

Welcome to the April 2014 issue of *C&RL News*. In 2013, ALA launched a partnership with the Harwood Institute to help libraries “turn outward” and engage their communities through conversation to better align with community expectations. Nancy Kranich, Megan Lotts, and Gene Springs describe the Rutgers University Library’s experiences with the Harwood approach in their article “The promise of academic libraries.”

Meeting community needs and expectations can be done in a variety of ways. Heather McCullough of the University of North Carolina-Charlotte shares her library’s efforts at “Developing digital scholarship services on a shoestring” to address their campus’ need for additional services in this area.

This month’s issue also features articles on two approaches to meeting community needs by providing chat reference services. Jodi Shepherd and Irene Kobler of California State University-Chico detail their implementation of a LibAnswers knowledge bank in their article “How do I search for a book?”

Librarians at John Carroll University looked to the business community for inspiration to provide

“Proactive chat reference” by implementing a trigger-initiated customer service system on their library website.

In this month’s ACRL Tech Connect article, Jewelry Yep and Jason Shulman detail a method of assessing social media and examine the concept of nodes and links in “Analyzing the library’s Twitter network.”

In preparation for ACRL’s 75th anniversary, our sister publication *College & Research Libraries* is asking for your input in identifying seven seminal articles from that publication’s history for a special issue to be published next year. Visit this issue’s *C&RL* Spotlight department for more information.

Make sure to check out the other features and departments this month, including a Scholarly Communication column examining the San Francisco Declaration on Research Assessment by Marta Bladdek, Internet Resources on “Street art and graffiti” by Michael DeNotto, a The Way I See It essay detailing “Lessons learned at the general education table” by Emily A.B. Swanson, and the final round of profiles of 2014 ACRL award winners.

—David Free, editor-in-chief, dfree@ala.org

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