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Access Services in the New Century



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Turner Masland is the Assistant Manager of Access Services at Portland State University, where he supervises the Resource Sharing Unit and manages the department's student workers. He earned an MLS from Emporia State University in 2012 and a BA in Environmental Sociology from St. Lawrence University in 2006. Prior to his work at PSU, he has worked in a number of academic and medical libraries in the Portland area, giving him the privileged perspective entrenched in our region's dedicated and creative librarian community. He recently served on the American Library Association's Legislative Committee and volunteers with EveryLibrary, the country's first library dedicated political action committee. When not in the library, Turner is an avid hiker, exploring trails in the Columbia River Gorge, Oregon Coast and Mount Hood National Forest.

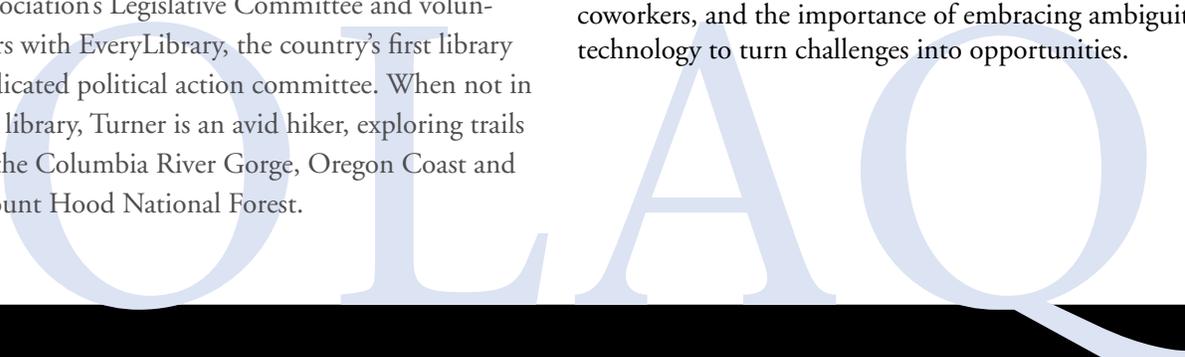
“plus ça change, plus c'est la même chose”
“The more it changes, the more it's the same thing.”

— JEAN-BAPTISTE ALPHONSE KARR
in the January 1849 issue
of his journal *Les Guêpes*
("The Wasps")

Libraries are continuing to change at a rapid pace, transforming from quiet repositories into vibrant locations for knowledge and information gathering and exchange. Books are being moved to storage facilities to make room for more collaborative learning spaces. Technology demands are rising. Makerspaces are becoming essential library services. While these changes are both scary and exciting, they are also necessary for libraries to remain true to their core mission: serving our communities and their information needs while respecting their rights to privacy and intellectual freedom. While everything in our industry feels like it is changing rapidly, it also remains the same.

The spring issue of *OLA Quarterly* focuses on access services in the new century. How are core activities like circulation, interlibrary loan, space and stacks management changing? Staying the same? How can we better meet our patron's needs, especially as our communities change around us? How can we ensure we are meeting the needs of all community members, especially those who are traditionally underserved? What have been our major success and victories in this new century? I have had the immense pleasure of working with Access Services colleagues from across the state to answer some of these questions.

Angela Weyrens of Multnomah County Library opens the issue with "A Love Letter to Access Services," describing our work as the engine that runs our organizations. An apt analogy, as hearts are the engines that run a human's circulatory system, another comparison that is often made of our work. She talks about the importance of reducing barriers, collaborating with coworkers, and the importance of embracing ambiguity and technology to turn challenges into opportunities.



Linden How and Sara Bystrom describe Pacific Northwest College of Art library's move to a brand new space, doubling the square footage of their library. It is fascinating to read about how their students' use of the library changed with the move, as the additional space went to support more room for the collection, points of service and dedicated study space. As with most major changes, unforeseen challenges were met with creativity and ingenuity.

Stephanie Kerns describes similar circumstances at OHSU: the creation of new library spaces and resources in two different locations. A brand new collaborative learning space was installed in the new Collaborative Life Sciences Building along the Willamette waterfront, and the existing library on Marquam Hill was remodeled to include a combined service desk and expanded study space. Both of these developments presented library staff with unique challenges and opportunities, and Stephanie recounts how they responded.

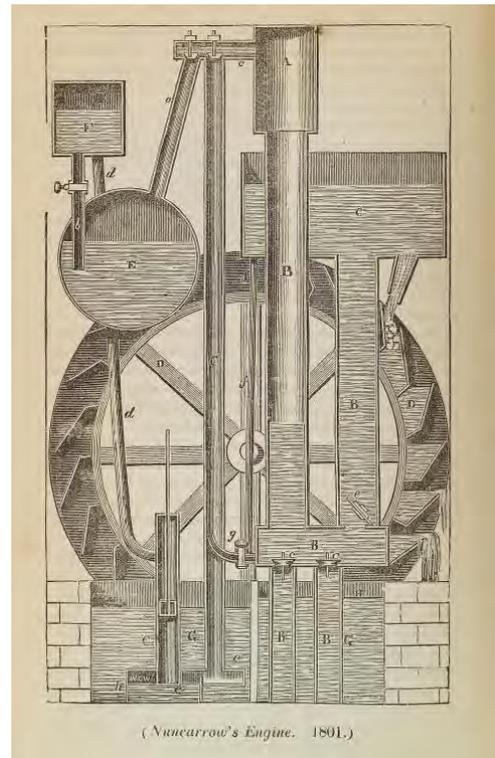
The need of patrons accessing mobile technology seems to grow exponentially with each passing year. Molly Gunderson of Portland State University and Bronwyn Dorhofer of the University of Oregon Portland Library Learning Commons describe their organization's efforts in producing and maintaining an equipment check out program. They also provide a list of recommendations based on their experiences for other libraries who wish to provide similar services.

One of the most important aspects of Access Services work is ensuring that we provide equitable services to all community members. Despite our best efforts, we don't always meet this goal as Angelica Novoa De Cordeiro discovered in her investigation of the importance of creating services and providing resources for Spanish-speaking communities. Thankfully, she provides a collaborative plan to bring information access to this population up to 21st-Century standards. As a current Emporia State University student, Angelica is not afraid to ask difficult questions and highlights the value of a Master of Library Science degree.

Personally, I am so thankful for the contributions of all of the authors for this issue of the *Oregon Library Association Quarterly*. Working in Access Services is similar to fighting a multi-headed dragon: when you cut off one head, another one pops up to take its place. The fact these authors took time from their busy schedules to share their insights with us is a true gift. These articles highlight their dedication to their patrons, and add to the body of evidence that Oregon Libraries are essential community partners.

NUNCARROW'S ENGINE, 1801

<http://tinyurl.com/jjsz24p>



Rare Book Division, The New York Public Library. "Nuncarrow's engine, 1801" *The New York Public Library Digital Collections*. 1830.

