

NORTH CAROLINA LIBRARIES

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From the President

The North Carolina Library Association was organized on May 14, 1904, by a group of seven librarians who met in Greensboro and elected the first president, Mrs. Annie Smith Ross of the Carnegie Library, which had opened the year before in Charlotte. Mrs. Ross was the first professionally trained public library director in Charlotte. Carnegie was the first free public library in Charlotte, the second in North Carolina, and was funded by a grant from the Carnegie Foundation. One hundred seventeen years after our association was formed, I was elected as the 57th president for the 65th biennium. When the first Annual Meeting was held in Charlotte, NCLA had 49 members. In recent years, we have averaged over one thousand members. NCLA is an affiliate of the American Library Association and the Southeastern Library Association. We are the only statewide association concerned with the total library community in North Carolina.

Our association is strong because of our members. The work that each of us puts in, our collaboration, our networking, our ideas, our enthusiasm, our passion, results in the success and strength of NCLA. It takes the talents of each person to make an organization great. So whatever your role within NCLA, whether you are a new member, or already a member of a committee or section, each person plays an important part. Some of you have taken on leadership roles such as director-at-large, secretary, vice chair, and a few of you will even become president. Librarianship is about lifelong learning. By volunteering and being a part of associations like NCLA, we each are able to learn and grow and give back to our profession to continue the important work that our predecessors started.

“*The mission of the North Carolina Library Association shall be to promote libraries, library and information services, and librarianship; and to champion intellectual freedom and literacy programs.*”

One of NCLA’s goals is “to support formal and informal networks of libraries and librarians.” One way that we build these networks is through mentorship. My presidency has been influenced by my predecessors. Past presidents like Beverly Gass, Robert Burgin, Ross Holt, Dale Cousins, Michael Crumpton, Wanda K. Brown, Rodney Lippard and Lorrie Russell have all mentored me in some way, even if they do not realize it!

Through NCLA, we build relationships and gain expertise. We learn from one another. We work together. We look for opportunities to collaborate outside of our comfort zone. We communicate and understand the value of listening. In 2008, I attended NCLA’s Leadership Institute and developed a statement of leadership purpose. During my experience, I learned that by providing good customer service and going the extra mile, we create *loyal* customers and *they* become our promoters. *They* advocate for libraries alongside all of us, and we desperately need advocates.

NCLA’s 65th biennium began in the midst of a global pandemic. Our nation was in lockdown and millions of people died. It was a time of fear, of uncertainty, Black Lives Matter, the Me Too movement, and a harsh political climate. We were a country divided, and still remain so. As we slowly emerged from the pandemic, we were faced with book challenges in astronomical numbers. Intellectual freedom is in jeopardy like never before.

In July, 2023, former President Barack Obama wrote a letter “*To the dedicated and hardworking librarians of America*” in response to the threat to intellectual freedom. In his letter he states, “*It’s no coincidence that these ‘banned books’ are often written by or feature*

people of color, indigenous people, and members of the LGBTQ+ community—though there have also been unfortunate instances in which books by conservative authors or books containing ‘triggering’ words or scenes have been targets for removal. Either way, the impulse seems to be to silence, rather than engage, rebut, learn from or seek to understand views that don’t fit our own.”

It is so refreshing to hear a political leader recognize the work that we do as librarians for our communities and express appreciation and empathy. President Obama recognizes that *“it’s not just about books. You also provide spaces where people can come together, share ideas, participate in community programs, and access essential civic and educational resources. Together, you help people become informed and active citizens, capable of making this country what they want it to be.”* Our work as librarians matters.

President Obama goes on to say, *“That’s why I want to take a moment to thank all of you for the work you do every day—work that is helping us understand each other and embrace our shared humanity.”* We are all human, no matter the color of our skin, the country of our birth, the beliefs we hold, the opinions we have. A copy of that letter follows this column.

Our conference theme this year is *“Cultivating Community: Strengthening Roots, Supporting New Growth.”* It is such a fitting theme for us as we emerge from the pandemic. We look to our past, our roots, to learn from those who have paved the way for us and

also support the new growth of our members who are coming after us. It is my hope that NCLA will continue to grow, not only in numbers, but also by becoming stronger as members working together. In these tumultuous times, it is vital that we stand united as an association and as librarians in the fight for the freedom to read.

I’ll end by quoting another great president, Dr. Beverly Gass, written in *From the President* in the Fall 1999 issue of *North Carolina Libraries*, as I could not have said it more perfectly:

“Being president of NCLA has been one of the wonderful professional experiences of my career. In addition to having the opportunity to work with librarians and library staff from across all types of libraries in this state, being president has given me the sense that maybe I can help make a difference. Surely, though, the difference is not one that anyone of us makes alone, but only as we work together for the cause of library services to all the people of North Carolina. I thank you for allowing me to be president of NCLA and wish that you might have similar joys and opportunities in your life. I am grateful for those of you who have served as the Executive Board of NCLA. It has been my honor to stand before you and before all the members of the North Carolina Library Association.”

I look forward to seeing everyone in Winston-Salem.

Letter from Barack Obama, July 17, 2023

To the dedicated and hardworking librarians of America:

In any democracy, the free exchange of ideas is an important part of making sure that citizens are informed, engaged and feel like their perspectives matter.

It’s so important, in fact, that here in America, the First Amendment of our Constitution states that freedom begins with our capacity to share and access ideas—even, and maybe especially, the ones we disagree with.

More often than not, someone decides to write those ideas down in a book.

Books have always shaped how I experience the world. Writers like Mark Twain and Toni Morrison, Walt Whitman and James Baldwin taught me something essential about our country’s character. Reading about people whose lives were very different from mine showed me how to step into someone else’s shoes. And the

simple act of writing helped me develop my own identity—all of which would prove vital as a citizen, as a community organizer, and as president.

Today, some of the books that shaped my life—and the lives of so many others—are being challenged by people who disagree with certain ideas or perspectives. It's no coincidence that these "banned books" are often written by or feature people of color, indigenous people, and members of the LGBTQ+ community—though there have also been unfortunate instances in which books by conservative authors or books containing "triggering" words or scenes have been targets for removal. Either way, the impulse seems to be to silence, rather than engage, rebut, learn from or seek to understand views that don't fit our own.

I believe such an approach is profoundly misguided, and contrary to what has made this country great. As I've said before, not only is it important for young people from all walks of life to see themselves represented in the pages of books, but it's also important for all of us to engage with different ideas and points of view.

It's also important to understand that the world is watching. If America—a nation built on freedom of expression—allows certain voices and ideas to be silenced, why should other countries go out of their way to protect them? Ironically, it is Christian and other religious texts—the sacred texts that some calling for book bannings in this country claim to want to defend—that have often been the first target of censorship and book banning efforts in authoritarian countries.

Nobody understands that more than you, our nation's librarians. In a very real sense, you're on the front lines—fighting every day to make the widest possible range of viewpoints, opinions, and ideas available to everyone. Your dedication and professional expertise allow us to freely read and consider information and ideas, and decide for ourselves which ones we agree with.

That's why I want to take a moment to thank all of you for the work you do every day—work that is helping us understand each other and embrace our shared humanity.

And it's not just about books. You also provide spaces where people can come together, share ideas, participate in community programs, and access essential civic and educational resources. Together, you help people become informed and active citizens, capable of making this country what they want it to be.

And you do it all in a harsh political climate where, all too often, you're attacked by people who either cannot or will not understand the vital—and uniquely American—role you play in the life of our nation.

So, whether you just started working at a school or public library, or you've been there your entire career, Michelle and I want to thank you for your unwavering commitment to the freedom to read. All of us owe you a debt of gratitude for making sure readers across the country have access to a wide range of books, and all the ideas they contain.

Finally, to every citizen reading this, I hope you'll join me in reminding anyone who will listen—and even some people you think might not—that the free, robust exchange of ideas has always been at the heart of American democracy. Together, we can make that true for generations to come.

With gratitude,

Barack

Remembering Our Purpose

Did you know that *North Carolina Libraries* is now in its 81st year? The journal began in 1942, during World War II, to encourage “unity in action” and “professional zeal” among members of the North Carolina Library Association. In the introduction, editor John J. Lund spells out these six goals for the new publication:

1. To serve as the official medium of communication between the Association and its membership.
2. To stimulate group solidarity among librarians as a means to developing the NCLA....
3. To serve as a clearing house for library news of interest to college and university, school, and public librarians....
4. To provide a clearing house for vital and timely public relation suggestions....
5. To interpret data now being assembled annually by state library agencies and to make this data available to librarians and others interested in planning a program of library development.
6. To provide an outlet for the publication of significant articles dealing with professional problems.

Sharing Association and library-related news, collaboratively addressing in its pages shared library issues, and encouraging professional solidarity among North Carolina librarians remain important goals for *North Carolina Libraries*.

I embark on this interim role in humility and with optimism. This is a historic journal, and I follow great editors whose work I admire. Although I have not previously served as the editor of a journal, I have been on the editorial board for some years now, and am optimistic that others can provide help and advice to keep *North Carolina Libraries* running smoothly. In particular, I am grateful to Michael Reece for his continued work with the Open Journal System software and his continued role as layout editor. I appreciate Al Jones’s continued willingness to serve on the editorial board and as book review editor (and

hopefully contribute more articles on library history). Our existing editorial board members have served for multiple years, and are already providing valuable guidance. Most of our talented reviewers have indicated their willingness to continue, for which I am also grateful. I appreciate contributions by Vanessa Irvin, Joseph Nicholson and Savannah Lake, Allison Kaeffring, Ronnie Woodward and Joe Barricella, and our NCLA President Libby Stone. And many thanks to colleagues Jennifer Daugherty and Kate Hill, who have stepped in and stepped up to provide columns for this issue.

Our journal began during the second World War, a time of tremendous change in our country, with wide-ranging impacts in many areas of life. In his last editorial, Ralph wrote about the variety of services libraries provided during the COVID-19 pandemic, another time of tremendous change with wide-ranging impacts. Ralph’s essay pointed out many strategies libraries tried to provide services for our patrons, ranging from wifi hotspots to COVID-19 test kits and PPE to online book clubs, and yes, in one instance even arranging for pigmy goat therapy for one university library. He ended with the observation that “it will be interesting to see what future challenges libraries will face....” We continue to face challenges, and find innovative ways to serve our patrons, and it is my hope that *North Carolina Libraries* will continue to be the medium of communication, clearing house, and outlet that our state’s library community can depend on.

Letters to the editor should be addressed to the editor and mailed to:
Joyner Library, 1000 E Fifth Street,
Greenville, NC 27858,
or by email to editor@nclaonline.org.

We reserve the right to edit all submissions. If you are interested in writing for *North Carolina Libraries* or would like consideration for news and product information, please send brief information to the editor at the above address.

Reading Well: Book Clubs as an Origin Story for Librarian Professional Development

Twenty-first-century American public social life and civic discourse have been framed by new technologies that have churned the traditional print-based literacy practices from the industrial age to the digital social information age. Before the twenty-first century, reading was primarily attached to a print-based medium. Ways in which reading was enacted and defined revolved around how readers kinesthetically and intellectually interacted with the physical book. This interaction has often been collective and collaborative, in the form of book clubs as a means of making sense of text and life experience via fusing one's imagination with authorial intention, building a relationship with others in the public sphere, and constructing realms of interpretation that informs one's coordination of social perspectives (Holland et al. 2001; Iser 1978; Park 2012; Wolgast and Barnes-Holmes 2022).

This paper documents the legacy upon which librarian book clubs thrive as a reflective approach to professional development by timestamping literary societies, salons, and book clubs as the original impetus for libraries as a space for relationship building and lifelong learning. This conceptual exploration underscores a profound idea for librarianship; to reach back to the origins of book clubs in the public sphere and retrieve the book club model to apply to contemporary professional practice. Professional development outcomes from librarian book clubs are responses to ways in which librarians read and interpret the work they do in diverse communities throughout a technologically digitized world. In this vein, librarian book clubs are spaces for personal and professional reclamation, exploration, relationship-building, and empowerment. With librarian book clubs, LIS practitioners and scholars have a meeting place where learning and knowledge, agency and legacy can be explored and expressed so that we all grow to do better at work and enact our sustainable "best" for the practices we enact within the communities we serve.

With book clubs being traditionalistic programs in libraries, in recent years, librarian scholars started to explore the question: How do librarians use book clubs for professional development? Some studies have embraced frameworks such as feminist theory, critical race theory, and participatory research to investigate this question (Brown and Shaindlin 2021; Foster et al. 2022; Henriksson et al. 2019; Hincks, 2016; Irvin 2022). Librarian book clubs have been sites for processing work experiences, sharing resources, responding to reading professional literature, and as a checks-and-balances method for studying and improving professional practice. During these historical times where our personal and professional worlds are easily fused via social media and other digital communications, this article is a call for LIS practitioners and scholars to embrace book clubs as a site to bridge the traditional (print) with the contemporary (digital) for networking, professional development, and lifelong learning.

North American book clubs: A timeline

Although some sources date the start of book clubs in America as far back as 1634, with a women's sermon reading group in Boston (Boston Playwrights' Theatre 2019; Longo 2021), book clubs are recorded as a staple of American life starting in 1760, with "post-revolutionary and antebellum women" engaging in literacy practices "at a host of sites, ranging from family circles to organizations" (Kelley 2008, 3). Before the Civil War, the earliest recorded "literary or culture club" was convened by "black women in Philadelphia, who felt a desperate need for education otherwise unavailable to them, and among a group of White women in Iowa" (Scott 1986, 403). McHenry (1996) dates the rise of literary societies in African American culture as early as 1787, as free Blacks in Philadelphia, Pennsylvania, sought inclusion in the newly ratified America by establishing literary and mutual aid societies that paralleled the constitutional structure of a new nation that did not consider their citizenry. With

the emancipation of enslaved people as an outcome of the Civil War, African American citizens engaged in book clubs as a milieu for defining their citizenry and civic participation in a war-weary, fledgling nation (McHenry 1996).

Also, during the antebellum era, women's reading groups were established throughout the colonial United States (Kelley 2008), and Chinese immigrants were convening book clubs to read Chinese newspapers in Canada (Leung 2013). Nevertheless, according to Scott (1986), women's associations and men's literary groups grew after the Civil War and flourished throughout the Industrial Revolution. An outcome of the Industrial Revolution's modernization of domestic productions was more leisure time for townswomen. Women used their time to gather, meet, and read together, often procuring books from large city libraries via the fledgling railroad movement. Consequently, these book club groups were early arbiters of intellectual freedom and "democratic participation" (Audunson et al. 2019, 784) and, thus, were a foundation upon which many American public libraries were established (Long 2003; Scott 1986). Thus, American book clubs originated via a diverse population of citizens who used collective reading as a platform to empower and heighten their intellectual acumen and civic engagement. Book clubs eventually became a mainstay program for public libraries throughout the twentieth century.

Long (2003) offers a detailed timeline of the evolution of the American book club movement via women's associations and their interactions with local and non-local entities to distribute and circulate reading materials. Long disputes analysts' view that women's book clubs were passive activities; she posits that "[b]ook clubs fostered women's ability to express themselves" via literary analysis and discussion of current and local events (43-44). Indeed, Long posits that book club agendas were typically organized based on "cultural geography" (i.e., book club members as neighbors, or as the same gender, or as same ethnicity) as a "leavening of issues of the day" (43). In this vein, contemporary book clubs serve as a space, a place, a location, albeit geography, of conversation, discourse, and inquiry. Therefore, book clubs have historically been a site where talk is centered on books and reading books for inquiry that is

often social and cultural. Additionally, these sites of inquiry continue to play a vital role in contemporary public libraries and their services.

During the early decades of the twenty-first century, librarianship began embracing reflective approaches to professional practice via book clubs to greet, meet, and network together as a community of practice to learn from one another for professional development (Brown and Shaindlin 2021; Dilevko and Gottlieb 2004; Irvin and Reile 2018; Irvin and Reile 2020). Librarian book clubs are venues where hard questions find safe spaces to be asked, unpacked, and discussed. It is becoming more critical than ever for librarians to connect with text in response to online information overload during this technologically digitized Information Age.

Book clubs and libraries

Whereas book clubs of yesteryear traditionally read canonical works of the times (due to geographical limits and barriers to mass distribution channels for materials), library book clubs today enjoy access to the literature of more varied reading levels, tastes, and formats (Hermes et al. 2008; Keefe 2007; Porath 2018). The literature also conveys that book club members use the book club space to locate a collective identity by using their literary readings to discuss local issues and events (Craig 2019; Long 2003). Additionally, in today's times, social media and distance education platforms have brought a new kind of collective and collaborative "reading together" experience with discussion posts and comments that result in generative discourse (Boyd et al. 2021; Craig 2019; Irvin and Reile 2018; Porath 2018).

When Hoffert (2006) surveyed the field of book clubs in the public library, she reported a wide range of professional practices librarians enacted to organize and facilitate library book clubs. Citing a variety of methods and techniques for book selection and reading strategies, Hoffert asserts that library book clubs keep reader interest by having thematic book club meetings where patrons can read any title that suits them within the theme and then share their reading responses with the group. Fitzpatrick's (2022) work with high school athletes in a book club confirms Hoffer's position that book clubs established based on shared interests can have positive im-

pacts. Additionally, today's book clubs mix multimedia with traditional book club settings so that readers can meet via virtual communications platforms like Zoom, Teams, and Webex. Library programming went virtual during the COVID-19 pandemic, with virtual book clubs decreasing social isolation (Szempruch and Hinds 2022).

Research on library book clubs appears in the library and information science literature exploring what happens with library book club members, particularly in middle-class, mainstream locations (Fajardo 2010; Fialkoff 2000; Hoffert 2006). The Morris et al. (2006) and Kumasi (2010) studies are groundbreaking in the sense that they both focused on African American teens and their book club experiences, shedding light on the continuum between Black teens as a representation of culture and identity and library patron reading practices as a representation of social literacy events. Within this continuum lies uncharted territory for research concerning librarians as readers in a book club. Morris and Kumasi, librarians who coordinated, facilitated, observed and participated as researchers in library-based book clubs, situate librarians as de-facto readers with an inquiry stance (Cochran-Smith and Lytle 2009; Irvin and Reile 2018; Irvin 2022). Librarians reading with an inquiry stance within a book club context is a viable practitioner model for librarian professional development (Brown 2019; Brown and Shaindlin 2021).

Librarian book clubs

In-kind, the librarian book club is a means to unpack librarians' literary readings to "work out" and "work on" professional issues and events pertinent to their identities as public librarians. For librarians, collective and collaborative reading in the form of a book club online or face-to-face involves reading popular literature from their library collections to serve as a critical inquiry to contemplate community realities, even while acknowledging their collective work as professional learning (Abrams 2016; Brown 2019; Brown and Shaindlin 2021; Irvin 2022).

Librarians have explored the book club as a construct and site for critical discourse in academic, public, and school settings. For example, Dilevko and Gottlieb (2004) conducted a study that focused on

academic librarians' reading habits and juxtaposed those librarians' behaviors with public librarians' reading behaviors. The scholars studied how academic librarians' reading tastes and habits impacted their professional practices. They talked about how "intensive reading of a wide array of current publications gives librarians intellectual tools to confront an equally wide array of information requests" (22). Dilevko and Gottlieb questioned how this works in practice (22). Citing a series of surveys they conducted with academic librarians and a comparison pool of surveys with public library workers (of which librarians were a part of that pool), Dilevko and Gottlieb reported that they asked public librarians questions like, "How do they stay current? What do they read? Do they read newspapers and magazines?" (2004, 22).

Dilevko and Gottlieb's data came from a field of librarians' reading practices with non-fiction and fiction resources. Academic and public librarians reported that their leisure reading practices played a significant role in their practice as successful librarians. One problem in Dilevko and Gottlieb's study of the public library setting was that the fully credentialed public librarians were conflated with paraprofessional reference staff. Only fully credentialed academic librarians, minus the paraprofessional staff, participated in the academic library setting. This rendered the researchers as identifying public librarians and their staff as one homogenous group called "public library reference staff," "public library reference personnel," or "public library reference staff members" (Dilevko and Gottlieb 2004, chapter 6), while the academic librarians in the study were identified as the professionals. While Dilevko and Gottlieb's research is helpful in our appreciation of research being conducted to explore librarian reading habits as connective to professional practices, the conflation of professional public librarians with paraprofessional public library staff is a significant methodological weakness in their study since the same approach was not enacted for their research of academic librarians (of whom their study was the focus). However, their research argues that librarians must be active readers of various genres and formats. They also "must understand the role that leisure reading plays in their lives and the lives of their patrons" (Moyer 2007, 67).

In addition to Dilveko and Gottlieb's pioneering work, studies exploring librarian reading practices and how their readings impact their professional practices have begun to enter the discourse. For example, Irvin and Reile (2018) worked with public librarians in Hawaii, convening practitioners as communities of practice to read texts, documents and policy documents for professional networking and development. Brown and Shaindlin (2021) conducted a study to explore the question, "Do librarians participate in book clubs themselves?" Their survey of 233 librarian participants revealed that librarians highly participate in personal and professional book clubs that positively impact their professional development. Case in point, Hincks (2016) shared outcomes from a small librarian book club between herself and three colleagues where they were "reading what the patrons read" (Irvin 2022) for professional development. Lastly, Foster et al. (2022) convened a group of 12 librarians at various stages of their career (i.e., LIS students, practitioners, alumni, etc.) to investigate how a librarian reading group's work with a lens informed by how critical librarianship and critical theory impacts collective learning and replicates professional networking opportunities that are a part of librarian professional practice. The participants identified ways in which library structures and ministrations have a "dissonance between institutional practices and various equitable principles" and values (65). Foster et al.'s (2002) participants reported that their collaborative readings and interactions provided them "with [a] stronger foundation for their beliefs, improving their language and self-efficacy" (70) for their professional identity construction and practice.

Conclusion

Book clubs and libraries have enjoyed a symbiotic relationship for centuries, with librarians serving as participants and learners of these reading groups. When librarians are engaged in "reading" their practice within the reflective space of a book club, that group becomes a community of practice for critical inquiry. The library is an organic educative space for librarians to read and study their professional experiences via ongoing social interactions and critical practitioner learning, where questions about professional practice can be asked and explored.

Collective and collaborative reading practices like book clubs serve as an origin story for librarian learning, research, and practice. Reaching back to retrieve this history of book clubs as the originating socio-cultural venue for librarian professional development confirms the library as an educative space for the reading public's lifelong learning and as an ongoing interface for librarian professional growth.

Now that the public sphere of our global society has become a digitized technological realm, online librarian book clubs/inquiry groups are just as engaging and effective in promoting professional development as in-person gatherings (Brown 2019; Irvin and Reile 2018; Irvin 2022). By taking the "tired and true" and applying it to the "fresh and new," librarians honor the ongoing legacy as information professionals who "read well" because we are not just reading what the patrons read or reading what the patrons do. More so, we are reading together to study and better understand the impacts of our work in the world.

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Internet Book Clubs: How “Dracula Daily” Inspired New Digital Literary Communities

With over 252,000 subscribers as of July 2023, “Dracula Daily” has made newsletter-based Internet book clubs a growing trend. Starting in 2021, artist Matt Kirkland decided to take advantage of the epistolary nature of the beloved public domain novel *Dracula* to create an email-based newsletter that read the story in real time. On each day that Bram Stoker’s *Dracula* had a letter or diary entry dated, that section of the novel would be sent straight to subscribers’ emails, as if they were getting correspondence from Jonathan Harker himself (DraculaDaily 2023). While the first year had mild success, the 2022 read through became a viral sensation that inspired a wide variety of art, memes, and spinoffs (Connors 2022). Now in 2023, “Dracula Daily” is running its third year of reading *Dracula* in chronological order and has inspired a variety of online book clubs using the affordances of public domain to collectively read classical literature via email.

draculadaily



Dracula Daily wordmark and logo. Used with permission.

Substack, the newsletter website that “Dracula Daily” used to send their emails, has become the standard for creating these online book clubs. While Substack has

been used for online versions of more traditional book clubs in the past (Substack 2023), “Dracula Daily” popularized sending out the actual content of the book through a digital newsletter. Additionally, while these older, more traditional book clubs used Substack as primarily a message board where members could comment their thoughts on that month’s reading, “Dracula Daily” and other similar projects have used Substack as the vehicle for the story while community flourished in different corners of the Internet and across social media platforms.

Schedule and Formatting

Several of these Internet book clubs, including “Dracula Daily” have taken to presenting the novels in unique ways by playing with time. The reordering of *Dracula* into a chronological format allowed re-readers of the novel to experience literary events, such as Lucy’s death, in a whole new way. In the original format, the novel goes back and forth through time, showing letters and news clippings from before and after Lucy’s unfortunate demise and leaves the fatal night to the end of that section of the novel. However, with “Dracula Daily” the sequence of events has been put back in the chronological order, allowing people to see different nuances and sympathize with Lucy more than they had in the past (Young 2023). Additionally, readers noted enjoying the novelty of reading a character mention the date and seeing the same date reflected on their real-life calendar.

The pacing required to read a novel in this format also made classical literature more accessible to people leading busy modern lives. While each day contained a different amount of text, the majority of sections fluctuated between a few paragraphs and a few pages with a notable exception in October that covers 50 pages in one day. These small, short, readings allow people to slow down and savor the suspense and occasional silliness of the novel. In a traditional reading, a reader might glance over Jon Harker’s comments about how he finds a dish with paprika “very good but thirsty” (Stoker 1897) without much thought as they read on

to the (arguably) more exciting following days where Jon meets Count Dracula. But with “Dracula Daily’s” slowed down model people had a full day to contemplate Harker’s spice intolerance, make memes, and share information about different types of paprika to add further context to the story. Similarly, when Jonathan Harker is trapped in Dracula’s castle, readers cannot quickly flip to the next page to see what happens next, but instead sit and wait in suspense for several days to receive Jon’s next email.

By the very nature of this sort of project the books must be public domain and are typically over 100 years old. Readers could very easily find a copy of the novel and read ahead, but the new pacing is half the fun. The building anticipation of waiting for your next letter is exciting. People enjoy experiencing the novel at the same pace that the characters do—or in the case of “The Woman in White Weekly,”—at the same pace that the original readers would have experienced it by receiving the newsletter in the same sections that they were originally published in a serialized literary newsletter (lavinaigrette n.d.). Beyond being fun, this also allowed readers to have a greater understanding of how serialized novels were paced with the expectation of weeklong breaks and to feel a connection with people from the past who would have waited for the next installment just like the subscribers are now.

Other Internet book clubs found interesting ways to break up the story to make new meaning as well. Some, like “Literary Letters,” (Letters n.d.) continued to choose novels that are epistolary and have dates assigned by the original authors, while others, such as “Whale Weekly,” have done their best to do a thorough close reading of the novel in advance and assign their own dates. The anonymous project runner of “Whale Weekly” crafted a timeline of *Moby Dick’s* events to determine when to send out sections of the novel over the course of three years (Weekly n.d.).

One of my personal favorite schedule adaptations is “Letters from Watson,” the account sending out Sherlock Holmes short stories with short introductions or recaps written as if they were coming from John Watson himself (Watson 2023). The regular schedule for these short stories is fairly simple; most stories are divided into three sections that are sent out every other day over the course of a week. However, after reading “The Final Problem” (the short story where Sherlock suppos-

edly dies), “Letters from Watson” took an unannounced break and acted as if the conclusion to this story was the last letter that subscribers would receive. As part of the illusion of John Watson writing the letters, the email contained no information about when the next letter would arrive, if ever. However, readers on the “Letters from Watson” Discord server who were already aware of Sherlock Holmes’ survival and the existence of further stories eagerly continued discussing their excitement for the next letter in the ‘spoilers-area’ channel. The timeline for Sherlock’s return was set for three weeks instead of the canonical three years and readers talked amongst themselves about what Watson was probably up to, how Victorian wills worked, and continued to create memes with one user writing, “please keep milk and cookies out as Sherlock prepares for his return” shortly before “The Empty House” was set to be delivered (pop-goes-the-weasel 2023). The anticipation and collective feeling of having a secret they are keeping from the fictional narrator helped bond the online community and engage subscribers as they eagerly awaited Sherlock Holmes’ reinstatement at Baker Street, an event that happened over 100 years ago.

Online Reading Communities

Like all book clubs, these Internet newsletter book clubs thrive on community and engagement with the story. “Dracula Daily” thrived on a community that built itself organically through various social media sites like Tumblr and TikTok (Young 2023). Artists drew sketches of scenes from the day’s reading, made memes based on character’s dialogue and quirks, and educated each other on historical aspects of the story such as Lucy’s comments on the Victorian ‘New Woman’ (lifeofbrybooks 2022). The project runner Matt Kirkland mentioned that people had also been replying to the emails as if Jon Harker were their personal pen pal (Substack 2022). In fact, so many people creatively engaged with “Dracula Daily” that Matt Kirkland was able to create a complete new edition of Bram Stoker’s *Dracula* to include the online community’s commentary (DraculaDaily 2022).

Other book clubs have created more structured forms of community engagement. Several book clubs have created their own Discord servers to create designated spaces for discussions. “Whale Weekly” has Discord channels for ‘fan art and memes,’ ‘whale-

quotes,’ and one channel dedicated simply to ‘whales’ that included a lengthy discussion of people trying to figure out what whales Herman Melville was referring to in Chapter 32. “Cetology” (Melville, 1851) when the author created his own classifications for whales (and dolphins and manatees). Similarly, “Letters from Watson,” has a vibrant Discord server with a thread titled ‘letters-discussion’ that is sectioned off by story, so people have a place to discuss each mystery without it being buried by discussion of last week’s short story. Additionally, “Letters from Watson” includes channels about Sherlockian adaptations and discussions of

historical context where people sometimes include pictures of Sherlock Holmes related museum exhibits that they have visited for others to enjoy and discuss.

These newsletter-based online book clubs continue to grow and change as more people start their own and invite their friends to join in the fun. There are so many similar projects that it would be impossible to discuss them all in one article and new ones seem to spring up every few weeks. With more and more fantastic novels entering the public domain each year, I’m excited to see what the Internet decides to read next.

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Remediation by Degrees: Enhancing ETD Metadata to Improve Discoverability

In 2022, staff at J. Murrey Atkins Library launched a project to remediate metadata for electronic theses and dissertations (ETDs) in the Niner Commons institutional repository, which hosts UNC Charlotte faculty, staff, and student scholarship on an open access model. Received several times a year in files encoded in ProQuest's own XML ETD metadata standard, which Atkins transforms into MODS, the ETD metadata in Niner Commons provided a basic level of access to student work but was marred by capitalization irregularities in title and note fields and, crucially, by the lack of controlled subject terms in the FAST (Faceted Application of Subject Terminology) vocabulary used in records for all other works in Niner Commons. The absence of controlled subject terms thwarted subject access to the ETD collection except through student-supplied keywords, which are generally poor in quality, and terms from ProQuest's own subject vocabulary. The remediation project addressed these metadata deficits by matching ProQuest subject terms in Niner Commons ETD metadata against FAST subject terms in an OpenRefine reconciliation procedure and inserting the terms into legacy records using XSLTs (Extensible Stylesheet Language Transformations), while making smaller adjustments to capitalization and style. The remediation project was, however, limited in scope, and did not address problems in other areas of the ETD records or attempt to rethink ETD metadata workflows at UNC Charlotte, which involve repository records in MODS and catalog records in MARC that are created through separate processes and staff and differ in quality.

This case study provides an account of the ETD metadata remediation project at Atkins Library, delineating the metadata problems it was designed to address, the remediation methods and tools used, the problems encountered during the course of the work, and the

results of the project and findings. In describing Atkins' remediation process, it also reflects on some of the possibilities and contradictions of ETD metadata remediation work in the contemporary institutional repository environment, where staff shortages, legacy cataloging practices in other library units, and ProQuest's own distribution channels for ETD metadata can limit libraries' ability to ensure metadata quality and consistency across different systems and record formats. Atkins's experience suggests that a phased approach that does not tackle all remediation issues at once may be a viable strategy for remediating ETD metadata for institutions coping with staffing and technology constraints.

Literature Review

Doctoral dissertations, and to a lesser extent, master's theses, have been publicly distributed within the United States as far back as the 1930s, with microfilm copies facilitating relatively inexpensive and efficient distribution.¹ With the advent of digital publishing and online repositories, ETDs are even more readily available, with libraries playing an active role in this work. The Open Directory of Open Access Repositories (OpenDOAR) shows that of the 646 institutional repositories based in the United States and posting scholarly content like journal articles, 469 also report posting ETDs.² This means that approximately 73% of scholarly institutional repositories also host ETDs, suggesting that ingesting and managing ETD content is an ever-present responsibility of academic libraries.

In managing such workflows, libraries must consider whether digitally disseminating ETDs through ProQuest, an institutional repository, or both is the best fit. Such a decision involves careful consideration of staff bandwidth, discovery potential, and the costs of using a commercial publisher. ProQuest has administered

¹ Gail P. Clement and Fred Rascoe, "ETD Management & Publishing in the ProQuest System and the University Repository: A Comparative Analysis," *Journal of Librarianship and Scholarly Communication* 1, no. 4 (2013): 2-3. <https://doi.org/10.7710/2162-3309.1074>.

² "Advanced Search - Sherpa Services," OpenDOAR, accessed July 23, 2023, <https://v2.sherpa.ac.uk/cgi/search/repository/advanced>.

digital ETDs for over twenty-five years now, as far back as 1997, gaining widespread buy-in and momentum around 2006.³ Given this legacy, the ProQuest Dissertations and Theses database (PQDT) holds appeal, as it is one of the largest databases of graduate works.⁴ Additionally, working with ProQuest to distribute ETDs can be especially helpful to libraries with smaller cataloging and repository teams, as they may not have the staff to commit to collecting and cataloging several hundred ETDs on an annual basis. At the same time, housing ETDs in institutional repositories offers marked advantages, such as eliminating submission fees for students and collocating ETDs alongside faculty work as well as other graduate non-ETD work, such as capstone projects, articles, and conference proceedings. It is not surprising, then, that a 2017 survey of ETD policies and practices found that many institutions take advantage of both platforms; of 51 respondents, 40 load ETD metadata into their institutional repository and 24 load into PQDT, with the library catalog and OCLC WorldCat being popular destinations as well (34 and 29 respondents, respectively).⁵

For UNC Charlotte, the benefits of both platforms were clear, and we have similarly opted to have theses and dissertations featured in both. Dual online submission of ETDs into institutional repositories and PQDT is made possible through a variety of different workflows, including utilizing the ProQuest ETD Administrator, FTP, or harvesting.⁶ With metadata records generated by ProQuest in its own XML—as opposed to an established schema like MODS, which our repository uses—a key part of our local workflow with ingesting ETDs into the institutional repository involves crosswalking ProQuest metadata to MODS. In doing this for several

years, we have navigated several issues with repurposing ProQuest’s metadata for our own repository. These issues have been documented in the literature as well; a case study from University of Iowa Libraries, for example, discussed limitations with ProQuest metadata, including a lack of departmental mapping, which prevents users from browsing ETDs alongside other works coming from the same department and hinders departments from getting a cohesive picture of their scholarly output.⁷

Even without the complicating factor of crosswalking metadata from ProQuest’s schema, metadata can be a sticking point for ETD management. A review of thirteen conferences on ETDs and gray literature, for example, specifically recommended metadata improvements as a way to add value to ETDs housed in institutional repositories, to improve their discoverability.⁸ ETDs, in particular, are subject to have “considerable variations” with metadata, such as differing descriptors to describe university programs, degree levels, and dates (which can range from the date the ETD was made available online, to the date it was submitted, to the date the student graduated).⁹ The study reviewed repositories using ProQuest XML metadata records as well as other standards, suggesting that metadata remediation is a key component of any form of ETD management.

Like many other universities navigating the terrain of ETD management and dual online submission, historically we have addressed the differences in ProQuest’s XML with our local standards through crosswalking with XSLTs. Adjusting for subject terminology has been a bit trickier, as ProQuest uses its own controlled vocabulary instead of Library of Congress Subject Headings (LCSH) or FAST.¹⁰ Previously, we had simply carried over ProQuest’s supplied terms, despite feeling that the

³ Marielle Veve, “ETDs in ProQuest and the Institutional Repository: A Descriptive Study of the Current Workflows Available for Dual Online Submission,” *The Journal of Academic Librarianship* 47, no. 5 (2013): 1-2. <https://doi.org/10.1016/j.acalib.2021.102429>.

⁴ Clement and Rascoe, “ETD Management & Publishing in the ProQuest System and the University Repository,” 17.

⁵ Emily Alinder Flynn and Janet H. Ahrberg, “Electronic Theses and Dissertations (ETDs) Metadata Policies, Workflows, and Practices: A Survey of the ETD Metadata Lifecycle at United States Academic Institutions,” *Journal of Library Metadata* 20, no. 2–3 (2020): 102-103. <https://doi.org/10.1080/19386389.2020.1780689>.

⁶ Veve, “ETDs in ProQuest and the Institutional Repository,” 3.

⁷ Shawn Averkamp and Joanna Lee, “Repurposing ProQuest Metadata for Batch Ingesting ETDs into an Institutional Repository,” *The Code4Lib Journal*, no. 7 (2009). <https://journal.code4lib.org/articles/1647>.

⁸ Joachim Schöpfel, “Adding Value to Electronic Theses and Dissertations in Institutional Repositories,” *D-Lib Magazine* 19, no. 3/4 (2013): 4. <https://doi.org/10.1045/march2013-schopfe>.

⁹ Eun G. Park and Marc Richard, “Metadata Assessment in E-theses and Dissertations of Canadian Institutional Repositories,” *The Electronic Library* 29, no. 3 (2011): 404. <https://doi.org/10.1108/02640471111141124>.

¹⁰ “Institution Dissertations FAQ,” accessed July 23, 2023, <https://about.proquest.com/en/dissertations/proquest-dissertations-frequently-asked-questions/proquest-dissertations-institutions-frequently-asked-questions/>.

terms were insufficient for meaningful discovery within our systems. Other libraries take a similar approach; in their case study of repurposing ProQuest metadata, Pennsylvania State University Libraries similarly uses ProQuest-provided subject terminology, relying on these user- and ProQuest-generated records to streamline procedures in a time in which “cataloging and metadata departments are being asked to provide new services while still keeping up with traditional workflows.”¹¹ In fact, the university ceased manual LCSH subject cataloging several decades ago in 1975 for most of their dissertations in the interest of expediting workflows.¹²

Conversely, “through the efforts of the special format unit and many others involved in the process,” University of Arkansas Libraries perform record-by-record subject analysis to ProQuest ETD metadata, to ensure LCSH subject terms are applied to ETDs. This has yielded meaningful impacts on discovery, as a subsequent survey found that library users and reference librarians credit the subject headings for improving access.¹³ While perhaps best practice, record-by-record cataloging may be aspirational or out of reach for many. A case study of an ETD remediation effort at the University of Houston Libraries, for example, found assigning LCSH terms to ETD records required the additional help of a cataloging librarian and ultimately was too significant a commitment of time and labor to continue.¹⁴ More broadly, a 2016 study of institutional repositories posting ETDs found that 61% of repositories relied on author-submitted keyword terms and 28% used another standardized thesaurus, while only 31% used LCSH.¹⁵ Though the study did not specify, there is likely some overlap between the respondents who mentioned another

standardized thesaurus and author-submitted keyword terms, as ProQuest provides both in its metadata records, with controlled subject terminology coming from its own vocabulary along with student-submitted subject keywords.

Limited staff hours are a recurrent issue in metadata creation, experienced by many libraries and cited as adversely impacting metadata quality.¹⁶ As a library with staff constraints, we were interested in exploring automated or batch efforts for assigning controlled subject terminology to improve our metadata quality and discovery experience while also acknowledging our limited staff bandwidth. A promising presentation from the University of South Florida describes crosswalking ProQuest metadata via an XSLT, with a brief mention of utilizing the XSLT to append LCSH terms to ETD records.¹⁷ This was of particular interest to our work, for its potential to partially automate what can be a time-consuming process. Balancing automated processes and ProQuest-provided metadata with our local standards for metadata quality, we aim to add to the growing literature on managing and remediating ETD metadata records from ProQuest, specifically in the space of subject metadata, to provide a robust analysis and case study that will help other universities replicate our process and facilitate better discovery of ETD records.

Problem Space

ProQuest metadata records include two types of subject metadata: “subjects,” drawn from its in-house controlled vocabulary and applied by students during the ETD submission process, and “keywords,” which are descriptors created and supplied by students.¹⁸ Importantly,

¹¹ Ken Robinson, Jeff Edmunds, and Stephen C. Mattes, “Leveraging Author-Supplied Metadata, OAI-PMH, and XSLT to Catalog ETDs: A Case Study at a Large Research Library,” *Library Resources & Technical Services* 60, no. 3 (2016): 200. <https://doi.org/10.5860/lrts.60n3.191>.

¹² *Ibid.*, 192-195.

¹³ Cedar C. Middleton, Jason W. Dean, and Mary A. Gilbertson, “A Process for the Original Cataloging of Theses and Dissertations,” *Cataloging & Classification Quarterly* 53, no. 2 (2015): 240-245. <https://doi.org/10.1080/01639374.2014.971997>.

¹⁴ Santi Thompson, Xiping Liu, Albert Duran, and Anne Washington, “A Case Study of ETD Metadata Remediation at the University of Houston Libraries,” *Library Resources & Technical Services* 63, no. 1 (2019): 74. <https://doi.org/10.5860/lrts.63n1.62>.

¹⁵ Tom Steele and Nicole Sump-Crethar, “Metadata for Electronic Theses and Dissertations: A Survey of Institutional Repositories,” *Journal of Library Metadata* 16, no. 1 (2016): 53-68. <https://doi.org/10.1080/19386389.2016.1161462>.

¹⁶ Heather Moulaison Sandy and Felicity Dykas, “High-Quality Metadata and Repository Staffing: Perceptions of United States-Based OpenDOAR Participants,” *Cataloging & Classification Quarterly* 54, no. 2 (2016): 113. <https://doi.org/10.1080/01639374.2015.1116480>.

¹⁷ Annie Glerum and Dominique Bortmas, “Migrating ETDs from Dublin Core to MODS: Automated Processes for Metadata Enhancement,” presented at the ALCTS Metadata Interest Group Virtual Pre-Conference (2016): 54.

¹⁸ “ProQuest Electronic Thesis and Dissertation (ETD) Administrator: Student Submission Libguide” (2023): 20. https://proquest.libguides.com/ld.php?content_id=64364001.

neither of these subject terms align with established controlled vocabularies like LCSH or FAST. This negatively impacts discovery within our institutional repository, which uses FAST, since ETDs on the same subjects as other works within the repository are not assigned the same subject term, preventing collocation and browse.

In addition to these issues with collocation, we also found some of the subject metadata within these ProQuest records to be of such low quality as to be effectively useless in helping users find works. This is especially the case with the “keywords,” which are wholly uncontrolled and generated by students. While the ProQuest team reviews and edits this self-submitted metadata, there remain significant issues. We currently have twenty ETDs on “Applied Physics,”¹⁹ for example. Instead of meaningful, descriptive subject terms, these papers often have keywords that are so broad as to essentially be meaningless (such as “Flipped,” “Design,” and “Inverted”); or conversely, so specific that they are unlikely to be used by many to browse the repository (such as “Bovine Serum Albumin,” “Choline Dihydrogen Phosphate,” and “Centrifugal Radial Inflow Bubble Heating”). Even worse are the terms that are essentially synonyms but show up in different variants, since these keywords are uncontrolled (such as “Bohm” and “Bohmian” as well as “Sleeping Beauty Transposase” and “Sleeping Beauty Transposon”). These various issues add noise, creating a long tail of keywords that have only one work associated; within our own repository of 3,090 ETDs, there are over 6,000 keywords with just one associated work.²⁰

In thinking through our repository holdings as a whole, we identified this disconnect with subject metadata between ETDs and the repository at large as a meaningful area for improvement. In addition to providing for better discovery and collocation within other materials within the repository, we saw making this metadata improvement as an investment in our repository, which is relatively young. As the repository becomes more established, we hope to create additional research

support services for our campus community. Such services could include generating metrics and reports for departmental administrators, for example, so that administrators would have a better understanding of the scholarly output of their faculty and students. Creating a more cohesive metadata ecosystem within the repository will be instrumental in developing such services and demonstrating the value of the repository, which we hope will increase engagement and use.

Process

To assign FAST subject terminology to ETDs without performing record-by-record analysis, we first began with the subject metadata provided by ProQuest; specifically, the “subject” terms from their in-house controlled vocabulary, given the great irregularities present in the student-supplied “keywords.” After loading these terms into OpenRefine, we then used a FAST reconciliation service²¹ to reconcile the ProQuest subject terms against FAST. While most terms had fairly high confidence matches, there were a few that required manual review. In this review, we determined that some ProQuest terms required two FAST terms; “Canadian History,” for example, has no direct FAST equivalent, so we assigned the FAST terms “Canada” and “History” to that term.

Once we had the list of reconciled FAST terminology, we incorporated these terms into our existing workflows. Prior to the ETD remediation project, Atkins Library used an XSLT to transform incoming batches of ProQuest XML ETD records into MODS and remediate some of the metadata problems that are a noted characteristic of records received through ProQuest ETD Administrator workflows.²² The XSLT mapped ProQuest XML elements such as title, thesis author, and advisor to equivalent title and name elements in MODS. Student-supplied keywords, meanwhile, were cross-walked to a MODS note element rather than to MODS subject elements, a step taken in order to provide some form of subject access and yet prevent Niner Commons

¹⁹ “Search Results,” Niner Commons, accessed July 23, 2023, https://ninercommons.charlotte.edu/islandora/search?type=dismax&islandora_solr_search_navigation=0&f%5B0%5D=mods_relatedItem_host_titleInfo_title_ms%3A%22UNC%5C%20Charlotte%5C%20electronic%5C%20theses%5C%20and%5C%20dissertations%22&f%5B1%5D=mods_name_personal_author_affiliation_ms%3A%22Applied%5C%20Physics%22.

²⁰ “Search Results,” Niner Commons, accessed July 29, 2023, [https://ninercommons.charlotte.edu/islandora/search/?type=dismax&islandora_solr_search_navigation=0&f\[0\]=mods_relatedItem_host_titleInfo_title_ms%3A%22UNC%5C%20Charlotte%5C%20electronic%5C%20theses%5C%20and%5C%20dissertations%22](https://ninercommons.charlotte.edu/islandora/search/?type=dismax&islandora_solr_search_navigation=0&f[0]=mods_relatedItem_host_titleInfo_title_ms%3A%22UNC%5C%20Charlotte%5C%20electronic%5C%20theses%5C%20and%5C%20dissertations%22).

²¹ Ryan Johnson, “Remerjohnson/Fast-Reconcile,” Python (2021). <https://github.com/remerjohnson/fast-reconcile>.

²² Veve, “ETDs in ProQuest and the Institutional Repository,” 8.

subject facet displays from combining controlled FAST subject terms from non-ETD repository records with uncontrolled keywords of wildly varying quality in ETD records. Additionally, terms from ProQuest's own subject vocabulary for ETDs were mapped to another MODS note element and displayed in a separate field in Niner Commons' public interface.

In an effort to minimize capitalization irregularities in ProQuest XML records, where ETD titles and student-supplied keywords are erratically capitalized, the XSLT for incoming ProQuest records capitalized all titles and all keywords in Niner Commons ETD records. The belief at the time was that capitalization of title and keyword fields in all ETD records was preferable to inconsistent capitalization in such fields from record to record. Subsequently, however, Atkins staff came to see camelCase displays of keyword and title data as more intelligible to users, partly as a result of a review of literature on best practices for metadata displays.²³ The absence of controlled subject vocabulary was, of course, an even more serious liability.

In order to address the subject heading and capitalization issues, a suite of two remediation XSLTs was developed for the remediation project.²⁴ The first XSLT inserted one or more FAST subject terms into the legacy ETD records based on the ProQuest subject terms already present in the metadata, addressed the capitalization issues, and inserted administrative metadata that documented the remediation actions taken and the remediation date. To create it, staff used the templating function in OpenRefine to map the spreadsheet data containing FAST subject terms matched against the ProQuest terms in the reconciliation procedure to blocks of XSL "variable" elements. The ProQuest vocabulary subject terms in the legacy records were similarly mapped to clusters of XSL "if" elements using the same OpenRefine functionality. The "transpose columns" function in OpenRefine was crucial to this procedure.

Next, the clusters of XSL "variable" and "if" XSL elements were exported from OpenRefine in XML format and dropped into an XSLT document that contained ad-

ditional templates for adjusting capitalization and creating administrative metadata. The XSLT was constructed in such a way that when it encountered a specific ProQuest subject term in an ETD record, it applied one or more matched ProQuest subject terms and their uniform resource identifiers in new MODS subject elements, as well as smoothed out capitalization and other style issues. The original ProQuest subject terms were retained in the legacy records. During tests, staff discovered that the XSLT was applying duplicate FAST subject terms to some ETD records. Rather than attempt to address this issue in the first XSLT, staff built a second stylesheet that stripped out any duplicate headings applied during the first transformation.

To apply the XSLTs, staff downloaded the legacy ETD records from Niner Commons using a CRUD (Create, Read, Update, Delete) app in the Islandora repository platform and moved them into Oxygen XML Editor project folders on a local computer. An Oxygen transformation scenario was created that applied the two XSLTs sequentially to 2,640 legacy ETD records in a single batch process. Requiring some 12 hours to complete, the transformation would doubtless have finished sooner if a more powerful computer had been used. Following spot checks of the transformed records, some manual edits were made with find and replace to address lingering capitalization irregularities, a process also described in an account of an ETD remediation process at the University of Iowa Libraries.²⁵ Like the authors of that study, Atkins staff hope to craft a more automated solution for normalizing capitalization in future XSLTs.

Due to a problem with the CRUD app that interfered with replacing the Niner Commons legacy ETD records with the transformed versions, staff enlisted the help of an Atkins developer to reingest the files. The ETD collection in Niner Commons was then reindexed so that the new FAST subject terms would display properly. After the remediation procedure, all that remained to be done was an extensive revision of the XSLTs for incoming ProQuest ETD records so that the same group of FAST subject terms would be applied to all future ETD

²³ See, for instance, Pragma Srivastava and Ms. Vinita Sharma, "Best Practices of UI Elements Design," *International Research Journal of Engineering and Technology* 6, issue 6 (2019) and Quovantis, "Why Letter Casing Is Important To Consider During Design Decisions," UX Planet, June 25, 2018, <https://uxplanet.org/why-letter-casing-is-important-to-consider-during-design-decisions-50402acd0a4e>.

²⁴ Joseph Nicholson, "ProQuest2FAST1," Github, 2021, accessed January 30, 2023, https://github.com/SediziosoVoci/XSLTs/tree/master/ProQuest2FAST_XSLT_1.

²⁵ Averkamp and Lee, "Repurposing ProQuest Metadata for Batch Ingesting ETDs into an Institutional Repository."

records from ProQuest as they were transformed into MODS and ingested.²⁶ Since the remediation project, all newly arriving ETD records have received one or more FAST subject terms upon ingest.

For all new receipts of ProQuest ETD records, staff coordinate closely with Atkins developers, who now apply the ingest XSLTs within the Islandora system. Once the ingest XSLTs have been run, staff spot check the records and run additional diagnostic XSLTs devised since the completion of the remediation project to identify records that were not assigned a FAST subject heading and those that have been assigned inappropriate headings during the transformation. After the ETD records are loaded into a test collection and additional quality control spot checks are performed, they are ingested in the ETD collection in Niner Commons.

Results

In the year since its implementation in April 2022, this process for normalizing capitalization and appending FAST terms to ProQuest ETD metadata has worked well, integrating seamlessly with existing workflows and reliably producing accurate, quality metadata. We have run the process several times as part of batch ETD ingests without issue. Conceivably, as more ETDs come in on novel topics, there may be new ProQuest subject terms to reconcile against FAST, which will require us to update the corresponding XSLTs. Relatively speaking, however, maintaining this process has not been especially time consuming or a burden in our ETD workflow.

One limitation of Atkins Library's remediation project was its narrow focus on a small handful of metadata problems that staff had identified as particularly crucial for retrieval and use of the ETD collection in Niner Commons. Unlike a more ambitious remediation effort at the University of Houston Libraries,²⁷ which was launched in order to bring ETD metadata into harmony with revised metadata guidelines for records contributed to a statewide ETD repository in Texas, staff at Atkins

Library did not attempt to standardize or control names of authors, advisors, or thesis committee members. Authority control measures like these have been identified as important for digital collections by both Waugh et al.²⁸ and McCutcheon.²⁹ Nor did the remediation project address diacritics problems in abstracts or title fields, which have been mostly handled on a record-by-record basis in Niner Commons, or seek to remediate or entirely remove the most flawed student-supplied keywords. Yet the relatively small-scale remediation actions performed in Atkins Library's project certainly do not preclude more extensive remediation work later. One benefit of the project's modest dimensions is that they allowed staff to test out remediation techniques on a smaller scale that can later be applied much more broadly in the repository. A second, more ambitious remediation effort that will address such issues as authority control is currently in the planning stages.

Another limitation of the project was that it did not attempt to apply the improvements made to Niner Commons ETD records in MODS to the corresponding MARC records for ETDs in Atkins's catalog (also received from ProQuest and then locally enhanced) or resolve the discrepancies in metadata quality that have resulted from Atkins' habit of creating and managing two sets of ETD records in different systems, one derived from student-supplied metadata and the other created by catalogers. Described by Rebecca Lubas as "double deposit,"³⁰ this commonplace practice in academic libraries can involve not only duplicative metadata management work for the same resources by staff in different units, but also records that do not share the same controlled access points or level of detail. At Atkins, double deposit in two linked but separate systems with different functionalities has made it difficult to ensure that changes to one group of records are mirrored in those in the other system. Though harmonizing separate ETD metadata management practices in MARC and MODS at Atkins could over the long term help reduce

²⁶ Joseph Nicholson, "FINAL_ProQuest_XML_to_MODS_XSLT_Troika," Github, 2022, accessed January 30, 2023, https://github.com/SedizioseVoci/XSLTs/tree/master/FINAL_ProQuest_XML_to_MODS_XSLT_Troika.

²⁷ Thompson, Liu, Duran, and Washington, "A Case Study of ETD Metadata Remediation at the University of Houston Libraries," 62.

²⁸ Laura Waugh, Hannah Tarver, and Mark Edward Phillips, "Introducing Name Authority into an ETD Collection," *Library Management* 35, no. 4/5 (2014): 273.

²⁹ Sevim McCutcheon, "Basic, Fuller, Fullest: Treatment Options for Electronic Theses and Dissertations," *Library Collections, Acquisitions, & Technical Services* 35 (2011): 65.

³⁰ Rebecca L. Lubas, "Defining Best Practices in Electronic Thesis and Dissertation Metadata," *Journal of Library Metadata* 9, issue 3-4 (2009): 253.

some of the ETD metadata flaws that Atkins' remediation project in Niner Commons was designed to address, the ambitious effort of restructuring ETD workflows at Atkins would require more staff and resources than the library currently possesses and was therefore beyond the scope of this effort.

As to the quality of the reconciled FAST metadata that we now append to the ETDs, as we drew from the existing ProQuest subject metadata, the words we reconciled are very general, covering disciplines or areas of study like "environmental science" and "adult education." As we do not have the staffing bandwidth for record-by-record analysis, this approach was a matter of necessity. In addition to being more general, this mode of subject description is more diffuse. Essentially, the terms are a translation of existing terminology instead of a result of direct analysis, which could potentially cause the description to be more blurred or imprecise. While we review the reconciled FAST terms against their ProQuest originals in a spreadsheet, we do not look at each ETD to ensure their reconciled FAST terms are perfect fits (aside from select spot checking with each batch ingest of ETDs into the repository). While this reliance on batch processes and more general subject terminology may be more lax, we have found the resultant ETD metadata to be more or less in line with the descriptive records for other works within the Niner Commons repository. Currently there is only one staff member responsible for ingesting works into Niner Commons and creating the corresponding metadata records, so as a matter of staff capacity each record receives two or three FAST terms. Accordingly, while this approach works for our cataloging needs, it may be too broad for institutions looking for more granular subject coverage.

An unexpected yet important consequence of this remediation project was that it highlighted DEIA (diversity, equity, inclusion, and accessibility) issues within our subject metadata. In particular, in running the FAST reconciliation service in OpenRefine and reviewing the results, we saw that the FAST equivalents of several of the ProQuest terms were offensive, problematic, and outdated. The reconciliation service had recommended "Oriental literature" for "Asian literature," for example, and "Sexual minorities" for "LGBTQ studies." Accordingly, this ETD remediation project was in part the impetus for a subsequent metadata initiative, in which we audited FAST metadata within the repository at large to

identify and replace offensive terms. This initiative is in progress, as we continue to evaluate terms and develop cataloging guidelines that will help us be more inclusive and respectful of our users.

Finally, the remediation project was hampered by deteriorating functionalities of the Islandora platform that supports Niner Commons, which is currently running on an older, unsupported version. Unable to make use of the CRUD app to reingest the remediated metadata files through the Islandora interface, staff had to ask Atkins developers to replace the records through a command line procedure on the backend, a step that will be necessary for any future remediation actions. Staff have since received training in replacing files through the command line themselves, but the procedure remains a cumbersome workaround. These difficulties are a reminder of how repository system weaknesses, just as much as staffing and skill constraints, can negatively impact the scope and ease of a metadata remediation project. Atkins staff are presently exploring new repository platform options, with a migration tentatively scheduled to take place within the next year.

Conclusion

Atkins' ETD subject metadata remediation project has improved discovery within the repository, facilitating better collocation, browse, and cross-repository searching. Limited to capitalization and subject metadata, this remediation effort acknowledges staff constraints both by being targeted in scope and by utilizing batch tools and methods. Though ETD metadata workflows can vary by university and can be especially tricky, with metadata often coming from different sources and relying on user-submitted information, Atkins Library has found success with small-scale, sustainable remediation projects. For libraries lacking extensive repository or cataloging staff, project-based remediation efforts that yield integrated changes in cataloging workflows could be a useful strategy for continually improving the metadata quality of ETDs and other works.

Memorial Exhibit for Ralph Scott Showcases Ship Plan

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A memorial is displayed for East Carolina University honorary professor emeritus Ralph Scott on the first floor of the main campus library.

When Joe Barricella looks at the Ralph L. Scott Memorial Exhibit located on the first floor of East Carolina University's main campus library, many thoughts surface. One of them is simple, yet powerful.

"I think we would have made Ralph proud," Barricella said.

Scott, 80, who joined the ECU library faculty in 1971 and was rare books curator in October 2022 at the time of his death, had a love for North Carolina history and ships. Some of Scott's research culminated in his 2017 book, *The Wilmington Shipyard: Welding a Fleet for Victory in World War II*.

He started the now-completed exhibit, which focuses on 1800s shipbuilder William Webb and the 380-foot vessel *Dunderberg*, commissioned by the U.S. Navy in 1862. After Scott's death, Barricella, the library's head of digital collections, emerged as project leader and worked with maritime studies graduate students Katelyn Rollins and Kendra Ellis from the Department of History.

In addition to the physical exhibit, complementary materials, including additional ship plans, are available in ECU's Digital Collections. "Dunderberg" translates

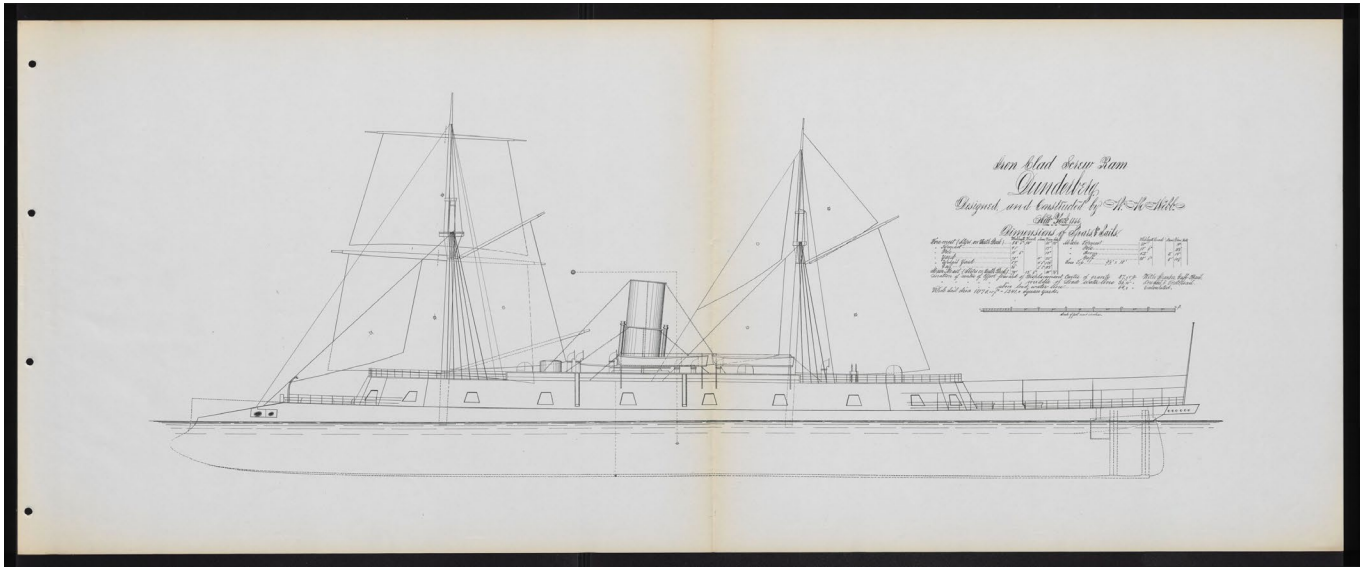
to "thundering mountain" in Swedish and, because of delays in pursuit of fine-tuning a state-of-the-art ship, it did not see service in the U.S. military and was eventually sold to France. See the first page of the digitized Dunderberg plans in the Digital Collections.¹

A desire to finish the exhibit was discussed during a library special collections exhibit committee meeting. Barricella, who previously worked at the North Carolina Maritime Museum in Beaufort, seized the opportunity to honor Scott.

"Most of my interactions with Ralph were at library-wide meetings. I also regularly saw him exercising on campus, and we would stop and chat for a moment," Barricella said. "Ralph had a really eccentric sense of humor. That is something I'll definitely miss, is his sense of humor. I felt fairly comfortable with the exhibit topic because it was ship-related, and we had two maritime studies students working in our department.

"I knew the exhibit had a good chance of being successful because it brought together the students' research expertise and knowledge of ships in general, and my exhibit and graphic design experience. Their maritime

¹ Webb, William Henry. *Plans of wooden vessels selected as types: from one hundred and fifty of various kinds and descriptions, from a fishing smack to the largest clipper ships and vessels of war, both sail and steam, v. 2*. 1897. East Carolina University Digital Collections. <https://digital.lib.ecu.edu/62674>. Accessed 30 Jun. 2023.

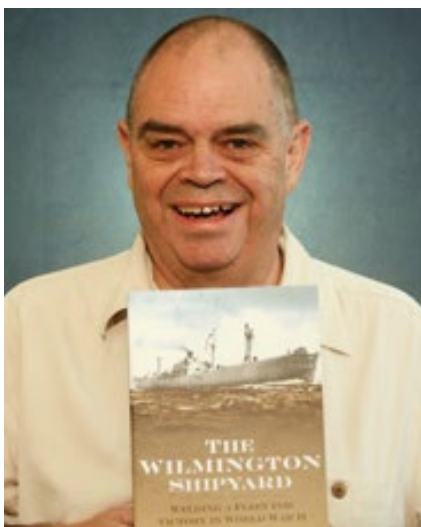


Dunderberg drawing. East Carolina University Digital Collections. <https://digital.lib.ecu.edu/62674.50>

knowledge and research skills were critical to getting this exhibit finished.”

Aside from one photograph from the Library of Congress, all other material used in the exhibit can be accessed in ECU’s main campus library. Academic Library Services staff members Jon Dembo and Larry Houston also contributed to preparation of the exhibit’s content, in addition to the research provided by graduate students Kendra Ellis and Katelyn Rollins.

“I think it is pretty cool,” Ellis said. “I walk by it a lot. ... Ship construction is not my specialty, but for undergrad I focused on anthropology with a concentration in archeology. I’ve been scuba diving since I was 16 and when I took my first archeology class, I realized I could combine the two and thought, ‘OK, this is for me.’ I’m interested in lost cities underwater.”



Ralph Scott, 2017

Ellis and Rollins did not know Scott personally, but they became aware of his accolades and interests as they conducted research for the exhibit.

“His book is based in Wilmington, so it’s local and about North Carolina history, and with William Webb being a shipbuilder at the turn of the century, I think it parallels very well,” Rollins said. “To honor Ralph in this way, it’s definitely a topic he knew a lot about and was interested in.”

In his more than 50 years at ECU, Scott obtained the rank of full professor and served in numerous leadership roles in the library and university faculty senate committees. He was active in the ECU chapter of the American Association of University Professors and served as a UNC System faculty assembly delegate. He also served on the board of directors of the Historical Society of North Carolina and the North Carolina Library Association.

Scott was appointed honorary professor emeritus in January by ECU Chancellor Philip Rogers. In addition to his decades of impact at ECU, Academic Library Services director Jan Lewis emphasized Scott’s well-rounded approach to statewide library services.

“One of his most enduring contributions was as long-time editor, editorial board member and regular columnist for *North Carolina Libraries*, the official peer-reviewed publication of the North Carolina Library Association,” Lewis said. “Ralph is dearly missed by the ECU community and colleagues throughout the state and beyond.”

UNC Chapel Hill School of Information and Library Science Master's Paper and Dissertation Abstracts 2022–2023

Master's Paper Abstracts

Summer 2022

Samantha Aamot. Indigenous Data Governance and Sovereignty: A Crosswalk Comparison of Four Metadata Schemas. A Master's Paper for the M.S. in L.S. degree. July 2022. 86 pages. Advisor: Melanie Feinberg

This study critically examines metadata infrastructures related to archival materials and Indigenous data sovereignty and data governance frameworks. By analyzing nationally and internationally recognized metadata content standards for archival materials, this study explores how rights, ownership, and access are defined and conceptualized in metadata standards conceived through different theoretical frameworks. Further, this study provides crosswalk maps for standards in relation to Murkutu, a metadata standard used primarily by Indigenous communities and Tribal entities to ensure culturally appropriate and legally sufficient intellectual property considerations, ownership, and access rights. Within the framework of internationally recognized rights for Indigenous peoples and nuanced understandings of ownership and property rights, this study adds to discussions within cultural heritage institutions and archival repositories by moving towards broadening understandings of appropriate stewardship of Indigenous archival materials and consultation with Tribal entities and communities.

Mayra Bonet. Pedagogical, Critical, and Intercultural Transformations in Librarianship. A Master's Paper for the M.S. in L.S. degree. July 2022. 114 pages. Advisor: Ronald Bergquist

The ethos of higher education institutions is entrenched in a core of principles, values, and goals that demarcate their contribution to bolster knowledge, inquiry, research, and a broader understanding of the human condition. Furthermore, universities embrace individuals from various socioeconomic backgrounds, ethnicities, geographical regions, gender identities, and language groups who

reconfigure the prototypical canonical discourse. The aforementioned framework epitomizes the foundation for the four chapters wherein the focus is on “Critical Pedagogy in Librarianship: Decolonizing the Curriculum,” an “Annotated Bibliography: Themes and Sample Resources,” “Myth and Reality in Librarianship,” and a “Collection on Social Justice and Inclusion Competency in Librarianship.” These intersecting essays link together the significance of the graduate curriculum to enhance critical thinking processes through the lens of feminist pedagogy, cultural competence, and social justice in librarianship. This project endeavors to underpin the importance of increasing venues of dialogue amidst schools of information and library science and librarians.

Sarah E Bulger. Modern Hate and Historicizing the Medieval: Exposing White Supremacist Pseudo-History on Stormfront through Qualitative Content Analysis. A Master's Paper for the M.S. in L.S. degree. July, 2022. 37 pages Advisor: Francesca Tripodi

Pseudo-historical narratives on the European Middle Ages form the root of many white supremacist's identities, but the specific language used by these white supremacists when discussing the medieval have yet to be analyzed in peer-reviewed literature. In this study, posts from the white supremacist forum Stormfront referencing medieval history will be collected and analyzed through qualitative content analysis to discover what myths of the Middle Ages white supremacists identify with most, to further document how their rhetoric affects popular conceptions of history. Academic medievalists have been battling the misrepresentations of medieval history for decades and the intervention of other sectors of academia may be necessary to enact change. By adding the LIS perspective on the specific topic of white supremacist medievalisms, this study will hopefully spark deeper conversation between academic fields in combatting misinformation on the Middle Ages.

Anna C. Dallara. A Robot Recommends: GPT-3 Answers Readers' Advisory Questions. A Master's Paper for the M.S. in I.S. degree. August 2022. 114 pages. Advisor: Brian Sturm

Generative transformers like GPT-3 are sophisticated question-answering tools with many real-world applications. This study explored a possible use for GPT-3 in a public library setting answering Readers' Advisory questions. GPT-3 was asked real-world readers' advisory questions gleaned from social media and asked to explain its answers. These responses were coded using qualitative content analysis to characterize GPT-3's answers and ability to handle the nuance and complexity inherent to readers' advisory questions. Though GPT-3 revealed several weaknesses, including inconsistency and a tendency towards repetition, it was able to recommend books in a variety of contexts and speculate about a user's underlying experience. At times, its nonjudgmental answers were reminiscent of active listening techniques that library professionals practice, hinting at an emerging librarian persona. This study aims to open the door for further research on AI in public libraries and demonstrate GPT-3's capabilities in a particular context.

Ian Daniel. Analysis of Postpartum Patients in a Survey of New Mothers in North Carolina. A Master's Paper for the M.S. in I.S. degree. July, 2022. Advisor: Amelia Gibson

The postpartum period represents a formative time when new mothers face waves of physical and mental changes and health and wellness concerns, many of which were exacerbated by the COVID pandemic. Using survey data from mothers who gave birth during COVID, I aim to extract a narrative that highlights some of the potential shortcomings in postpartum care in the context of COVID and examine their demand for telehealth-based postpartum care.

The survey was administered in September 2020 to 254 new and expecting mothers in North Carolina. I employed mixed methods to examine characteristics of new mothers who gave birth during the early portion of the COVID pandemic, find commonalities between them, and examine their perspectives on care. More specifically, (1) describe the sample population (2) examine patient perspectives on their care, and (3) determining correlations between telehealth use and insurance, telehealth use and demographic characteristics, and telehealth use and patient experience.

Together, I hope my findings will draw a clear picture from the survey data and inform my advisor's future work.

Robin Haley. Digital Preservation Initiatives for Local Media: A Study on North Carolinian Academic Archives' Local Media Collections and Digitization Efforts. A Master's Paper for the M.S. in L.S. degree. July 2022. 64 pages. Advisor: Megan Winget

This qualitative assessment consists of interviews and surveys with archivist, or related library staff, across North Carolinian academic libraries. The purpose of the study is to identify and gain perspectives from archives in academic libraries in North Carolina that have digitally preserved local broadcast media materials, like radio and television, or have interest in doing so. This study addresses digital preservation actions and drives open conversation on digitizing artifacts for long-term preservation. Discussion of additional digital preservation components like policy development, external and internal resources, various storage, and access with emphasis on discoverability through reference services are also encapsulated. The study also navigates library and community relationships in concurrence with the necessity of local broadcast media collections.

Daniel Wilson Hockstein. Making it Work: Germinating an Information Framework for Knowledge Dissemination Surrounding Legacy Equipment Usage and Repair. A Master's Paper for the M.S. in I.S. degree. August, 2022. 40 pages. Advisor: Christopher A. Lee

Preservation concerns around dissemination of information face professionals, consumers, and hobbyists performing tasks that are heavily reliant on unsupported legacy equipment. This paper seeks to acquire information that may be used to develop a broadly applicable ontological framework and intentional support community for a structured knowledge base of equipment issues, parts, and details. This will be accomplished by conducting structured interviews that seek to better understand the information-seeking behavior of technicians and consumers in a variety of disciplines reliant on skills, practices, and information surrounding "old gear."

Beliz Ilica. Sustainable User Interface Generation for Digital Devices: A Case Study. A Master's Paper for the M.S. in I.S. degree. July 2022. 52 pages. Advisor: Fei Yu

The Internet has become an integral part of people's lives. However, any digital activity results in energy con-

sumption and greenhouse gas emissions, which are the prime drivers of global warming and climate change. The environmental cost calls for the practice of sustainable web design or green human-computer interaction. While there is substantial research on ways to reduce the energy consumption of the back-end information systems, such as data centers, few studies focus on the front-end information systems, such as web design. This study aims to analyze the impact of web design on energy consumption by conducting a case study on an institutional website.

A set of major web tracking and performance metrics tools will be adopted to collect data on energy consumption, web performance optimization, web design, and user experience. Descriptive analysis of the data will help generate actionable insights into environmentally friendly user interface design strategies for digital devices.

Meredith Jeffers. Out of the Box: Multimodal Book Club Toolkits for Young Adult Librarians. A Master's Paper for the M.S. in L.S. degree. July 2022. 24 pages. Advisor: Sandra Hughes-Hassell

My project addresses the ways in which youth librarians can engage with young adult literature within a framework that encourages activism, expands what counts as a "text," and creates an environment for young patrons to tell their stories in their own voices. For this project, I created a website repository for a number of young adult (YA) books to serve as a toolkit for youth librarians. The information provided in this toolkit can be used in the school or public library setting as either one-off sessions or recurring series with patrons, and the format will provide youth librarians with the opportunity to create their own programs.

Alia Kempton. A Case Study: Reparative Description in Archival Settings. A Master's Paper for the M.S. in L.S. degree. July 2022. 34 pages. Advisor: Megan Winget

Within the last ten years (2010 – 2020) there has been a shift within archival studies to make changes in the ways that archives, and collecting institutions present and make the material housed in their organizations accessible, discoverable, and usable to the communities they serve with a focus on social and racial justice. It seems that some archives have considered ways that collection description affect and impact the narrative of a collection and how collections are interpreted and understood by users through the created narrative. Archival description tells a story, and it is essential to examine whose stories are being elevated

and whose are not through description and what members within any given archive's community of users is being left out and/or lacking representation. My intent in this paper is to analyze two reparative description guideline sets which have been created to share widely among archivists and library professionals.

Sara Kittleson. Assessing Use of Local Holdings of Latin American Books in Doctoral Research: A Case Study of UNC Chapel Hill Libraries. Master's Paper for the M.S. in L.S. degree. July 2022. 33 pages. Advisor: Rebecca Vargha

This study investigates where Spanish-language books are used in UNC graduate student research in Humanities and Social Science disciplines in order to assess current Latin American area studies collections policies. Using a citation analysis of UNC dissertations on Latin American topics approved between 2011 and 2020, the study shows which disciplines cited books in Spanish at the highest rates and whether a subsection of those books are available in local holdings at UNC and in the Triangle Research Libraries Network. The data produced in this study is meant to be used in guiding collections policies at UNC and to provide an adaptable case study for other departments or institutions.

Sydney C. Macomson. #Hydroxychloroquine: Misinformation Narratives Flourish in Absence of Public Health on Twitter. A Master's Paper for the M.S. in L.S. degree. July, 2022. 33 pages. Advisor: Francesca Tripodi

This paper is a qualitative analysis of tweets collected from searching the hashtag hydroxychloroquine on Twitter during the summer of 2022. Using the constant comparative method of grounded theory, this paper seeks to identify key narratives surrounding hydroxychloroquine and what public health organizations are doing to control the narrative. While the sample size is limited and cannot be used to generalize about medical misinformation on social media as a whole, this research will hopefully be useful to other students studying medical misinformation in the future.

Amanda McLaurin. The Tangibility of Summer Reading Programs and Community Connection. A Master's Paper for the M.S. in L.S. degree. July 2022. 46 pages. Advisor: Ronald Bergquist

The effects of COVID-19 have highlighted the tangible aspects of summer reading programs and their importance

to the success of programs in their communities. These tangible aspects are more than the rewards secured for completing allotted time requirements. They are the important physical signifiers of the programs and communal gathering in a specific space. In this study an in-depth look was taken at four public library systems in North Carolina to understand the physicality of their programs, how they relate to marketing and participation not just by youth but by the community at large and how COVID-19 greatly disrupted them. These topics will be highlighted and supported through statistical data from summer reading programs pre and post COVID-19 along with testimonials from the librarian in charge of the programs at their respected libraries.

Emilie C. Menzel. The Information-Seeking Behavior and Visual Studies Engagement of Creative Writers: Exploratory Interviews. A Master's Paper for the M.S. in L.S. degree. July, 2022. 116 pages. Advisor: Brian Sturm

This study aims to identify and describe creative writer information-seeking behavior and creative writer information-seeking behavior for visual studies materials, using methodology adapted from visual artist information-seeking research. Data were gathered through semi-structured interviews with a purposive sample of six creative writers: three poets and three fiction writers. Conversations were coded for information motivations, sources, formats, access concerns, and applications; search behaviors; and forms of visual studies engagement. This study contributes to our understanding of the information-seeking behavior of creative writers from an information science perspective, a topic that as of 2022 continues to be underexplored within information science.

Additionally, this research supports examination of visual studies' material audiences, access, discoverability, and organization; opportunities for and approaches to art library outreach; and interdisciplinary subject collaborations in the library.

Anne S. Nachman. Investigating Awareness of Sexual Violence Resources Among Students at UNC-Chapel Hill. A Master's Paper for the M.S. in I.S. degree. July, 2022. 72 pages. Advisor: Anita Crescenzi

Resources and supportive services are available at the University of North Carolina at Chapel Hill (UNC) for those who have experienced sexual assault or sexual violence. However, students need to know about the available

resources before they can benefit from them. This study investigates the extent to which students are aware of and familiar with the resources currently available. This was achieved through an online survey of the general student body including both undergraduate and graduate/professional students. More specifically, students were asked about their awareness of and knowledge about 13 resources in the Chapel Hill community. Students are most familiar with Campus Health, UNC Police, and Counseling and Psychological Services (CAPS) but there is a wide disparity in the level of familiarity with other resources.

The findings of this research illustrate current student awareness of resources which the university can use to inform future community education strategies regarding sexual violence resources to fill gaps in community knowledge.

Ketan Pendaya. User Preferences for Email Tasks on Different Platforms. A Master's Paper for the M.S. in I.S. degree. July 2022. 53 pages. Advisor: Robert Capra

The purpose of this study was to examine what tasks users prefer to perform using web-based desktop email versus mobile app email and understand those preferences. Through in-depth questionnaires, a mixed-methods exploratory study asked users about their experiences using web and mobile app email and under what circumstances they might choose to use one over another. User perceptions of task difficulty on different devices were collected using scale questions with these perceptions informed by open-ended free response questions that asked users what device they preferred and why. The findings indicated that users still prefer computers in almost every instance when given a choice, and the responses were used to generate insight into why this is the case.

Amelia J. Verkerk. Collecting and Preserving Abortion Related Materials: Why and How in Archives and Special Collections Libraries. A Master's Paper for the M.S. in L.S. degree. August, 2022. 45 pages. Advisor: Helen Tibbo

This study describes the collection and preservation efforts of six different individuals associated with academic archives and special collections libraries across the United States regarding abortion related materials. Interviews were conducted with professionals who have worked closely with abortion related materials at the following institutions: Harvard University, Duke University, Rutgers University,

Georgia State University, the University of Iowa, and Tulane University. The interviews provide answers left by the gap in scholarship about collecting abortion related materials as well as give insight into why and how these materials are collected and preserved.

Thomas M. Williams. An Investigation on User Perceived Credibility of United States Government Climate Change Websites. A Master's Paper for the M.S. in I.S. degree. July, 2022. 43 pages. Advisor: Fei Yu

This study investigates how users perceive United States government climate change websites (i.e., Environmental Protection Agency and National Aeronautics and Space Administration). Twelve subjects participated in a usability evaluation remotely.

Results inform specific opportunities to improve perceived credibility and usability of United States government websites designed for combating climate change. Websites that are more transparent with their budget and projects are perceived to be more credible. The existence of a relationship between perceived usability and credibility was also further substantiated by the results.

Gwendolyn Yale. Analyzing Diversity in Picture Books About Technology. A Master's Paper for the M.S. in L.S. degree. July 2022. 29 pages. Advisor: Casey Rawson

In this content analysis of picture books from the A. B. Combs Magnet Elementary School library about technology, I analyzed and coded 20 books. The goal was to analyze the amount of authentic diverse characters in these picture books that would influence students positively in their use of technology for fun or learning. Results showed a gap in publishing "Mirrors," as Rudine Sims Bishop defined them, in picture books about technology for students of color.

Fall 2022

Ali R Alrabeah. Remixed and Remastered: A Redesign and Implementation of the Playlist Logging System at WXYC – 89.3FM. A Master's Paper for the M.S. in I.S. degree. November 2022. 31 pages. Advisor: Ryan Shaw

This paper explores the development of an open-source web application called the WXYC DJ Hub, intended to succeed the current playlist logging system at WXYC – 89.3FM, using all open-source technologies. The software is meant to be community supported by WXYC members

and serve as an educational experience for students within WXYC who wish to work on real web applications. The software repository is being hosted on GitHub under an MIT license. This paper describes the user needs and development process of the hub, from considerations in choosing software packages to walkthroughs of the frontend and backend of the hub.

Emily L Arnsberg. The Power of Reading and Writing during the Northern Ireland Troubles: A Women's Perspective. A Master's Paper for the M.S. in L.S. degree. December, 2022. 45 pages. Advisor: Brian W. Sturm

From the late 1960s to the 1990s, Northern Ireland experienced turbulence and violence, as Unionist Protestants and Nationalist Catholics disagreed regarding the destiny of Northern Ireland and its ties to the United Kingdom. During this 30-year period, known as the "troubles," Northern Ireland and its people found refuge in the written word, expressing their emotions and thoughts in diaries, and communicating with each other to build communities. This paper examines the role of reading and writing during this conflict, specifically from the women's perspective. Diaries, personal narratives, memoirs, and fictionalized novels were analyzed, as well as information from two semi-structured interviews. These documents and interviews were used to determine the value of reading and writing for women during this time frame, who were trying to go about their daily lives in Northern Ireland. The documentary analysis revealed four themes for why women chose to read and write during this 30-year period: one, breaking the silence; two, as therapeutic and/or coping strategies; three, creating normalcy or control of the situation; and four, as a descriptive method to help compare their situation or emotions they were feeling, or "filling the void."

Chris Eastin. The Effect of Icon Complexity on Visual Search Speed. A Master's Paper for the M.S. in I.S. degree. November, 2022. 22 pages. Advisor: Robert Capra

Over the last decade mobile interfaces have gone from being a new space to a mature technology, and this has seen a number of changes in the way that interfaces designed. One example of this is a shift in icon design from highly representative detailed icons to simplified and symbolic icons. My study looks at what effect this design shift towards less complex iconography has had on the ability of users to find them in a 2D visual layout. The findings

of this study reinforce the current trend of simplified icon designs and provides potential avenues for more in-depth studies to look for ways to improve the functionality of modern icon design.

Corinne S. Foster. A Historical Gazetteer of American Summer Camps. A Master's Paper for the M.S. in I.S. degree. December, 2022. 65 pages. Advisor: Ryan Shaw

Gazetteers (dictionaries of place names, their classifications, and locations) are fundamental to GIS systems. Historical gazetteers especially are an important resource for aggregating knowledge about places across time, and allow for types of data analysis possible only at scale. With the renewed interest in gazetteers as tools for the digital humanities, there has been a rise in domain-specific gazetteers. One sphere that has yet to develop a historical gazetteer is the organized camping industry. Organized camping, termed thus to distinguish it from the less structured and formalized forms of family camping or backpacking, originated in the late 19th century in the United States and has since spread across the globe. The available primary source material (annual directories and guidebooks dating back to the 1920s) particularly lends itself to the creation of a gazetteer of summer camps in the US. To make the creation of such a gazetteer possible, this project developed a text mining program to turn early editions of the Porter Sargent Handbook of Summer Camps (the most comprehensive camp directories) into the foundations of a gazetteer. Once expanded and enriched, this geodatabase will serve as a resource for the American Camp Association (ACA), the industry's primary professional organization.

Yidan Gao. A Usability Study and Prototype Design of the Study Room Reservation System of UNC Library Website. A Master's Paper for the M.S. in I.S. degree. November, 2022. 66 pages. Advisor: Fei Yu

As a core library service, study room reservation (SRR) promotes a collaborative learning environment. Since the COVID-19 pandemic, user demand and needs for SRRs have unprecedentedly been soaring due to social distancing and health protection. However, the usability and user experience of an SRR system has rarely been investigated. This study aims to fill in this gap by taking a mixed-method approach to assess the usability of an SRR system at the library website of the University of North Carolina at Chapel Hill, prototype a new design based on user feedback, and conduct an A/B testing to compare user experiences.

Findings will help the academic library system improve the SRR service, better meet users' needs during and after the COVID-19 pandemic and provide empirical evidence to the design and development of SRR systems.

Kayla A Glynn. Archiving Psychiatric Records: Exploring the Ethics, Privacy, and Access issues of Archiving Mental Health Records. A Master's Paper for the M.S. in L.S. degree. November, 2022. 47 pages. Advisor: Dr. Casey Rawson

The purpose of this study was to understand how archivists perceive the value and ethics of acquiring and preserving psychiatric records despite cases where providing access to records is impossible due to privacy reasons. A study similar to this has not been located in the existing literature and therefore this study would have informed the archives field to how psychiatric hospital records are viewed. Member archivists and librarians of the Society of American Archivists would have been surveyed and four would have been interviewed as well to gain both breadth and depth on the research question. IRB approval was not received and therefore the study was not conducted.

Lyric Grimes. Black Books Matter: A Content Analysis of the Black Experience in Picture Books. A Master's paper for the M.S. in L.S. degree. December, 2022. 42 pages. Advisor: Brian Sturm

This study is a content analysis of children's picture books. Fifteen books were evaluated to determine how the Black experience is presented in children's picture books. The books were selected from The Brown Bookshelf. This site was chosen due to its mission. The Brown Bookshelf was designed to push awareness of the myriad of Black voices writing for young readers. The books were selected from the curated 2020 and 2021 lists. The results of the content analysis revealed that the overall depiction of the Black experience from both the 2020 and 2021 lists was accurate, uplifting, and non-stereotypical. The illustrations allowed for the full beauty of Black features, skin tones, and hair to shine through, while storylines and characterizations were nuanced and holistic. There were no differences in language between non-Black and Black characters. Results found that although these books and stories were not universal, they accurately portrayed the Black experience and could be used as a "window." The books were "culturally conscious" and an accurate depiction of the Black experience.

Erik A. Koenig. Are Graduating University Students Entering the Information Workforce Familiar with Digital Accessibility? A Study on Digital Accessibility Awareness. A Master's Paper for the M.S. in I.S. degree. November 2022. 53 pages. Advisor: Ronald E. Bergquist.

This study investigates the digital accessibility awareness of graduate and undergraduate students from a major public research university who are preparing to graduate from information workforce generating degree programs. Students from four major degree programs (information science, computer science, communications, and media and journalism) completed in-depth semi-structured interview sessions to discuss the concept and answer detailed questions about digital accessibility fundamentals and applications within the student's respective field of work or study. The vast majority of students interviewed were very familiar with digital accessibility and showed that they were prepared to implement its fundamental principles in their future professional roles in the workforce after graduation.

Kimberly M. Kresica. Signs of the Time: Collective Identity Framing the 2017 Women's March at Home and Abroad A Master's Paper for the M.S. in I.S. degree. November 2022. 59 pages. Advisor: Francesca Tripodi

To begin to address an international gap in scholarship around the sister marches of the 2017 Women's March, this master's paper performed content analysis on a corpus of protest posters from three countries: the United States, England and Poland.

Concerns, characters, symbols and text from each march were compared to one other and to previous Women's March research. This study revealed that all three sister marches framed at least half of their posters toward an American context but also negotiated their content with a local identity. Warning: This paper contains uncensored language and images of protest.

Ariel B. Matthews. A Library in Transition: Documenting Given Memorial Library's Transition from Private to Municipal. A Master's Paper for the M.S. in L.S. degree. December, 2022. 34 pages. Advisor: Ronald Bergquist

This project tracked the transition of a small community library from being privately directed to becoming municipally managed in the aim to provide a transferable process for future establishments that hope to attempt the same transition. The details of this phenomenon are documented through community survey analysis, a content

analysis of the acquisitions contract, and a review of the gray literature with context provided by first-hand observation. This project also documented the Village of Pinehurst's (VOP) acquisition of Given Memorial Library & Tufts Archives (GMLTA) for Pinehurst's historical records.

Madeline C. Miller. The Traveling Libraries of North Carolina. A Master's Paper for the M.S. in I.S. degree. December, 2022. 24 pages. Advisor: Ronald Bergquist

This paper presents a qualitative, historical study of the characterization and doctrinal basis of the activities of the North Carolina Library Commission and its Traveling Libraries. It examines service to rural libraries and the delineation and contest between state responsibility and municipal or county responsibility for instituting public libraries.

Nathanael D Nihart. Digital Humanities Techniques for Asylum Studies in the Archive. A Master's Paper for the M.S. in I.S. degree. December 2022. 25 pages. Advisor: Ryan Shaw

This project explores the utilization of digital humanities techniques and tools for the purposes of transcription, data analysis, visualization and presentation of archival data pertaining to asylums in the 19th and 20th centuries.

Since 2017, the Community Histories Workshop's Asylum in the Archive initiative has been digitizing and transcribing records relating to the admission and the assessment of people in the Dorothea Dix asylum from 1856 through 1922. My project builds off this work by developing machine learning models to increase transcription efficiency for future records as they become available, and working with the dataset to analyze, visualize and present the data to tell the history of the asylum and psychiatry. The result demonstrates the value of the work already done, leaves examples and models for future scholarship utilizing this dataset and contributes to broader understanding of the emergence of psychiatry and the asylum in the South.

Jonathon E. Page. A 'Spine-View' Catalog for UNC's Library Service Center. A Master's Paper for the M.S. in I.S. degree. November, 2022, 37 pages. Advisor: Rob Capra.

Academic libraries are evolving to house their physical collections in storage centers that do not facilitate traditional 'stack' browsing. This project attempts to recover browsing the physical library stacks by implementing a

'spine-view' online library catalog. Data for the items represented were taken from UNC Library items housed in the Library Service Center using the Sierra ILS. Item records were processed using Python and the web visualization was attained using JavaScript. A pannelable, 'spine-view' online catalog was achieved with filtering by 'Title', 'Author', and 'Keyword', as well as a 'Start At:' feature in which users can move to a location in the stacks based on a Call Number or an Author's name.

Andrew B Price. Extra-topical Preferences/Constraints During Search. A Master's Paper for the M.S. in I.S. degree. November, 2022. 42 pages. Advisor: Jaime Arguello

This study is designed to better understand how users interact with search engines to convey, or not convey, preferences in information retrieval processes.

Instances of information retrieval can have widely varied motivations and I will attempt to target several of them through my questioning and observe how they differ. Extra-topical dimensions, orthogonal to topical dimensions, will be used as a measure of how users communicate these preferences. Search tasks were manipulated along three topical dimensions related to the types of information being sought: (1) biased versus unbiased information, (2) recent versus historical information, (3) specific versus comprehensive information.

Jack Sayam. A Bibliometric Analysis of Eye-Tracking Assisted User Experience and User Interface Design. A Master's Paper for the M.S. in I.S. degree. November 2022. 37 pages Advisor: Dr. Fei Yu

This bibliometric study aims to investigate how eye tracking has been used in User Interface and User Experience design within the biomedical field. Through systematic literature search, over 4000 publications were screened for their relevancy for inclusion. The study results have found an increase in eye-tracking-assisted User Experience and User Interface Design studies within the field. Particularly with insights from academic research institutions concerning technology focused on aiding individuals with specific diseases and medical devices within the past 15 years.

Wesley R Skidmore. The Serpentine Muse: Duality of Snake Depictions in Myth and Folklore. A Master's Paper for the M.S. in L.S. degree. December 2022. 89 pages. Advisor: Brian Sturm

Snakes have played a major role in folklore and myth for as long as humans have been telling stories. This study examines depictions of snakes in folktales and myths from three different geographical areas that have been home to numerous cultures and peoples throughout history. This research codifies snake depictions in folk literature from Aboriginal Australian Cultures, Southwest North American Indigenous Cultures, and Northern European Cultures. This research uses qualitative content analysis to code differing depictions of snakes in written myth and folklore. In doing so, this work aims to expand the deficient body of work on the place of snakes in folklore and storytelling. Throughout all three storytelling traditions, readers find duality among snake depictions; snakes are creators, destroyers, healers, murderers, male, female, and many things in between. Water and religion wend their way through serpent folklore, showing snakes as both in and out of balance with nature depending on their social status within a storytelling culture. This serpentine study examines a mere ten tales out of the millions that have been told. It is one study of many that can begin to create a language for snake depictions in folklore. As storytellers find the vocabulary to describe the place of snakes in storytelling, they begin to understand the historically fraught relationship between humans and their serpentine muses.

Rebecca Wade. Library Patron Diversity in Realistic Adult Fiction. A Master's Paper for the M.S. in L.S. degree. November, 2022. 56 pages. Advisor: Casey Rawson

This study uses a content analysis of adult fiction books from realistic genres set in current times to explore how library patron diversity is portrayed in textual descriptions in order to better understand the messages that patrons from marginalized groups receive from books that feature libraries and library patrons and whether they are finding themselves depicted or excluded. This study analyzes eight books which have been coded for key terms that convey character traits pertaining to diversity, especially visible traits, and analyzed to determine how many books include diverse library patron characters. This study could shed light on what messages libraries, authors, and publishers are unknowingly sending to the patrons about who belongs in the library.

Chenchen Yang. Bias in Short-Video Recommender Systems: User-centric Evaluation on TikTok. A Master's Paper for the M.S. in I.S. degree. November, 2022. 46 pages. Advisor: Arcot Rajasekar

Recommender systems enable users to navigate in the sea of mass information. TikTok, one of the fastest-growing short-video social platforms, offers countless videos that are curated according to users' interests by the recommendation engine of a For You page. However, the bias in recommendation brought on by the nature of the algorithm impacts user experience in a number of aspects. In order to identify the mechanism and bias in the TikTok recommendation system, this study conducts two user-centric methods of data collection: semi-structured interview and walkthrough evaluation. This study aims to analyze the algorithm and bias of recommendation while exploring the user experience of using TikTok and how different types of bias affect their experience. Upon the analysis of data, the findings indicate that popularity bias and exposure bias exist in the system, and the user experience is influenced due to the bias.

Jennifer Ying. Asian Women and Algorithmic Bias. A Master's Paper for the M.S. in I.S. degree. December 2022. 60 pages. Advisor: Francesca Tripodi

Current research has determined how additional factors like race, class, socioeconomic status, etc., all intersect to determine a woman's experience in the world but what is lacking is how search engines and social media have perpetuated racist and sexist tropes against Asian women. The purpose of this research was to analyze the biases of platform algorithms in conjunction to keywords associated with Asian stereotypes. Both biased and unbiased searches will be conducted on platforms over a two-week period to explore these social concerns. This paper will analyze the results of the study and discuss the relations among the interdependencies of culture, society, and algorithms.

Spring 2023

Shir L. Bach. Finding the Lost Alaskans: Volunteer and Researcher Experiences with the Morningside Hospital History Project. A Master's Paper for the M.S. in L.S. degree. April, 2023. 78 pages. Advisor: Elliott Kuecker.

From 1904-1960, over 3,500 Alaskans were deemed insane by a jury and sent to the privately-owned Morningside Hospital in Portland, Oregon. The Morningside Hospital History Project (MHHP) aims to find these "Lost Alaskans" by digitizing archival documentation scattered across the country, reconnecting families with information about their lost relatives, and bringing the history of Morningside

back into public memory. As a volunteer-run organization with no ties to a larger institution and a unique modus operandi of guerilla virtual reunification, the MHHP is a fascinating case that challenges both halves of the term "community archives." This study uses semi-structured interviews with MHHP volunteers and Morningside researchers to explore themes of volunteer motivation, competing values of privacy and access, sustainability and independence, and repatriation.

Sara R Barclay. Archives and Outreach Methods: How Far Have We Really Come, A Comparative Case Study. A Master's Paper for the M.S. in L.S. degree. April 2023. 27 Pages. Advisor: Elliott Kuecker

Outreach is one of the main ways archives encourage access to their communities, for what is the point of keeping that history if no one can use it or benefit from it. Archival outreach deserves more scholarly attention because while many have described its current weaknesses, the field is still seeking solutions. Some institutions try to be innovative in their outreach, going above and beyond to make themselves available to the public. Unfortunately, these types of institutions seem to be the exception rather than the norm.

This begs the question, why is there such disparity between institutions when we know that access and outreach are core functions of archives? Looking at three US southern universities, this comparative case study attempts to find the differences between these institutions and their methods of outreach.

Allison A Beatty. A Room of One's Own: Occupational Safety and the Role of Platforms in American Sex Work. A Master's Paper for the M.S. in I.S. degree. May, 2023. 29 pages Advisor: Francesca Tripodi

Occupational safety is a major concern in digital sex work, but workers' strategies to maintain the right to be safe from physical and psychological harm in the wake of impactful Internet law have yet to be analyzed in peer-reviewed literature. In this study, publications from various digital sex work virtual communities referencing the impact of SESTA-FOSTA will be collected and analyzed through qualitative content analysis to discover how digital sex workers adapt their work safely within legal systems out of their control. Sociologists studying both gender and labor have discussed the emotional labor intrinsic to sex work but occupational safety is equally important to the work. By adding the Information Science perspective on the legal

landscape of the Internet, this study will consider a more holistic understanding of the work of digital sex work.

Kelly R. Bullard. *Veuve, Viuda, Viduam and other Representations of Women's Bibliographic Labor Recovered in Wilson Library's Rare Book Collection: A Master's Paper for the M.S. in L.S. degree. April, 2023. 29 pages*
Advisor: Dr. Elizabeth Ott

The purpose of this study is twofold: to recover and add to existing research concerning books printed, published, and sold by widows performed by former Wilson Library catalogers and to uncover potential reasons why this research was eliminated or effaced in the OPAC system.

Through enumerative bibliography and comparative analysis this master's paper seeks to document and demonstrate the ways in which prioritization of information effects scholarship related to Print Culture, Labor History, Women's Studies, and Book History. In addition to advocating for the critical examination of contemporary cataloging practices with regards to women's labor, this bibliography will seek to make plain the kinship of Library History and Book History.

Mary Elizabeth Cash. *Exploration of Context in Widespread and Subjective Application: A Study with Archivists of Rare Repositories in the United States. A Master's Paper for the M.S. in L.S. degree. April, 2023. 57 pages*
Advisor: Helen Tibbo

Characterized by their structure, standards, and unique collections of records, archival repositories have maintained their distinct identities in the field of information science as their practices has evolved and adapted over time. The concept of context has distinct roles in repositories, in theory and practice, but it is also flexible in how it may be precisely described and understood. This study examines the inner workings of five rare archival repositories as they consider and understand this concept of context and the impact it has within each organization. All archives hold unique records, but this study addresses those with more highly specialized materials. Comparisons are made amongst the interviewed repositories, as well as with archival and information science practices overall. The results display a range of impact in how context influences the archivists and repositories overall, but the rare nature of the records is a driving force in curating and interacting with the repositories' internal environment and external community.

Kevin M Collins. *North Carolina Public Libraries: Investigating the Correlation Between Online Readers' Advisory Services and Other Library Characteristics. A Master's Paper for the M.S. in L.S. degree. April, 2023. 40 pages*
Advisor: Ronald E. Bergquist

Readers' advisory services have long been a foundational part of public libraries. This paper seeks to investigate how libraries offer these services online and whether or not their prevalence correlates with various other library characteristics. The study employs manifest content analysis and statistics to illuminate the associations between online readers' advisory services being offered through public library websites and additional library data scraped from national surveys. Because the scope of the study is limited to North Carolina systems, its findings are not exhaustive enough to be applied to public library trends as a whole. However, the data explored holds the significance needed to begin a wider conversation about the evolving relationship between public libraries and online readers' advisory.

Zoe Y G Dilles. *Data Journals: Where Data Sharing Policy Meets Practice. A Master's Paper for the M.S. in L.S. degree. May, 2023. 157 pages*
Advisor: Todd Vision

Data journals incorporate elements of traditional scholarly communications practices—reviewing for quality and rigor through editorial and peer-review—and the data sharing/open data movement—prioritizing broad dissemination through repositories, sometimes with curation or technical checks. Their goals for dataset review and sharing are recorded in journal-based data policies and operationalized through workflows. In this qualitative, small cohort semi-structured interview study of eight different journals that review and publish research data, we explored (1) journal data policy requirements, (2) data review standards, and (3) implementation of standardized data evaluation workflows.

Differences among the journals can be understood by considering editors' approaches to balancing the interests of varied stakeholders. Assessing data quality for reusability is primarily conditional on fitness for use which points to an important distinction between disciplinary and discipline-agnostic data journals.

Arwen R. Downs. *A Case Study Examining Institutional Zine Collecting: The Zine Collection at UNC-Chapel Hill's Sloane Art Library. A Master's Paper for the M.S. in L.S. degree. March, 2023. 34 pages*
Advisor: Dr. Megan Winget

Institutional collection of zines is a relatively new endeavor, with the ramifications of doing so still being considered. This analysis of the zine collection at the UNC-Chapel Hill Sloane Art Library will look at the composition of the roughly 350-item collection through a number of lenses. First, what are the subjects and themes of zines in the collection, and what are the thematic strengths of the collection? Second, with what frequency are the zines used, and what are the commonalities across those most frequently used? Third, what are the ethical ramifications of institutions collecting zines in terms of whether these collections promote or restrict access?

Lauren R. Dueñas. Academic Archives: Understanding Undergraduate Patronage and Outreach Praxis. A Master's Paper for the M.S. in L.S. degree. May, 2023. 57 Pages. Advisor: Elliott Kuecker

This paper discusses the function of academic archives and the challenges presented to these spaces as a part of larger institutions. It discusses the opportunities that academic archives are given to reach their patrons, undergraduate students, with the usage of digital collections. Finally, this paper serves to understand how Gen Z university undergraduates obtain information, and how academic archives can tailor their outreach efforts to ensure that these archival spaces provide a more welcoming environment for students to use and benefit from.

Madison M. Evans. Tracking Lineage-Based Language in Presidential Statements. A Master's Paper for the Master of Science in Library Science degree. April 2023. 44 pages. Advisor: Francesca Tripodi

An important distinction of the Black American lineage is that it consists of those descended from people enslaved under US chattel slavery. This lineage is distinct from other African diasporic peoples whose histories do not include enslavement within the United States. Black Americans have a distinct culture, experience and worldview that is unique to them. They experience racism and white supremacy that is linked to government policies from slavery to modern day. Several presidential administrations have directly addressed the plight of Black Americans through published literature. However, the policies put forth in these documents do not delineate the Black American lineage from other disadvantaged groups, ultimately limiting their efficiency of their stated goals to positively impact Black Americans.

Zoe A Flores. Investigating Subcommunities in BookTok: An Analysis Using Hashtags and Videos. A Master's Paper for the M.S. in I.S. degree. April, 2023. 48 pages. Advisor: Yue Wang

TikTok is a social media application that is popular around the world. According to TikTok, one of its most popular communities is BookTok, an informal community that celebrates all things reading. BookTok has powerful influences on publishing, libraries, bookstores, and reading habits of young adults and teens. It is therefore essential to understand the underlying information and social phenomena behind the hashtag "BookTok." Existing research and TikTok itself refer to BookTok as a singular community, but with billions of views, is it one unified community or a collection of smaller subcommunities? This investigation used quantitative and qualitative content analysis to take a preliminary look at common hashtags, authors, books, and themes present in videos from potential subcommunities.

The analysis found that although there may be subcommunities such as #yabooktok (Young Adult BookTok) within BookTok, these subcommunities are still part of and identify with the larger BookTok community.

Ethan J. Glattfelder. Evaluating Longitudinal Trends in and Correlations Between Opioid Prescribing and Opioid Poisoning Rates in North Carolina, 2013-2021. A Master's Paper for the M.S. in I.S. degree. May 2023. 111 pages. Advisor: Anita Crescenzi

Opioid addiction represents a serious public health challenge for health systems, as well as an enormous tragedy for communities affected by substance abuse. In recent years, the North Carolina Department of Health and Human Services (NC DHHS) has spearheaded efforts to save lives and improve opioid-related outcomes in the state through new prescribing regulations, attributing the present-day opioid epidemic to decades-long patterns of excessive prescribing. This paper provides a quantitative, regional analysis of opioid prescribing and poisoning rates in North Carolina between 2013-2021, evaluating how these rates fluctuated as synthetic opioids became more common in the state and as NC DHHS – led prescribing initiatives were deployed. In addition to considering longitudinal trends in prescribing and poisoning, we used regional and county-level data to test whether correlations exist (1) between opioid prescribing rates and (2) nonfatal-fatal overdose rates from methadone, heroin, fentanyl, and prescription opioids. Though we found limited evidence for significant associa-

tions between opioid prescribing and poisoning using regional data, we determined that opioid prescribing rates and overall fatal/nonfatal poisoning rates were weakly positively correlated based on county-level data.

This suggests that counties where more opioids are prescribed see higher rates of fatal and nonfatal poisoning overall and for certain types of opioids. Such a finding has important implications for assessing North Carolina's response to the ongoing opioid epidemic as NC DHHS works to drive down excessive opioid prescribing statewide.

Sophia S. Hollis. Getting Sources to Courses: Evaluating the Efficacy of Digital Primary Source Teaching Materials for K-12 Teachers. A Master's Paper for the M.S. in L.S. degree. April 2023. 90 pages. Advisor: Sarah Carrier

K-12 teachers are facing an extraordinarily challenging time as our schools recover from the Covid-19 pandemic. To lend support to teachers in this difficult professional environment, this study aims to discover how archives and special collections can make online materials maximally accessible and useful for K-12 teachers. Using semi-structured interviews with ten K-12 teachers and website usage data from the On The Books library guide, this study will gather data about how teachers find, interact with, and teach with the online resources for primary source instruction. The findings will be considered to make recommendations for some ways that special collections librarians can better serve this group of patrons with online teaching resources.

Whitney A. Hughes. Dracula Daily and the Communal Experience of Epistolary Narrative. A Master's Paper for the M.S. in L.S. degree. April, 2023. 74 pages. Advisor: Brian Sturm

Dracula Daily is a literary newsletter that sends out portions of Bram Stoker's novel Dracula, scheduled to line up with the chronological events of the novel.

Subscribers to the newsletter receive and read the journal entries, letters, news clippings, and work logs of the characters in Dracula 'in real time.' This simple concept quickly picked up popularity in the spring of 2022. Readers began to connect with each other via social media, resulting in a community thriving off of their communal experiences--including readers who usually didn't read for pleasure, or hadn't done so in years. Via content analysis of

social media posts, I identified emerging phenomena from this community, and how those could have contributed to Dracula Daily's appeal. This study also considers what libraries and librarians could garner from these interactions and phenomena, especially as they concern engagement and outreach.

Carter Garde Hulinsky. From Overwhelmed to Overcoming: Developing a Pre-Ingest Processing Manual for Born Digital Content. A Master's Paper for the M.S. in L.S. degree. May, 2023. 63 pages. Advisor: Helen Tibbo

This paper discusses the challenges of implementing the Open Archival Information System (OAIS) reference model for born-digital materials in digital preservation. Although the OAIS model has been globally recognized for its universal terminologies and conceptual standards, it offers little guidance in terms of tangible implementation. Consequently, archivists have created various methods and tools for OAIS-compliant digital archival preservation workflows. This paper presents a project at Duke University Medical Center Archives, which aims to enhance the repository's current Electronic Records Processing Guide using the digital materials from two recent accessions. The revised guide will be tested and developed, utilizing open-source digital forensic tools to process electronic records for ingest into the repository's OAIS-compliant integrated archives management system. The outcomes of this project will provide increased stability and efficiency in processing a larger volume of digital materials.

Kelly S. Jones. Green is Good, but Why? A Content Analysis of Climate Change in Children's Literature. A Master's Paper for the M.S. in L.S. degree. April, 2023. 149 pages. Advisor: Dr. Sandra Hughes-Hassell

This study is a content analysis of climate change in children's books. Prior research has found that certain depictions may make the issue feel far away from children's daily lives. Others have been criticized for assigning the weight of responsibility of the problem to children. This study elaborated by analyzing how climate communication via children's books compares to scientific knowledge, ecocritical frameworks, and research on effective communication with children. Using a rubric based on these standards, 20 children's books from recommended reading lists were assessed. Overall, common themes showed a lack of comprehensive explanations of the causes, mechanisms, and solutions and underrepresentation for the most im-

pacted groups. Publishers, authors, librarians, and teachers can address these issues through selecting and advocating for high quality books on climate science and by designing programming to fill the gaps until there is more impactful, informative, and inclusive climate literature.

DeAnna M. Kalk. *The Culture of the Collection: A Case Study of Youth Librarian's Personal Beliefs and How They Impact Purchasing Choices in Public and School Libraries*. A Master's Paper for the M.S. in L.S. degree. April, 2023. 59 pages. Advisor: Sandra Hughes-Hassell

This case study examines collection development practices for young adult collections in public and school libraries. It examines the following research questions: 1. To what extent do personal beliefs impact the collection development practices for young adult collections in public and school libraries? 2. What are young adult librarians' perceptions of best practices for inclusive and ethical collection development? This study utilizes a survey from public and school librarians in North Carolina to examine the extent that librarian bias impacts their collection development curation.

Owen C. King. *Archival Meta-Metadata: Revision History and Positionality of Finding Aids*. A Master's Paper for the M.S. in L.S. Degree. April, 2023. 56 pages. Advisor: Melanie Feinberg

This paper starts from two observations about archival description. First, creating finding aids requires significant judgement and interpretation, and is therefore inevitably influenced by the positionalities—the perspectives, personal histories, and social identities—of the archivists. Second, finding aids sometimes call for revision, sometimes to fit a new data standard or reflect an evolving collection, but also to correct errors, reduce bias, and remove harmful language. In light of these observations and related theoretical work, this paper offers a rationale for recording metadata about finding aids, including revision history and authorship. Then it presents the results of a survey of state archivists in the US, who were asked about their descriptive practices and opinions regarding their authorship of finding aids. Results reveal diverse practices, as well as hesitation to embrace expressions of positionality in the context of description. Finally, the paper concludes with two general recommendations regarding metadata about finding aids.

Kaye M. Lott. *Fat Bodies Made Small: A Content Analysis of Fat Literature Classed in Medicine*. A Master's Paper for the M.S. in L.S. degree. April, 2023. 100 pages. Advisor: Casey Rawson

This study is a content analysis of print materials about fatness classed in Medicine according to the Library of Congress Subject Headings and Classification. Research about the marginalizing power of information systems has centered around gender identity, sexuality, race, non-dominant cultures, and disability, while fat bodies have been largely overlooked. Previous literature on information organization principles, critical cataloging, and fat stigma are reviewed. A qualitative content analysis of fatness in print materials across four class numbers shelved in Davis Library at the University of North Carolina follows. Titles, tables of contents, introductory material, and cover images and summaries will be coded for problem and blame frames, attitude, and class. This study brings awareness to the stigmatization of fat bodies by information organization standards and shows the need for new subject headings and class numbers for fat materials.

Berta Anne "Annie" Maisel. *Do College Students Use the Public Library?* A Master's Paper for the M.S. in L.S. degree. April 17, 2023. 56 pages. Advisor: Casey Rawson.

This study assesses university student usage and non-usage of local public libraries. A survey asked University of North Carolina at Chapel Hill undergraduate and graduate students questions about their public library usage and accompanying demographic data. Despite the broad scope of the question, surprisingly little research has been performed on this subject. Of the 203 responses, most answered that they did have local library cards but had never used many features of their local public library. The largest barrier to usage was finding the time to visit the public library.

Thomas A.K. Melton. *Organizing Apples: A Qualitative Content Analysis of Pomological Descriptive Metadata*. A Master's Paper for the M.S. in L.S. degree. May, 2023. 52 pages. Advisor: Dr. Melanie Feinberg

The apple (*Malus domestica* Borkh.) has maintained a position of significant historical and cultural importance across several eras in the United States. Because apples only maintain their genetics through human cultivation, their fruit is generally categorized and organized as cultivars which have differentiated themselves from the rest of the

species over generations of selective breeding. Experts and amateurs alike have written and systematized descriptions of apple cultivars for various purposes but attempts to standardize organization of the resulting metadata have been infrequent and lack utility across multiple contexts.

This paper will assess the descriptive schemas of six pomological description resources ranging from the late 19th century to the present day through qualitative content analysis and metadata crosswalking. The resulting attribute set will then be compared with an existing descriptive schema for plant breeders, the UPOV Convention, with an eye towards exploring the viability of a more universal system for organizing descriptive metadata for physical descriptions of apples.

Hagen A. Mendrykowski. Inter-Indexing Cataloger Consistency in the Application of Standards: Investigations Towards Standardized Cataloging Operationalization in Academic Environments: Systematic Approaches. A Master's Paper for the M.S. in L.S. degree. April 2023. 70 pages. Advisor: Melanie Feinberg

The purpose of this study seeks to re-examine and re-surface the inter-indexing consistency concerns which have been mainly cast aside in recent decades—particularly in the context of library cataloging. Some primary research questions for this study include: how do catalogers understand and utilize concepts such as subject and aboutness when making cataloging determinations in their professional capacity? Furthermore, what considerations are paid to consistency, system cohesion, or standardization methods among catalogers within the same working environment?

This study samples professional catalogers in their primary working environment and observes their practices and behaviors. This observation was conducted through think-alouds and with the researcher's material intervention of catalogable documents given to participants. This approach attempts to conceive a more systematic mapping of the possible pathways inside the plexus of inter-dependent relationships persistent among indexers and the documents indexed at the point of contact with the information system. In addition, this study seeks dialogue with those who share similar interests in the topology of these relationships.

Brianna Monet McGruder. Harmful Representations Through Good Intentions: A Content Analysis of Penn

Normal Industrial and Agricultural School Fund-Raising Booklets. A Master's Paper for the M.S.L.S. degree. April, 2023. 50 pages Advisor: Ronald E. Bergquist

Beginning during the dawn of Reconstruction, racially segregated land-grant colleges and normal schools took on an important role in perpetuating racial segregation throughout the United States. This content analysis employed Critical Race Theory (CRT) tenets and primary document research to assess the representations of the Negro problem and the new Negro within Penn Normal Industrial and Agricultural School (PNIAS) fund-raising booklets, part of the Penn School Papers archival collection within Wilson Special Collections Library. The research yielded harmful representations of PNIAS students and larger populations of Gullah and Geechee citizens of St. Helena Island. Emergent themes of white self-interest, paternalist racism, trivialization, and deflection emerged.

Alanna K. Natanson. After Desperate Times, Still a Desperate Measure?: Pandemic and Post-Pandemic Engagement with Preprints in the Biology and Health Science Fields. A Master's Paper for the M.S. in L.S. degree. April, 2023. 120 pages. Advisor: Dr. Bradley M. Hemminger

Although studies documented surging interest in preprints as the novel SARS-CoV-2 coronavirus spread in 2020, it is unclear how these non-peer-reviewed documents affected scientific communication after peer-reviewed research could address virus-related questions. This study examined how frequently biological and health science researchers contributed to preprint servers in 2021 and 2022, and how scholars and journalists monitored preprints, valued them in social media, and trusted them for formal publications. The study evaluated bibliometric and altmetric indicators for preprints posted during July 2018-December 2019, January 2020-June 2021, and July 2021-December 2022 and for coronavirus-related preprints versus non-coronavirus-related preprints. Indicators of participation, attention, and trust dropped significantly between January 2020-June 2021 and July 2021-December 2022, with sharper declines for coronavirus-related preprints. However, participation, attention, and journalist trust remained above July 2018-December 2019 rates. Preprints can still indicate attitude and behavioral shifts within a knowledge community for librarians supporting scientists and domain analysis researchers.

Natalie M. Perez. Mental Illness(es) in Picture Books: A Content Analysis. A Master's Paper for the M.S. in L.S. degree. May, 2023. 115 pages. Advisor: Dr. Sandra Hughes-Hassell

This research study investigates 1) how mental illness(es) are represented and depicted within youths' picture books and 2) the overall implications of said representations and depictions. Which mental illnesses are most/least depicted? Are the depictions accurate? Who is the character with the condition? How is the character represented? Are the mental illnesses personified? If yes, how so? Which symptoms are acknowledged? Are treatments acknowledged? How are the characters' experiences concluded? Using both quantitative and qualitative analysis, a sample of 20 picture books were read and coded against criteria involving the research questions. This study provides insight into how, and to what extent, individuals with mental illness(es) are represented within youths' literature; accurate depictions can spread awareness regarding and further normalize mental illness(es) for youth readers.

Aria J. Princehorn. Repatriation of Museum Archival Materials: A Case Study of the Denver Museum of Nature and Science. A Master's Paper for the M.S. in L.S. degree. April, 2023. 36 pages. Advisor: Megan Winget.

Museum archival repatriation is an ethical obligatory process in which museums return cultural materials housed within their collections to the community of origin. This case study will focus on the Denver Museum of Nature and Science and how museums motivations behind engaging in repatriation and the impact of repatriations between the museum and community are affected. The experiences and perspectives of Denver Museum staff directly involved with repatriation efforts are analyzed through the content analysis of data collected from semi-structured interviews. The anticipated impact will hopefully lead to further research on the effects of repatriation from the community's perspective and encourage more museums to re-visit their collections and engage in reparative work to benefit themselves but most importantly cultural communities.

Hope K Riffée. Queering In Red: A Content Analysis of Transgender Scientists' Wikipedia Articles and Revision Histories. A Master's Paper for the M.S. in I.S. degree. April, 2023. 44 pages. Advisor: Dr. Francesca Tripodi

Previous research has explored how Wikipedia contains instances of gender bias and exclusionary practices in their

policies. This content analysis of 39 transgender scientists' biographies and revision histories extends the notion of gender bias beyond the traditional binary approach to gender.

Transgender scientists' biographies and revision histories often include their deadnames, wrong pronouns, and acts of vandalism. In concurrence with previous research, transgender scientists' pages are monitored and produced by groups of editing communities experiencing emotional and unseen labor. This research argues that Wikipedia must update their policies on deadnaming transgender scholars despite current notability concerns.

Andrew P Robinson. Digital Labor Platforms' Algorithms as Both Hierarchy and Market Management Functions. A Master's Paper for the M.S. in I.S. degree. April, 2023. 51 pages. Advisor: Mohammad Jarrahi

Digital labor platforms use algorithmic management to simultaneously manage their internal marketplaces and act as the direct supervisors to their workers. This coexistence of market and hierarchy functions begs the question, "How does algorithmic management in the digital labor platform economy inherit hierarchical management and market management structures?" I utilized qualitative methods to analyze data covering both the workers' and platforms' perspectives for 23 separate platforms to establish an expanded framework within the dichotomy of market vs hierarchy management. This expanded framework yielded 14 lower order and 5 higher order themes to better understand specific manifestations of market and hierarchy management across a range of platforms. In my discussion, I consider how this framework fits into the existing literature for algorithmic management, describe the lack of mutual exclusivity between new themes, and discuss variations in monitoring and control mechanisms depending on the nature of the task.

Gabrielle Rodriguez. Exhibiting r/place: Art, the Internet, and the Space between the Digital and Physical World. A Master's Paper for the M.S. in I.S. degree. April, 2023. 52 pages. Advisor: Ronald E. Bergquist

r/place 2022 was a monumental event in Internet history, gathering millions of Reddit users to collaborate and create their own art pixel by pixel. Factions were made, battles were fought, and alliances were formed. It sits between social movement studies, art history, and social media by itself, only joined by its previous incarnation in

2017. Exhibiting the work with its digital history intact is a challenge, one that demands a view into the space between the physical and digital worlds we inhabit each day, as well as a sense of interactivity and visitor participation.

Rolando O Rodriguez. Describing Digital Humanities Projects With Linked Data: A Task-based Evaluation of Linked Data Ontologies. A Master's Paper for the M.S. in I.S. degree. May 2023. 102 pages. Advisor: Melanie Feinberg

This study attempts to shed light on the lack of semantic web infrastructure for documenting digital humanities projects by creating a proof-of-concept workflow for manual and semi-automatic semantic web data creation. First, utilizing a set of five ontologies, triple data is created for a set of four projects from the University of North Carolina at Chapel Hill. The utility of these data is then determined via task-based assessment alongside a set of metrics for the data retrieved for the tasks. Ultimately, this study aims to detail the benefits of improving linked open data support for describing, and ultimately preserving, digital humanities projects in hopes of paving a path for the creation of a LOD database for digital humanities projects.

Cas M Saroza. Critical Information Literacy Online: A Content Analysis of Digital Library Instruction Materials. A Master's Paper for the M.S. in I.S. degree. March, 2023. 50 pages. Advisor: Elliott Kuecker

This study examined library instructional materials for evidence of critical information literacy in American four-year institutions and two-year junior and community colleges as defined by the Carnegie Classification system. By conducting a content analysis and using simple random sampling of 10 instructional offerings on library websites, I performed counts of mentions of race, class, and gender in information literacy instruction and performed a close reading of samples to code for relevant themes. Results indicate that while there is no core way critical information literacy is implemented into online content, two-year institutions are doing so at levels previously undiscovered in the literature. However, discussion of biased and harmful information, as well as representation, were popular forms of incorporating critical information literacy. This study fills a gap in the literature by exploring critical information literacy in a digital setting and functions as a basis for future research avenues for critical librarians.

Delaney D Sheehan. Accessibility According to Librarians: A Case Study of Public and Academic Libraries in the Southeastern United States. A Master's Paper for the M.S. in L.S. degree. May, 2023. 39 pages. Advisor: Brian Sturm

I focused on determining whether librarians felt they were prepared to meet accessibility needs of their potential user bases. Through my research, I have determined the answer to be a resounding no.

By interviewing nine librarians from both public and academic library backgrounds, all with varying levels of positions and accessibility experience, I produced qualitative evidence in support of my findings. The evidence is discussed here in my paper and is used as a basis for a call to action within the library and information sciences field.

Danielle R. Shirilla. Investigating Co-Design Methodology Efficacy Through an Examination of the Emotional Experience of African American Genealogists in North Carolina. A Master's Paper for the M.S. in L.S. degree. April, 2023. 41 pages. Advisor: Dr. Ronald E. Bergquist.

To bridge the gap in the literature regarding the emotional experience of African Americans researching their genealogy, the researcher conducted two to three semi-structured interviews utilizing a co-design methodology. After the interviews, the participants analyzed the collected data with the researcher to create a collaborative and more accurate conclusion, empowering the participants to tell their own stories. This study finds that the participants interviewed had negative experiences with formal record-keeping practices regarding enslaved people and felt positive emotions by reclaiming their family tree through their research. In the future, the researcher suggests dedicating more time to each participant to ensure their unique stories are more accurately conveyed, but found immense value in the partnership and trust cultivated through this research process.

Bobbie Shreiner. The Nuances of Privacy Policies Within Three Different Types of Archival Institutions. A Master's Paper for the M.S. in L.S. degree. April 2023. 36 pages. Advisor: Dr. Emily Roscoe.

The ethical and legal issues surrounding privacy, and specifically third-party privacy in an archival setting, is a topic that scholars and archivists have considered for decades. Competing interests are involved: a hope for fully open access archives; for researchers to be able to use a

repository to its fullest extent and for a repository to build a sense of trust within a community. However, maintaining the privacy of third parties in a document who did not or could not necessarily consent to their private affairs being donated, maintaining the privacy as requested by a donor or the family of a donor or whomever is associated or has the rights to the donated materials, is crucial to the integrity of a repository. This content analysis aims to explore third party privacy and overall privacy policies at archival institutions in three categories: state archives, private academic archives, and museums, in addition to an open archive. Here, there will be an analysis of how the laws surrounding privacy come into play, the ethical issues surrounding privacy vs open access, and an observation for best recommendations moving forward.

Hannah F. Southern. *Deep Looking: Critical Cataloging and Labeling Practice in the Art Museum Space*. A Master's Paper for the M.S. in L.S. degree. April 17, 2023. 166 pages. Advisor: J.J. Bauer

This exploratory study examines a current “snapshot” of current labeling and cataloging practices within specific North Carolinian art museums to explore the possible incorporation of critical cataloging practices. The study assessed current trends of cataloging practices in use within North Carolina art museums through a content analysis of displayed art museum object labels and a non-generalizable survey of museum professionals. Descriptive statistics and a qualitative analysis found trends in label and catalog attribute standards, interpretive curatorial texts, and engaging labeling practices. The study is a starting point for other research regarding critical cataloging in the art museum space, as no published research yet examines applying these frameworks within art museum cataloging and labeling practices.

Eve E. Svoboda. *Reworking the Reading Room: An Analysis of Pandemic Responses in Special Collections Libraries at the University of North Carolina at Chapel Hill and Duke University*. A Master's Paper for the M.S. in L.S. degree. April, 2023. 26 pages. Advisor: Helen Tibbo.

This qualitative study was conducted to determine the impact of the COVID-19 pandemic on digital projects led by special collections libraries at the University of North Carolina at Chapel Hill and Duke University. Specifically, this research utilized case studies to analyze the shift

to digital resources following the closure of universities in the spring of 2020 and compared this data to the current operations of special collections libraries at both a public and private university.

María A. Tudela. *The Burdens We Bear: An Examination of Inclusive Excellence and Sustainable Practices in R1 Academic Libraries*. A Master's Paper for the M.S. in L.S. degree. April, 2023. 75 pages. Advisors: Kristan Shawgo and Monica Figueroa

This project explores different aspects of inclusive excellence discourse and practices in academic libraries. Designed as a case study and content analysis, this project examines academic libraries at four R1 institutions located in the eastern United States. Three main characteristics are explored: one looks at what these conversations or initiatives look like and how they manifest in these spaces; the second investigates the sustainability of these practices. The third evaluates how inclusive practices impact job satisfaction and staff well-being. Semi-structured interviews were conducted utilizing convenience sampling, along with a content analysis of existing publicly available information. Results gathered from this study corroborate what the literature suggests and demonstrate that extensive work needs to be done to transform librarianship, but existing conversations and initiatives happening indicate that progress is being made. The information produced in this case study encourages further exploration of the current work being done to embody a transformed and more inclusive profession.

R. Michael Wells Jr. *Violations: Practices and Patterns in Dismissed Federal Data Breach Cases and Why the Dismissals Matter*. A Master's Paper for the M.S. in L.S. degree. April, 2023. 40 pages. Advisor: Dr. Francesca Bolla Tripodi.

Privacy matters to hundreds of millions of people in the United States, and it is central to freedom and individual and societal well-being. Because we live in the age of “big data,” data breaches are a constant risk. A data breach is when data is stolen by a hacker from a computer system maintained by an entity such as an online retailer. At some point, virtually everyone will be the victim of a data breach; some may not know it until years later. Consequently, our personal data is at constant risk. Data breaches threaten to expose the intimate details of our sex lives, our medical information, financial information, employment records,

online searches, movies we watch, books we check out at the library, and places we shop. When it comes to protecting our personal data, American law lags compared to the rest of world, and legal remedies are limited. Federal judges play a large role in perpetuating this lag, which threatens the privacy of all Americans. To maintain a case in federal court in the United States, a plaintiff must have “standing to sue.” In federal court, this means a plaintiff must have suffered harm that is “concrete” and “particularized,” causally linked to the injury complained of, and likely to result in a favorable outcome. This is a high bar for injured plaintiffs. When it comes to data breach lawsuits, they are usually dismissed by federal judges for a lack of standing because the federal courts generally consider financial or physical harm to be the only harms that are considered “concrete” and sufficient injury to maintain a data breach case.

Consequently, most federal judges will dismiss cases where the harm asserted consists of stress, anxiety, worry, and time spent remedying the situation. Regardless of how probable future identity theft is, judges rarely consider evidence of future harm. This paper examines federal data breach cases where judges dismissed the cases for a lack of standing and determines whether there are consistent patterns in these decisions.

Georgie Blaine Wilkins. Libraries and Student Success at UNC-Chapel Hill. A Master’s Paper for the M.S. in L.S. degree. April, 2023. 42 pages. Advisor: Casey Rawson

The purpose of this master’s paper is to get a clearer picture of student success philosophies and programming at UNC-Chapel Hill and the role of the library in undergraduate student success. This pilot project case study addresses the primary research question “How does a library community and a university community define student success?” Qualitative data was collected through interviews with university employees in various positions relating to student success initiatives on campus and library community feedback on an anonymous whiteboard at the Undergraduate Library. The data was coded to allow for themes to emerge. This study highlights potential opportunities for library employees to better support the needs of undergraduate students, in relation to the ways in which students report their own needs and the ways that other campus units are addressing student success.

Erin M. Winter. Early English Books Online and the Text Creation Partnership: Applications, Innovations, and Alternatives. A Master’s Paper for the M.S. in L.S. degree. April, 2023. 53 pages. Advisor: Elliott Kuecker

Early English Books Online or EEBO is a database of more than 140,000 images of rare and early books used by scholars of history and literature for decades. EEBO is a longstanding microfilm product-turned-image database with established use patterns. EEBO-TCP, a set of 60,000 manually transcribed documents from EEBO, has enabled unprecedented opportunities for large-scale analysis of surviving English print. In this exploratory study, I examine the practices of teaching and research with EEBO and EEBO-TCP in American universities through findings derived from the qualitative coded insights of a focus group of professors and librarians. The focus group discussed teaching methodologies, alternative digital archives, and organizational techniques scholars and librarians have utilized in working with a EEBO and EEBO-TCP. This study is intended to provoke further research into the complex technical mediations underpinning digitization of early printed books and identify areas where academic libraries can facilitate the research process.

Shannon A.H. Witherow. Disaster Plans of North Carolina Public Libraries. A Master’s Paper for the M.S. in L.S. degree. April, 2023. 61 pages. Advisor: Casey Rawson

This research is a study of disaster plans of public libraries in North Carolina and the importance of creating an effective disaster plan. One library plan representing eight libraries was located online. Libraries were contacted to collect information on whether they had a disaster plan in place.

Out of the ninety library systems representing one hundred and four out of the four hundred and five public libraries, four systems representing twenty libraries gave responses that a plan existed but was not available to the public. The plan available was analyzed by examining quantitative and qualitative data. Qualitative data included the presence of a table of contents, number of pages, and the creation date and revision date. Qualitative data also included the presence of the four phases of disaster planning (preliminary planning, preparation/prevention, response, and recovery), type of disasters: man-made and natural, and additional information.

Michelle Moriarity Witt. *Breaking a Vicious Cycle: Silence and the Corporate Archive. A Master's Paper for the M.S. in L.S. degree. April 2023. 59 pages. Advisor: Rebecca Vargha.*

The purpose of this study is to explore the concept of archival silence, defined as the intentional and unintentional gaps and biases that challenge the integrity and sustainability of archival collections, through the prism of corporate archives. Through in-depth, semistructured interviews with corporate archivists, this research involves an exploratory study of the obstacles these archivists face in identifying, preserving, and fostering access to assets of enduring value to their parent organizations. By analyzing their insights on appraisal, accession, custody, and access, this research seeks to shed light on the common ground corporate archives share with other archives, and forge a path toward a new understanding of how corporate archives professionals might break the silence of the archive.

Daniel B Woomer. *Book Challenges and Missing Policies: A Content Analysis of Reconsideration Policies in North Carolina Public Libraries. A Master's Paper for the M.S. in L.S. degree. May, 2023. 26 pages. Advisor: Francesca Tripodi*

Policies and processes for library material reconsideration are essential to collection criteria, especially given the current climate in the US around book challenges and bans. Yet few studies to date look at the prevalence

of policies and if there are consistencies among existing reconsideration processes or if they are publicly accessible. To fill this gap, this project explores whether library reconsideration policies are readily accessible in public libraries throughout North Carolina, the consequences of a process absence, and the possibilities of what an updated (and transparent) policy would mean for intellectual freedom. Relying on data collected from a random cluster sample of 20 North Carolina public county libraries, this study analyzes the availability (or absence) of a policy and if similar themes existed among available policies.

Ziyu Xia. *A Map-based Visual Analytic Platform for Medical Analysis. A Master's Paper for the M.S. in I.S. degree. April, 2023. 30 pages. Advisor: David Gotz*

Maps are a very useful tool in both academic study and daily life. It is especially useful in medical study, since many diseases are related to not only patients themselves, but also the environment in which they live. By plotting the maps about the patients' information, researchers would be able to explore the spatial patterns about the diseases. However, traditional maps are very convenient for them to use. They need to interact with the map so that they would be able to combine the impact from many aspects. This project built a platform for them to visually analyze the medical data map. Although some functions designed have not been achieved, it can still help a lot.

Dissertation Paper Abstracts

2022

Kristen L. Bowen. *Sexual Violence, Black Survivors, & Moving Beyond Resilience: Developing Mental Health Support Spaces Based on Online Information Behavior. A dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2022. 171 pages. Advisor: Amelia N. Gibson.*

Mental health services and support can serve as foundational resource for survivors of rape. However, taking advantage of these resources requires knowledge of and access to what is available. The existence of such resources is not enough to ensure access for this population. There is more required to

assist Black young adults (18-39) in supporting their mental health concerns in connection to experiences of rape. This dissertation uses focus groups with an Interpretive Phenomenological Analysis to investigate where and why Black young adults (18-39), within the United States, with concerns for their mental wellbeing in connection to experiences of rape, conduct information exchanges. Information exchanges are inclusive of seeking information, sharing information, and building a space of support. Twenty-four Black young adults completed an online, self-administered, survey that gathered sociodemographic information which assisted the researcher in assigning each respondent to a focus group cohort, which lasted for four weeks. Overall, study participants

prefer the ease of online spaces or mobile applications over information exchanges in in-person spaces; based on qualities such as access to more therapists or medical professionals when not tied to location, the ability to be anonymous in some spaces, and having the chance to build a community of individuals with this shared experience.

The main qualities wanted to build “safe spaces” included people (ensuring that participants within the space belong in the space and that they remain respectful of one another); privacy and choice (being able to choose what is private and public, choose who has access to you); moderation and access to professionals (someone to guide the conversation, prompts, keeping the space positive and supportive); flexibility (a variety of ways to share, such as memes, diary, forums; also ability to participate when they have the time - not scheduled participation). This study provides a look into the information exchange experiences of Black young adults (18-39) who have mental wellbeing concerns in connection to experienced rape; where they go to look for information and support and what helps them to feel comfortable when choosing to disclose in a space. From this study, we have foundational insights into what designers/developers can do to improve and/or create online spaces and mobile applications to serve the needs of this population.

Simon M. Hollerbauer. Three Papers on Model-Based Survey Methodology. A dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 174 pages. 2022. Advisor: Graeme Robertson.

In the first paper, I define the QualMix model, a mixture modeling approach to derive estimates of survey data quality in situations in which two sets of responses exist for all or certain subsets of respondents. I apply this model to the context of survey backchecks. Through simulation based on real-world data, I demonstrate that the model successfully identifies incorrect observations and recovers latent enumerator and survey quality. I further demonstrate the model’s utility by applying it to data from a large survey in Malawi, using it to identify significant variation in data quality across observations generated by different enumerators.

In the second paper, I investigate how a match in values impacts individual decisions to engage with organizations. I develop a new way to use conjoint survey experiments to study such questions. The proposed model has two parts: a component that helps estimate where organizations and individuals are in the same values space, and an outcome model that uses latent distances from the first part as inputs. I argue that individuals will be more likely to want to engage with organizations to which they are closer in a latent values space, and that they look at organizational traits for cues about an organization’s values. I find that individuals are more likely to want to engage with organizations that are more descriptively representative of them. In addition, I find that congruence more consistently impacts considerations of benefits rather than costs.

In the third paper, my co-authors and I discuss the impact that enumerators can have in survey and lab experiments. We conceptualize enumerators as treatment versions and clarify the implications of treatment versions for inference and for external validity. Researchers need to pay much more attention to the enumerators used in their studies and should assess the impact of enumerators on their results. We propose a hierarchical model that researchers can use to estimate enumerator treatment effects, which also allows them to incorporate information on enumerator characteristics. We present several recommendations for researchers doing experimental work with enumerators and illustrate them on a survey experiment carried out in Uganda.

Hyoungun Kim. Multimodal and Embodied Learning with Language as the Anchor. A dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 171 pages. 2022. Advisor: Mohit Bansal.

Since most worldly phenomena can be expressed via language, language is a crucial medium for transferring information and integrating multiple information sources. For example, humans can describe what they see, hear and feel, and also explain how they move with words. Conversely, humans can imagine scenes, sounds, and feelings, and move their body from language descriptions. Therefore, language plays an important role in solving machine learning

(ML) and artificial intelligence (AI) problems with multimodal input sources. This thesis studies how different modalities can be integrated with language in multimodal learning settings as follows.

First, we explore the possibility to integrate external information from the textual description about an image into a visual question answering system which integrates the key words/phrases in paragraph captions in semi-symbolic form, to make the alignment between features easier. We expand the direction to a video question answering task. We employ dense captions, which generate object-level descriptions of an image, to help localize the key frames in a video clip for answering a question.

Next, we build benchmarks to evaluate embodied agents to perform tasks according to natural language instruction from humans. We introduce a new instruction-following navigation and object assembly system, called ArraMon in which agents follow the natural language instructions to collect an object and put it in a target location, requiring agents to deeply understand referring expressions and the concept of direction from the egocentric perspective. We also suggest a new task setup for the useful Cooperative Vision-and-Dialog Navigation (CVDN) dataset. We analyze scoring behaviors of models and find issues from the existing Navigation from Dialog History (NDH) task and propose a more realistic and challenging task setup, called NDH-Full, which better appreciates the purpose of the CVDN dataset.

Finally, we explore AI assistant systems which help humans with different tasks. We introduce a new correctional captioning dataset on human body pose, called FixMyPose, to encourage the ML/AI community to build such guidance systems that require models to learn to distinguish different levels of pose difference to describe desirable pose change. Also, we introduce a new conversational image search and editing assistant system, called CAISE, in which an agent helps a user to search images and edit them by holding a conversation.

Yuanye Ma. Relatedness and Compatibility: Semantic Dimensions of the Concept of Privacy in Mandarin Chinese and American English Corpora. A dissertation for the degree of Doctor of Philosophy in the School of Information and Library

Science. 2022. 252 pages. Advisor: Stephanie W. Haas.

This dissertation is a study of how privacy as an ethical concept exists in two languages: Mandarin Chinese and American English. The assumption for this dissertation is that different languages will have their own distinctive expressions and understandings when it comes to privacy. Specifically, I have proposed a cross-genre and cross-language study to include two genres of language corpora for each of the languages: social media posts and news articles. In addition, the language corpora span from 2010 to 2019, which supported an observation of how privacy-related languages may have changed and evolved over the years. I took a mixed-methods approach, by using two computational methods: semantic network analysis (SNA) and structural topic modeling (STM) for processing the natural language corpora. When it comes to labeling and interpreting the results of topic modeling, I relied on external coders for labeling and my own in-depth reading of the topic words as well as original documents to make sense of the meaning of these topics. Last but not least, based on the interpretations of topics, I proposed four semantic dimensions and used these four dimensions to come back to code all the topics to have an overall depiction of the topics across these two languages and two genres. The four semantic dimensions, though were found present in both languages, have revealed unequal presence in the two languages. Specifically, the institution dimension has much more presence in the English language; and in the Chinese language, it is the individual dimension that is frequently seen across topics in both genres. Apart from topics, this different emphasis on these two semantic dimensions (institution and individual) is also reflected through the semantic network analysis of nodes where the nodes with leading centrality scores over the years in these two languages differ. After considering the limitation of the data in this study, I conclude by arguing that overall, it is more cautious and appropriate to understand the incompatibilities by saying the two languages differ by their emphasis on different dimensions. This study is one of the first empirically-grounded intercultural explorations of the concept of privacy. It not only provides an examination of the concept as it is understood at the current time

of writing but also reveals that natural language is promising to operationalize intercultural privacy research and comparative privacy research.

Laura March. Behind the Screens: Social Media Managers at Cultural Institutions. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2022. 264 pages. Advisor: Marijtel (Maggie) Melo.

Social media managers may not be the first people that come to mind during a pandemic—their work is trivialized, undervalued, and denigrated as tasks any young person could perform. However, they are one of few, if not the only, information professionals at cultural institutions able to nurture scholarship, creativity, and imagination digitally during worldwide shutdowns. While library and museum staff believe social media is important (and will become even more so in the future) many organizations have no strategy for its use nor measure their efforts (Oosman et al., 2014; Aerni & Schegg, 2017; OCLC, 2018). In response to this absence of guidance, this study takes a practitioner-centered approach to learn how these communicators define, perform, and evaluate their work. This research uses longitudinal interpretative phenomenological analysis (LIPA) and dramaturgical metaphors to uncover and document social media managers' lived experiences and the evolution of their role during the initial stages of the COVID-19 pandemic. Results are then used to inform a descriptive framework of social media work at cultural institutions and map participant descriptions of virtual content and programming to a continuum of institutional practices. These applications offer guidance for cultural institutions looking to better support their social media communicators and ultimately foster more meaningful engagement with broader audiences.

Alexander B. Rich. Building and Evaluating Detailed Graphical Financial Conflict of Interest Disclosures in Medical Research. A dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2022. 137 pages. Advisor: David Gotz.

Bias in medical research poses a serious threat to public health. Conflicts of Interest create the risk

of conscious or subconscious bias in research article authors. Financial Conflicts of Interest (FCOI) are widely recognized as relatively objective, quantifiable, and fairly regulated form of COI. Many medical journals have adopted FCOI disclosure as a means of communicating the potential for bias in research to readers. Research on the impact of FCOI disclosure on the attitudes readers develop toward an article has thus far focused on text-based FCOI disclosure without details on the nature of dollar value of payments received.

In this work, I developed an algorithm to match authors to a federal database of payments they received from industry during the FCOI disclosure windows for an article. I have four goals: first, I establish that algorithmic matching of authors to federal payments profile is feasible. Second, I evaluate the impact of detailed graphical FCOI disclosure on the attitudes that readers develop toward a publication. Third, I evaluate the perspectives and opinions of medical journal article authors when presented with graphical FCOI disclosure of their own payments and those of their author teams. Fourth, I gather the perspectives, possible objections, requirements, and desires of key opinion leaders among academia and medical publishing regarding the potential adoption of graphical FCOI disclosures as a standard in academic medical publishing. My findings suggest that the adoption of semi-automated systems for graphical FCOI disclosure may enhance the ability of many stakeholders to detect the potential for bias in medical research without undue harm to authors or corporations.

Zhengyang Shen. Accurate, Fast and Controllable Image and Point Cloud Registration. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2022. 200 pages. Advisor: Marc Niethammer.

Registration is the process of establishing spatial correspondences between two objects. Many downstream tasks, e.g., in image analysis, shape animation, can make use of these spatial correspondences. A variety of registration approaches have been developed over the last decades, but only recently registration approaches have been developed that make use of and can easily process the large data samples of

the big data era. On the one hand, traditional optimization-based approaches are too slow and cannot take advantage of very large data sets. On the other hand, registration users expect more controllable and accurate solutions since most downstream tasks, e.g., facial animation and 3D reconstruction, increasingly rely on highly precise spatial correspondences. In recent years, deep network registration approaches have become popular as learning-based approaches are fast and can benefit from large-scale data during network training. However, how to make such deep-learning-based approaches accurate and controllable is still a challenging problem that is far from being completely solved.

This thesis explores fast, accurate and controllable solutions for image and point cloud registration. Specifically, for image registration, we first improve the accuracy of deep-learning-based approaches by introducing a general framework that consists of affine and non-parametric registration for both global and local deformation. We then design a more controllable image registration approach that image regions could be regularized differently according to their local attributes. For point cloud registration, existing works either are limited to small-scale problems, hardly handle complicated transformations or are slow to solve. We thus develop fast, accurate and controllable solutions for large-scale real-world registration problems via integrating optimal transport with deep geometric learning.

Mengquian Wang. A Pathology Report Summarization System to Improve the Information Processing Efficiency of Breast Cancer Oncologists. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2022. 104 pages. Advisor: Javed Mostafa.

The exponential growth of textual information in biomedical and healthcare causes information overload. Electronic Health Records (EHRs) are an important part of biomedical texts. However, in recent years, it has been impossible for a clinician or a physician to read hundreds of clinical notes during a regular medical visit without any technological assistance, which is usually the case for patients with the chronological disease. The cognitive burden of healthcare practitioners has increased significantly.

This study aims to build a summarization system that can decrease the mental burden of breast cancer oncologists.

Due to the complexity of pathology reports and the lack of data, studies on pathology reports have been limited. This work serves as a starting point and a baseline for pathology report summarization. It proposes and evaluates a hybrid system that combines machine learning and a rule-based system using a small amount of data.

This study addressed the problem of data deficiency. High-quality pathology reports in a textual format with annotations have been hard to find because of privacy concerns. The main investigator of this study recruited and trained a group of researchers to collect, clean, and annotate a public dataset of breast cancer pathology reports.

According to the primary findings based on ROUGE, BLEU, and readability score testing, this study presents a breast cancer pathology report summarization system that is able to generate succinct and informative summaries, which is potentially beneficial in reducing oncologists' cognitive burden. Some promising future directions are discussed.

2023

Thui-May Lewis. From Policy to Practice: How Journal-based Data Policies Encourage Scientists' Adoption of Reproducible Research Practices. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2023. 107 pages. Advisor: Helen Tibbo

According to several studies, researchers are not sharing the data underpinning their published scientific results, despite their general consensus that sharing data is critical to the research enterprise. Among other benefits, data sharing allows for verification of claims, which is essential to scientific integrity. Research funders, journal editors, and professional associations have insisted on the importance of data sharing by issuing policies and codes of ethics that mandate the practice. However, these mandates have not always been proven to compel researchers to share their data as evidenced by failed attempts to locate data underlying published results or sharing data that do not meet quality standards to allow for

verification or reuse. This dissertation seeks to understand the incongruity between researchers' belief that data sharing is essential to science and their failure to produce and share data underlying their reported findings—even when policy requires them to do so. To address this phenomenon, the dissertation investigates the implementation and outcomes of the rigorous *American Journal of Political Science* (AJPS) verification policy that makes publication in the journal contingent on submission of data, code, and supporting documentation (i.e., the research compendium). Prior to publication, research compendia undergo a third-party verification process to confirm the computational reproducibility of findings presented in the manuscript. In most cases, authors fail initially to produce a compendium that meets policy requirements for completeness, understandability, and computational reproducibility. Using the theory of planned behavior (TPB) as a framework, the study investigates the specific behavioral factors that affect authors' success or failure in producing reproducible research compendia. Employing a mixed-methods/grounded theory approach, the study analyzes records of verification results and interviews with AJPS authors who were subject to the verification policy to learn about their specific reproducible research practices (or lack thereof) and their outcomes. Based on the results of the study, I identify the most common and impactful issues that appear in submitted research compendia that render them non-reproducible, and suggest reasons that authors encounter these issues. Finally, I propose an extension of TPB that suggests how the policy compels and supports behaviors that promote research reproducibility.

Simon James Varey. *Corpus Analysis in Philosophical Semantics. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2023. 206 pages. Advisor: Ram Neta.*

The topic of this dissertation is corpus analysis: the use of computational techniques to search through large collections of real-world texts (called corpora) to discover facts about language use which hold throughout the collection. I examine how corpus analysis can be used as an empirical methodology within philosophy of language to confirm semantic

analyses of philosophically important expressions. I begin by discussing the philosophical importance of analyzing the ordinary meaning of people's language use, as through that we can come to understand how they categorize the world around them. Specifically, I am concerned with philosophical semantics: the study of the meaning of expressions for which different theories of their meaning will have different philosophical upshots. After discussing the kind of meaning relevant to this subject area (namely operative concepts: the concepts that actually determine how we apply expressions to cases), I rationally reconstruct and analyze existing methods of confirmation in philosophical semantics, including intuitive methods and questionnaire methods from experimental philosophy. I then critique these methods in terms of the strength of evidence they can offer. Next, I introduce corpus analysis, and explain how it can be used as a method of confirmation in philosophical semantics. I pay special attention to the question of how corpus analysis can be used to discover the 'deep', semantic, representational features of text relevant for confirming semantic analyses, and offer several techniques to perform this task. I argue that corpus analysis has many benefits over existing methods of confirmation in philosophical semantics, given that it studies (i) actual, rather than imagined, instances of language use, and (ii) the language use of the actual communities whose meanings we are interested in, rather than just that of philosophers. The dissertation concludes with a case study of the use of corpus analysis to confirm a theory of the reference conditions of definite descriptions over a rival theory with different philosophical upshots. This is the first corpus study in philosophical semantics to make use of an annotated corpus, which is a technique with lot of promise within this field.

Austin R. Ward. *Immersive Search: Comparing Conventional and Spatially Arranged Search Engine Result Pages in Immersive Virtual Environments. A Dissertation for the degree of Doctor of Philosophy in the School of Information and Library Science. 2023. 161 pages. Advisor: Robert Capra.*

Advances in immersive technologies (e.g., virtual reality head-mounted displays) have brought a new

dimension into user interfaces to increasingly more people in the recent years. However, little prior work has explored how people could use the extra dimension afforded by VR HMDs to aid in the information retrieval process. My dissertation research investigated how different task types and layouts of search engine result pages (displays) in immersive virtual environments impact the information retrieval process.

In this dissertation, I present results from a within-subjects user study to investigate users' search behaviors, system interactions, perceptions, and eye-tracking behaviors for four different spatial arrangements of search results ("list" - a 2D list; "curve3" - a 3x3 grid; "curve4" - a 4x4 grid; and "sphere" - a 4x4 sphere) in a VR HMD across two different task types

(Find All relevant, Pick 3 best). Thirty-two (32) participants completed 5 search trials in 8 experimental conditions (4 displays x 2 task types). Results show that: (1) participants were accepting of and performed well in the spatial displays (curve3, curve4, and sphere); (2) participants had a positional bias for the top or top left of SERPs; (3) the angle of search results and layouts influenced the navigation patterns used; (4) participants had a preference for physical navigation (e.g., head movement) over virtual navigation (e.g., scrolling) to view and compare search results, and (5) participants were less likely to perceive a rank order in the spatial displays where a clear scan path was not obvious to them.

Submission Requirements for North Carolina Libraries

Electronic articles can be submitted online at: <http://www.ncl.ecu.edu>

- » To submit you must login; if needed you can register using the link in the header.
- » We use the *Chicago Manual of Style* (16th edition, 2010).
- » We have a rolling deadline; articles are juried when received.
- » Publication of approved articles is in about 3-9 months depending on space available.
- » For additional information, contact the editor at: editor@nclaonline.org

For the 50th anniversary of our journal, editor Frances Bryant Bradburn provided a brief history of *North Carolina Libraries*, including its challenges and successes during its first half century. At a pivotal moment in Association history, the question of whether *North Carolina Libraries* has justified its existence was raised. The answer appears in the fact that the journal has continued more than 50 years after the question was raised. As we enter the 81st year of publication, I wonder what the hundred year history of *North Carolina Libraries* will make of our time. It is my hope that we continue to make meaningful contributions to librarianship in our home state. Below find “On the Way to Becoming: The First 50 Years of North Carolina Libraries” by Frances Bryant Bradburn, first published in Volume 50, No. 1 (Spring 1992) DOI:10.3776/ncl.v50i1.2506

FRANCES BRYANT BRADBURN

On the Way to Becoming: The First 50 Years of *North Carolina Libraries*

“Has the magazine, *North Carolina Libraries*, justified its existence, or should it be discontinued?”¹

This was the question that North Carolina Library Association President Hoyt Galvin of the Charlotte Public Library asked the association’s executive board in June 1943. The response was heartily affirmative to continue, and it was backed up by a decision—in wartime—to increase membership dues from \$1.00 to \$1.50 to cover the cost of journal publication.² This was a victory indeed for a state library journal not yet two years old, and which had already undergone the first of many changes in editorship and emphasis.

The first editor had been Duke University’s John J. Lund who, in his first and only issue, acknowledged NCLA’s long history of “procrastination and timidity”³ in establishing an official association publication. Since the turn of the century, the North Carolina Library Association had published a number of occasional documents, including the program of its first annual meeting (May 4, 1904) and “What a Library Commission Can Do for North Carolina”

(1908). But once the commission was in place, many of the publication responsibilities that the association might have been expected to undertake were assumed by this state agency.

One of the most prominent of these publications, and certainly the spiritual ancestor of *North Carolina Libraries*, was the *North Carolina Library Bulletin*. Volume 1, number 1, of the *Bulletin* announced its purpose: “The Commission recognizes the essential importance of organized communication between it and the local libraries of the state and hopes through the medium of the *North Carolina Library Bulletin* to bring the libraries into closer relation with the Commission and with one another.... [L]ibrarians throughout the state are requested to send in items concerning the work done in their respective libraries.”⁴ Thus began close to twenty-five years of “quarterly” issues which were “...mailed free to librarians, county superintendents and others interested in library development. It contained information about

1 Hoyt R. Galvin letter to Evelyn Harrison, June 12, 1943. Similar letters went to other Executive Board members.

2 Minutes, NCLA Executive Board Meeting, October 20, 1943.

3 President Guy R. Lyle, *North Carolina Libraries* 1 (February 1942):2.

4 *North Carolina Library Bulletin* 1,1 (December 1909-February 1910): 1.

the Commission, suggestions beneficial to libraries, book lists, news of libraries and librarians in North Carolina, and general articles pertaining to libraries and education.”⁵

Unfortunately, the *Bulletin*, a victim of the Depression, ceased publication in 1932. What was intended to be only temporary became permanent. One can only speculate that the void its demise left created the groundswell for what was to become *North Carolina Libraries*.

The actual foundation for the journal was laid when the 1939 NCLA Constitution added the provision that “The Executive Committee may contract for such publications as may be desirable for furthering the interests of the association.”⁶ With this constitutional precedent in place, the new president of the association, Mary Peacock Douglas of the State Department of Public Instruction, outlined her vision in a letter to the executive board: “I am very much interested in having a printed bulletin for the Association at least once each year during the next biennium.”⁷ In spite of the fact that this was only a vision (her line item for “NCLA Bulletins, 3 @ \$25.00 = \$ 75.00” was crossed out of her 6/27/40 handwritten Executive Board notes⁸), a four-page *North Carolina Library Association News* summarizing a research study in “Use of Books in Libraries in North Carolina Colleges,” pending legislation, and conference information was distributed at the 1941 biennial meeting in Greensboro.⁹

It appears that it took the war, however, actually to propel *North Carolina Libraries* into existence. New association president Guy R. Lyle from Woman’s College of the University of North Carolina, Greensboro, continued Ms. Douglas’s push for a publication. While one can only assume that his appointment as director of the National Defense Book Campaign encouraged him to use his office to make

that final move for publication, journal emphasis during his tenure certainly reflected war concerns. Articles such as “Priority Rating for Libraries” which described how libraries qualified for certain materials during the war (April 1942); “War and North Carolina Libraries” (November 1942); and the “Reading Interests of Soldiers” (May 1944) reflected new, effective ways of stimulating the work of the state’s librarians.

After the first issue, the responsibility for *North Carolina Libraries* followed the president of the association, and he or she appears to have taken a heavy hand in its creation. At some point in 1946/47, however, the “tradition” surfaced that the first vice president of the association should edit the journal.¹⁰ Under this system, the frequency of *North Carolina Libraries* fluctuated dramatically, perhaps reflecting the variable interest of the vice presidents.

In 1951, after much lobbying on the journal’s behalf by prominent librarians such as the University of North Carolina’s Louis Round Wilson,¹¹ a series of “experimental” issues was undertaken. Rather than having the editorship determined by the elected office of vice president, the president appointed a temporary editorial board to publish the journal while the entire publication process was studied.¹²

Fortunately for both the journal and the association, from the beginning the financial commitment for *North Carolina Libraries* was assumed almost exclusively by the Joseph Ruzicka Bindery. This arrangement was convenient for both the journal and the association, albeit the union was not always a happy one. Proofing errors were frequent, one set so horrible that the entire journal was reissued!¹³ On the other hand, the subsidy was such that the editors could, for the most part, focus on content rather than advertising solicitation.

5 Eugenia Ralston Babylon, “History of the North Carolina Library Commission,” master’s thesis, University of North Carolina, 1954: 20.

6 [North Carolina Library Association.] “Proposed Constitution,” October 28, 1939. All documents cited in this article are part of the North Carolina Library Association archives collection maintained in the North Carolina Division of State Archives, Raleigh, NC.

7 Letter from President Mary Peacock Douglas to Executive Board, February 26, 1940.

8 Mary Peacock Douglas, ms. notes: Executive Board Meeting, King Cotten Hotel, Greensboro, N.C., June 27, 1940.

9 North Carolina Library Association News, October 2, 1941.

10 This “tradition” is never announced in official documents, but is lamented by several vice presidents in correspondence.

11 Summary of NCLA Minutes for the period of April 28-30, 1949.

12 Jane B. Wilson letter to NCLA Executive Committee, October 15, 1951.

13 *North Carolina Libraries*, Fall 1960.

And content was a major concern from the beginning. While the first issue had only general information on committees and Victory Book Campaign local representatives, the second, April 1942, contained a study on "Book Stock and Acquisition in College Libraries."¹⁴ This was published with the expressed hope that school and public libraries would undertake similar research. The June 1942 issue included a survey of the number of library professionals within the state.¹⁵ From the beginning, *North Carolina Libraries* made an effort to serve as a vehicle to convey state standards and research. Bibliographies also were a major feature, with the first one listing children's books by North Carolina authors.¹⁶

In fact, it was a bibliography that defined the autonomy of the journal's editorial board from the NCLA Executive Board in 1957. The association had sponsored a children's book reviewing project, a project so successful that the committee planned to compile bibliographies of one hundred annotated titles several times a year. They requested that *North Carolina Libraries* be the vehicle of dissemination. Correspondence flew. While the initial question was whether or not to devote space to this monumental task, the underlying question was who really ought to make this decision, the NCLA Executive Board or the *North Carolina Libraries* Editorial Board. A major power confrontation was avoided because thirteen of seventeen Executive Board members said "no" to printing the bibliographies in *North Carolina Libraries* (13 no, 3 no opinion, 1 yes). In the corollary vote, however, nine members felt that the Editorial Board should make the decision; five, the Executive Board; and three, a combination of boards.¹⁷

If there were still a question of Editorial Board autonomy, it was further settled soon after. In Spring 1958, editor William S. Powell of the University of North Carolina proposed a "panel discussion" on the problem (and its possible solutions) "that a number

of public libraries in the state...are having a great deal of difficulty, particularly with discipline, in connection with public school students who use the libraries after 3:30 each afternoon when the school libraries close."¹⁸ Powell sent letters to five public librarians asking for input, with copies to the chair of the School and Children's Section and the current NCLA president, a school librarian. Everyone contacted encouraged Powell to include school librarians in the dialogue (a tact he insisted that he had intended all along), but pressure from the school representatives and even the state librarian certainly implied a preference for withdrawal of the article entirely.¹⁹ Powell stood his ground and published an excellent "discussion" focusing on all aspects of the public library/school library cooperation debate in June 1958.

Perhaps this small controversy and the subsequent gathering of material from many types of libraries across the state encouraged Charles M. Adams of Woman's College, the new editor, to propose section editors for the journal. While "reporters" had originally been intended, the years between 1944 and 1955 witnessed a board centered upon an editor with a few willing helpers. In no sense were they reporters or representatives. In 1955, editor Elaine von Oesen from the State Library requested "reporters" for various library areas, the forerunners of the section editors envisioned by Adams. Under Adams's tenure, section representatives began meeting with their NCLA sections to convey information both to and from the journal.²⁰ It was also under Adams's editorial tenure that the practice of guest editors for specific issues was formally initiated.²¹

With these changes and additions, *North Carolina Libraries* adhered to a fairly stabilized publishing schedule until 1971 when Ruzicka withdrew its financial support. While the relationship with the Greensboro bookbinder had not been without its problems, the Association was unprepared for this

14 "A Quick Survey of College Libraries," *North Carolina Libraries* 1, 2 (April 1942):5-6.

15 *North Carolina Libraries* 1,3 (June 1942):2-4.

16 Mary L. Thornton, compiler, "North Carolina Bibliography," *North Carolina Libraries* 3, 1 (February 1944): 1-3.

17 Letters between June 16, 1957 and July 10, 1957.

18 William S. Powell letter to Miss Clyde Smith, March 21, 1958.

19 Letters from various Executive Board and Editorial Board members, March 21, 1958-April 25, 1958.

20 Charles M. Adams letter to Mrs. Elizabeth H. Hughey, President, October 30, 1959.

21 Charles M. Adams letter to Editorial Board members, April 4, 1961.

announcement. Thus, on December 10, 1971, the Executive Board voted to discontinue publication when it became obvious that *North Carolina Libraries* could not support itself on advertisements alone.²² While the Executive Board officially voted to suspend only one issue, the journal itself announced its possibly permanent demise with the heading, “Do We Need *North Carolina Libraries*?”²³

While 1971 and early 1972 were discouraging times for the journal’s editorial board and NCLA in general, in retrospect the self-examination and thus the conscious decision to assume financial as well as editorial commitment for the journal was a good one. Guilford College’s Herbert Poole was appointed editor, and he and a new editorial board examined every facet of *North Carolina Libraries*. Poole was a brilliant choice. In a “Memorandum for the Record,” Poole admitted that he hoped “that one morning we would see dynamic, forceful atypical persons in positions of responsibility in this organization.”²⁴ He was such a person. Declaring, “Here is what I intend to do,”²⁵ Poole appointed representatives from every type of library in North Carolina, expecting them to procure at least two manuscripts every year. He did this and more, insisting that people fulfill their responsibilities toward the journal and gently nudging unproductive members off the board. Poole had more than a management agenda in store for *North Carolina Libraries*; he had a social agenda as well. Under his subtle direction, he began to address the issue of African Americans in both NCLA and librarianship in general. He began this by challenging “someone” (who could only have been Ray N. Moore of the Durham Public Library) into doing something about this “lily-white organization”²⁶ by accepting the position as Public Library Section representative to the Editorial Board. Once she had accepted,

articles began to appear on African American issues and interests such as public library matriarch Mollie Huston Lee;²⁷ “The African-American Materials Project —OEG-0-71-3890;”²⁸ and “A Survey Course in Negro Literature.”²⁹ And none too soon, for *North Carolina Libraries* had been extraordinarily quiet on social issues in general and African-American issues specifically.

It is true that in 1944 the May issue of *North Carolina Libraries* featured speeches and information from the North Carolina Negro Library Association Conference. Entitled “The Development of Negro Libraries in North Carolina,” the issue celebrated the NCNLA’s acceptance into ALA. From that point on, separate listings of NCNLA members were included in the NCLA Directory of North Carolina Librarians published in the journal. But when individual members of NCNLA began to petition for NCLA membership in 1948, the journal made no mention. Silence was the watchword as the issue escalated. In an undated “Report of Activities Relative to a Merger of NCLA and the NCNLA” (sometime between 4/24/49 and 3/11/50) a joint publication of a single periodical was proposed: “In view of the expected opposition to an interracial library association in North Carolina.”³⁰ Evidently nothing came of the proposal, and, in the April 1952 issue of the journal, the negative merger vote was reported.³¹ No editorial before or after the vote was offered, no stand was taken, no desire to be on the record either for or against the merger was evident. Perhaps this was only inevitable. After all, *North Carolina Libraries* was a southern state journal, one that owed its existence to its membership. But in retrospect one regrets the journal’s unwillingness to publish controversial and provocative issues.

Since the 1970s, however, *North Carolina Libraries*

22 “Minutes NCLA Executive Board, December 10, 1971,” *North Carolina Libraries* 30, 1 and 2:8-11.

23 “Do We Need North Carolina Libraries?” *North Carolina Libraries* 29, 4 (Fall 1971): 159.

24 Herbert Poole, “Memorandum for the Record,” April 17, 1972. p. 1.

25 *Ibid.*, 3.

26 The Editor, “A Reprieve,” *North Carolina Libraries* 30, 1 and 2 (Winter/Spring, 1972): 5.

27 Ray N. Moore, “A Profile: Mollie Huston Lee,” *North Carolina Libraries* 30, 3 and 4 (Summer/Fall 1972): 5-13.

28 Geraldine O. Matthews, “The African-American Materials Project - OEG-O71-3890,” *North Carolina Libraries* 31, 2 (Spring 1973): 28.

29 Dr. Blyden Jackson, “A Survey Course in Negro Literature,” *North Carolina Libraries* 32, 1 (Spring 1974): 7.

30 “Report on Activities Relative to a Merger of NCLA and the NCNLA,” p. 5.

31 Jane B. Wilson, President, “Results of Merger Vote. Report on the Vote Relative to a Merger between the North Carolina Library Association and the North Carolina Negro Library Association,” *North Carolina Libraries* 10, 3 (April 1952):32.

has been somewhat more courageous. Articles such as “The Status of Women in Academic Libraries” (Fall 1973) paved the way for the 1987 theme issue, “The Status of Women and Minorities in Librarianship” (Spring 1987); Emily Boyce’s “The United States Supreme Court and the North Carolina Obscenity Laws” (Winter 1974) was a harbinger of an entire issue on intellectual freedom in 1987. Authors well known within the state and across the nation have shared their expertise: librarians and library educators such as Mary K. Chelton, Edward G. Holley, Marilyn L. Miller, Ray N. Moore, and Charlemae Rollins have shared space with authors such as Sue Ellen Bridgers, Madeline L’Engle, and Joe McGinnis and newspaper columnist Tom Wicker. NCLA Executive Board minutes and biennial reports have kept state librarians informed on association business, while theme issues like *North Carolina Libraries*

“Minimum Qualifications for Librarians” (Spring 1980) and “Marketing Libraries” (Fall 1988) have apprised them of requirements and trends in the profession.

The validation that the NCLA membership has given *North Carolina Libraries* has been overwhelming and gratifying. From its inception, *North Carolina Libraries* and its editors have been supported by both the Executive Board and general membership

through numerous survey responses, realistic budgets, letters to the editors, and general comments both formal and informal. But occasionally accolades from beyond its standard audience validate the quality and mission of the journal in a different way. In 1981, *North Carolina Libraries*, under the editorship of Jon Lindsay of Meredith College, won the H. W. Wilson Award, an acknowledgment among our peers nationwide of the excellence of this state library publication. And again this year, 1992, the journal has won the H. W. Wilson Award, which is “presented to a periodical published by a local, state, or regional library, library group, or library association in the United States or Canada which has made an outstanding contribution to librarianship.”³² It is this contribution to librarianship — to North Carolina librarianship—which has been the journal’s goal for its first fifty years. It will continue to be so for the next.

Editor’s Notes: This article is not intended to be a definitive history of *North Carolina Libraries*. That should be the province of a future master’s paper, one which we of the journal would welcome. It is, however, an attempt to help us all understand why the journal is what it is today, and perhaps what it is on its way to becoming.

32 H.W. Wilson Award Nomination Form for 1992.

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North Carolina Library Association
265 Eastchester Dr.
Suite 133, #364
High Point, NC 27262

Exploring the Pros and Cons of ChatGPT

ChatGPT, created by OpenAI, is a chatbot artificial intelligence (AI) language model that utilizes a deep neural network to answer questions in natural language. What does that really mean? The chatbot has been trained to understand and answer questions in everyday language based on a complex database of information and statistical probability.¹ Many people may have already used AI chatbots when trying to contact virtual customer service on a website or had one pop up asking if it could help as soon as they visited a site. What makes ChatGPT different is its complex capabilities. When prompted, it can write papers, poems, songs, computer code, answer simple or complicated questions, and even check grammar.

Other companies like Google and Meta have developed their own advanced AI language models of this type, but OpenAI has been leading the market. In January of 2023, ChatGPT reached over 100 million users a month and 1 billion visitors to the OpenAI website.² With the interest its release has garnered, the ramifications of this technology are just being explored.³

Looking at ChatGPT through an educational lens reveals the helper capabilities of the tool. It can check the grammar of a student's paper, create outlines and lesson plans, suggest word usage, create quizzes, act as a tutor, and answer questions in conversational language.

When researching a topic, it can sort through material and sum up the results in a narrative. It goes beyond the capabilities of a search engine that can only provide links to sites. In fact, it is important to note that it is not a search engine, as it does not search the Internet. It trained on a dataset taken from Common Crawl, a nonprofit that scrapes text from websites and offers it for free download, Wikipedia, and other web texts, all from 2021.⁴ The ChatGPT Plus paid subscription offered web searching capabilities with a plug-in powered by Bing, but it has been temporarily disabled due to erroneously providing the full text of websites and bypassing paywalls.^{5,6}

With all the positives of the chatbot come equally disturbing negatives. One of the biggest challenges it poses in the academic world is plagiarism and copyright violation. With the capability to draft papers on demand, students can order up a completed assignment. Plagiarism detectors already exist, but are they complex enough to recognize the use of the chatbot? There is also the possibility of ChatGPT plagiarizing from its own datasets. It does not cite sources and creates fake citations.⁷ Several lawsuits filed in 2023 further allege misdeeds such as the misuse of personal information found on the Internet and knowingly training the chatbot from text datasets that contained pirated books.⁸

1 "ChatGPT." Introducing ChatGPT, November 30, 2022. <https://openai.com/product/chatgpt>.

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5 Rudra, Suchi. "ChatGPT in Education: The Pros, Cons and Unknowns of Generative AI." EdTech: Focus K-12, March 30, 2023. <https://edtechmagazine.com/k12/article/2023/03/chatgpt-in-education-generative-ai-perfcon>.

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“Artificial Intelligence Brain Think” by gerald on Pixabay

Another criticism of the tool is that the language sounds unnatural, but that does make it easier to tell when something is not authentically written. The more the chatbot is used, the more it learns. Will it get to the point that what it produces will be undetectable as written by a machine? Of course, AI detectors are also being developed specifically to combat this issue, but will they be developed fast enough?⁹

The information that the chatbot gives is also subject to the bias of the training data and by the programmers who created it. Recent research published by the Brookings Institution showed that when asked specific questions, ChatGPT responded with “left leaning” answers and some political bias. It also was repeatedly inconsistent in some of its responses.¹⁰ OpenAI hired low wage workers to moderate and filter content that was deemed harmful or inappropriate. Deliberate decisions were made on what content was kept and what was discarded.¹¹ The extent to which the data was screened for inaccuracies is unknown and ChatGPT has been known to confidently give factually wrong answers.

With ChatGPT’s aptitude for answering questions, could it replace librarians? When asked, here is what it said, “While ChatGPT and other AI language models have advanced capabilities in processing and retriev-

ing information, it is unlikely that they will completely replace librarians. Librarians offer a range of specialized skills and expertise that go beyond simple information retrieval. They possess deep knowledge of various resources, understand research methodologies, and provide personalized assistance to patrons.” This might be one of the questions ChatGPT has been able to answer correctly.

As generative AI chatbots like ChatGPT continue to be used, it will be interesting to see how they affect the educational realm. It will also be interesting to see how the question of data usage for learning models as fair use or copyright infringement is answered. Without large bodies of textual data to learn from, the models would be severely limited. Part of their appeal is the ability to rapidly process data to learn from it and then be able to use it to effectively communicate in a natural language environment. Without that basis of knowledge, there would be severe limitations to its ability to understand context and provide accurate answers. As some of these issues are decided through legal channels, the future of chatbots may be severely hindered.

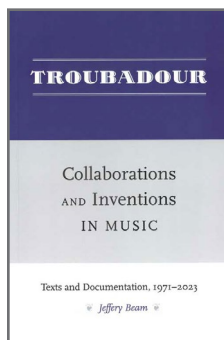
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North Carolina Books

Compiled by Al Jones



Troubadour: Collaborations and Inventions in Music, 1971-2023

Jeffery Beam
(2023). First ed. Hillsborough, NC: Green Finch Press, and Durham, NC: Horse & Buggy Press. ISBN 978-163901-216-9.

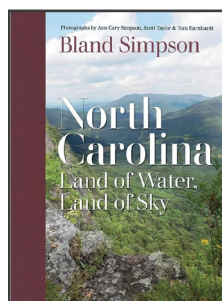
This attractive booklet was a gift to concert attendees and supporters of the April 1 & 2, 2023 PSI Theatre and Durham Arts Council concerts *Life of A Bee*, sponsored by Mallarme Music, soprano Andrea Edith Moore, and other troubadours, to celebrate the 70th birthday of award-winning North Carolina poet Jeffery Beam and introduce the composers who have been inspired by Beam's poetry to make new music.

Troubadour is divided into four parts. Part One: "Texts and Documentation, 1971-2023," presents Beam's poems, along with bibliographic information on where the poems were published originally. Part Two: "Collaborations with Composers, 1996-2023," shows how Beam's poems have inspired compositions by composers of art songs, choral works, and instrumental works. Part Three: "Inventions, 1971-2023," includes songs by Jeffery Beam, including his new "Antique" ballad, his "Lullaby" and children's songs, and his "sung poems." Part Four: "Composers," includes biographical information on the composers with whom Beam has collaborated and bibliographic information on the composers' works inspired by Beam's poetry. The composers are Daniel Thomas Davis, Lee Hoiby, Jeanette LeBouef-Kassam, Holt McCarley, Bo Newsome, Steven Serpa, Tony Solitro, and Frank E. Warren. *Troubadour* concludes with a biographical sketch on Beam, including congratulatory

quotes from former North Carolina Poet Laureates Joseph Bathanti and Shelby Stephenson, and novelists Marianne Gingher and Marly Youmans.

Troubadour will be an important addition to library collections that focus on North Carolina poets and their poetry. Beam has been nominated three times for American Library Association Notable Book and Gay/Lesbian Non-fiction awards.

Plummer Alston "Al" Jones, Jr.
East Carolina University



North Carolina: Land of Water, Land of Sky

Bland Simpson
Chapel Hill, NC: The University of North Carolina Press, 2021. 225 pp. \$20.10.
978-1-4696-6583-2.

Is it possible for all of us to gain a mental picture of North Carolina landscapes, people, and landmarks by reading a book? Throughout the pages of the book, *North Carolina: Land of Water, Land of Sky*, author Bland Simpson, with valuable assistance from his wife Ann Cary Simpson, Scott Clark, and Tom Earnhardt, accomplishes this feat effectively. With the inclusion of numerous color photographs to supplement his narrative, Simpson covers the entire length of North Carolina from the coastline to the mountains. Where possible, the author includes conversations with local townsfolk that he encounters on his journey. Traveling the entire area of North Carolina takes several months, but the author's enthusiasm for the varied people, dialects, and the landscape are portrayed effectively throughout the book.

In this North Carolina guidebook, an extensive bibliography and numerous photographs are provided. Accompanying Simpson on his journey across North Carolina are his wife Ann Cary Simpson, Scott Taylor, a professional photographer, and Tom Earnhardt, a North Carolina writer and naturalist. In order to capture the different regions of North Carolina, Simpson divides the book into four sections as follows: This Wet and Water-Loving Land, Short Hills & Sand Hills, Jump-Up Country, and Epilogue: A Moment on Hooper Lane. The author's writing style as well as the photographs included in the book make the reader want to turn the next pages to see what landmarks will be pictured or described in the book's pages.

Bland Simpson is the 2005 recipient of the North Carolina Award, North Carolina's highest civilian award. He is employed currently as Kenan Distinguished Professor of English and Creative Writing at the University of North Carolina at Chapel Hill. When Simpson is not writing, he spends some spare time as a pianist for The Red Clay Ramblers, a Tony Award-winning string band. Prior to writing this book, his other publications have included the following: *The Great Dismal: A Carolinian's Swamp Memoir* (1990),

The Mystery of Beautiful Nell Cropsey: A Nonfiction Novel (1993), *Heart of the Country: Novel of Southern Music* (1996), *Into the Sound Country: A Carolinian's Coastal Plain* (1997), *Ghost Ship of Diamond Shoals: The Mystery of the Carroll A. Deering: A Nonfiction Novel* (2002), and *The Inner Islands: A Carolinian's Sound Country Chronicle* (2006).

This book is intended as a guidebook to highlight the diverse landscapes and towns dotting the North Carolina countryside. Specific descriptions of waterways, towns, and regional attractions like Grandfather Mountain or the port of Wilmington lend character to the book. Because of its specific scope, *North Carolina: Land of Water, Land of Sky* would be suitable for inclusion in any academic or local library with a focus on state geographical landmarks.

David W. Young

University of North Carolina at Pembroke

More North Carolina Literature

Looking for more works by North Carolinians or set in our state? You can always search [goodreads](#), [LibraryThing](#), or the catalog of your local library. Don't forget to browse your favorite bookstore! UNCG Libraries has also created a [Literary Map of North Carolina](#) to help identify authors from your county.

If your interest in North Carolina is more general, the North Carolina Collection at UNC-Chapel Hill frequently updates their blog with new acquisitions to the collection and other posts related to the history, literature, and culture of our state. Connect to the [NC Miscellany](#) here.

Wired to the World



Tech Troubleshooting Tips and Tricks

Having a great deal of electronic content, both created and managed internally by the library and externally by publishers and vendors, is nothing new to the library profession. Yet the art of troubleshooting is something that many librarians must learn on their own or from conversations in the halls of conferences. This short column seeks to share tips and techniques that librarians can use to get started on troubleshooting issues either as a solo endeavor or before escalating to a specialist or third party. It is based on the author's own experience fixing links, search boxes, and authentication systems, both on the library side as an electronic resource librarian and now as a library service engineer for EBSCO.

Lesson One:

One's ability to troubleshoot is only as good as the information one receives.

While sometimes issues arise via a reference interview or a phone call, frequently they are discovered at the point of trying to access electronic content or interact with a system. Developing a form that can be used to report an issue at that point of need can greatly help library staff with their investigation. Though having a more formal ticketing system can be useful when dealing with a high volume of issues, often a Google form is enough. Many catalogs and discovery layers can add a link to a Google form on result lists, individual records, or the landing page for link resolvers. Some catalog and discovery vendors can also make a form like this for a library.

In terms of what is valuable to be on a form, they should encourage screenshots and allow for the sharing of links to screencasts of the issue. A screenshot is worth 1,000 words and a screencast or video of the issue occurring is worth at least 10,000. Linking a free method of screen capture, such as Screencastify (<https://www.screencastify.com/>) or TechSmith Cap-

ture (<https://www.techsmith.com/jing-tool.html>) on the form helps remove some of the barriers for users. Forms should also include a way to best contact the person submitting the issue, their affiliation (guest or patron), if they were accessing the resource in the library or off campus, and a space for patrons to describe the how, what and where of their issue.

Lesson Two:

Librarians know how to ask questions.

Library staff have a skill that makes them often excellent troubleshooters: the reference interview. This job teaches library staff to dig into the root of a patron's need through open ended questions, active listening, repeating patron statements to check understanding and avoiding assumptions. Questions such as "Explain to me where the process failed," "What was the process that took you to this issue?" and "What have you tried already?" provide important insight and help guide next steps. Do not be afraid to use these skills, even with fellow library staff.

Lesson Three:

There are cool free tools out there to help.

Once information has been gathered, there are many tools out there to help investigate a problem. One of the biggest stumbling blocks when it comes to troubleshooting is when the troubleshooter cannot reproduce the issue. Forcing off-campus access via a mobile device with Wi-Fi turned off can help in these situations, especially if the issue appears to be limited to off-site access. Another useful technique is to keep one browser always clear of all history (clearing caches, deleting history, removing cookies). For example, if a librarian regularly uses Google Chrome, they can choose to not use this browser for troubleshooting. Instead, they can use something like Firefox, and after every session, go into history—

clear recent history—clear all history. Keeping one browser clean will ensure that troubleshooting does not get thrown off by saved credentials or cached pages. Though incognito or private browsing can do something similar, some content, especially in Chrome, persists into those modes.

If none of these techniques work, there are a few cross-platform tools that allow you to take control of another’s screen, with their permission. Zoom has the option to “Request Remote Control” underneath viewing Options whereas Teams calls the option “Request Control.” Both of these will allow you through the screensharing interface to interact with another desktop. For Chrome users, there also is a site called Chrome Remote Desktop (<https://remotedesktop.google.com/?pli=1>). From here, the troubleshooter should select “Share my screen.” The other user will need to also go to the site, select “share my screen” and then download a small helper app. Once this is downloaded, they will get a 12-digit code which the troubleshooter can then use to connect to another computer. This allows full remote control.

While the above tools are more general, there are a few tools that can be life savers when dealing with troubleshooting broken links and issues with access to content. The first is a free browser plugin called Redirect Path (<https://chrome.google.com/webstore/detail/redirect-path/aomidfkchockcldhbkkggjokdkkeb-mdll>). This plugin allows the user to visually trace the many interactions and redirects a link passed through in order to determine exactly where the link

may have failed. Using this tool helps the troubleshooter identify the problem so either they can fix it, or they can send it on to the right person, such as a vendor. Often, however, these links are encoded making them hard to parse. An encoder/decoder, such as Meyerweb’s URL Encoder/Decoder (<https://meyerweb.com/eric/tools/dencoder/>) helps clear up the confusion.

Lesson Four: Sharing is Caring.

Some problems are one off situations, but many issues that libraries face will come up again. Keeping a shared space where all staff involved in troubleshooting can record solutions, share useful updates and tools, or even note that the issue is caused by a vendor and can’t be fixed right now are all valuable bits of information. If the library has access to Microsoft One Note, this can be a good tool as it is easier to organize and search than something like a Google Doc.

Though sharing among one’s library can help, sharing knowledge across libraries can be even more powerful. This is why the Technology and Trends section of the North Carolina Library Association has started an initiative where members can ask the board and others who volunteer technology questions (<https://forms.gle/A54fKGXscMxHSGE9>). Not only will the questioner receive an answer, but answers will be compiled on the Technology and Trends website.

Together, let us help each other make troubleshooting less scary.



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