

# LSSIRT Newsletter



AUGUST 2006

## *ALA Annual in New Orleans*



French Quarter

New Orleans, a city which has struggled since the massive hurricane brought it to the brink of total destruction, has made a great step forward in returning to it's former place as a tourist attraction and meeting place. At the end of June, the Morial Convention Center

opened it's doors to the American Library Association's Annual Conference. Approximately 18, 000 ALA attendees arrived and brought with them an estimated \$27 million dollars to a grateful New Orleans.

There were many who had concerns about coming and many who came out of a sense of duty, but all who came were affected by the damage they saw and the gratitude of the residents. "Some of the librarians said they had taken tours of the destroyed neighborhoods and were awed by scenes that the news coverage had not prepared them for. Others said they had been touched by the

gratitude of the citizens here, and pronounced themselves proud to be doing their bit." wrote Adam Nossiter for the *New York Times*.

To many at ALA, this was a very successful Annual meeting. But to the residents of New Orleans, this week was a chance to regain a little bit of what was lost to the hurricane. With ALA's show of support, our conference experience could help New Orleans book future meetings. Truly this conference was a success on many levels, but mostly on a personal level.

Kerrie Stramler  
University of Arizona  
Library

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## *LSSIRT President's Corner*

As we get older, we get wiser, right? Well maybe not, but life is too short to take anything or anyone for granted. Applying the 90/10 principle daily is the key. In essence, the principle is that we have no control over 10% of what happens in life; but the other 90% can be decided by the way we react. Our reactions can make the difference

between a happy scenario or a stressful one; create problems where none existed; or avoid frustrations. Sometimes, stepping back to evaluate what could have, should have or might be done a little better is all that is needed.

Since the COPE III conference opened the door for support staff issues, ALA has taken

an active role to fulfill various recommendations; but there is more to do.

This sounds like a cliché, but with a team effort approach, I believe we can move mountains. Why not become a member of our team by joining one of our committees, or perhaps run for an office on the 2007 ballot (deadline is 9/1/06) ?



Sue Knoche

LSSIRT President



## *LSSIRT Steering Committee Mini-minutes from Annual*

Mini-minutes from the LSSIRT Steering Committee meeting

Morial Convention Center,  
New Orleans, Louisiana

Monday, June 26, 2006

8:00 a.m. - 12:30 p.m.

1. Nancy Bolt, former Colorado State Librarian, has been hired by the ALA-APA to spearhead a Library Support Staff Certification program. As chair of the LSS Certification Task Force, she will seek sponsorship of one or more ALA Divisions, negotiate relationships with established LSS certification programs (e.g., Western Council of State Libraries), convene task force meetings and develop an implementation

and cost model for ALA. Nancy asked for two representatives from LSSIRT to serve two-year terms on this Task Force. The Steering Committee voted to provide financial support for the two representatives to attend a meeting next spring in Chicago.

2. Membership in LSSIRT continues to rise. ALA reports that as of May 31, 2006, LSSIRT has 896 members.

3. The Bylaws amendment passed by the ALA membership entitles LSSIRT (and other large round tables) to a seat on Council. This appointment would become official at Midwinter of 2008 and would run for 3 years. Sue asked for nominees to

come forward by August 2006.

4. David Dowell of Cuesta College (CA) has been asked to chair a Task Force on Career Ladders. COPE 3 spoke to the need for two pathways: certification and career ladders. His task force hopes to have a report ready for Midwinter in Seattle, or by Annual in Washington, DC. David is also soliciting task force representation from CLENE, LAMA and PLA. Jim Hill will represent LSSIRT.

5. The Conference Within A Conference has been re-branded The Empowerment Conference. Registration for this conference was 135, but attendance varied with

other ALA full conference registrants attending some sessions. Lorelle asked for input about the revised format. Lorelle's office (Human Resource Development and Recruitment) is now organizing the Conference. The four LSSIRT program ideas will be submitted via the Empowerment Conference program form.

6. The LSSIRT Steering Committee meeting at ALA Midwinter will be scheduled on Saturday morning, January 20, 2007 from 8 a.m. to 12:30 p.m.

Jennifer S. Kutzik, LSSIRT Secretary

Full DRAFT minutes will be posted to the LSSIRT website in the near future. <http://tinyurl.com/7kxzf>



## *ALA Call for Volunteers*

ALA President-elect Lorlene Roy is seeking applications and nominations for appointments to 2007-2008 ALA and Council committees.

She will fill slots on the following committees: Accreditation; American Libraries Advisory; Awards; Budget Analysis and Review; Chapter Relations; Conference; Constitution and Bylaws; Council Orientation; Diversity; Education; Election; HRDR Advisory; Information Technology Policy Advisory; Intellectual Freedom; International Relations; Legislation; Literacy; Literacy and Outreach Services

Advisory; Membership; Membership Meetings; Nominating; Organization; Orientation, Training, and Leadership Development; Professional Ethics; Public and Cultural Programs Advisory; Public Awareness; Publishing; Research and Statistics; Resolutions; Rural, Native and Tribal Libraries of All Kinds; Scholarships and Study Grants; Status of Women in Librarianship; Website Advisory; ALA-Children's Book Council (Joint); ALA-Association of American Publishers (Joint) and ALA-Society of American Archivists-American Association of Museums (Joint). Committee charges can be found in

the ALA Handbook of Organization.

All applicants must complete and submit the electronic 2007-08 ALA Committee Volunteer Form found at:

<http://cs.ala.org/roy/volunteer.html>

The deadline for submission is December 4, 2006.

Geographical location, type of library, gender, ethnicity, previous committee work (not necessarily with ALA), ALA and related experience, & other factors are considered when the committee slates are compiled in order to ensure broad representation and diversity on all committees.

The ALA Committee on Committees and Committee on Appointments will assist Dr. Roy in making appointments. Committee appointees will receive appointment letters after the 2007 ALA Midwinter Meeting in Seattle. Appointees will begin their committee service after the 2007 ALA Annual Conference in Washington, DC.

Questions concerning appointments can be directed to Dr. Roy at:

[Lorlene@ischool.utexas.edu](mailto:Lorlene@ischool.utexas.edu) or Lois Ann Gregory-Wood, Council Secretariat, at [lgregory@ala.org](mailto:lgregory@ala.org)



Did you know?  
135 participants attended  
Empowerment 2006!  
Join us next year for another  
exciting conference in  
Washington, D.C.



## *Empowerment Conference*

The 2006 Empowerment Conference for support staff was held during the ALA Annual Conference in New Orleans July 24<sup>th</sup>-25<sup>th</sup>. This event offered a selection of programs that ranged from professional development to work/life balance.

The conference began with a continental breakfast and speakers from *Library Mosaics*, The Magazine for library support staff. Charlie Fox and Ed Martinez shared their insights and stories from their time as Editorial Director and Consulting Editor for *Library Mosaics*. This magazine was founded by Raymond Roney and was a forum for staff writing, honors, salary surveys and building a support staff community. LSSIRT presented our speakers and Raymond Roney (who could not attend) with awards for

their years of service and dedication to support staff.

The programs offered during this conference included "Power Up Your Job Search", "Graphic Novels for Children", "Marketing Yourself", "Computer Industry Certifications for Librarians and Library Staff", "Professional Portfolio Development", "Getting Even: How Library Staff Can Get Paid Fairly", to name just a few. One featured program was "Effective Communication Skills" with Maureen Sullivan as the speaker. Unfortunately, at the last minute, Maureen Sullivan could not attend and was replaced by Shelley Phipps of the University of Arizona. The discussion was a little informal but delightfully informative.

The Empowerment Conference's closing

session was a luncheon with guest speaker Cali Williams Yost, president and founder of Work+Life Fit, Inc. Attendees were challenged and given real-world strategies for managing work and life issues.

There were 135 registered Empowerment Conference attendees and many other ALA attendees who enjoyed the programs offered, standing room only in some cases. LSSIRT gives a big thanks to Kimberly Sanders, Beatrice Calvin and Darlena Davis who assisted Lorelle Swader (Director for the Office for Human Resource Development and Recruitment) with the Empowerment Conference. It is inspiring to see the show of interest and enthusiasm during this conference, and for future conferences and programs as well. (KS)

"AS WE LOOK  
AHEAD INTO THE  
NEXT CENTURY,  
LEADERS WILL BE  
THOSE WHO  
EMPOWER  
OTHERS."  
—BILL GATES







## *A Tribute to John Berry (on the Occasion of his Retirement from Library Journal)*

I first met John Berry when he traveled to Colorado in 1992 to speak to our state Paralibrarian Round table. He talked on the importance of "library workers" (his preferred term for support staff or paralibrarians). Since ALA-accredited library schools cannot produce MLS-degreed librarians fast enough, the practical know-how and technical skills possessed by existing support staff is invaluable to all libraries. A Master of Library Science degree is not needed for Federal jobs or even the Library of Congress, for they recognize most learning occurs on the job, not in the curriculum. He closed his presentation by affirming that library workers were already in an ex-

alted field, that of providing information to the people. He asserted that it was within the power of each paralibrarian to lobby for fair compensation, sufficient recognition and adequate authority to create their own destiny.

Although the American Library Association did not institute an aggressive membership and marketing campaign for the recruitment of support staff until 2001, John Berry was leading the parade for professional inclusion fully a decade before. He recognized and publicized through his *Library Journal* editorials that the fate of all library workers is intertwined. For, we must never forget that the most important re-



Jennifer Kutzik, John Berry, Valeria Fike (2006 Awardee) & Sue Knoche at the Library Journal's Paraprofessional of the Year Reception. LSSIRT honored John Berry with a surprise award.

source of any library is found in the library's employees.

The Library Support Staff Interests Round Table celebrates and recognizes that once again, John Berry was far ahead of his time and for that reason,

John Berry will always be our hero.

Jennifer S. Kutzik

Colorado State University Libraries

## *Empowerment Conference Keynote Speaker: Cali Williams Yost*

The 2006 Empowerment Conference ended on a high note with a buffet lunch and a keynote address by Cali Williams Yost, author of the book Work + Life: finding the fit that's right for you. Cali is a former New York City banker who graduated from Columbia Business School with honors, and is a wife and mother of two children.

She guided the audience through a question and answer segment to identify our own work+life transitions. Following her special roadmap, Cali then outlined her three step guide

to strategically, creatively and effectively "fitting" work into life:

1. Answer the question "How do you want work to fit into your life?" You must first change your beliefs to support the separation of your work from your life.
2. Recognize and avoid road blocks to having a work+life fit. If you fear success, you will never overcome the road blocks of resistance to change and "in the box" thinking.
3. Compare your work realities and your personal realities. With the perva-

sive nature of mobile computing and messaging, the lines are often blurred between work and life. We are the first generation to be faced with negotiating mutually beneficial work+life boundaries in this electronic environment. Each worker needs to create their own plan to make it a win-win situation for their work and their life.

Cali stressed the importance of communicating goals to your manager and your co-workers. Some goals are work goals and others are life goals. The trick is in the fit. (JSK)



For more information, visit Cali Williams Yost's website:

<http://www.worklifefit.com>



## Reflections on New Orleans

"While staying in our hotel, the Hampton Inn, I was especially impressed with one of the valets at our hotel. She was so gracious and willing to help. No matter when we approached her she had a smile on her face, and thanked us for being there. In one especially stressful time she went out of her way to try to flag down a cab. Sue, my roommate, and I decided to give her a very good tip one evening after she had gone out of her way to help us. You would have thought it was a million dollars. We handed her the money and told her how much she had meant to our stay and our impression of the city, and she cried. We all hugged and cried and hugged some more. She made a lasting impression on me and I will not soon forget my trip to New Orleans."

Sandy Olson

"I have never been to Louisiana before and flying in, I could see the remnants of the hurricanes that affected this area. Despite the hardships this area faced, total strangers walked up and thanked us for coming to their fair city. Also, working with the Louisiana Paraprofessional group to set up the impromptu dinner with a strolling tour was so special, especially when their president put up a tiny, lavishly decorated umbrella to lead the way down the streets. Each member of the group took turns be-

ing tour guides and you could see the pride they had in this city with the vast history it has to offer."

Sue Knoche

"I first visited New Orleans in 1974 when I was 19 years old. The rock band for which I was working had a gig on a river boat there—a rock and roll cruise, if you will. We worked that cruise several times over the next few years and I was always impressed by the friendliness of every local I met. When I started attending ALA conferences (my first was Midwinter 1997 in New Orleans) I was pleasantly surprised to find that the locals' attitudes towards visitors had not changed in the years I'd been away. The New Orleans ALA 2006 conference reinforced that view. I recall one



evening a cop on a horse on Bourbon Street patiently allowing my wife to pet him (the horse, not the cop). In my opinion, ALA made the right choice by neither canceling nor trying to move the Annual Convention to another venue. I look forward to attending future ALA conferences in the Crescent City."

Jack D. Fitzpatrick

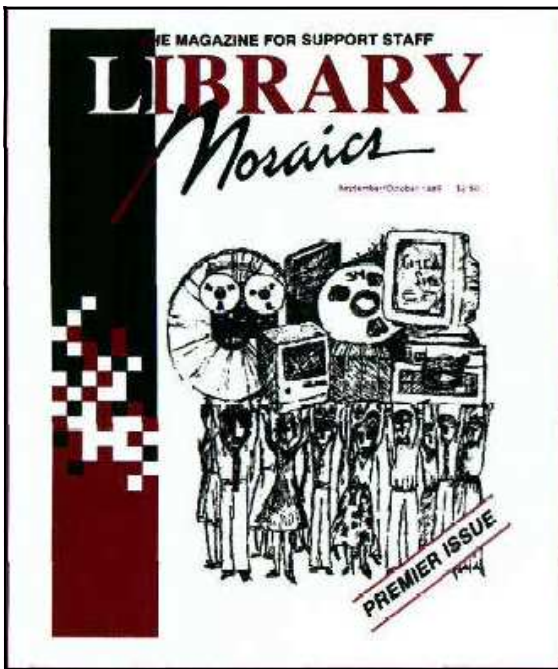
I was very glad to have had my first visit to New Orleans and most especially during it's continuing recovery. It will be a valued experience.

Kerrie Stramler

All images on pages 3-5 & 7 courtesy of Jennifer S. Kutzik, with the exception of "Coming Home" and "City Boat" images below, courtesy of June Pinnell-Stephens (ALA Executive Board)







## *Stumping For Support Staff: A Tribute to Library Mosaics*

The Student Center plaza at Colorado State University is home to a massive tree base, which occupies a singular place of honor. Nicknamed “The Talking Stump,” this wooden hulk is nearly 5 feet across and 3 feet high. Over the years, a traveling circus of orators has used the stump to broadcast their message to any passers-by within earshot. First Amendment rights are clearly upheld by allowing this activity, but the audiences are usually spotty and distracted, as they hurry across the plaza to classes or appointments. Could it be that the very nature of this free and open “pulpit” diminishes both the speaker and their message?

Library support staff were accustomed to using any platform available to communicate their news, even a stump. And the audiences were spotty and often distracted. Ray Roney, mastermind of *Library Mosaics*, saw the need for a truly professional organ for support staff. He put his talents and his own money on the line to establish the magazine that dared to call itself THE magazine for support staff. Ray and his small staff have dedicated themselves since 1989 to publicizing the programs and activities of library workers to the larger library community. Over time, *Library Mosaics* brought credibility to the people and issues contained within its pages. As the circulation of the magazine increased and more librarians became aware of its unique content, *Library Mosaics* became the de-facto source for support staff information.

Although I was a reader and subscriber to *Library Mosaics* for many years, I became a regular contributor in only the last 3 years. Kindly editor Charlie Fox encouraged my every submission, offering pointers and advice. He applauded when I made my deadlines, understood when I needed extra time and even tolerated my nearly pathological need for attention-grabbing article titles. I found my focus shifting from just wanting to see my words in print (what writer doesn't?) to aspiring to direct more attention to the issues of support staff. I attempted to make the varied readers of the magazine recognize the great strides that were being made on many fronts for all library workers. In short, writing about support staff for *Library Mosaics* made me want to be a better writer so I could better tell our stories. The payoff wasn't money, or fame or even much feedback from the readers. My big payoff was the kindly letter from Ray every time my submissions were published. Without fail, Ray would pen a personal note at the bottom of the form letter sent to all contributors. His words varied, but inevitably said everything an author needs to hear: “Your support and contributions through the years have been greatly appreciated. Thank you so much. We are indeed grateful.”

Instead of a stump, *Library Mosaics* offered support staff a beautiful podium made of highly polished wood with a gleaming name plate, just like those found in the most upscale hotels and convention centers of the world. The information being transmitted from that podium may have been identical to the messages coming from “The Talking Stump,” but a professional platform gave our words credibility. When each glossy issue arrived, it announced with authority, “Stop, Observe, Read, and Understand.” Ray and the staff of *Library Mosaics*, we are the ones who are indeed grateful for all you have done for us. May your lives continue to be enriched by the good will you have engendered with your fellow colleagues. Your ground-breaking and influential publication will be greatly missed.



Cali Williams Yost (Guest Speaker) & Lorelle Swader (ALA HRDR Director)



Nina Manning (LSSIRT Board) Ed Martinez (*Library Mosaics*), Carol Thomas (LSSIRT Board), Charlie Fox (*Library Mosaics*), Sue Knoche (LSSIRT Board) & Jenifer Grady (ALA-APA President) at the Empowerment Conference.



Kerrie Stramler (LSSIRT Board) at Linda Slusar's (College of DuPage) talk on Building Your Portfolio



Sandy Olson, LSSIRT Board



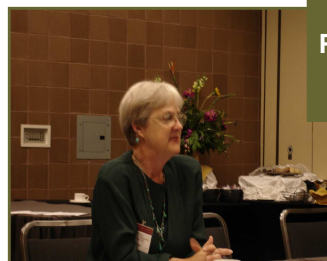
Mary Chapin Carpenter performs at the ALA/ProQuest Scholarship and Library Relief Event



Jack Fitzpatrick, LSSIRT Board



Cokie Roberts, Conference Speaker and NPR reporter



Nancy Bolt, Chair of the ALA-APA Task Force on Support Staff Certification



Jim Hill and Sue Knoche, LSSIRT Board



Janet Swan-Hill (ALA Exec. Board) and Loriene Roy (ALA president-elect)



Jackie Lakatos (COLT President), Dorothy Morgan (LSSIRT) and Trish Palluck (LSSIRT Board)

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Our mission is to provide an arena within ALA for programming, communication and networking for library support staff.

### *Sign-up for the LSSIRT Members Only E-list.*



For timely updates and for networking with your LSSIRT colleagues, be sure and sign-up for the very low volume LSSIRT e-list.

To sign-up, send an email to Martha Parsons at

[parsons@halcyon.com](mailto:parsons@halcyon.com)

with your ALA membership number and ask to be subscribed.