

MMLIS Master of Management in Library and Information Science

NEWSLETTER

SPRING 2021

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MESSAGE FROM THE DIRECTOR

Welcome to the inaugural issue of the MMLIS newsletter! Our goal with this publication will be to provide another communications channel to connect our growing body of students, alumni, and faculty to news, events, and other updates from the program. We will publish a new edition every semester.

This issue offers highlights of recent updates and expansions to our management-focused LIS curriculum, including several new courses. We also highlight, as we will in every issue, student achievements and faculty and alumni news. On the topic of MMLIS alumnae, this issue offers a profile of MMLIS alumna Rosa Granado, Associate Director of Public Services at High Plains Public Library in Colorado. Ms. Granado was also one of our recent guests in our Conversations with Leaders speaker series, in which she discussed the evolving work of outreach and advocacy in the public library space.

Other MMLIS news highlighted here includes an update on the recent and ongoing and vital work of the MMLIS Diversity, Equity, Inclusion, Access, and Anti-Racism (DEIA+AR) Working Group, and other news.



By any measure, this has been an extraordinarily challenging time for all of us. Through it all, our students have shown remarkable resilience through their commitment to their work in the program. This inaugural newsletter is dedicated especially to them.

Warmly,
Christopher Stewart

ALUMNA SPOTLIGHT

ROSA GRANADO

Associate Director of Public Services,
High Plains Library District



Rosa is passionate about outreach librarianship. We caught up with her this past summer to ask her about her work in this vital and evolving area, as well as ways in which her work in the MMLIS program has informed her career.

What was your career path before and after completing the MMLIS program?

I had only been in the library world for five years when, as a librarian, I was given supervisory and administrative duties without the titles or pay. This is a common thing in Outreach departments since they are typically run with bare minimum of staffing. This experience made me realize that I wanted to move into a recognized leadership role in my organization. In looking at some of those leadership vacancies, I realized my lack of experience was detrimental. I wanted to be competitive, and I landed on the MMLIS degree as a way to do this. I feel very strongly that the MMLIS was a slingshot for my career. It is not that my path changed much, but that the timeline shortened dramatically. I went from being a librarian to the Outreach Manager in less than nine months after graduating from the program. It gave me a significant advantage over other job candidates with much more experience in that it gave me an administrative and leadership perspective that others lacked.

How has your work been influenced by the skills you learned in the program?

This perspective led me to think more like a true leader in that the program allowed me to reflect on and learn the leadership qualities that I would need to strengthen and gain in order to move into the kind of leadership roles I wanted. Learning to think about libraries from

a business perspective while also keeping in mind library core values is a balancing act that is hard to recognize and learn without the kind of learning and reflection that I found in the MMLIS program. I always keep this balance in mind as I make decisions and try to find ways to better serve patrons.

What can you tell us about the work being done in outreach librarianship today and in the coming years?

That balance is particularly important when working in Outreach Librarianship. Outreach is typically done with grant money or leftover funds often leaving Outreach departments more understaffed than brick and mortar libraries. Consequently, there has not historically been a lot of data collection or education in Outreach Librarianship. This has changed in the past few years. There is now a new recognition of the importance of Outreach, and it has manifested itself in data collection; more education and publications; conversations in formalized and universal definitions of Outreach Librarianship; growth in networking; and the collection and sharing of tools. In the past, librarians asked to do Outreach had just a few resources to start with, leaving many to reinvent the wheel.

Now, listservs and organizations like the Association of Outreach and Bookmobile Services make networking and sharing of tools easier so no one must go it alone anymore. Most importantly, Outreach focuses on underserved patrons and those facing barriers to service. Working outside of a physical facility allows us to focus on these patrons and serve them at their point of need. This, paired with the truly innovative programming occurring in Outreach, is what makes Outreach Librarianship the future of public libraries. Just attend an Outreach program at your local library to see for yourself.

ALUMNI NEWS

On January 6, 2020, **KYRA LOVE** became the new Clinical Librarian at City of Hope, Duarte, California. Previously, she was the Student Success Librarian at Southern California University of Health Sciences in Whittier, California.

ZORAIDA MARTINEZ started as a Children's Librarian for the Santa Clarita Public Library in September 2019. She made the move back to California from Durango, Colorado, after working in a school library.

In January 2020, **CHRISTINA SNIDER** started a new position as the Library Supervisor of the historic Hoose Library of Philosophy at USC.

CAT HERZON became a Regional Librarian with the Smith Library at West Coast Ultrasound Institute last October. She also accepted employment this past December with the City of Los Angeles as an Intermittent Librarian.

ELIZABETH (GOMEZ) HERNANDEZ started her position as a Reference Librarian at the University Library at Cal Poly Pomona. Previously, she served as the Assistant Archivist for Special Collections and Archives at the library.

ERIN RIVERO co-authored a dedicated issue of the ALA's Library Technology Report series, Volume 56, Issue 4, along with MMLIS faculty member, Dr. Win Shih. This is a 40+ page multi-chapter manuscript on voice-assistant technology, including an overview of library and education use cases, ethics concerns, and future outlook for those interested in adopting smart speaker or digital assistant tech in their organizations. A one-page version has appeared in the *American Libraries* magazine. Erin has also started a new position

as Director of Editorial Creative for Peacock, NBC Universal's free streaming service. She'll be leading a team in management of artwork, copy, and all things metadata.

CHRISTINE PREIMESBERGER has been welcomed as the Borrowing Specialist in IDD at USC. Christine is responsible for managing all borrowing services including ILL book borrowing and circulation, article and book chapter processing, and processing Scan & Deliver requests from the library's print collection, among other duties.

ANITA TORRES has accepted the position of Library Services Manager for the Pomona Public Library. She was able to secure this position within a year of graduation.

GINGER ANTUNEZ has been the Senior Youth Services Librarian for the City of Azusa as of July 1, 2019. Previously she was the Youth Services Librarian for the City of Azusa.

In June, **COLLEEN HYBL** became the Children's Specialist Librarian for the Central Rappahannock Regional Library Fredericksburg Branch.

KARINE PARRY passed her Masters defense for a Masters in Natural Resources (MNR) degree through Oregon State University E-Campus, with an emphasis in Geographic Information Systems (GIS). She earned the GIS certificate in 2018. Her focus is on GIS librarianship, with an interest in environmental protection and natural resource conservation.

Have an announcement for our next newsletter? Submit it [HERE](#).

FACULTY NEWS

CAROLINE MUGLIA (LIM 502/LIM 503) is part of a seven-institution, two-year grant called Digital Content Reuse Assessment Framework Toolkit (D-CRAFT) project, funded generously by the Institute of Museum and Library Services' National Leadership Grants for Libraries. D-CRAFT is an open access, collaboratively-developed toolkit that allows cultural heritage and knowledge organizations to better understand the ways users engage with, reuse, and transform digital content. This project centralizes digital library practitioners, community archivists and museum curators, and metadata specialists. Along with USC, the partner institutions include University of Houston (PI for the grant), Loyola University of New Orleans, University of Illinois at Urbana-Champaign, Mountain West Digital Library, University of Alberta, and Utah State University.

RENEE DI PILATO (LIM 535) has been named the new Director of Libraries and Historical Resources for Sarasota County, Florida.

WIN SHIH (LIM 562) received the Karl Lo Award in support of research focused on Pacific Rim library collaboration and digital library issues. Shih was also awarded a research grant from the International Association of University Libraries. He coauthored the following three articles:

Win Shih and Erin Rivero, "Voice Assistants: Use Alexa and Google Assistant for Teaching and Communicating," *American Libraries*, vol. 51, no. 6 (2020), 47.

Win Shih and Erin Rivero, "Virtual Voice Assistants," *Library Technology Report*, vol. 56, no. 4 (2020), 1-40.

Ed Tinoco and Win Shih, "Student Veterans on Campus: Academic Success via the Libraries," in *Diversity, Equity, and Inclusion in Action: Planning, Leadership, and Programming* (Chicago: American Library Association, 2020)

CHRISTOPHER STEWART (LIM 500, MMLIS Program Director) was named editor of *The Political Librarian*, an open access journal dedicated to expanding the discussion of, promoting research on, and helping to re-envision locally focused advocacy, policy, and funding issues for libraries.

HARRIS SMITH (GBSA 510) received the Founders Award for JVS SoCal a nonprofit organization founded in 1931. JVS SoCal helps 50,000 people per year in Southern California in all stages of career development, with an emphasis on the unemployed, underemployed and the working poor, by providing programs that enhance job readiness through training, education, placement and retention assistance, all at no cost to the program participants.

RUTH WALLACH (LIM 593) is coauthoring (with Cari Lyle and Rebecca Michelson, colleagues at the USC Libraries) the essay "Growing Across the Organization: Mentorship as an Open-Ended Process," which will appear in the forthcoming monograph, *Academic Library Mentoring: Fostering Growth and Renewal*.

CHRISTAL YOUNG (LIM 593) was recently elected Vice President/President-elect of the USC Libraries Faculty Council. As such, she will serve as the principal voice of the Council in all discussions with the Library Faculty and Administration and will also serve a one-year appointment as a voting member of the USC Academic Senate. Christal also published a chapter in the ACRL's *Library Outreach Cookbook* titled "Cookies, Croquet, Coloring, and Collections," along with USC Libraries colleague Karen Howell.

STUDENT NEWS

We're proud to announce this year's student chapter officers. Although inactive for the 2019-2020 year, the SPECIAL LIBRARIES ASSOCIATION STUDENT CHAPTER was re-recognized for the 2020-2021 school year. We're excited to see what the two chapters will accomplish this year.



AMERICAN LIBRARY ASSOCIATION STUDENT CHAPTER AT USC MARSHALL SCHOOL OF BUSINESS (FALL 2020)

President: EILEEN URRUTIA
Vice President: JASMINE ORELLANA
Treasurer: CARLA HERNANDEZ
Secretary: THALIA KING
New Media Liaison: ANGELICA MEJIA
Member Liaison: NICK CASAREZ



AMERICAN LIBRARY ASSOCIATION STUDENT CHAPTER AT USC MARSHALL SCHOOL OF BUSINESS (SPRING 2021)

President: THALIA KING
Vice President: JASMINE ORELLANA
Treasurer: CARLA HERNANDEZ
Secretary: (open position)
New Media Liaison: ANGELICA MEJIA
Member Liaison: (open position)



SPECIAL LIBRARY ASSOCIATION STUDENT CHAPTER AT USC (FALL 2020)

President: TORI MAGLONZO
Vice President: JANE LAH
Treasurer: SPENCER GALES
Secretary: RICHARD HOANG
New Media Liaison: MEGHAN DOHERTY



STUDENT AWARDS

We're delighted to share with you the awards and scholarships given this past year. The Continuing Student Scholarships are based on the previous semester's performance. The Career Development Award and Entry Scholarship are based on the personal statement and incoming grade point average revealed through the application process for the respective cohorts.

SPRING 2020

USC MMLIS ENTRY SCHOLARSHIP:
MEREDITH STOOPS (Cohort XXI)

USC MMLIS CAREER DEVELOPMENT AWARD:
RICHARD HOANG (Cohort XXI)

USC MMLIS CONTINUING STUDENT SCHOLARSHIPS:
MEGHAN DOHERTY (Cohort XX)
AMY ROGERS (Cohort XIX)
ALEXANDRIA PRECIE (Cohort XVIII)
YURRI HYUN (Cohort XVII)

SUMMER 2020

USC MMLIS ENTRY SCHOLARSHIP:
OKSANA MOSHYNKA (Cohort XXII)

USC MMLIS CAREER DEVELOPMENT AWARD:
LEXI GUIDA (Cohort XXII)

USC MMLIS CONTINUING STUDENT SCHOLARSHIPS:
MEREDITH STOOPS (Cohort XXI)
MEGHAN DOHERTY (Cohort XX)
JESSICA KIM (Cohort XIX)
DAVID GUZMAN (Cohort XVIII)

FALL 2020

USC MMLIS ENTRY SCHOLARSHIP:
TIMOTHY OLSHEFSKI (Cohort XXIII)

USC MMLIS CAREER DEVELOPMENT AWARD:
JULIA PERSON (Cohort XXIII)

USC MMLIS CONTINUING STUDENT SCHOLARSHIPS:
DIETER MACKENBACH (Cohort XXII)
RICHARD HOANG (Cohort XXI)
LORI PATEL (Cohort XX)
JESSICA KIM (Cohort XIX)

Each year, on the recommendation of the faculty and students, the MMLIS program honors an outstanding student who has demonstrated high leadership potential. The Ken Haycock Award for Leadership provides a citation and cash award. This year, the winner of the Ken Haycock Award for Leadership was Erik Valenzuela.

We're also proud to announce that several of our students were awarded external awards. Richard Hoang was awarded the Sheila Suen Lai Scholarship of Library & Information Science, Eileen Urrutia was awarded the Serrato Family Scholarship (Orange County Chapter of REFORMA), and Angelica Mejia was awarded the ALA Awards Spectrum Scholarship for 2020. Congratulations to all of our students!

CURRICULUM UPDATE

Upon consultation with the Marshall School of Business, the MMLIS program has made several exciting updates to the curriculum.

NEW CORE COURSES

LIM 501: FUNDAMENTALS OF LIBRARY LEADERSHIP AND MANAGEMENT had been a required foundation course since the beginning of the MMLIS program. Starting summer 2018, the program replaced it with **GSBA 520: Business for Non-Business Professionals**, which touched upon accounting, business fundamentals, finance, and marketing. In summer 2020, the program offered two new courses to match new Marshall School of Business course offerings. Students now take **GSBA 510: Accounting and Financial Reporting** and **GSBA 509: Marketing Management** in lieu of GSBA 520. These new courses run back-to-back within the semester at seven weeks long each and 1.5 units.

GSBA 509 MARKETING MANAGEMENT (1.5)
Development of analytical, strategic, and planning skills. Application within an integrated strategic framework to the development of a comprehensive marketing plan for a product, service, and/or organization.

GSBA 510 ACCOUNTING CONCEPTS AND FINANCIAL REPORTING (1.5)

Information systems for public reporting and for management decision-making; theory of asset and income measurement; interpretation and uses of accounting data and financial statements; analysis of cases.

NEW COURSE NAMES FOR THE LIM 591 SERIES

Since its inception in 2013, the MMLIS program had required students take Research and Professional Applications (LIM 591) five times for a total of 10 credits. Operationally, students had been taking different sections of LIM 591, each with a unique focus and each a separate course. Each section had been taught as a Credit/No Credit course.

It had come to our attention that these sections would benefit from an update in course name and grading option to reflect the unique goals and content of each course. The new courses were submitted for approval earlier this year and were offered for the first time in the fall 2020 semester.

Instead of five sections of LIM 591 (LIM 591A-E), students now take the following: LIM 535, LIM 536, LIM 537, LIM 593, and LIM 595. Students may repeat LIM 593 in lieu of LIM 595. LIM 535, LIM 536, and LIM 537 are now letter-graded while LIM 593 and LIM 595 remain credit/no-credit. Course goals and content remain unchanged, as do the number of units assigned per course. Prior to this fall, students have been taking these courses in practice as LIM 591.

LIM 535 LIBRARY INFORMATION SOURCES AND SERVICES (2)

Overview of concepts, components, and developments in reference and user services. Learn to think critically about information and become better information seekers and users.

LIM 536 LIBRARY PROJECT MANAGEMENT (2)

Working in teams and delivering effective presentations is reinforced through an introduction to project management. A project management plan, research paper, and presentation are required.

LIM 537 LEGAL, ETHICAL, AND STRATEGIC FUNDAMENTALS FOR LIBRARY MANAGERS (2)

Evidence-based decision making, assessment, legal and ethical frameworks, and scenario planning are considered in the application of leadership and management competencies to different library environments.

LIM 593 INDEPENDENT RESEARCH IN LIBRARY AND INFORMATION MANAGEMENT (2)

Opportunity to pursue independent research in an area of interest above and beyond normal course offerings. Proposal, research, and written report/paper required.

LIM 595 INTERNSHIP IN LIBRARY AND INFORMATION MANAGEMENT (2)

Supplements the academic learning experience with temporary employment (paid or unpaid) in the information professions. Supervised by host organization and overseen by MMLIS faculty member.

NEW ELECTIVES

The MMLIS program introduced LIM 599: **PARTNERSHIPS AND COLLABORATIONS IN LIBRARIES** as an experimental course in spring 2018 and it was later approved as a permanent course in summer 2019. In fall 2020, LIM 599: **ARCHIVES AND ARCHIVAL MANAGEMENT** was introduced.

LIM 563 PARTNERSHIPS AND COLLABORATIONS IN LIBRARIES (2)

How information professionals collaborate with nonprofit, for-profit (private) and governmental organizations. Theory and practice emphasizing critical analysis of policies, services, and trends.

LIM 599 ARCHIVES AND ARCHIVAL MANAGEMENT (3)

Archives and Archival Management provides an overview of archival practice and challenge. This course explores the current roles, competencies, values, and ethical considerations that contemporary archivists face. The intent of the course is to build a foundation that provides the critical knowledge of the distinct characteristics associated with archives necessary for the effective management and leadership in these organizations.

UPCOMING EVENTS

Although events remain virtual this year, we still encourage you to attend them. The MMLIS program plans to attend ALA, so feel free to pop into our virtual “booth” to say hi.

RENAISSANCE: THE LIBRARY RENEWAL, CALIFORNIA LIBRARY ASSOCIATION CONFERENCE

May 11-14, 2021

conference.cla-net.org

The 2021 California Library Association Conference is typically held in October/November, but it has been moved to May 11-14, 2021, and will be held online.

AMERICAN LIBRARY ASSOCIATION ANNUAL CONFERENCE

June 23-29, 2021

ala.org

The MMLIS program will have a booth and the 2019-2020 ALA Student Chapter will be recognized as the runner-up for the 2020 Student Chapter of the Year Award. We plan to have a reception and all are welcome!

SPECIAL LIBRARIES ASSOCIATION CONFERENCE

August 4-13, 2021

sla.org/attend/sla-2021-annual-conference



DIVERSITY, EQUITY, AND INCLUSION INITIATIVES

In July 2020, amid the uprising precipitated by police violence and brutality against historically and newly marginalized communities throughout the United States, five members of the MMLIS teaching faculty initiated the MMLIS Diversity, Equity, Inclusion, and Accessibility and Anti-Racism Working Group (WG) with two goals: develop actionable recommendations to foster a more inclusive learning environment in the areas of curriculum, teaching pedagogy, and programming; and draft an inclusion pledge for all teaching faculty to sign and commit to upholding. Both of these important documents are intended for local use in the MMLIS program, but have a scope for peer LIS programs, academic institutions, and even industry partners.

To gain the vital student perspective, the WG developed a Student Advisory Committee comprised of eight MMLIS students (two from each of the four cohorts) to share ideas and experiences that would contribute to the WG's goals. The WG also engaged teaching faculty in a survey about specific classes and instructional tools that supported an inclusive environment or directly addressed anti-racism in the library and information science (LIS) field. Both groups critically examined their experiences in the MMLIS program, and identified areas of success and opportunities for growth. Some areas for discussion included: inclusive and diverse authorial view of required readings; expanded definition of "diversity" to accessibility;

curating guest speakers with a range of experiences; holding space or making room for uncomfortable dialogues that may arise from discussion posts, assignments, or current events; inclusivity training for all teaching faculty to address practical classroom approaches; and reimagining orientation to include readings, speakers, and resources that students can draw from for the entirety of the program.

In January, the WG finalized both documents: the inclusion pledge and the recommendations. For the month of February, MMLIS teaching faculty and the Student Advisory Committee will review the documents through an open commenting period. Once the WG has incorporated all edits, we will make a presentation to the USC Libraries administration and Marshall School of Business stakeholders. Some of the recommendations will be localized for specific courses, but others will be structural and systematic in an effort to impact the MMLIS program broadly.

Submitted by Caroline Muglia on behalf of the Working Group (Melissa Miller, Christopher Stewart, Ruth Wallach, and Jade Winn)

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