

## President's Corner

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*Challenging times were once our dreams.*

I know we've all had our dreams, hopefully more than nightmares, but my professional hopes and dreams for support staff issues are becoming more of a reality than I could have imagined. With that reality comes the challenges, but I believe we are up for them and have been ready to embrace the future.

While I applaud all the efforts we have made in the past, I must re-emphasize the importance of not becoming complacent in our efforts for the future. The Library Support Staff national certification project began in 2007 with developing competencies, moved through 2008 developing policies and procedures (including assessment),

and in 2009 the LSSCP Task Force is seeking approval from participating ALA Divisions, and official approval from the ALA Executive Board during ALA Annual Conference in Chicago. Following this approval, LSSCP will pilot test the program and begin accepting applications in January 2010 – a full year earlier than projected!

Currently, the LSSIRT Steering Committee is working on our Strategic Plan with a high priority on Membership, including a financial plan. I'm hoping that by the time this article is published, we have completed most of our work and have agreed on a balanced plan that will guide us toward fiscal stability and strong membership initiatives.



**Dorothy Morgan**  
**LSSIRT President**

We have a new initiative you will read more about in this newsletter. Help us with our “EACH ONE, RECRUIT ONE CHALLENGE.” Keeping our membership level above 1% of the total personal membership of ALA is vital to keeping our seat on ALA Council. This is a challenge to increase our membership and keep our Councilor “dream” a reality.

It is mid-April as I prepare this column for the June issue. It will be my last article as President of LSSIRT. I will be the Past President with the

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## President's Corner (cont.)

responsibility of being the Chair of the Nominating Committee for the 2010 elections on the LSSIRT Board. I will be soliciting your help and wish to encourage you to step up and get involved with this great organization.

It has been an honor and pleasure serving all of you. I thank you for the privilege and opportunity to have worked

with a great membership and an even greater Steering Committee. I look forward to staying involved with the new officers. I am certain they will continue to keep us on track and moving in the right direction. In these tough times, we can't lose sight of what's important. We need to keep LSSIRT growing and growing.

What's next is your guess as

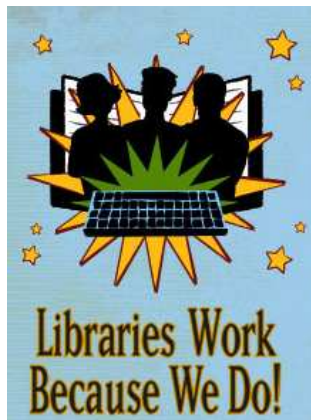
well as mine, but I wouldn't put anything past what we can do when we put our minds to it. We need to stay involved and continue to educate our library community on the issues of support staff and all individuals who are invaluable in our libraries.

Thank you and see you in Chicago!

Dorothy Morgan

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## ALA-APA Programs at Annual Conference



**AMERICAN LIBRARY ASSOCIATION—ALLIED PROFESSIONAL ASSOCIATION (ALA-APA):** The Annual Conference of the American Library Association (ALA) in Chicago is expected to attract more than 20,000 library workers. Here are some ALA-APA “programs for the people” (with more info here:

<http://tinyurl.com/o8xqwa> ):

**Friday, July 10:** Engaging Excellence Through Leadership and Mentoring (Julius Rhodes)

3:30 - 5:00 pm, Hilton Lake Huron  
Leadership is essential in our roles but it is different from management. We need to grow a demand for the leadership opportunities and mentoring is a prime way of achieving this objective. The program will examine the critical leadership behaviors to be consistently displayed, and the impact of mentoring (internal and external) on elevating the profile of the profession.

**Saturday, July 11:** What Does Certification Have to Do With Me? Am I Missing Something? (Jenifer Grady)

9:15 - 10:15 am, Hyatt Regency McCormick Conf Ctr 21b  
Voluntary certification through the Library Support Staff Certification

Program (LSSCP) will redefine how you think about yourself by expanding your perspective and your skill sets beyond your immediate place in your library. The LSSCP program will address your current and future professional development needs and the service needs of your employers and communities by preparing you to better understand and participate in the broader issues that are affecting your work. This discussion will describe the program's inspiration, development and progress.

Throughout our conversation, you will be encouraged to begin thinking about whether this opportunity should be part of your professional goals.

**Saturday, July 11:** There is a Union Difference (Lydia Morrow-Ruetten, Nina Manning, Carol Thomas, William A. Thompson)

## ALA-APA Programs at Annual Conference (cont.)

related topics such as the Employee Free Choice Act. The program will feature speakers from the American Federation of Teachers (AFT) and the American Federation of State, County and Municipal Employees (AFSCME).

**Sunday, July 12:** Networking Breakfast (Michael Torres, Indianapolis-Marion County Public Library, AFSCME) 7:30 - 8:30 am, Hyatt Regency Chicago Wrigley

The winner of the Sirsi-Dynix - ALA-APA Award for Promoting Salaries will be honored at this breakfast. It is also an opportunity to network with colleagues who are interested in unions. Michael Torres will speak.

**Sunday, July 12:** Medicare for All (Dr. Quentin Young) 10:30 am -12:00 pm, Hyatt Regency McCormick Conf Ctr 12d Single-payer national health insurance is a system in which a single public or quasi-public agency organizes health financing, but delivery of care remains

largely private. The U.S. health care system is outrageously expensive, yet inadequate, spending more than twice as much as the rest of the industrialized nations and leaving 47 million completely uninsured. This program will introduce the philosophy of Physicians for a National Health Program, which defines, researches and supports single-payer health insurance.

**Monday, July 13:** Toot Your Own Horn (Donna Cardillo)

8:00 - 10:00 am, McCormick Place, West 178b Donna Cardillo, RN ([www.dcardillo.com](http://www.dcardillo.com)) is a nurse, career development "guru", professional keynote speaker, author, consultant, and columnist. She knows that librarians, like nurses, don't get the status and credibility they deserve, so she'll tell us how to change that!

**Monday, July 13:** Love the Work, Hate the Job (David Kusnet)

10:30 am -12:00 pm, McCormick Place, West 178b

Why do more and more Americans express dissatisfaction with their jobs while their work has become more intellectually challenging and less physically exhausting? Hear David Kusnet, author of Love the Work, Hate the Job, tell the stories of workers fighting less for better pay and benefits, and more for respect and a say in the future of their business. He will also address his argument that indiscriminate cost-cutting and the pursuit of short-term profits prevent the best workers from doing their best work.



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## ALA Election Results



**Roberta Stevens**

ALA Vice-President/President-Elect: Roberta Stevens, Library of Congress, Washington, DC

LSSIRT Vice-President/President-Elect: AnnaMarie



**AnnaMarie Kehnast**

Kehnast, Gloucester County College, Sewell, NJ

LSSIRT Members at Large: Nina Manning

and Carol Thomas, New York Public Library, New York, NY



**Carol Thomas**



**Nina Manning**



## LSSIRT at the Pavilion: Celebrate LSCCP!!

Please join us in the McCormick Place Convention Center Exhibit Hall at the ALA Pavilion on Saturday, July 12 at 12:30 p.m. for a 15-minute informational program about our Library Support Staff Interests Round Table! LSSIRT will be celebrating the early launch of the Library Support Staff Certification program, and you get the presents! There will be cake and prize giveaways!

Come support LSSIRT and celebrate with us; we look forward to seeing you there.



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## EACH ONE, RECRUIT ONE: LSSIRT Councilor Seat Depends on You!



The Library Support Staff Interests Round Table (LSSIRT) is facing a crisis of representation! Our ALA Councilor seat is in jeopardy if our membership does not exceed 1% of the ALA personal membership by August 31<sup>st</sup>. Currently, we

need to recruit at least 30 new members to meet this target. Will you help by recruiting at least one new member today?

Council is the governing body of ALA. It determines all policies of the Association and delegates authority to the Divisions to plan and carry out programs and activities. LSSIRT has worked tirelessly within ALA for inclusion of library workers in all types of libraries, from public to academic to school and corporate. The LSSIRT Councilor seat ensures that all those voices are heard in our professional association.

Membership in LSSIRT also sends a clear message about your professional commitment and concern for the issues of all library workers.

As a current LSSIRT member, you

are the best spokesperson for our shared values and mission. Will you help by recruiting others? Current ALA members can add LSSIRT for only \$10. Benefits include reduced rates to the Empowerment Conference and other continuing education events, a quarterly newsletter and opportunities for networking and leadership. The time has never been better to help us make a difference.

***EACH ONE, RECRUIT ONE!***

Join online at <http://www.ala.org/membership>

or call 1-800-545-2433, ext. 5

**LSSIRT \* 1994-2009**

**\* Commemorating \* Celebrating  
\* Creating**

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# 2009 Empowerment Conference

## 2009 Empowerment Conference: "Who's Da Boss: Leadership for Library Support Staff"

This isn't Prohibition and there "ain't no mob," but library support staff everywhere are invited to take their skills to a new level with Who's Da Boss: Leadership for Library Support Staff at the 2009 ALA Annual Conference! Held July 11-12 in Chicago, this year's Empowerment Conference has been designed specifically to meet the needs of the library support staff who supervise others, manage departments, and want to be leaders.

Fedoras and double-breasted suits are optional in the Windy City as we begin our leadership journey with such library favorites as Maureen Sullivan, Tom Rich, and those gals from Face to Face Communications, Gail Johnson and Pam Parr. Learn about what it takes to be a good leader from Al Gini, Professor of Business Ethics, Graduate School of Business at Loyola University Chicago and discover how to use colors to determine your style with Patricia Faughn. So, leave da tommy gun at the door and join da mob in Chicago for good conversations, great programs, and ideal networking opportunities. Oh, and don' forget to tour da world's largest library exposition. Tell 'um that Da Boss sent ya!

### Saturday, July 11, 2009: Welcome Breakfast and Conference Kickoff

7:30 – 9:00 a.m.

Kickoff the 2009 Empowerment Conference with breakfast, served

from 7:30 to 8 a.m., followed by the keynote address, "Lincoln's Ten Critical Tasks of Leadership." Beyond the legend and myth, Lincoln was a man of reason, reflection, and deeply held moral values. His election was, in some sense, a political accident, but his leadership turned out to be practical, principled, and geared toward protecting the rights of all those who shared the American experience. Come journey with Professor Gini and take a look behind the myth of Lincoln. Learn about Lincoln as a thinker, writer, and as the unexpected, gifted moral leader.

*Keynote: Al Gini, Professor of Business Ethics, Graduate School of Business, Loyola University Chicago.*

### 9:15 – 10:15 a.m. (CONCURRENT SESSIONS)

#### Feeling Good, Becoming Healthier, Increased Energy and More – At Work and At Home

How we work in our library has changed substantially in recent years. Our body is built to move and yet hours are spent sitting and standing. When your office environment has been ergonomically arranged as best as it can, what else can you do? THANKFULLY... A LOT! This program will teach you easy and effective ways to improve your sitting, standing, and how to stretch and strengthen your body at the office. We will review exercises for both home and the office that include stretching, strengthening, and balancing. You deserve to feel better, be healthier, and have increased energy and more.

*Speaker: Jill S. Popovich, M.P.T., Physical Therapist & Certified Pilates Instructor*



## Leadership = Vision + Communication + Empowerment: an Overview

Leadership is a term so often used and so frequently misunderstood. By attending this session, you will learn the meaning of leadership and why it is so very important to the strength of all libraries. More importantly, however, you will learn why communication is an important skill needed to become a strong leader, and how your unique communication style is of value.

*Speaker: Alexis H. Sarkisian, Library Marketing Consultant/Adjunct Instructor, Dominican University*

## The Library, the First Amendment, and You: Understanding, Valuing, and Protecting First Amendment Freedoms

This presentation will address a myriad of First Amendment-related issues affecting public libraries in the United States. Topics include censorship of library collections, the legality of Internet filters on computers housed in public libraries, and the degree to which library patrons' records are protected from the scrutiny of criminal investigations. Intellectual freedom in public libraries is premised on the notion that we must understand, value, and protect the five freedoms of the First Amendment.

*Speaker: Shawn Healy, Resident Scholar, McCormick Freedom Museum*

**(Continued on Pg. 6)**

## 2009 Empowerment Conference (cont.)



### What Does Certification Have to Do With Me? Am I Missing Something?

Voluntary certification through the Library Support Staff Certification Program (LSSCP) will redefine how you think about yourself by expanding perspectives and skill sets beyond one specific place in your library. The LSSCP program will address your current and future professional development needs and the service needs of your employers and communities by preparing you to better understand and participate in the broader issues that are affecting your work. This discussion will describe the program's inspiration, development and progress. Throughout our conversation, you will be encouraged to begin thinking about whether this opportunity should be part of your professional goals.

*Speaker: Jenifer Grady, Director, ALA-APA)*

### 10:30 a.m. – Noon (CONCURRENT SESSIONS)

#### **Leading From Any Position: Opportunities to Contribute to Your Library's Success**

What is Leadership? A definition and distinction: how informal leadership contributes to a library's effectiveness. Ms. Sullivan will share an overview of the basic principles, practices and core competencies of effective leadership. She will help you realize your current capacity for leadership through a self-assessment of strengths and areas for development. Included in the presentation will be practical steps for your leadership

development.

*Speaker: Maureen Sullivan, Organization Development Consultant, Maureen Sullivan Associates*

#### **Leadership = Vision + Communication + Empowerment**

Leadership is a term so often used and so frequently misunderstood. By attending this session, you will learn the meaning of leadership and why it is so very important to the strength of all libraries. More importantly, however, you will learn about your unique communication style, how to develop your vision and how to become empowered to implement your vision. In other words, this session is about you, and how you can develop or fine tune your leadership style.

*Speaker: Alexis H. Sarkisian, Library Marketing Consultant/Adjunct Instructor, Dominican University*

#### **Leadership for Library Support Staff**

Every member of a library team has the potential to be a leader. This workshop will clarify this distinction between managing and leading. It will identify the skills and behaviors of good leaders and provide practical ideas for library support staff to develop these qualities.

*Speaker: Kevin Dudeney*

#### **First and Last Impressions**

You have only one opportunity to make a FIRST impression on a patron. What does your building, signage, and furniture placement say? Does the placement of signs, furniture, service desk, and

collection make sense TO THE PATRON? Are you meeting or exceeding expectations? Learn how to look at things with a critical eye, how to see your building as your patrons do, and what are your patrons' expectations.

*Speaker: Tom Rich, Tom Rich Consulting*

#### **Noon – 1:30 p.m.** **Lunch Break on Your Own** **No Conflict Time for Exhibits**

Come to the ALA Membership Pavilion at 12:30 to partake of cake and prizes in celebration of the Library Support Staff Certification Program (LSSCP) kickoff in January 2010. Hear a short talk about the mission and goals of LSSIRT.

### 1:30 – 3:00 p.m. (CONCURRENT SESSIONS)

#### **Leading From Any Position: Opportunities to Contribute to Your Library's Success**

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*Speaker: Maureen Sullivan, Organization Development Consultant, Maureen Sullivan Associates*

**(Continued on Pg. 7)**



## 2009 Empowerment Conference (cont.)

### **Leadership = Vision + Communication + Empowerment**

Leadership is a term so often used and so frequently misunderstood. By attending this session, you will learn the meaning of leadership and why it is so very important to the strength of all libraries. More importantly, however, you will learn about your unique communication style, how to develop your vision and how to become empowered to implement your vision. In other words, this session is about you, and how you can develop or fine tune your leadership style.

*Speaker: Alexis H. Sarkisian, Library Marketing Consultant/Adjunct Instructor, Dominican University*

### **What Color is Your Personality?**

Do you have trouble getting along with some people? Do you wonder how your child, boss, partner, or co-worker can respond so differently to things than you? What does research tell us about personality differences? This workshop looks at different personality styles and helps you understand yourself and others in a fun way. Come learn how to better interact, understand and support those with whom you work and live. **Seating is limited. Contact Kimberly Sanders at [ksanders@ala.org](mailto:ksanders@ala.org) to reserve your place today.**

*Speaker: Patti Faughn, Family Life Educator, University of Illinois Extension*

### **Community Outreach**

The Web is a big place, and library users can be found almost anywhere. In this presentation,

we'll talk about ways to develop an active online service model, using a variety of Web tools to identify patron needs and build new connections. We'll talk about ways for staff at all levels to participate, and give your library some online personality. Your patrons are out there, even if they don't know it yet.

*Speaker: Toby Greenwalt, Virtual Services Coordinator, Skokie Public Library*

**Sunday, July 12, 2009**

**9:00 a.m. – Noon**

### **Management: When Bad Things Happen to Good People**

We'll have fun together as we cover the what-ifs, the how's that happen, and the why-me's of daily life in library management. This workshop will inspire you to go back to your library fired-up about management and the impact you have on your staff. During this engaging and interactive program we will explore, in depth, the concepts of accountability, communication, empowerment, staff development, and influence.

*Speaker: Gail Johnson, President/CEO; and Pam Parr, Senior Consultant, Face to Face Communications*

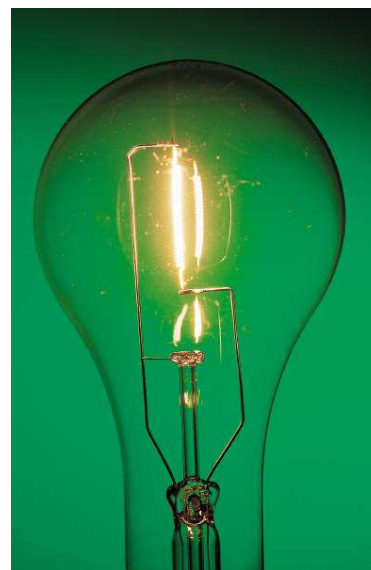
**12:30 – 2:00 p.m.**

**Lunch with the Famous First Ladies : Mary Todd Lincoln, Eleanor Roosevelt, Jackie Kennedy, and Hilary Clinton**

Enjoy a catered lunch (included with your registration) while hearing from former First Ladies. We Americans have always been fascinated by the White House—a symbol of the power and prestige

of our country. We know so much about the Presidents and the families who lived there from history books, movies and television. But, most of what we read or see is about the public personas of those people. Join Jenny Riddle as she dramatizes, in character, the personal lives of these remarkable First Ladies. (Hilary Clinton makes a singing visit at the end.)

*Speaker: Jenny Riddle is an accomplished actress, singer, and writer. She received her M.A. in English from DePaul University and her undergraduate degree in English from the University of Illinois at Urbana. She has taught English, speech, and drama at the high school and college levels.*





**COME OUT AND SUPPORT LSSIRT**  
**With a fun NIGHT OUT**  
**At**  
**DAVE & BUSTER'S**  
**RESTAURANT**

**SUNDAY, JULY 12, 2009**  
**TIME: 6:00—9:00 PM**

**PLEASE COME OUT AND ENJOY DINNER WITH YOUR COLLEAGUES**

**COST IS \$35.00 EACH**

**DAVE & BUSTER'S**

Is located at:

1030 N. CLARK ST  
 CHICAGO, IL

Menu will be BUFFET style:

**THE ALEXANDER BUFFET INCLUDES:**

*Tortilla, chipotle and lime crusted tilapia  
 served with an avocado pico de gallo  
 Italian rosemary roasted chicken  
 Honey glazed baby carrots  
 House salad  
 Kung Pao sesame noodle salad  
 Garlic herb roasted potatoes  
 Freshly baked rolls with butter*

**SIGN-UP FORM**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Phone \_\_\_\_\_

Sign up for:

☐ Library Support Staff Interest Round Table

Number Attending \_\_\_\_\_

Total Enclosed \_\_\_\_\_

☐ Check

**AMERICAN LIBRARY  
 ASSOCIATION—LSSIRT**

*Please send this form and  
 check to:*

*Darlana Davis  
 ALA/LSSIRT  
 50 E Huron St.  
 Chicago IL 60611*



## Revisiting the First ALA Support Staff Conference Chicago 2005



Jennifer Kutzik highlights the Conference Within A Conference materials.



Carla Hayden, former ALA President, welcomes attendees to the inaugural support staff event as Dorothy Morgan and Jim Hill look on.



Former LSSIRT Steering Committee members Jim Hill, Paulette Feld and Sara Stichert share some classic library stories and a few laughs.



LSSIRT Night Out at Leona's Restaurant delivered good food and good friends.

McCormick Place Chicago is comprised of four state-of-the-art buildings with 2.6 million square feet of meeting space. ALA Annual Conference 2009 and the Empowerment Conference 2009 will be held here.





### **ALA Staff Liaison information:**

Darlana Davis  
ALA/LSSIRT  
50 E. Huron Street  
Chicago, IL 60611  
Email: [ddavis@ala.org](mailto:ddavis@ala.org)

### **Please send questions regarding LSSIRT Newsletter content to:**

Kerrie Stramler  
Email: [stramlerk@u.library.arizona.edu](mailto:stramlerk@u.library.arizona.edu)



The **LSSIRT Newsletter** is the official publication of the Library Support Staff Interests Round Table (LSSIRT) of the American Library Association. It is distributed free to members of LSSIRT and is published three-four times a year.

### **LSSIRT Officers:**

**President:** Dorothy Morgan

Email: [dot@lpl.org](mailto:dot@lpl.org)

**Vice-President/President Elect:** Julie McCormick

Email: [Julie.Mccormick@cpl.org](mailto:Julie.Mccormick@cpl.org)

**Secretary:** Kareen Turner

Email: [akturner@uark.edu](mailto:akturner@uark.edu)

**Treasurer:** Kerrie Stramler

Email: [stramlerk@u.library.arizona.edu](mailto:stramlerk@u.library.arizona.edu)

**Membership:** Anita Kosinski

Email: [WolfN85@aol.com](mailto:WolfN85@aol.com)

**LSSIRT Councilor:** Jennifer Kutzik

Email: [Jennifer.Kutzik@ColoState.Edu](mailto:Jennifer.Kutzik@ColoState.Edu)

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 LSSIRT colleagues, be sure and sign-up for the very low volume LSSIRT e-list.

To sign-up, send an e-mail to Martha Parsons at

[parsons@halcyon.com](mailto:parsons@halcyon.com) with your ALA membership number and ask to be subscribed.

