



# RAO Newsletter | Spring/Summer 2017

SOCIETY OF AMERICAN ARCHIVISTS  
REFERENCE, ACCESS & OUTREACH SECTION

RAO's Marketplace of Ideas VI  
Wednesday, July 26, 2:30-3:45 pm  
#SAARAO17 | Portland, OR

Spring/Summer 2017 | Issue 29

## Notes from the Chair

It's hard to believe that another year has flown by and we'll be soon be attending the SAA annual meeting! As we have for the past five years, the RAO Section has prepared another fun and engaging "marketplace" for its section meeting that we hope will provide our attendees with useful and inspirational ideas for their work. The RAO Program Committee was delighted with the number of applications from members eager to share their experiences with colleagues. The marketplace sessions have always reflected the important and essential nature of our work making the historical record interesting and accessible to the public. They expose the many ways in which our work matters and often focus on the human side of archives and how our work in providing access can make a significant difference in our own communities.

This year's **Sixth Annual Marketplace of Ideas** is heavily focused on different avenues of outreach explored by our membership. These include pop-up exhibits, lone arranger advocacy, developing events for Archives Month, outreach to faculty and students in non-academic institutions, and even what we can learn from failed community outreach efforts. Another session of interest focuses on the important question of how we can provide access to born digital collections. Although our section meeting has been shortened by 45 minutes, we are still offering two rotations of the marketplace, and hope that you can pack a lot of learning into our brief time together! If you are a Tweeter, feel free to use this year's hashtag to get the word out about the section meeting: **#saarao17**.

The RAO Section and its membership have benefited from the hard work and talent of many members over the past year: the amazing **TPS Committee** chaired by Robin Katz and Lori Birrell, a newly-launched WordPress **blog** site created by Communications Liaison Rebecca Bizonet, a new series of **23 Things for Archivists** blog posts led by committee chair Marta Crilly, and the newly-revived **History Day Committee** spearheaded by Shaun Hayes. As always it is the energy and enthusiasm of our members that propels RAO-work forward and ensures that we remain such an active and engaged section. Going forward there is much to be excited about, not least of all the **new primary source guidelines case study series** that you can read more about in this issue.

I am grateful that I have had the chance to serve as your Chair, and to have worked with a terrific steering committee: Vice Chair/Chair-Elect Alison Stankrauff, Jennifer Hecker, Josue Hurtado, Rebecca May, and Joshua Youngblood, as well as Immediate Past Chair Rachael Dreyer. I know the section will be in excellent hands moving forward and look forward to seeing the RAO membership next week on **Wednesday, July 26, from 2:30-3:45pm for the Sixth Annual Marketplace of Ideas!**



Su Kim Chung | RAO Chair  
sukim.chung@unlv.edu

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## RAO Marketplace Showers Portland with Ideas!

Su Kim Chung, RAO Chair, and Alison Stankrauff, RAO Vice-Chair/Chair Elect; Program Committee Co-chairs.

RAO will host its **6th annual Marketplace of Ideas** at the SAA Annual Meeting in Portland, OR, on **Wednesday, July 26, from 2:30 to 3:45pm**. The Marketplace will kick off with each "vendor" giving a 2-minute infomercial to entice "shoppers." After that, we'll divide up and vendors will "sell" their ideas to shoppers in two 20-minute rounds.

Get set for the 2017 Marketplace of Ideas to "make it rain"!

Here is the lineup for this year's marketplace:

### **Fast, Good, Cheap! Golden Grads Reunion Pop-Up Exhibit**

- ♦ Megan Atkinson, Tennessee Technological University, [matkinson@tntech.edu](mailto:matkinson@tntech.edu)

### **Lone Arranger & Olympic Gold [Advocacy 101]**

- ♦ Teri Hedgpeth, U.S. Olympic Committee, [Teresa.Hedgpeth@usoc.org](mailto:Teresa.Hedgpeth@usoc.org)

### **The Saga of Indie Preserves: Learning from Failed Community Outreach**

- ♦ Norie Guthrie, Rice University, [slg4@rice.edu](mailto:slg4@rice.edu)

### **Innovative Access Solutions for Born Digital Collections**

- ♦ Erin Baucom, University of Montana, [erin.baucom@umontana.edu](mailto:erin.baucom@umontana.edu)

### **Develop a Creative Event for Archives Month**

- ♦ Celia Caust-Ellenbogen, Swarthmore College, [ccaustel@swarthmore.edu](mailto:ccaustel@swarthmore.edu)
- ♦ Kelsey Duinkerken, Thomas Jefferson University, [Kelsey.Duinkerken@jefferson.edu](mailto:Kelsey.Duinkerken@jefferson.edu)
- ♦ Hillary Kativa, Chemical Heritage Foundation, [hkativa@chemheritage.org](mailto:hkativa@chemheritage.org)

### **Faculty/Student Outreach for Non-Academic Institutions**

- ♦ Michelle Chiles, Rhode Island Historical Society, [mchiles@rihs.org](mailto:mchiles@rihs.org)



### THE 2017 RAO PROGRAM COMMITTEE:

Su Kim Chung, Co-chair  
Alison Stankrauff, Co-chair  
Jennifer Hecker  
Rebecca May



## Teaching with Primary Sources Unconference 2017

Portland Art Museum, Portland, OR | Tuesday, July 25, 2017

On Tuesday, July 25, the Teaching with Primary Sources Unconference will take place from 9:00 a.m. to 5:00 p.m. at the Portland Art Museum. As of time of publication, registration for the conference is full, but a wait list is available.

For those wishing to participate but unable to register, or for others “left behind” from this year’s SAA, TPS will be hosting their third **Unconference-related Twitter chat** on the day of the event, from 10:00 a.m.-11:00 a.m. PDT/1:00 p.m.-2:00 p.m. EDT. Join in on the fun by following and contributing using the hashtag **#TeachwStuff**.

Visit the Teaching with Primary Sources [2017 Unconference page](http://teachwithstuff.org/tps-unconference-2017july-portland/) at the TEACH WITH STUFF website for more details (<http://teachwithstuff.org/tps-unconference-2017july-portland/>).

### KUDOS TO TPS!

#### RAO’s TPS Subcommittee Honored by SAA

Su Kim Chung, Chair, RAO Section Steering Committee

We are delighted to announce that RAO’s Teaching with Primary Sources Committee, chaired by Robin Katz and Lori Birrell, will be honored by SAA with its Council Exemplary Service Award at the upcoming annual meeting in Portland. As noted on the SAA website, “the award recognizes a special contribution to the archives profession, and especially to SAA, that is not eligible for one of the other awards given by the Society. It is given on an occasional basis at the discretion of the Council or upon recommendation to the Council by the Awards Committee.”

The committee has worked diligently on a number of important initiatives over the past few years including the successful TPS unconferences, launching a proof-of-concept resource bank “TPS Exchange” and developing scholarship based on their graduate school survey of archival education on instruction.

The award will be presented at the opening plenary on Wednesday, July 26, 5:30 – 7:00 p.m., at the Oregon Convention Center, Oregon Ballroom 201-203. We hope that as many RAO members as possible can join us in celebrating the TPS Committee as they receive their well-deserved award!



*Above, right: A scene from last year’s Teaching with Primary Sources Unconference in Atlanta, August 2016. TPS veteran Jill Severn contemplates discussing the role of cats in teaching with primary sources. While the topic was ultimately not selected for an afternoon session, cats do provide a time-tested model for dealing with the unexpected, ridiculous and sublime occurrences in the TPS classroom.*

**READ ON** for more on the Teaching with Primary Sources Subcommittee’s Activities...



## Teaching with Primary Sources Subcommittee Update

Lori A. Birrell, Co-chair, Teaching with Primary Sources Subcommittee

The TPS Subcommittee of RAO has had another busy year. We're gearing up for our now annual Unconference to be held at the famed Portland Art Museum on Tuesday, July 25. See the website for more details: <http://teachwithstuff.org/tps-unconference-2017july-portland/>. This year promises to deliver another thought-inspiring day as we gather with folks from across our profession, as well as colleagues in the museum and library worlds. (See item on page 3.)

Another exciting project has been the hard work that the graduate student survey team has done to turn their findings into an article for JELIS. These findings describe a real gap in library science education in the area of instruction. Look for that article in the coming months!



## Teaching with Primary Sources Unconference: An Assessment to Date

Jenny Swadosh and Matt Herbison,  
Teaching with Primary Sources Unconference Project Team Co-Leaders

As we contemplate what we've learned over the past three (!) years organizing the TPS unconferences, one area in which we've consistently missed our goals is conducting successful outreach to non-archivists. Librarians are fairly well-represented. Gabrielle, Heather and the other members of the Atlanta programming team brought in stellar folks from the local museum community for the 2016 workshops. Teachers, specifically the K-12 kind, and public historians, however, have been a challenging demographic and we believe we have much to learn from each other. Readers can help by spreading the word outside of the **archival echo-chamber**.

An aspect of the TPS unconference we are proud of is our **inclusion** of organizers from across the career level continuum. 2017 organizers consist of everyone from students to new professionals to mid-career archivists and beyond. We're not all traditional archivists. Our rejection of the "sage on a stage" model of conference-going (that's partly why it's an unconference) extends to how we learn from each other in the organizing process. As the second century CE proto-unconference-goer Ben Zoma says, **"Who is wise? One who learns from every person."**



## New Primary Source Guidelines Case Study Series

Su Kim Chung, RAO Chair

We are excited to announce a new case study series that will highlight the application of the [Guidelines for Primary Source Literacy](#). The series will be hosted on the RAO microsite and will initially be edited by Bill Landis, Co-chair of the SAA/RBMS Joint Task Force on Primary Source Literacy (JTF-PSL). Case studies will be peer reviewed, using a single-blind process, by a case study review team appointed by RAO's chair and steering committee. Once accepted, they will be published electronically and distributed through the SAA website under a Creative Commons license, with copyright retained by the authors.

As the initial call for case studies notes, "RAO invites individuals to submit case studies drawn from real life. The instruction or outreach setting can be the author's directly, or one with which the author is familiar and feels is worthy of a case study. Case studies should explore one or more of the learning objectives identified in the [Guidelines for Primary Source Literacy](#). The goal is to develop a series of case studies that collectively address all aspects of the guidelines and that are based on actual teaching and outreach engagements."

Following the annual meeting, series editor Bill Landis will submit a post to the RAO blog with additional information on how the case study series will work, and the first case study will be released on the RAO microsite. This is both a wonderful opportunity for RAO members to make scholarly contributions to the field and to also take on a service role as a reviewer. Stay tuned for more developments!



## Election Results 2017

### New Vice Chair/Chair-Elect and Steering Committee Members

The RAO election results are in! Vice Chair/Chair-Elect is **Rebecca May**, Wake Forest University, and the newest Steering Committee members are **Julie Porterfield**, Penn State University, and **Samantha Crisp**, Augustana College. Congratulations Rebecca, Julie, and Samantha, and a huge thank you to all RAO members who ran for office, and to those who took the time to vote.

We appreciate your willingness to serve! Remember that there are many other **volunteer service opportunities** within RAO. Please contact the incoming RAO chair, Alison Stankrauff, if you are interested.

We would also like to acknowledge the 2017 RAO Nominations and Elections Committee. Thanks go out to Rachael Dreyer, Josue Hurtado, and Joshua Youngblood for their work in assembling this year's fine slate of candidates.



## SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries

Amy Schindler, Co-chair, SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries

The SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries submitted the final draft version of the standard to the RBMS Executive Committee and SAA Standards Committee on June 9, 2017 for review and eventual approval. The submission will be reviewed by ACRL-RBMS and SAA committees and governing bodies over the coming months. The task force recognizes that while this review is underway, archivists and special collections librarians may wish to implement the proposed standard in their repository and it was therefore immediately made available online for repositories to review and implement. A PDF of the document is available on the task force's SAA and ALA Connect. The task force would like to extend its appreciation to the archivists and special collections librarians from across the U.S. and Canada who offered comments and questions on earlier drafts of the proposed standard as well as those who participated in the development process by responding to our survey or attending forums, committee meetings, and other presentations. All are welcome to attend the task force's final meeting at the SAA Annual Meeting in Portland on Tuesday, July 25th from 3-5pm. The final version of the standard and next steps such as sharing data across repositories, implementation case studies, and training are part of the discussion.



## 23 Things for Archivists

Marta Crilly, 23 Things for Archivists Chair

*23 Things for Archivists focuses on digital outreach tools and techniques for archivists. It is based on the self-guided learning project developed by Helene Blowers for librarians.*

In June, the 23 Things for Archivists team introduced a new blog series. The series features posts from archivists at various institutions about digital outreach tools and techniques. We're especially interested in highlighting **ideas from outside the archives profession** and imagining how we can repurpose them in archival outreach.

You can read current 23 Things posts at [RAO's blog](https://raoarchivists.wordpress.com) (<https://raoarchivists.wordpress.com>). Contact Chair [Marta Crilly](#) or a member of the 23 Things for Archivists Committee if you are interested in writing a blog post or getting involved with 23 Things in other ways. Visit the [project wiki](http://23things4archivists.pbworks.com) (<http://23things4archivists.pbworks.com>) for a resource bank on learning how to use the social web and related emerging technologies.



## FROM OUR MEMBERS

### **New Outreach Initiatives at Augustana College**

Samantha Crisp, Special Collections Librarian,  
Thomas Tredway Library, Augustana College, Rock Island, IL

The Special Collections department of the Thomas Tredway Library at Augustana College, Rock Island, Illinois, recently compiled and launched a Guide to Researching Communities of Color in Special Collections. This guide comprises materials spanning a wide range of formats (including books, manuscripts, archival materials, photographs, AV materials, and oral history) relating to Black, Asian, and Latinx history at Augustana College, in the Upper Mississippi Valley region, and in the United States. Some topics covered in the guide include Black student activism, anti-slavery movements, Black stock characters in fiction, and documentation of the Illinois underground railroad, among others. The guide has been used as an outreach tool to arrange instruction sessions for Augustana's Black Student Union, two campus-wide Symposium Days, and classes in the departments of Sociology, Social Welfare, and First Year Inquiry. To access the guide, visit <http://bit.ly/2IMfppY>.

Special Collections also launched a new social media campaign during the month of March in connection with its spring exhibit, Beard Olympics! An Exploration of Personal Grooming at Augustana and Beyond. Students, faculty, and members of the public were asked to cast votes for their favorite historical Augustana beard in a March Madness-style bracketed tournament, with the championship match-up ending on March 31. The tournament was a lot of fun for both Special Collections staff and the Augustana community, and the exhibit and tournament generated a lot of traffic to Special Collections' social media pages. For a look back at the tournament, including the winning beard, visit Special Collections' Facebook (<http://www.facebook.com/augspeccoll>) or Twitter (@augspeccoll) pages.



*Image of Frank Theodore Hillstrom (1872-1963), courtesy Augustana College Special Collections.*



*Continued on page 8*

## FROM OUR MEMBERS (CONTINUED)

### Michiana Memory: February 2017 Opening Event

Submitted by Alison Stankrauff, Archivist and Associate Librarian,  
Franklin D. Schurz Library, Indiana University South Bend

The St. Joseph County Public Library, the Indiana University South Bend Archives, and the IU South Bend Civil Rights Heritage Center are proud partners in three years of a successful grant to add local African American, Latinx, and LGBTQ historical materials to the Michiana Memory history website.

In January 2014, the St. Joseph County Public Library reached out to the IU South Bend Archives Civil and the IU South Bend Rights Heritage Center to combine their collections related to local African American and civil rights history. The combined archives launched online in February 2015. Since then, thousands of guests have accessed the materials.

Through the three years, documents, photographs and other materials have been added to Michiana Memory's Civil Rights and African American History, LGBTQ, and the recently opened Oral History Collections.

Michiana Memory is the St. Joseph County Public Library's website to provide free access to special historical materials. Anyone with an internet connection can visit the website to browse, search, and download items such as yearbooks, postcards, photographs, and other materials. Michiana Memory is designed as a research and exploration tool for those studying or interested in the history of South Bend and surrounding communities.

The renewal of the LSTA Indiana Memory Digitization Grant from the Institute of Museum and Library Services of the Indiana State Library has meant that the sponsoring agencies have been able to include more materials than ever.

Content that has been added has been oral histories about local African American and Latinx history, and it also includes the first collection of LGBTQ history in the Michiana community. Access to these important historical records is meaningful for the organizing partners.

As part of this year's grant funding, an event took place February 24, 2017, at the Civil Rights Heritage Center. The event offered the community the opportunity to hear the experiences of some who have called South Bend their home for decades and have witnessed its transformations. "South Bend's Own Voices" welcomed a small, diverse panel of people who have been born, raised, and/or otherwise borne witness to this city's past. Their stories are their own, and their sharing builds blocks to our understanding of what South Bend means to us. This event also served as an official launch of two major ways to share more of South Bend's voices.

Selections of the Oral History Collection of the Civil Rights Heritage Center at the Indiana University South Bend Archives were officially made available online through Michiana Memory for the first time. Computers were on hand for guests to peruse the narrators and hear their stories.

The February event also served as the official debut of the first episode of Civil Rights Heritage Center's "South Bend's Own Voices" podcast series featuring more stories from our Oral History Collection.

This free event was produced in conjunction with the St. Joseph County Public Library and the IU South Bend Archives. For more on Michiana Memory, visit <http://michianamemory.sjcpl.org/>.



Local businesswoman and LGBTQ activist Gloria Frankel, circa 1950s. Image courtesy the LGBTQ Collection of the Indiana University South Bend Archives.

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## FROM OUR MEMBERS (CONTINUED)

### Michiana Memory: Project Background “Michiana Memory Explores Unexplored Histories”

George Garner, Indiana University South Bend Civil Rights Heritage Center



Gloria Frankel and friend with their dog, circa 1950s. Image courtesy the LGBTQ Collection of the Indiana University South Bend Archives.

In January 2014, the St. Joseph County Public Library (SJCPL) launched “Michiana Memory,” a tool to promote local history (<http://michianamemory.sjcpl.org/>). With funding from the Library Services Technology Act (LSTA) through the Indiana State Library, SJCPL was able to bring on board additional collections from the Indiana University South Bend Civil Rights Heritage Center (CRHC) through the IU South Bend Archives in order to create the largest and most robust online repository of African American history and the local civil rights movement. By receiving a third year of funding through the LSTA, Michiana Memory has been able to include more traditionally underrepresented histories than ever before.

Upon the project extension, Student workers began scanning artifacts from the local LGBTQ community preserved through the Civil Rights Heritage Center’s archival collection of LGBTQ history – the first (and only) in the region. The CRHC LGBTQ Collection formed over three years ago and has since grown to include more than 100 unique documents and artifacts. Among the highlights are the publica-

tions and communications of South Bend Equality, an organization whose work led South Bend to become one of the few cities in Indiana to include sexual orientation protections in its Human Rights Ordinance.

The oral histories of more than 100 people from the African American, Latinx, and LGBTQ communities were made available online as well. The Civil Rights Heritage Center began an extensive oral history program in 2001, uniting scholars and students in an effort that has yielded an incredibly diverse and robust collection of stories – especially from a smaller city such as South Bend, Indiana.

Response to Michiana Memory has been overwhelmingly positive. In 2015 (the first full year of activity), there were over 10,000 unique sessions and over 40,000 page views, and trends predicted that number would increase through 2016 and on.

Michiana Memory continues to be an example of what multi-organizational collaboration and embracing digital tools can mean to a city’s history – particularly the histories of traditionally under-represented people.



Gloria Frankel, circa 1960s. Image courtesy the LGBTQ Collection of the Indiana University South Bend Archives.

## Get In Touch with RAO Members and Leadership!

Find and connect with us here:

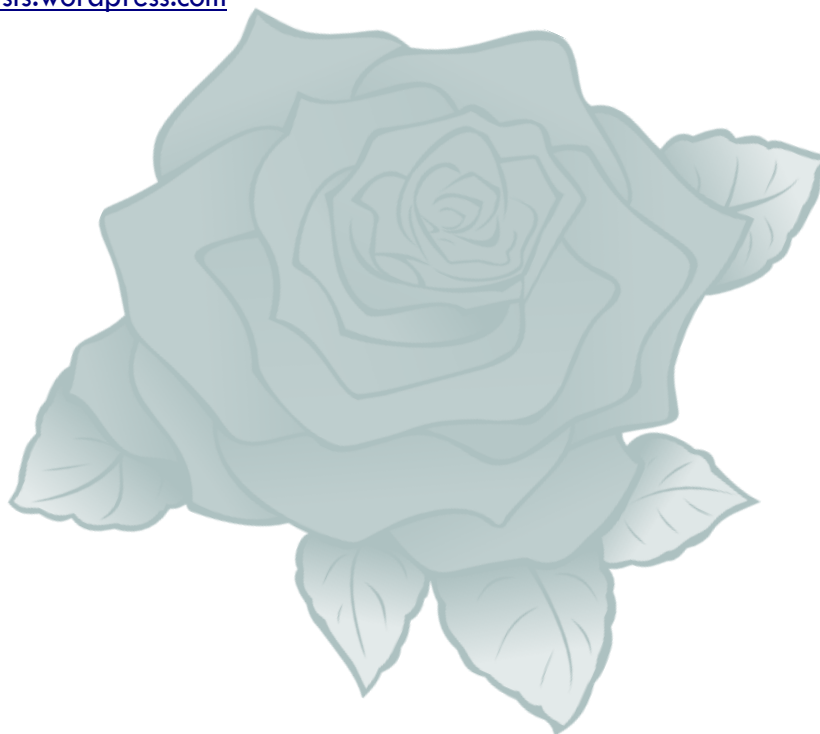
**Facebook:** <https://www.facebook.com/Reference-Access-Outreach-Section-of-the-Society-of-American-Archivists-220623404645294/> (or just search for “Reference, Access & Outreach Section”)

**Twitter:** [@RAOarchivists](https://twitter.com/RAOarchivists)

**Forum** (email list): information on joining here, <http://www2.archivists.org/listservs#.Vw5S3EdQAbM>

**SAA microsite:** <http://www2.archivists.org/groups/reference-access-andoutreach-section>

**Blog:** <http://raoarchivists.wordpress.com>



### Share Your News!

If you have content, ideas, or suggestions for the RAO Section newsletter—or for our blog—please send them my way.

Thank you!  
Rebecca Bizonet  
RAO Communications Liaison  
[rbizonet@gmail.com](mailto:rbizonet@gmail.com)

### RAO Steering Committee

**Su Kim Chung**, Chair (*UNLV Libraries, University of Nevada, Las Vegas*)  
**Alison Stankrauff**, Vice Chair/Chair-Elect (*Indiana University South Bend*)  
**Rachael Dreyer**, Immediate Past Chair (*American Heritage Center, University of Wyoming*)  
**Jennifer Hecker**, Member (*KLRU-TV, Austin PBS*)  
**Josue Hurtado**, Member (*Temple University Libraries*)  
**Rebecca Petersen May**, Member (*Z. Smith Reynolds Library, Wake Forest University*)  
**Joshua Youngblood**, Member (*University of Arkansas Libraries*)  
**Julie M. Porterfield**, Web Liaison (*Penn State University Libraries*)  
**Rebecca Bizonet**, Communications Liaison (*Private Collection*)  
**Pam Hackbart-Dean**, Council Liaison (*Southern Illinois University, Carbondale*)