

ALA IS PROUD TO PRESENT THE TWO-DAY CONFERENCE
WITHIN A CONFERENCE, A SEPARATE, SPECIALLY-PRICED
EDUCATIONAL OPPORTUNITY FOR LIBRARY SUPPORT STAFF!

CONFERENCE WITHIN A CONFERENCE

Empowering Library Support Staff for the 21st Century

CHICAGO, IL

DURING THE 2005 ALA ANNUAL CONFERENCE
SATURDAY, JUNE 25 –
SUNDAY, JUNE 26, 2005

SCHEDULE AT A GLANCE

SATURDAY, JUNE 25, 2005

8:00 am – 10:00 am
Conference Opening Session

10:30 am - 12 Noon
Concurrent Sessions

12:15 pm – 1:15 pm
Meet the Exhibitors in the "ALA Stacks"

1:30 pm - 3:30 pm
Concurrent Sessions

4:00 pm - 5:00 pm
Featured Program

5:30 pm - 7:30 pm
ALA Opening General Session

SUNDAY, JUNE 26, 2005

8:30 am – 10:00 am
Concurrent Sessions

10:30 am – 12:00 pm
Meet in the "ALA Stacks" Exhibition

12:15 pm – 1:45 pm
Luncheon

2:00 pm – 3:30 pm
Table Talk Discussions

4:00 pm – 5:00 pm
Closing Session

The Conference Within a Conference

Conference Within a Conference: Empowering Library Support Staff for the 21st Century

This event, which will be held in conjunction with the 2005 Annual Conference in Chicago, will offer opportunities for library support staff from across the country to come together to learn, network and share model programming. There will also be opportunities to attend the world's largest library exhibition as well as hear a national list of speakers.

Participants will be able to attend workshops on a variety of topics including reference services, children's services, circulation, health & safety, internal customer service, management skills, technology, advocacy, outreach, bookmobiles, program planning and career development. Don't miss this exciting, history-making event!

The Conference Within a Conference will be Saturday and Sunday, June 25 and 26, 2005 in Chicago, IL, during the 2005 ALA Annual Conference.

Registration for LSSIRT and COLT members is \$99 in advance, or \$125 onsite. Nonmembers can register for this two-day conference for \$175 by March 4, \$200 by May 20, or \$250 onsite. To register, fill out the regular Conference Registration form included in this book. If you register for this event only, you can only attend meetings and programs designated as part of the Conference within a Conference. You can also register using the online Conference Registration form. Go to www.ala.org/annual and click on "Registration."

Library Support Staff can join ALA and LSSIRT for \$45.00 and receive the members-only registration price of \$99.00, a \$35.00 savings over the non-member registration price, PLUS all the benefits of membership in ALA and the Library Support Staff Round Table. Go membership.ala.org to join.

For more information on programming and events at the Conference Within a Conference, please visit www.ala.org/annual and click on "Conference Within a Conference."

Co-sponsors: ALA Library Support Staff Interests Round Table (LSSIRT) and Council on Library/Media Technicians (COLT)

Saturday, June 25, 2005

8:00 am – 10:00 am Conference Opening Session

Featuring *Carla D. Hayden*



Join the members of the ALA Library Support Staff Interests Round Table (LSSIRT), the Council on Library/Media Technicians (COLT) and other invited guests, as

they kick-off this historic event, "Empowering Library Support Staff for the 21st Century." Enjoy a continental breakfast while networking with colleagues from across the nation on issues of interest to support staff. A conference orientation and overview of the full two-day event will also take place. The highlight of the session will be a keynote address from ALA Immediate Past President Carla D. Hayden. Don't miss this exciting history making event!

10:30 am - 12 Noon Concurrent Sessions

Comparing Outreach Services through Cost and Equity

ALA-OLOS

Learn the important components that need to be evaluated when deciding which outreach service is best for your library. i. e. Bookmobile vs. Branch, Homebound vs. Books by Mail. Equity of access should weigh as heavily as cost. Important tips on how to successfully present your findings to your director and make your case. Speakers: Jose Aponte, Executive Director, Pikes Peak Library System, John Paul Myrick, County Librarian/CEO, Cullman County Public Lib. System, Sandra Rios Balderrama, Rios Balderrama Consulting. Moderator: Jan Meadows, Bookmobile Supervisor, Pikes Peak Library District

Congratulations, Rural Library Director! You've Got the Job. Now What?

PLA

This program would provide rural library directors - especially new ones - with a roadmap of best practices, tools, and other advice to best serve their libraries' citizens. Participants will learn how to meet challenges in their communities, even with limited resources. They will also learn how to shake the money trees, public and private. This information would also be valuable for rural library staff and trustees. Speakers: Larry Grieco, Director, Gilpin County Public Library; Dwight McInvaill, Director, Georgetown Public Library; Beth Nicholson, Director, Clarksburg-Harrison Public Library

Give Them What They are Reaching For: Identifying Customer Wants and Needs with the Public Library Geographic Database

ALA-OLOS

Successful outreach services rely on identifying customer segment wants & needs. Learn how GeoLib's Public Library Geographic Database can identify the population characteristics in your community that can be grouped into segments for effective resource allocation. Speakers: Christie Koontz, Director Geolib Prog., Florida State Univ.

Managing Across Generations: Transitioning to Millennials

ALCTS

The workforce at the beginning of the 21st century is comprised of four generations. Each group has its own set of values, perspectives, and personal experiences. What similarities or differences exist among the various groups? What issues arise when managers are younger than the staff, which they supervise? Speakers: Mary L. Chute, Deputy Director, Institute for Museum and Library Services; Dena Heilik, Library Supervisor, Reference Dept., Philadelphia Free Library; Carol R. Kem, Associate University Librarian, Dept. of Collection Management, Univ. of Florida; Hannah Kwon, Graduate Student, SCILS, Rutgers, The State University of New Jersey; Betsy Simpson, Chair, Cataloging and Metadata Department and Assoc. Librarian, Univ. of Florida

Preservation Education Needs for the Next Generation of Information Professionals

ALCTS

Preservation education is a critical need for librarians and archivists, particularly as the scope of their preservation responsibilities continues to widen to include new formats and as the library and archival community continues its commitment to building digital libraries of historically and culturally significant material. The presentation will focus on survey results and research aiming to obtain a more complete picture of the present course offerings in preservation, for the purposes of testing the hypothesis that current preservation education does not provide adequate preparation in the areas of technical and managerial expertise to deal with the preservation of material. Speakers: Dr. Karen Gracy, Jean Ann Croft, Preservation Librarian, Univ. of Pittsburgh

The PLA Federal Legislative Network: Advocating for Your Public Library

PLA

The Public Library Association is launching new PLA Federal Legislative Network to insure that public libraries across the nation get timely information about federal legislative issues of importance to them and advocate on behalf of those issues. Each state will have a PLA Federal Legislative Network coordinator whose job it will be to identify a key contact in their state for each Congressman and Senator from that state, to help train those contacts to work with their elected officials, and to communicate with all public library directors and advocates on the important federal legislative issues and ask them to contact their representatives. The program will present information on the new network and how interested PLA members can be involved. Speakers: Jan Sanders, Director, Spokane (Wash.) Public Library

12:15 pm – 1:15 pm Meet the Exhibitors in the "ALA Stacks"

Travel through the exciting world of "The

Stacks", ALA's award winning exhibition. Learn about cutting edge technology, new library products, publisher's new releases, exciting new services and so much more. "The Stacks" are an educational experience in itself and the helpful exhibitor personnel are your guides. Ask questions, collect giveaways and literature and give your opinions on products you would like to see. If you have time or are hungry there is a food area on the show floor so you can either grab a bite on the run or sit and talk while you rest your feet. Also many of the exhibitors will be giving out "Bash Cash," so you might score some bucks to spend at the ALA/ProQuest Scholarship Bash (held at the Museum of Science and Industry) on drinks, ice cream, the Body World or U-505 Exhibits and more!!

1:30 pm - 3:30 pm Concurrent Sessions

Professional Portfolio Development ALA-HRDR

A portfolio is a tool for demonstrating your expertise in a subject area. It provides proof of your skills and abilities with work samples. It also helps you define your personal and professional goals. This presentation explores the benefits and elements of a portfolio development. Participants will leave this session with a basic template that can be used to create their own professional portfolio. Speaker: Linda Slusar, College of DuPage, (Glen Ellyn, IL)

Health & Safety Issues ALA-COLT

Violence is creeping into all facets of our lives, creating tension and fear. This seminar is designed to give participants a practical look at current issues about workplace violence and violence in everyday life. The focus is on understanding the causal factors of violence in our society, and developing measures to stay mentally prepared to prevent becoming involved in a violent encounter. Speaker: Tim M. Goergen is President and founder of HILL'N'ASH, INC.

Debate: Do Unions or Professional Associations Belong in Libraries? ALA-APA

Hear from proponents and opponents to union presence in libraries. You will have a chance to voice your opinion, too!

Beyond Emergent Literacy: Serving the Elementary School Age Child PLA

In this program, participants will learn about brain-based research, the latest trends in elementary education, and their implications for children's services in public libraries. Speakers will demonstrate how to develop new services for elementary-age children in public libraries based on this research and how to develop an action plan. Speakers:

Dr. Mary Barry-Cybulski, Education Consultant; Betsy Diamant-Cohen, Children's Programming Specialist, Enoch Pratt Free Library; Dr. Carla Hayden, Director, Enoch Pratt Free Library

Reach Outside the Box: Unique Outreach Programs ALA-OLOS

Learn how three libraries have developed Outreach programs to serve the underserved. Hear about the InfoBus at Memphis Shelby Library serving immigrant populations, Maryland State Correctional Education Libraries serving the incarcerated and the New Mexico State Library serving Native Americans. These exceptional programs can help you get started on your own unique outreach program. Moderator: Jan Meadows, Bookmobile Supervisor, Pikes Peak Library District. Speakers: Dana John, Tribal Libraries Coord., New Mexico State Library; Glennor Shirley, Library Coordinator, Maryland State Dept. of Ed.; Linda Suggs, InfoBUS Manager, Memphis Shelby Cty Pub. Lib

Hear Here: Audiobook Trends in Libraries PLA; YALSA

This program will cover the evolution of audiobooks in libraries. Participants will get an overview of the current audiobook market from a professional. They will also explore the future of MP3s and other format changes in audiobooks. Downloadable audio for circulation in public libraries will also be explored. Speakers: Jenny Levine, Internet Dev. Specialist, Chicago's Suburban Library System; Claudia Weissmann, International Business Director, OverDrive, Inc.; Robin Whitten, Editor, Audiophile Magazine; Jim Peterson, Vice President, Recorded Books

Old Is New Again: Services to Grandparents Raising their Grandchildren ALSC

This program will present information on the growing number of grandparents raising their grandchildren or providing childcare as their parents work. A panel of speakers will include professionals, a grandparent, and a children's book author whose books convey an understanding of the special relationship of grandparents with their grandchildren. Speakers: Linda Waycie, Outreach Coordinator, Children's Home and Aid Society; Dr. Lee Madden, Turning Point; Amy Hest, Author, Candlewick Press; Jan Watkins, Head of Youth Services, Skokie Public Library

Religion and Intellectual Freedom: Divine Revelation in the Marketplace of Ideas ALA-IFRT

How can libraries serve both the religious and the secular demands made by members of their communities? Does demonstrating respect for religious life conflict with the separation of church and state? Come and explore these questions with our distinguished panelists. Speakers: Martin Marty,

Professor Emeritus, University of Chicago; Susan Jacoby, Author, Freethinkers: A History of American Sec; Mike Wessells, Librarian, Timberland Regional Library; Doug Archer, Librarian, University of Notre Dame

Information Seeking Research: Teens & Scientists ALA-LRRT

Presentation and Discussion of Two Papers: Everyday Life Information Seeking of Urban Teenagers (Hughes-Hassell & Agosto); Understanding Information Needs of Agricultural & Biological Scientists (Kuruppu) Speakers: Sandra Hughes-Hassell; Denise E. Agosto; Pali U. Kuruppu

4:00 pm - 5:00 pm Featured Programs

"60 Sites in 60 Minutes"

Sponsored by: the ALA Library Support Staff Interests Round Table (LSSIRT)

Need to brush up on your technology skills but don't have the time? Tour the Internet at a whirlwind speed examining a variety of sites for work, for home and for play. Yes, we really see 60 Sites in 60 Minutes. Speaker: Leanne B. Battle, Lexis-Nexis

Is There Life After Retirement?

Sponsored by: the ALA Library Support Staff Interests Round Table (LSSIRT)

As the work force among Librarians and Support Staff dwindles due to retirement and as a recently retired Paraprofessional I will talk about life after leaving the library world. This will include tips on what to do with your life to make it more rewarding and enjoyable. Speaker: Jim Hill, University of Colorado (retired)

5:30 pm - 7:30 pm ALA Opening General Session

Sunday, June 26, 2005

8:30 am - 10:00 am Concurrent Sessions

How to Provide Staff Development with no Talent, Money or Time ALA-CLENERT

The most valuable resource in our libraries is staff. How can we insure that they have the skills necessary to do the job? Now help is here! This interactive session will provide answers to the questions: how can I provide staff development when my budget is so tight? Where am I going to find the time for staff development? I don't know how to provide staff development - help! You will leave this session with the tools to help your staff improve their skills AND good ideas that you can implement with no money and very little time! Speaker: Heather Dray, Training Supervisor, Educational Services SOLINET (GA)

The Conference Within a Conference

Staff Rewards and Recognition

ALA-LSSIRT

How do you motivate your employees to perform at higher levels, especially when monetary rewards are not forthcoming? Learn how some university libraries have implemented rewards and recognition programs to enhance the morale of their employees. This session looks at employee recognition from a newly established program at Auburn University to the University of Georgia's that has been in existence for some time and has evolved into a weeklong event. Come and share with us your ideas for creating enthusiasm among your employees. Speakers: Susan Hinds, Auburn University Libraries, Auburn (AL); Florence King, University of Georgia Libraries, Athens (GA) and Waits Raulerson, Wake Forest University Library (NC)

What are my options if I cannot pursue a Master's degree?

ALA-LSSIRT

Staff members frequently wonder about options for continuing education within the library field, especially if they find they are unable to pursue a Masters degree. This panel will discuss specific options to obtaining an MLS or MLIS, including Library Technical Assistant (LTA) degree programs, certification programs, and support staff training institutes. Supervisors of support staff and personnel staff are especially encouraged to attend this session in order to gain information to distribute to their staff members. Speakers: Dorothy Morgan, Liverpool Public Library, (NY); Douglass Morrison, Reference/Serials Librarian, Ohio State ATI Library (OH)

Enhancing the Skills of Managers at Public Service Desks

ALA-LSSIRT

The speaker will discuss various skills needed by this set of managers, including how to: 1) Emphasize the mission of the library to all employees; 2) Promote a service perspective that includes both in-house and public customers; 3) Develop ideal peer-to-peer supervisor relationships that strengthen the entire organization; 4) Energize the "public" face of the desk; 5) Deal with the tensions created by generational, educational, skill, or training differences among staff; and 6) Tap into stress management techniques to enhance success. Speaker: Maureen Sullivan, Consultant, Maureen Sullivan Associates (MD)

Stress-Free Library Program Planning

ALA-CLENERT

Whether you plan programs on a daily basis or only on occasion, knowing proven techniques will help you be more confident and effective. At this session, experienced program planners will share their time-tested tips and strategies for planning successful library programs—on a wide variety of topics for all ages. You will enhance your own plan-

ning skills as well as learn brainstorming techniques you can use to gather ideas from staff and library users when you get back to your library. Topics will include: matching the right programs to the right audiences, identifying the best times and locations for programming, creative ways to publicize programs, and where to find additional programming resources. Speakers: Gail McGovern, Planning and Training Wizard, (CA) Judy Card, Consultant, (TN)

Capitol Choices: Noteworthy Books for Children

ALA-CLENERT

Presentation of an annual recommended list of books and audio books for children through age 16, featuring the selection process, highlights from the 2005 edition, and promising titles for 2006. A PowerPoint presentation also includes an opportunity for participants to look at the books themselves. Capitol Choices is a unique collaboration among school and public librarians, teachers, booksellers, children's literature specialists and magazine editors from Maryland, Virginia and the District of Columbia. The committee meets in person and electronically to discuss the breadth of publishing for children through age 16 in order to create an annual recommended list of books and audio books. Speakers: Sharon Grover, Co-Editor, Capitol Choices, Youth Services Collection Specialist, Arlington County Public Library (VA); Lizette Hannegan, Library Supervisor, Arlington Public Schools (VA)

Networking for Career Success

ALA-HRDR

Do you think that networking involves asking everyone you know for a job? Do you think that networking requires you to make "cold calls?" Do you feel like you don't really have a network? If you answered yes to any of these questions, then this workshop is for you! This workshop will dispel these and other myths about networking. It will also help you develop ways to extend your list of personal referrals so that you can reach people who are in positions to offer you the job you want. Speaker: Vicki Burger, Consultant, Maritz, Inc. (IL)

10:30 am – 12:00 pm Meet in the "ALA Stacks" Exhibition

12:15 pm – 1:45 pm Luncheon Speaker

(Included in the registration price)

2:00 pm – 3:30 pm Table Talk Discussions

This session will be an informal afternoon of roundtable discussions and networking opportunities to help people connect with each other while sharing ideas, information

and perspectives on a variety of topics. Join leaders and experts from all over the association to discuss: Diversity, Community Outreach Programming, Library Research, Children's Services, Barriers for challenged patrons with Disabilities, Internal Customer Service, ABC's of Reference, Young Adult Services, Women's Issues in Librarianship, COLT, ALA/LSSIRT, Staff Development, Library Instruction and Staff Organizations in Libraries. Participants will have an opportunity to switch tables every thirty minutes to maximize their experience.

4:00 pm – 5:00 pm

Closing Session

Featuring Debra Wilcox Johnson



Debra Wilcox Johnson is a partner in Johnson & Johnson Consulting, a firm specializing in management, evaluation, literacy and training. Dr. Johnson consults and trains throughout the

United States on topics such as customer service, coping with technology, and creating an effective workplace. She holds a doctorate from the University of Wisconsin-Madison and currently teaches for the University of Illinois via the Internet. A perennial favorite for the "Soaring to Excellence" teleconferences, Deb is known for her practical and sometimes humorous approach to modern life in the workplace.

Other Events

Training Showcase

Saturday, June 25, 2005, 1:00 pm – 4:00 pm

The 2005 Training Showcase is a poster session that celebrates innovative programming and initiatives in continuing education, staff development, and training provided by libraries around the world. Plan to attend this high-quality event for the opportunity to network and exchange ideas with librarians, support staff and other professionals in the field about their experiences and successful programs. This program is provided by the Continuing Library Education Network and Exchange Round Table (CLENERT).

LSSIRT Evening Out

Saturday, June 25, 2005, 7:00 pm – 9:00 pm

Join LSSIRT for a fun dinner at Leona's, 646 N. Franklin Street, Chicago, IL. Dinner is served family style & includes – iceberg lettuce salad, grilled chicken skewers and BBQ chicken, grilled vegetable skewers and wedge fries, choice of chocolate cake and cannoli strawberry shortcake. Tickets: \$35 To register, see Conference Registration form.