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## Faith and Librarianship: Preparing a Feast in the Library

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Faith and Librarianship:  
Preparing a Feast in the Library

Carole M. Cragg  
In Partial Requirement for Application to Senior Librarian  
April 27, 2012

## **Introduction:**

In theologian Christian Winn's fine article, *On Hospitality and Work*, he asked the question: "specifically, what does our work have to do with hospitality?" In answer, he showed God's act of creation, transforming a very inhospitable place, "to be the first act of hospitality – the making of space and time in which others can thrive and find fellowship. God's own way of creating was meant to be a model for humanity to follow."<sup>1</sup> Hospitality was our assigned work.

He continued on to show it is God's forgiveness that welcomes and "empowers us to become ministers of reconciliation in all that we do, to become hospitable people, especially to the stranger, the alien, and the outcast." Winn concludes by encouraging us to see all of our work, regardless of how menial in appearance, through the lens of hospitality and thus "have the potential to transform the means and ends of our work."<sup>2</sup>

In this essay I intend to ask the question and begin a conversation about how does my vocation as a librarian and the profession of librarianship, especially as it is practiced in the BU Library, relate to my call to "work with God in making a hospitable place in which the human community could thrive."<sup>3</sup>

## **Why this window into faith and library service?<sup>4</sup>**

As a child growing up I observed my parents inviting a lonely stranger to join us for Christmas dinner, providing a place for children in physical or emotional need to live, praying for and with those in pain, accompanying a mother while her daughter had an abortion, getting men out of jail and giving them work, bringing food or flowers to someone suffering, offering their tools, their clothes, their time and listening ear to anyone they sensed could be encouraged or assisted. They didn't have to be people they liked or agreed with. It was a way of life for them.

I watched their preparation for guests in our home, experienced the respect accorded not only to them, but to myself, and I saw the transformative nature of this approach. Almost unconsciously, caring about hospitality both at home and in the library became a passion for me.

## **What is Hospitality? Who are the Strangers?**

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<sup>1</sup> Christian Collins Winn, "On Hospitality and Work," *Christianity Today*, <http://www.christianitytoday.com/workplace/articles/leadership/hospitalitywork.html> (accessed April 13, 2012).

<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

<sup>4</sup> For additional theoretical and practical examples of faith integration and librarianship, please see: Gregory A. Smith, *Christian Librarianship : Essays on the Integration of Faith and Profession* (Jefferson, N.C.: McFarland & Co., 2002).

Hospitality is a deeply shared value for Christians, Jews, and Muslims alike. Our definition of hospitality has origins in Greek, *hospes* meaning both “guest” and “host,” in Latin *hospitium*, “hospitality,” and from the New Testament Greek, *philaxenia*, “love of strangers.”<sup>5</sup>

Beginning in Genesis with Abraham’s welcome and Sarah’s preparation of a meal for three strangers<sup>6</sup> to Paul’s admonition to practice hospitality,<sup>7</sup> the biblical text and Christian writing through the centuries are filled not only with examples of hospitality, but also with extensive arguments and strong admonitions to practice hospitality even under duress.

In some passages humans are the primary hosts, in others God provides the inclusion. Jesus serves as host feeding disciples and guests and washing the disciples feet. In other settings, he becomes the guest, eating with tax collectors and sinners while demonstrating what it means to accept and include the outcasts, the “strangers,” such as lepers and the woman with the alabaster jar.

From a biblical perspective it appears that “strangers” may include anyone who may be considered as “disqualified” because of gender, age, ability, social status, ethnicity or other characteristic.<sup>8</sup>

Nouwen reminds us that it is our vocation to create a space where the “enemy” or stranger may become the guest, and that the “guests are carrying precious gifts with them...” The sharing of gifts between hosts and guests can “bring new life to each other.”<sup>9</sup>

### **Hospitality and the Library**

What does it mean to welcome the stranger, the visitor, the guest?<sup>10</sup> How should the table be set? What creates an atmosphere that says you were expected, invited, you are welcome, you are encouraged to explore, to contemplate, to test new ideas? To

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<sup>5</sup> John Koenig, “Hospitality,” In *Encyclopedia of Religion*, 2<sup>nd</sup> ed. (Detroit: Macmillan Reference USA, 2005).

<sup>6</sup> Gen. 18:1-8.

<sup>7</sup> Rom. 12:13.

<sup>8</sup> Additional examples include hospitable actions and their life giving effect such as 2 Kings 6:8-23, where Elisha tells the King of Israel to prepare a feast rather than kill captured enemy soldiers which in turn stops the raiding. Heb. 13:2 reminds us we may be entertaining angels without knowing it.

<sup>9</sup> Henri J. M. Nouwen, *Reaching Out : The Three Movements of the Spiritual Life* (Garden City, N.Y.: Doubleday, 1975), 46-47. Another example is found in Augustine’s *Confessions* 8.6.4. The story is told of a visitor, Ponticianus, who is reminded by a book on Augustine’s table of a previous encounter that was a source of transformation in his own life. With the conversation that followed Augustine in turn is changed. The host is graced by a gift from the guest. John Weaver, “Augustine and ATLA,” *ATLA Newsletter*, 58, no. 10 (2011):1.

<sup>10</sup> Those who make use of library resources and services have been commonly called: “users,” “patrons,” “clients,” or have been separated into classes such as “faculty,” “students,” “learners, etc. As I have done the research and thinking for this essay, I found the word, “guest,” to be the most descriptive for our work.

be assured that your questions, your need to find nourishment, your uncertainties and doubts, your curiosity, will be treated with respect?

And how does hospitality further the [Library's mission](#)<sup>11</sup> to create an environment that promotes the quest of knowledge and encourages academic excellence, that empowers students, faculty and staff to grow intellectually and to work effectively within and beyond the Bethel community? For me, these are the very real, practical questions I face as a Christian librarian.<sup>12</sup>

I believe we are called not only to provide hospitality for others, but by doing so to be a living example of a Christian way to prepare for and welcome the stranger. And within the educational setting: what better way to teach than to model? In addition, the hospitality we give and the preparations we make demonstrate our view of the guests we serve as persons created in the image of God, and includes a desire that those activities are done unto Christ as we do it for any of our guests.

### **Babette's Feast**

In the next few pages I would like to describe hospitality in the library as akin to preparing a feast where all are welcome. Welcome not only to enjoy the meal, but to contribute to the feast, to have the opportunity to become not only guests, but hosts creating, on their own or working with others, to offer new “dishes” to share.

[Babette's Feast](#),<sup>13</sup> is a lovely example of the transformative power of such a feast. An awarding winning film based on a story by Isak Dinesen (Karen Blixen), it chronicles the generous preparation of an extravagant feast, a gift that requires all of Babette's resources. The recipients of this largess are members of a small congregation in a remote village in 19th century Denmark. They are suspicious of the gift, and in spite of their determination not to appreciate it, this feast, given with such gratitude and love begins to break down old suspicions and to open each up to forgiveness and even joy.

### **Feasting in the BU Library**

Librarians preparing a welcome and providing a feast are never solitary activities, but rather ones requiring a collaborative effort, even in libraries with only one

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<sup>11</sup> The BU Library's mission statement: <http://library.bethel.edu/about/mis> (accessed April 25, 2012).

<sup>12</sup> My understanding of faith and sense of call lead me to engage these issues, but they are not unique to me or to Christians. In the values statements from the [American Library Association](#) to libraries as diverse as [University of Chicago](#) and [Macalester College](#), these institutions include concepts about respect, being hospitable, fostering community, encouraging diversity and other ideas similar to those addressed in this essay. All links accessed April 25, 2012.

<sup>13</sup> *Karen Blixen's Babettes Gæstebud*, directed by Karen Blixen et al. (Santa Monica, CA: MGM Home Entertainment, 2001). The link: <http://www.youtube.com/watch?v=VMrUMLCeOnw> (accessed April 25, 2012), goes to the scene where guests begin to arrive, wishing not to overly enjoy the experience. The DVD is available in the BU Library DVD 791.4372 B113f 2001 .

librarian. Although I will emphasize the work done in the BU Library and with our primary guests, collaboration goes far beyond to include our guests, colleagues in other libraries, consortium members, vendors, etc. It has been one of the great gifts in my life to be surrounded with library colleagues who are not only creative, professionally expert and dedicated, but who also share a passion to prepare for and honor our guests. Although you will not find them in the formal references, I owe them a great debt of gratitude, as I have learned so much from their words and especially their lives.

How do we live out hospitality in BU Library? Below I suggest some of the elements we consider and the very practical ways we prepare to serve our guests and ultimately provide the opportunities for both hosts and guests to participate in creating and sharing “feasts” around a table where all are welcome.

### **Raw Ingredients: Creating the Collection**

No feast can be prepared without the essential ingredients, and what would a library be without resources, the raw ingredients? As obvious and simple as that may sound, it is a complicated task to select and procure the essentials to have immediately on hand, and to be prepared to quickly retrieve more exotic, but necessary items, just as Babette needed to import a turtle, figs and quail much to the astonishment of the residents.

Whether our guests desire to work on their exegesis of Romans 12, or their doctoral dissertation on internationalization in Turkish higher education, hospitality requires that we understand the mission, know the curriculum, stretch a shrinking budget to match growing programs, and create the systems, procedures and policies that will assure that all guests will feel anticipated.

What are some of the means and criteria we use to go about doing this delicate preparation? Although the primary responsibility lies with the collection development librarian, who collaborates with faculty in selecting many of the resources directly related to a discipline, she also works closely with acquisition and serials supervisors to purchase materials and manage budgets.

Librarians serve on Divisional Affairs Committees in the College of Arts and Sciences and Academic Affairs committees of College of Adult and Professional Studies and the Graduate School. This helps the Library stay abreast of new courses and programs, and to advise the committee regarding what resources may be needed to sustain the offering. Knowing what is on the “menu” is essential to have the right “ingredients” on hand.

Students, faculty and staff frequently make recommendations. Reviews and knowledge of what CLIC (Cooperating Libraries in Consortium) partners may provide quickly are part of the mix. Beyond the individual tangible items, online databases and journals must be evaluated not only for content, but also for usable

interface and desirable contractual terms.

For guests to feel they are expected, it is necessary that we include materials that represent their culture and heritage. Through our materials we also have the privilege of hearing voices and interacting with wisdom not only from the past, but also from all over the world as well as places very near that we would otherwise not encounter.<sup>14</sup> As these potentially less familiar “ingredients” and voices stretch our palette, enrich the dinner conversation, and provide opportunity to ask questions, we become more truly a learning environment for all.

Not all that is desirable will be within our means. For those items which we can neither afford nor anticipate, our interlibrary loan librarian provides a service which has long been a hallmark of librarianship: the willingness to create and maintain systems to share resources across differences of geography, type of library and ability to reciprocate. CLIC provides a wonderful example of this service. The BU Library Director as well as librarians from all departments contribute to the shared work of maintaining a viable consortium network.<sup>15</sup>

We also strive to be good stewards of our resources through maintaining vital alliances with other libraries, which provide the opportunity for joint purchases at discounted prices.

In addition to materials that are directly connected to the curriculum, the generosity of Friends of the BU Library, many of whom are faculty and staff, has allowed us to offer materials such as the “Travel” and “Life Long Learning” collections. We are grateful for these materials such as devotional items, current literature, crafts, and cook books, because they allow us to more fully encourage life-long learning and to satisfy more completely our guests’ curiosity as whole persons.

All of these information sources become the raw ingredients we provide. Our guests are free to use them to satisfy their hunger for knowledge, to heal their wounds, or to create lovely new “dishes” to share with others.

In addition, we believe providing these resources not only prepares a welcome, but helps us support the [BU values](#)<sup>16</sup> of encouraging us all to be “learners,” “truth seekers,” and “world changers.”

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<sup>14</sup> William C. Welburn. "Creating Inclusive Communities: Diversity and the Responses of Academic Libraries." *portal: Libraries and the Academy* 10, no. 3 (2010): 357. <http://muse.jhu.edu/> (accessed April 21, 2012).

<sup>15</sup> In spite of more recent calls for open access and the historically generous sense of hospitality among libraries, interlibrary loan cannot be taken for granted. For example, as libraries buy more electronic resources, new rules are beginning to apply that limit sharing.

<sup>16</sup> Bethel University Values: <http://www.bethel.edu/about/values> (accessed April 25, 2012).

### **The Chef's Tools: Providing the Right Equipment**

In any art, using the right tool can greatly enhance the process and the final product. What a difference the proper sharp knife can make when filleting a fish.

And so it is that we attempt to provide our guests with the tools they need to most effectively do their work. For example, we offer Flip cameras for creating short videos, digital recorders for interviews, Kindles for reading books in places guests find comfortable, computers to compose final papers, multimedia stations to create new presentations, and much more.

### **The Pantry: Collections - Organizing Access to the Raw Ingredients**

It is not enough to procure the needed ingredients, they must be arranged in ways that make them most physically and intellectually accessible. For books and other tangibles, the Library's cataloger and technical services staff carefully assign them to a collection such as reference or curriculum and to a specific place/call number in that collection. This is much as the cook would expect to find not only her cheeses together, but the Gorgonzola near the Roquefort. So too, a wonderful book on [Chihuly](#)<sup>17</sup>, a contemporary glass artist, or English medieval stained glass may be discovered when looking for something as simple as *Glass: a world history*.

For electronic materials served through databases and other means, librarians who work to develop the information architecture for the Library website and Blink tab, must attempt to design and maintain a space that is as intuitive as possible with multiple options for inviting contact with help either in person or online.

Whether online or on the shelf, this is both a science and an art which require frequent consultation with our guests as to their needs and ways of thinking.

### **Cooking Lessons: Providing Support and Instruction**

Some guests are renowned chefs looking for a recipe to create an exotic dessert, others are starting to fix a simple breakfast or try a new cuisine. For some the array of ingredients and tools laid before them may seem a banquet in and of itself, while many feel anxiety and loss at the encounter. Some guests are not only attempting to find and work with resources in a language new to them, but also to use unfamiliar tools. Even when the language is the same, its arrangement, meaning, or use may feel foreign especially to those new to academic work and expectations.

How do we make *all* these guests feel comfortable enough to request assistance? How are we prepared to provide meaningful, timely assistance? How much assistance do we give before we rob the guests of their own empowerment to learn and move forward more confidently? What is an equitable distribution of time when

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<sup>17</sup> Chihuly web site: [http:// www.chihuly.com](http://www.chihuly.com) (accessed April 25, 2012).

so many are to be served?

These are some of the issues that public service librarians and staff must consider in preparing to respond to all of our guests. As I count myself among those who serve in this capacity, I am especially concerned with wrestling with these uneasy questions.

Just as a delicious dinner served by a snarly wait staff may leave a bad taste in one's mouth, so expert advice delivered with condescension may sour the guest's desire to explore and learn. Therefore, our attitude of service is of equal importance to our knowledge of databases, the effects of Boolean searching, policies of the library, etc.

Whether the encounter is personal, in class, on the phone, via chat or email, we may well be advised to heed the advice of Simone Weil on how to fully love our neighbor, our "guest." by saying, "What are you going through?"<sup>18</sup> Although we only occasionally utter this aloud, it can be profoundly important as a reminder. Even when creating online guides which are primarily used when we are not physically present, to keep in mind our guests and in what circumstances they may find themselves while needing assistance, will help guide our work. Beyond and beneath this mental habit is our core understanding of serving each guest as if we were serving Christ himself. I can testify to the difficulty of this mindset.

In the classroom or creating online course materials, we are intentional to learn about and respond to the real nature of our guests' needs. In addition to speaking to faculty, we often attempt to survey or inquire personally with the students. Frequently one of the basic needs is to assure them that they are not alone, that we are there to walk alongside them, and to hopefully reduce their anxiety, a feeling frequently expressed by adults returning to academic work. This is part of providing a safe place, where one is able to focus directly on the work at hand, to be encouraged to explore new ideas, to become truly curious about their subject, and to see the process itself as a new skill that will open other doors.

We try to anticipate our guests' needs for assistance at all times of the day and from almost any location. To do so we create online guides, FAQs, widgets in Moodle, and different means of access such as chat, phone and email. Much of this requires frequent dialog and collaboration with faculty. To best facilitate those connections librarians serve on a variety of faculty committees and participate in other faculty activities such as retreats. We have also developed a system of liaisons to work with specific departments. This allows us to more deeply understand their unique needs.

To improve our ability to work effectively with classes and knowledge of our guests'

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<sup>18</sup> Simone Weil, ""Reflections on the Right use of School Studies with a View to the Love of God", in *The Simone Weil Reader*, edited by George Andrew Panichas, (New York: McKay, 1977), 51.

needs, we regularly attend conferences, do research, ask for feedback, participate in “Assessment Day” and collaborate with each other about the pedagogy.

Even the physical arrangement of the Reference Desk can effect the perception of our availability. While many “reference desks” or “information commons” are stand-up counters dividing the guest from the host, we have intentionally kept the desk at table height and open for our guests to be either higher than we are or to sit and work directly as colleagues with us.

In addition to reference librarians, our library technology specialists along with a dedicated cadre of student assistants, provide the invaluable service of offering assistance with all the “chef’s tools.” This allows our guests to concentrate on their interaction with the content of their work, rather than fixing the printer, figuring out how to put in page numbers, the best way to edit video, etc. To prepare for our guests, the technology specialists are constantly learning about new technologies, and planning ways to anticipate how they may be used in the library. They frequently become mentors and teachers, which allows the guests to become more confident in their work.

### **Setting the Table: Creating Welcoming and Functional Spaces**

Why is the setting, the space, so important? Over the course of the last 10-15 years there has been an increasingly rapid shift to provide resources online. Spaces that were dedicated to housing print collections are being transformed into group study spaces, computer labs, and multi-media production rooms. The professional literature has been filled with research on “library as place.”<sup>19</sup>

Research confirms that the environment has a profound effect. As we anticipate our guests, we carefully consider how the physical space in the library invites and welcomes, and provides a safe setting that is conducive to contemplation, conversation both with colleagues and with the sources, and the creation of new works. In short, an environment that enhances learning.<sup>20 21 22</sup>

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<sup>19</sup> John Buschman and Gloria J. Leckie, *The Library as Place: History, Community, and Culture* (Westport, Conn.: Libraries Unlimited, 2007), provides a broad overview of issues from the public library’s role in creating and sustaining community to the place of the academic library in the life of the scholar.

<sup>20</sup> Pei-chun Lin, Kuan-nien Chen and Sung-Shan Chang, “Before there was a Place Called Library: Library Space as an Invisible Factor Affecting Students’ Learning,” *Libri: International Journal of Libraries & Information Services* 60, no. 4 (12, 2010), 339-351.

<sup>21</sup> An important issue in maintaining physical spaces is the ongoing concern regarding the “digital divide.” Lin, Chen and Chang, “Before There was Place Called Library,” 343. BU Library’s own ethnographic research done in May 2011, shows that of 2,515 students observed using computers in the Library, only 29% of white students were using Bethel computers, while 42% of students of color were using Bethel computers. This *may* be an indicator of some divide. The research will be duplicated in May 2012, to see if the trend continues.

<sup>22</sup> S. Bennett, “Righting the Balance,” *Library as Place: Rethinking Roles, Rethinking Space* 11 (2005), 27.

Equal attention needs to be paid to the Library's online space, but in this essay I will limit my focus to BU Library physical space.

To assist in preparing for our guests, BU Library has a "Space" committee comprised of librarians and staff from across many library departments. We use anecdotal observations, questionnaires and surveys, regularly provide opportunity for feedback from guests and published research. All of this helps us gain insight into what creates a welcoming and productive space. To that end the BU Library is constantly changing and adapting to meet the contemporary needs of our guests<sup>23</sup>

Our guests, including some alumni doing graduate work elsewhere, tell us they prefer to come to BU's Library because it feels warm, welcoming, and comfortable, and that it provides a place where you can be with others, but have an atmosphere that encourages study. Creating attractive surroundings continues to be an important part of our work to offer hospitality.

### **Inviting the Guests: Marketing our Services & Resources**

How do our guests know they have been invited, what rich fare has been provided? Some come by direction of faculty, some from experience with other libraries or invitation of friends. In spite of the many who come seemingly without special invitation, we do not take it for granted that all know they are welcome, nor even if they come that they are aware of all that is possible in both the physical and online spaces.

To make our invitation as clear and welcoming as possible, the BU Library has a marketing committee, again composed of library staff across many departments. The committee's goals include generating excitement about academic inquiry and lifelong learning by enhancing awareness, attractiveness and accessibility of library resources and services.<sup>24</sup>

### **Advocating for the Guests & Hosts**

To be properly prepared to offer the right "ingredients," workspaces and assistance, the Library must have the necessary support. Does proper preparation mean that

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[http://scholar.googleusercontent.com/scholar?q=cache:uFVI8YGjbpEJ:scholar.google.com/+%22righting+the+balance%22+author:Scott+author:bennett&hl=en&as\\_sdt=0,24](http://scholar.googleusercontent.com/scholar?q=cache:uFVI8YGjbpEJ:scholar.google.com/+%22righting+the+balance%22+author:Scott+author:bennett&hl=en&as_sdt=0,24) (accessed April 21, 2012).

Bennett argues that academic libraries are most effective when they are like domestic spaces where people feel at home.

<sup>23</sup> For examples of ways we have changed the Library, please see my portfolio section on Service to BU Library: Enhancement of Library Space and Services

<https://sites.google.com/site/carolecragg/service-to-bu-library/bul-service-enhancement-of-library-space>

<sup>24</sup> For examples of ways we have marketed the Library, please my portfolio section on Service to BU Library: Marketing and Advocacy

<https://sites.google.com/site/carolecragg/service-to-bu-library/bul-service-advocacy-and-marketing>

we should own every book, have full text access to every published journal, provide lavish surroundings, a staff person with expertise in every discipline? No, but it does mean that the very real and significant needs are anticipated and provisions made for them. Just as guests invited to a fine dinner do not expect *everything* will be on the menu, but that the selection will make sense and that whatever *is* served will be well prepared.

Therefore, part of our work is to be advocates to obtain the needed resources. This is an increasingly important task as programs grow, more diverse guests become part of the community, budgets shrink and prices of the “raw materials” continue to climb. As the vision for Bethel University as described in the strategic plan expresses the desire to be “educationally-excellent,” appropriate library resources will be crucial to the success of such a plan.

In *Babette's Feast*, even the servers enjoyed the opportunity to experience the fine offerings. We too must not forget that the Library hosts themselves are guests. It is vital that those who serve are not only well trained with professional skills and knowledge, but are treated with the same respect, the same hospitality, the same appropriate resources as the guests. If the hosts do not experience this respect, how will they be well prepared to provide a spacious welcome to the guests?

To assure this welcome, the Library Director with our administrative team, works to provide encouragement, resources and time to attend and present at conferences, and opportunities to remain current with the profession. We are also very intentional about creating and maintaining a culture of respect and appreciation with opportunities for reflection on our shared mission.

### **Experiencing *Babette's Feast*?**

There are amazing moments in the Library when it feels that all the preparation, welcome, and invitation come together. Many of these moments may go unnoticed, such as when a student finds just the right “ingredient” to help her with a paper, an adult learner is relieved to get assistance with a troubling citation, faculty learn to use audience response systems to better engage their students, or a visitor finds a space for quiet to read and contemplate while he waits for his child.

For me there are particularly recognizable times when there is a sense that we are indeed sitting at table together sharing the feast. They happen regularly during [Primetime events](#).<sup>25</sup> Here there are no distinctions of class: faculty and students, administrators and retirees have all prepared special offerings for everyone to share. Whether it be a [student returning from study in Egypt](#), a faculty [Excellence Award](#) winner discussing *The Quantum Chemistry of this Universe and Beyond*, [Edgren](#)

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<sup>25</sup>Video summary of Primetime events, history of the development, and comments of presenters and attendees, <http://library.bethel.edu/presentations/primetime-sample/WholeMovie.html> (accessed April 25, 2012).

[Scholars](#) reporting on their findings about the needs of students of color, a [retired psychology professor](#) showing her avatar in 2<sup>nd</sup> Life and explaining what she is learning there, or [theater folk](#)<sup>26</sup> demonstrating training in sword play, who could not be inspired to engage more fully in the learning process? Is this not truly the “feast” inspired by hospitality that will spark curiosity, instill a love of life-long learning, and engender more willingness to explore and share what we are all learning?

Echoing the conclusion to *Babette’s Feast*, may our experience of the shared meal bring a greater sense of community, deeper appreciation of other guests, and a more profound commitment [“to serve the Lord with heart and mind.”](#)<sup>27</sup>

Finally, as I reflect on our attempts as librarians to heed Paul’s admonition to provide hospitality, I am overwhelmed with a sense of gratitude, for I know I have been the guest treated to a rich and ongoing feast. And, I trust that by God’s grace, as [Winn](#) concludes, that having seen our work through the lens of hospitality, “the means and ends of our work”<sup>28</sup> will be transformed.

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<sup>26</sup> Links go to videos of the named presentations: Study in Egypt, <http://cdm16120.contentdm.oclc.org/cdm/singleitem/collection/p15186coll14/id/99/rec/1> Faculty Excellence, <http://content.clic.edu/cdm/singleitem/collection/p15186coll14/id/94/rec/1> Edgren Scholar, <http://content.clic.edu/cdm/singleitem/collection/p15186coll14/id/3/rec/7> Retired professor, <http://content.clic.edu/cdm/singleitem/collection/p15186coll14/id/40/rec/1> Theater folk, <http://content.clic.edu/cdm/singleitem/collection/p15186coll14/id/59/rec/1> All links accessed April 25, 2012.

<sup>27</sup> Video clip from *Babette’s Feast* as the guests conclude their feast, <http://adobe-fms.its.bethel.edu/faculty/public/Cragg/Clip.html> (accessed April 25, 2012).

<sup>28</sup> Collins Winn, *On Hospitality and Work*.

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