

World Café Discussion Summary

During the ACRL European Language and Area Studies Workshop (June 2023, sponsored by the European Studies Section), the workshop participants engaged in a World Café discussion session. The purpose of a World Café session is to generate collaborative ideas in large group settings (more on [the World Café method here](#)). We used this session to talk about future directions of librarianship and to engage ESS membership with their needs for the section.

The day concluded with summarizing the discussions during the World Café sessions. The summaries follow below. These summaries also fueled the wrap up session, out of which came several longer-term ideas that can be pursued for ESS programming. All summaries below follow Chatham House Rules of anonymity ([more information on this rule](#)).

User Services Summary

Problems

- Marketing services to faculty and students
 - Helping them understand that a Google search isn't enough
- Reference service points
 - The rise and fall of **chat** as a service point
 - How to staff in terms of required expertise; how to route questions efficiently
 - How to prioritize questions from different groups of stakeholders
 - How to help novice users unaware of the structure of the scholarly lit, who ask questions lacking detail
- Questions requiring expertise beyond the expertise of the area studies librarian
 - Need for area studies librarians to cover too many areas
 - Need for more staff (and resources and money)

Solutions: Outreach

- New faculty/student orientation
- Attend department events, within reason if duties are across too many departments
- Provide instruction sessions for students
- Organize events to connect with faculty, judiciously, as these events are time-consuming to create

Diversifying Collections Summary

Problems

- Books (and other resources?) difficult to learn about, find, and acquire
 - Small, local presses
 - Low print runs/POD
 - How to pay for if the publisher is not set up for international transactions
- Discoverability in the catalog once acquired
 - Cataloging and terminology applied can be problematic
 - See cataloging summary for other ideas that are related in terms of needed cataloger time and expertise
- Defining diversity can be challenging

- Diversity is definitely not just foreign language materials

Solutions

- Work closely with faculty to understand how their syllabi and research can help guide collection development and ensure a focus on materials that will be useful
- Work with vendors, follow book fairs, follow respected book awards
- Once acquired, be alright with lower usage
- Open access initiatives might one day streamline diversifying collections

Media and Non-Print Collections Summary

Problems

- Streaming
 - versus DVDs
 - Costs of subscriptions
 - Access versus preservation
 - Not having a physical object to buy and sell can be challenging for vendors
 - MARC records might not be available
- Contracts
 - Individuals watch these videos, but institutions subscribe
 - Exclusivity agreements and public performance rights
- Availability
 - Newest titles lacking
 - Television shows lacking
 - Short films and documentaries lacking

Solutions

- Communicate to faculty/students what's not possible in terms of institutional subscriptions to the platforms they use personally
- Developing approval plan-type options
- Identifying vendors/sources for materials
 - Kanopy (expensive)
 - X-Projector platform from Grasshopper
- Ask the media librarian for help; follow video list-servs

Open Access Summary

Problems

- OA creation: Funding faculty research
 - How can faculty get money to cover APCs (article processing charges)?
 - What is the total cost of OA?
 - How can institutional funding support across the campus be tracked and calculated?
 - How to navigate governmental (e.g., Nelson Memo) and other policy requirements (e.g., from DH journals or NEH) for scholarship and data?
- OA creation: Acknowledging and rewarding OA research
 - Measuring impact of OA
 - Increasing visibility of OA for improved consumption and use

- OA consumption on campus: How to promote discoverability of OA works

Solutions

- Need for publishers, vendors, and librarians to work together
- Provide visibility for OA resources through the catalog via cooperative cataloging agreements

Metadata and Discovery Summary

Problems

- Library systems best support known item searching (e.g., title or author)
- High quality MARC records are not always available
 - The ebook explosion and need for records
 - Vendors (and OCLC) can't keep up
 - Cataloging standards are changing again
 - Some counties/publishers produce better records than others
 - Backlogs can force libraries to produce minimal-quality records that may well be minimally useful
- Library discovery systems can lack precision and recall
 - Yet user expectations based on using Amazon are real
- Cataloging Departments are shrinking
 - Custom cataloging of area studies materials is not possible at scale
 - Combined language and cataloging expertise is difficult to find
 - A new generation of librarians with cataloging expertise is not being educated in iSchools
- Library organization (e.g., subject headings and classification) can be problematic
 - Are subject headings still relevant?
 - What about classification to promote collocation and browsing of physical resources?

Solutions

- Artificial intelligence (AI) can be trained on metadata, but is not there yet
- Work with vendors to find solutions to the problem of uneven (or non-existent) metadata when possible

Longer term ESS Programming ideas

- Collaborations across departments that leverage expertise of librarians specializing European Language collection (e.g. A biologist needs archival research from an 18th-century French scientist for an analysis of their current project)
- Collecting for a language in diasporic regions (e.g. Ukrainian materials created in Brazil)
- Working with the Open Access ecosystem and unpacking the open access life cycle (including, but not limited to, the publishing technologies that make OA publishing possible, the analytics tools to track usage, demonstrating value in libraries with OA content, creating metadata for OA content, promoting usage of OA content, supporting publishing with OA publishers)