

Transmittal Form for Draft ACRL Standards, Guidelines, and Frameworks

(To Accompany All New and Revised ACRL Standards, Guidelines, and Frameworks)

Title of Standard, Guideline, or Framework:

Section or Committee Submitting:

Submitting Section or Committee Chairperson:

Date of Previous Version:

Means used to solicit comment on earlier drafts of the new/revised Standard, Guideline, or Framework:

Published in *C&RL News* (date) _____

Disseminated on email distribution lists (listservs): (give list names and dates):

Published in Section newsletter (date) _____

Public hearing held **[optional]** (date) _____

Letters to "experts" requesting comments: (list names and dates):

Other professional associations consulted (e.g., Society of American Archivists):

Other (please list):

Date Approved by Section executive committee (if applicable) _____

Date Approved by Standards Committee _____

Date Approved by ACRL Board _____

Where and on whose responsibility should this (Standard, Guideline, or Framework) be published or otherwise disseminated?

C&RL News by _____

Other (please list)

From: Derek Dolby ddolby@udel.edu

Subject: ACRL Framework for Access Services Librarianship

Date: January 27, 2020 at 2:21 PM

To: Warren, Brad (warrenb2) warrenb2@ucmail.uc.edu

Cc: Susan R Garrison susan.garrison@rice.edu, Wade, Constance M constance-wade@uiowa.edu, Federico Martinez Garcia fmartin3@uccs.edu, Armstrong, Davonne davonne@upenn.edu



Brad,

The current leadership of the ACRL Access Services Interest Group supports the Framework for Access Services Librarianship.

Sincerely,

Derek Dolby

(Co-Convener, July 1, 2019, to June 30, 2020)

Mr. Federico Martinez-Garcia, JR

(Co-Convener, July 1, 2019, to June 30, 2020)

Susan Garrison

(Incoming Co-Convener, July 1, 2019, to June 30, 2020)

Constance M. Wade

(Incoming Co-Convener, July 1, 2019, to June 30, 2020)

DaVonne R. Armstrong

(Past Convener, July 1, 2019, to June 30, 2020)

February 1, 2020

To the Association of College & Research Libraries Standards Committee:

We, the members of the LLAMA Circulation and Access Services Committee, under the Community of Practice for Technology, wish to express our support for the formal adoption of the “Framework for Access Services Librarians” by the Association of College & Research Libraries (ACRL).

We have reviewed the Framework, and recognize its importance for representing the value of access services and public services to the wider academic library community. The sections within this document express the breadth and depth of services provided by those who practice librarianship in this area, the many responsibilities under the purview of these positions, and a pathway for success for the professional development of Access Services librarians. Further, we believe the information within the Framework is critically important for preparing and assisting those future librarians who would step into this role.

The committee members assert that the “Framework for Access Services Librarians” describes and promotes the standards of excellence expected for practitioners of librarianship in access services. By approving this document, the ACRL Standards Committee ensures that it becomes a living document to be maintained and curated for future relevancy.

We urge your committee to formally adopt the “Framework for Access Services Librarians” document.

Members of the LLAMA Circulation/Access Services Committee

Rameka S. Barnes
Assistant Director, Texas A&M University Libraries

Jessica B. Hayes,
Head of Public Services, Auburn University at Montgomery, Alabama

Stacy Hisle-Chaudri
Director, Ray County Public Library, Kansas

Susan M. Jacobs
Branch Manager, Stark County District Library, Canton, Ohio

Kris Johnson
Head, Learning and Research Services Department, Montana State University

Marti Jean Kallal
Head, Access & Document Delivery Services, UC Santa Barbara Library, California

Meghan Kwast
Head of Collection Management Services, California Lutheran University, California

Sarah McHone-Chase
Head of User Services, Northern Illinois University, Illinois

Shannon Meyer
Circulation Services Manager, Arlington Heights Memorial Library, Illinois

Christopher Moffat
Associate Department Head, Perimeter College, Clarkston, Georgia State University Library

Paul Moffett
Head of Access Services, IUPUI University Library, Indiana

Renna Tuten Redd
Interlibrary Loan Librarian, Clemson University, South Carolina

Jane Scott, Chair
Head of Public Services, University of Portland, Oregon

Nicole Tekulve
Associate Director Library User Experience for Access and Spaces, University of North Carolina, Wilmington

Barbara G. Walters
Executive Director, North Central Regional Library, Washington

January 23, 2020

Re: Letter of Endorsement

To ARCL Standards, Guidelines, and Frameworks Committee members,

This letter is intended to provide you with my professional endorsement of the proposed Framework for Access Services Librarianship: An Initiative Sponsored by the Association of College Research Libraries' Access Services Interest Group (ACRL-ASIG). As a career professional working in the area broadly defined as Access Services for the past 20 years, and as a member of the ACRL-ASIG since it was originally formed, I greatly value the well-researched response to the challenge of defining 'Access Services' for library professionals in any discipline, and at any stage in their career. This framework not only provides needed clarity for the evolving functional areas of expertise that may be involved in an Access Services department, it also serves as a powerful guide and source of inspiration for those interested or leading necessary and ongoing organizational evolution for how we might continue to position ourselves to identify, understand, and proactively respond to user needs at our respective institutions.

I've had the opportunity in my career to meet with practitioners from across the globe and exchange ideas for how we develop our workforces and approach our work in innovative, fiscally responsible, and user-focused ways that resonate with Library and University Administrators. My professional scholarly output has largely focused on workforce development, student employment, service and space design and delivery. I've consulted with a number of practitioners, formally and informally, which has helped inform my view of academic librarianship in general, and my view of how Access Services practices and functions are applied in disparate and similar ways across the profession. At my own institution, Grand Valley State University, we've evolved from a traditional Access Services department with several time-honored library centric approaches to delivering library services, to a department that has taken on and developed expertise in areas of user experience, assessment, user engagement, programming and events, staff development, and inclusion. We take an evidence-based approach to advocating for necessary resources required to meet user needs and have become a respected voice and collaborator amongst other library leaders in our organization, helping to inform decision making, strategic planning and the Libraries mission, vision, and values.

I find this framework to be the most well-informed and articulated resource that might be made available to those interested in learning more about what Access Services entails and what it might be like to be a professional serving in this complex and evolving area of librarianship. Furthermore, it serves as a point of inspiration for those exploring what might be possible, and a guide to perhaps inform 'how might we?' The context provided in this



framework is specific enough to help individuals develop and inform localized practices, yet broad enough to help them imagine new ways into the future. I strongly recommend it be adopted, and give it my fullest endorsement.

Best Regards,

A handwritten signature in black ink, appearing to read 'Brian Merry'.

Brian Merry
Head of Operations and User Services
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