4-300**

**Assessing and Using OCLC Interlibrary Loan Statistics** - Jessica Panella (University of Connecticut) and Merle Slyhoff (University of Pennsylvania) - Co-Chairs

**Tony Melvyn**<sup>\*</sup>, Product Manager, OCLC Delivery Services, will be discussing assessing OCLC ILL statistics and how to leverage them to benefit both resource sharing activities and other library operations. Members will have an opportunity to ask Tony questions about statistics as well as other OCLC ILL issues. An interest group meeting will follow the presentation.

<sup>\*</sup> See speaker bios

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## RECEPTION AT THE OMNI PARKER HOUSE

Parker's Bar  
60 School St.  
Boston, MA 02108  
Thurs. evening - 6:00-8:00 pm

All are invited to gather for cocktails and conversation at this Boston institution, home to Parker House rolls and the original Boston Cream Pie. In 2015 the Parker House celebrates 160 years serving Boston travelers.!

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## ACQUISITIONS AND COLLECTION DEVELOPMENT INTEREST GROUP

Fri. March 20—9:15—Room 4-300

*Crunching the Numbers: Using Acquisitions and Collection Development Stats to Your Advantage* – Karen Green (New England Law|Boston) and Gilda Chiu (Brooklyn Law School) – Co-Chairs

What attendees should expect:

- Discussion of what statistics members collect and what type of stats (if any) they would find useful to know about other NELLCO member libraries.
- Discussion of methods of statistical collection used in member libraries - **Tim Devin\*** (Electronic Resources, Serials and Collection Management Librarian, New England Law|Boston)
- How and what kinds of acquisitions and collection development data to use during contract negotiations.

Interest group business discussions:

- Update on DDA programs
- Increasing Interest Group Activity and Possible Future Projects
- Vendor issues and concern

\* See speaker bios

## INFORMATION TECHNOLOGY (IT) INTEREST GROUP

**Fri. March 20 — 1:45 pm — - Room 4-300**

### **What do we have? What do we need?**

Larry Flynn (Suffolk) - Chair

Now that we've identified some projects, initiatives or further information needs, what technology do we need to realize those goals? Tracy Thompson will begin by sharing the tools that NELLCO already has available to support members' efforts, including tools for surveying, webinars, and the web-based community tools that are built in to NELLCO's website.

Larry will then share his insights about possible tech solutions for the group to consider, and lead a discussion about technology tools that can help us in our quest for useful and meaningful data, both at the individual member level and the consortium level.

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Last Name:	First Name:	Email Address:	Library:
*Acton	Anne	aacton@nesl.edu	New England Law   Boston Law Library
Akehurst-Moore	Scott	s.akehurstmoore@neu.edu	Northeastern Law Library
*Alderman	Marlene	alderman@bu.edu	Boston University Fineman and Pappas Law Libraries
Allison	Jennifer	jallison@law.harvard.edu	Harvard Law School Library
Ambrose	Margaret	mja224@cornell.edu	Cornell Law Library
Bahnsen	Jane	bahnsen@law.duke.edu	Goodson Law Library, Duke Law School
Bates	Rachel	ra.bates@neu.edu	Northeastern University Law Library
Biondo	Catherine	c.biondo@neu.edu	Northeastern University School of Law Library
*Brink	Robert	rbrink@sociallaw.com	Social Law Library
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Matthewman	Anne	anne.matthewman@dal.ca	Sir James Dunn Law Library, Dalhousie University	Chief Law Librarian
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*McKee	Mary	mmckee@law.fordham.edu	Fordham Law School	Deputy Director
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*Miguel-Stearns	Teresa	teresa.miguel@yale.edu	Lillian Goldman Law Library	Acting Director
*Mills	Thomas	twm26@cornell.edu	Cornell Law Library	Associate Director for Collections and Faculty Services
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*Newcombe	Patricia	pnewcombe@law.wne.edu	Western New England University School of Law	Associate Dean for Library and Information Resources
*Ortiz	Raquel	rortiz@rwu.edu	Roger Williams University Law Library	Assistant Dean for Library & Information Services
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Pearse	Michelle	mpearse@law.harvard.edu	Harvard Law School Library	Senior Research Librarian
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Ryan	Sarah	sarah.ryan@yale.edu	Yale Law Library	Empirical Research Librarian & Lecturer
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Sims	Lee	lsims@kinoy.rutgers.edu	Rutgers Law School Library - Newark	Associate Director for Library Operations

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Williams	Leonette	lwilliams@law.usc.edu	USC Gould School of Law Library
*Woldow	Jane	jwoldow@vermontlaw.edu	Vermont Law School library
*Wones	Suzanne	swones@law.harvard.edu	Harvard Law School Library
Yee	Warren	w.yee@neu.edu	Northeastern University School of Law Library
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**ALM<sup>4</sup>**—Louis Lesce, Account Executive

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## SPEAKER AND PRESENTER BIOS

**Dr. Sarah Ryan** is Empirical Research Librarian and Lecturer in Legal Research at the Yale Law School. She teaches Introduction to Empirical Legal Research and consults on the design of empirical dissertations and substantial papers.

Sarah is the Associate Editor of the peer-reviewed journal *Energy Research & Social Science*. In 2013, she co-edited *Dialogues across Diasporas: Women Writers, Scholars, and Activists of Africana and Latina Descent in Conversation*, with Marion Rohrleitner (Lexington Books/Rowman & Littlefield). Dr. Ryan has published articles in *Loyola University Chicago Law Journal*, *Journal of Development Communication*, *Energy Research & Social Science*, *Women & Language*, *Peace Review*, *Contemporary Argumentation & Debate*, *Trends in Law Library Management and Technology*, *LRSQ*, *Perspectives*, *Spectrum*, *Review of Communication*, *Journal of Public Affairs Education*, *The Multimedia Encyclopedia of Women in Today's World*, *Encyclopedia of Undocumented Immigrants*, and *Films for the Feminist Classroom*, as well as numerous chapters, reports, and working papers for organizations such as the Connecticut Bar Association, Center for Nonprofit Strategy and Management at the City University of New York, the Social Justice Initiative of the University of Texas at El Paso, and the U.S. Embassy in Kigali, Rwanda.



Dr. Ryan holds degrees from Capital University in Columbus, Ohio (BA in Organizational Communication and Spanish), Ohio University (MA in Interpersonal Communication, Grad. Cert. in Women's Studies, PhD in Rhetoric, secondary concentration in Political Science), and Texas Woman's University (Master of Library Science). Currently, she is a Dean's Fellow and JD candidate at Quinnipiac University School of Law.

## Reference Interest Group Presenters

**Susan J. Gardner** is Head of Reference and Instruction, Hannon Library at Loyola Marymount University. Susan directs the Reference and Instruction Department in its mission to promote a 24/7 technologically advanced learning environment that supports individual and collaborative research and scholarship. Susan has written about and made presentations on academic library reference issues and information literacy. She received her M.S. in Library science from the University of North Carolina at Chapel Hill where she was awarded the Glaxo Wellcome Graduate Fellowship.



**Jocelyn Kennedy** is Director for Library Services, UConn School of Law, Meskill Law Library. Jocelyn oversees the day-to-day operations of the reference, access, acquisitions and cataloging departments in the law library.



She also teaches Advanced Legal Research at the Law School. Jocelyn received her J.D. from the University of New Hampshire School of Law (formerly Franklin Pierce Law Center) and an M.L.I.S. from the University of Washington. A member of the New Hampshire Bar, she clerked with the NH Superior Court for two years. Prior to law school Jocelyn served as a Congressional staffer for several years.

**Tim Dannay** is Systems & Emerging Technologies Library, UConn School of Law, Meskill Law Library. Tim has a M.L.I.S. from Simmons College. He is responsible for the implementation and support of library technologies. Tim also works in the Access Services department to help provide library services to the Law School community. He holds a B.A. from Western New England University and an M.L.I.S. from Simmons College.



**Kristin McCarthy** has been Associate Director of the New England Law | Boston Law Library since 2006. She received her J.D. from Boston College and her M.L.S. from Indiana University in Bloomington. Despite her involvement in library administration, she has always done extensive reference work including reference desk hours, teaching in the first year program, and co-teaching a 2 credit Advanced Legal Research class every fall and spring semester. Recently, she set up a LibAnalytics form for gathering reference statistics and is looking forward to a discussion of software for tracking reference questions, utility of statistics, and best practices for gathering and interpreting them.

## **ILL Interest Group Presenter**

**Tony Melvyn** is a Product Manager in the Resource Sharing division of OCLC. He has been with OCLC for 37 years in various positions from Product Support, Marketing and Sales. As Product Manager Tony is responsible for the following OCLC Resource Sharing services:



- OCLC ILL Fee Management
- OCLC ILL Usage Stats
- OCLC Article Exchange

His responsibilities extend to all future developments for the products listed.

Tony graduated from the University of Saint Louis with a BA in History.

## **Acq./Collection Development Interest Group Presenter**

**Tim Devin** is Electronic Resources, Serials and Collection Management Librarian at New England Law | Boston library, where he helps connect students to the information they are seeking. He is a big fan of metrics, statistics, and all other ways of evaluating how well his library is addressing its users' needs.



Thank you for coming!



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