



LSSIRT
Library Support Staff Interests Round Table

Post ALA Annual Conference Edition



August 2007



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Special points of interest:

- **Now is the chance to nominate yourself for LSSIRT, check it out! pg.3**
- **IMLS Grant for LSSCP!! Check it out on pg.6**

President's Corner

I would like to take this time to welcome all old and new members to LSSIRT. This has been a very productive year for us, and I would especially like to thank my good friend and associate Sue Knoche for all the hard work she did on our behalf.

I'm afraid I have been holding this issue up, and I would like to apologize for that. To those of you who know me, this is very unlike me. It occurs to me though; this might make an excellent topic for my first article. I should, I guess, take this time to introduce myself, and tell you a little about me. So, I will start with that. You know my name, as it's printed with this article, and I realize a lot of you voted for me, and I thank you for that. I have been employed at my library, the University of Central Arkansas, Torreyson Library, for 20 years. I am the Acquisitions Supervisor there. I have 3 grown children and 3 grandchildren with another on the way. I also write, and am heavily involved in a role playing game on IMVU. But, that is a subject for another time.

Now on to my topic. We all face times in our lives when we are not our usual selves. In my case it is the illness of my husband, and the uncertainty of what is wrong and what we have to expect for the future. But, I have found it especially challenging to deal with this illness, and my everyday life, i.e., work, and professional/personal obligations. My desk looks like it has a years worth of work piled on it, and my email...well, let's just say it has gotten a bit behind. But...and this is the important part, I have also discovered a wealth of caring and professional concern on the part of my co-workers and the library world in general. For those of you who don't know, I am currently on the ALA/APA Committee for Support Staff Certification. This committee will be meeting in September in Chicago, and I was supposed to be there. I notified my fellow committee members that I could not leave my husband alone and received an outpouring of sympathy and concern. I would like to publicly acknowledge these wonderful



Sandy Olson, LSSIRT President

people. They are doing a great job on behalf of support staff everywhere, and they are truly responsive to the needs of support staff.

I am trying, somewhat successfully, to get myself back to the organized person I am. I promise if you have recently emailed me, I shall get back to you soon (Sue). I apologize to Kerrie, the editor of this newsletter, for holding her up. You know I love you Kerrie.

I would like to take this time to invite you all to ALA Midwinter; we will be having our business meeting and would love to meet you in person. If you have any questions or concerns please feel free to contact myself, or any of the LSSIRT officers. We are here to serve you.

Do you Speak LATIN?

Kevin Dudeney from Australia started LATIN (Library Assistants/Technicians International Network) as a world-wide communication tool. To sign up for this low-volume, confidential listserver, go to <http://lists.alia.org.au/mailman/listinfo/latin/>. Kevin attended ALA Annual in DC and wrote about his experiences here: <http://ausltwashingtondc.blogspot.com/>

ALA LSSIRT Steering Committee Meeting Mini-Minutes

Washington Convention Center,
Room 209-C

Washington, D.C.

Monday, June 25, 2007

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

I. STEERING COMMITTEE

MEMBERS PRESENT: Trish Palluck, Sue Knoche, Nina Manning, Jennifer S. Kutzik, Carol Thomas, Sandy Olson, Valeria Fike and Leslie Monsalve-Jones.

II. TREASURER'S REPORT

(Nina E. Manning): Our April 30, 2007 beginning balance was \$15,535.62. Our total revenues equaled \$4509.33 while our total expenses were \$1065.95 plus \$415 ALA overhead. This leaves an ending net asset balance of \$18,564.

III. OLD BUSINESS:

A. Election Results: Sue announced that Dorothy Morgan is the new Vice-President/President-Elect; Anita Kosinski and Mary Nation are the new Members-At-Large and Jennifer Kutzik is the new ALA Councilor. Since Jennifer had one year left on her Secretary term, Sue appointed Kareen Turner to a one-year term as Secretary.

B. LSSIRT Councilor: The LSSIRT By-laws do not currently include the position of LSSIRT Councilor as a member of the Steering Committee.

ACTION: Sandy Olson moved to make the ALA Councilor a voting member of the Steering Committee for as long as our membership level permits a Councilor position. Valeria Fike seconded. Motion carried.

C. Steering Committee Regional Representation Task Force: LSSIRT Past-President Jim Hill, Diane Fay and Kent Slade were charged with investigating regional representation on the LSSIRT Steering

Committee. There has been no report from the members.

ACTION: Sandy Olson moved to continue the Steering Committee Regional Representation Task Force and actively seek more committee membership. Trish Palluck seconded. Discussion centered on the problems finding candidates who have funding to travel to two annual conferences a year.

ACTION: Sandy Olson amended her motion to propose deleting the word "regional" from the Task Force name and emphasize increasing Steering Committee Members-at-Large, regardless of where they reside. Trish Palluck seconded the amended motion. There was no discussion on the amended motion. Motion carried.

Sue will assume the Chair for this Task Force.

ACTION: Valeria Fike moved to amend the By-Laws to increase the Steering Committee Member-at-Large positions. Leslie Monsalve-Jones seconded. There was no discussion. Motion carried.

IV. NEW BUSINESS:

A. Committee Reports:

1. Directory of Library

Support Staff Organizations: Sue reported that a committee updated many states. She drafted a sample format listing the name of each state's organization, date organized, number of members, affiliation with state group, web site URL and notation if the group is inactive. This format was agreed upon. Wording changes were suggested to encourage more self-reporting from states on incorrect information.

2. Membership (Nina Manning): Nina reported 883 members as of late February. We are still the fastest growing Round Table; the Empowerment Conferences have increased our ALA visibility. Since Nina is also our Treasurer, she has

asked to be relieved of her Membership position. Sue has appointed Mary Nation to be the new Membership Chair.

B. Library Support Staff Certification Project (LSSCP) (Sandy Olson and Dorothy Morgan): Sandy and Dorothy reported on the meeting held at ALA Midwinter in Seattle and a follow-on meeting held in Chicago in March. Task Force members are still assembling core competencies for certification in the different areas (public services, technical services, youth services, etc.) There will also be electives.

C. Empowerment Conference 2008: Dorothy Morgan, incoming VP/President Elect will submit our program ideas. Topics included Service with Library 2.0, Online Learning Opportunities, Google to the Next Level, Diversity among Support Staff, Academic Library Community Outreach and Support Staff Supervisors.

D. ALA Membership (John Chrastka and Cathleen Bourdon): John stated that the ALA support staff membership brochures promote LSSIRT as a roundtable option, but it is unlikely that all support staff joining ALA will also join LSSIRT. Michael Dowling, Head of Chapter Relations, has made overtures to more states about the joint membership project. More news will be released at Midwinter 2008. The Membership Pavilion on the exhibit floor is working well for generating traffic. For Anaheim, the LSSIRT booth will celebrate our 15th year (a.k.a., quinceanera). John is planning to better inform new members and first-time conference attendees by tagging programs Conference 101, Support Staff 101, etc. Sue Knoche presented John with an award from LSSIRT which read: "Presented to John Chrastka in recognition of the outstanding service and commitment in the recruitment of library support staff members into the American Library Association, June 2007."

V. ADJOURNMENT: Sue presented the LSSIRT gavel to incoming President Sandy Olson. The meeting was adjourned at 12:08 p.m.

Respectfully submitted,

Jennifer S. Kutzik

LSSIRT Secretary

Call for Nominations!

We are always looking for good people to serve...

Nominations are now being accepted to appear on the
2008 LSSIRT Steering Committee ballot for:

Vice President/President Elect (3 yrs)

Secretary (2 yrs)

Treasurer (2 yrs)

Member-At-Large (3 yrs)

Here is your opportunity to be more involved in a leadership role,
to make a contribution in the future of LSSIRT and/or
support staff issues within ALA.

To Qualify

- Must be a current member of ALA-LSSIRT
- Able to attend both the midwinter and annual conferences for the duration of your term (If elected the terms would start at the close of the annual meeting June 2008)

If you or perhaps one of your colleagues fits the description and may be interested in any of these positions on the ballot, please...

Don't delay - Send an e-mail today!

Sue Knoche; knoches@mail.etsu.edu

No later than September 7, 2007

Meet Kareen Turner, LSSIRT Secretary



During the ALA Annual Conference in Washington, DC, Sue Knoche appointed Kareen Turner to fill the remaining year of Jennifer Kutzik's term as Secretary. Jennifer was recently elected ALA Councilor and will continue to serve as LSSIRT Webmaster and Co-editor of the newsletter.

Kareen earned a B.S. in Elementary Education at the University of the Ozarks (formerly College of the Ozarks) in

Clarksville, AR. She also completed several post-graduate courses in Adult Education at the University of Arkansas.

Kareen has over 23 years of library experience in public schools, college & university, military and public libraries. She also brings 6 years experience in retail book sales in the United States and Europe. She joined the University of Arkansas Interlibrary Loan Department in 1997. After serving as an active member of the Arkansas Library Paraprofessionals since 1998 (as Chair and Conference Committee Co-Chair), she joined LSSIRT in 2006.

She considers herself an expert at book ordering and interlibrary loan programs. She has also taken classes to become computer proficient in online services, office software,

graphics and desktop publishing.

Her community activities have included the The Officers' Wives and Spouse Clubs at Ellsworth AFB, SD; RAF Greenham Common and RAF Mildenhall, United Kingdom; and, Landstuhl, Germany.

Kareen would like to see support staff receive recognition for all their contributions to libraries throughout the nation and the world. She feels a certification program would be one way to achieve that recognition.



Meet Dorothy Morgan, LSSIRT Vice-President

Dorothy began working at Liverpool Public Library as a page in 1984. It didn't take her long to begin organizing others and moving the support staff agenda to the forefront. Dorothy was instrumental in the formation of the local support staff group, Library Support Staff of Central New York (LISSCNY). She was also active in implementing that association's Certificate of Achievement Program. In 1996, she became the co-chair of the Council on Library/Media Technician's (COLT) Certification Committee. She achieved NYSLAA's Certification in Administration/Management Level III & IV in 1995 and 1999. Also during 1995-1997, she was the Northeast Regional Director for COLT. She is the current Ambassador for NYSLAA (New York State Library Assistants' Association), a position she has held for several years.

Dorothy served as the President of LSSIRT in 2000-2001, and appeared be-

fore the ALA Executive Council in January of 2001 to request a 3rd Conference on Professional Education relating specifically to Support Staff. Her petition was granted and COPE-3 was held in May of 2003. Later that year, Dorothy was selected as a protégé in the Library Administration and Management Association's (LAMA) "Leaders of the Pack" projects. LAMA selected a diverse group of professional librarians and senior paraprofessionals who demonstrated potential to be future library leaders. This three-year mentoring project gave Dorothy an opportunity to develop her skills and professional networks, while contributing to LAMA's commitment to outstanding programs, life-long learning and leadership development for library administrators and managers.

Her awards include NYSLAA's Craig Koste Award for Outstanding Library Service 1997, COLT & Library Mosaic's National Library Association Outstanding Library Service Award 1997, and the 2001 Library Journal Paraprofessional of the Year.



Dorothy believes in a more holistic definition of a library professional and a need to rededicate ourselves to library workers' wellbeing. She also feels strongly that library workers must strive together to address the funding and budget issues that are so important to libraries' survival.

In the next issue we will continue our introduction of newly elected LSSIRT Steering Committee members Mary Nation and Anita Kosinski.

LSSIRT Presents an Award of Appreciation



John Chrastka, ALA Membership receives an award from Sue Knoche, LSSIRT President

At ALA Annual Meeting in Washington, D.C., LSSIRT an award of appreciation to John Chrastka, ALA Membership and Marketing Manager

John began his journey with ALA and with support staff in 2004. Many of us first met him in Orlando during the summer ALA annual conference, when

Gerald Hodges introduced him as the “New guy on the block.” Gerald led us in a cheer for the recent vote to approve a separate library support staff dues category. We didn’t fully realize it then, but John was to become our strongest ally in recruiting support staff into ALA. Gerald volunteered John’s services to attend state and regional conferences to give presentations on the support staff membership offer (join ALA, get LSSIRT and either ALCTS or RUSA).

FAST FORWARD to January 2006 at ALA Midwinter meeting in San Antonio. John was continuing his tireless efforts on our behalf and reported on the pilot joint membership programs in 5 states. He reported there were over 1200 ALA members who had identified at the support staff level, and over 800 were LSSIRT members. We realized how BIG the impact of all these efforts had been to our membership.

And now we meet here in our nation’s capi-

tol: John has premiered the Membership Pavilion, where we are showcasing our Round Table and offering a home to support staff, the Empowerment Conference continues to provide great programming and a way to experience the furious frenzy of coming together as a professional organization. In 2004, John was given the support staff flag to fly and he has flown it higher than we ever imagined possible. We are now one of the largest round tables; this gives us weight with ALA. But more importantly, John’s efforts in recruiting have given us credibility and a strong voice in our professional organization. We can’t thank you enough.

Written by
Jennifer S.
Kutzik

LSSIRT
Councilor
and Web-
master

**“Real success is finding
your lifework in the
work that you love.”**

—David McCullough

2007 Empowerment Conference

“Mama Said There’d Be Days Like This...But I Didn’t Be- lieve Her.”

Denise Zielinski, Chair, and her committee offered 225 registered attendees over 22 diverse sessions in 1½ action-packed days. The conference began on a powerful note with the keynote speaker, Joe Contrera, President and founder of Alive@Work and author of “Light ‘Em Up: How to Ignite the Fire in Your Sales Team in Just 21 Days.”

Attendees were challenged to identify their personal “gremlins” (those nagging doubts that hold you back from achieving your personal goals) and ceremoniously release them. He advocated for everyone to dream their biggest dream and pursue it without fear of failure. One attendee said, “I have heard many motivational speakers, and he was one of the best.” Concurrent sessions included financial planning, wellness, Library 2.0 phenomenon, dealing with difficult people, defending privacy in the library, identity theft and

preparing for an interview. And that was just the first day!

Picture-book author Cari Best jump-started the Sunday morning crowd with humor and enthusiasm. She connected with attendees who offer children’s programs and with the child in all of us. Second-day sessions included X-treme customer service, diversity competencies, e-learning, career transitions, disaster planning and leadership training.

Notable speakers sharing their expertise and knowledge were Stephen Abrams, Director of Innovation for Sirsi/Dynix; Joe Janes, Association Dean at the University of Washington Libraries and author; Maureen Sullivan, of Maureen Sullivan & Associates; Dr. Camila Alire, former President of ACRL; Warren Graham, Warren Davis Graham Training & Consulting; and Deborah Caldwell-Stone, Deputy Director of ALA Office for Intellectual Freedom. Presenters from outside the library field brought new and different insights from other professions to enhance the conference experience. These people in-

cluded Dr. Caitlin Williams, executive and business coach; Dr. Michael Minioka, founder of the Chicago Ergonomic Group; Sharon & Dan Wiseman of Wiseman Consulting & Training; and Laura Hanson, Learning Manager at Highsmith, Inc.

With temperatures hovering in the upper 80s, the Saturday ice-cream social was a welcome respite and offered attendees the opportunity to network. This event was made possible by financial support from LSSIRT. Other conference sponsors included Ohio Library Support Staff Institute and American Libraries.

Empowerment Conferences were initiated as a result of COPE-3 and are presented once a year at the annual conference. They offer targeted programming for library support staff and all library professionals. Planning is already underway for the 2008 conference in Anaheim, CA.

IMLS Grant to ALA for Support Staff Certification



David Dowell and Nancy Bolt at the LSSCP meeting in Seattle

The Institute of Museum and Library Services (IMLS) is the primary source of federal support for the nation's 122,000 libraries and 17,500 museums.

The Institute's mission is to create strong libraries and museums that connect people to information and ideas. The Institute works at the

national level and in coordination with state and local organizations to sustain heritage, culture, and knowledge; enhance learning and innovation; and support professional development.

IMLS recently awarded the American Library Association \$407,111 for the "Library Support Staff Certification Program (LSSCP)" chaired by Nancy Bolt. The American Library Association, in partnership with the Western Council of State Librarians, will develop a national voluntary certification program for support staff in rural or small town public and academic libraries. Needs assessments for the last fifteen years have called for a national, standardized certification program for library support staff. The three-year project will result in a set of core competencies and policies and procedures. It will provide alternative options for

assessing current knowledge of the field and experience for non-traditionally trained library staff. The resulting plan will be tested in five sites and will be sustained by ALA. LSSIRT is represented on the Task Force by Sandy Olson and Dorothy Morgan.



Sandy Olson (left) and Dorothy Morgan (third from left) represent LSSIRT at the LSSCP meeting during ALA Midwinter meeting in Seattle

Garrison Keillor Closes ALA Annual Conference



Garrison Keillor at ALA Annual Conference in Washington D.C.

We had to sneak in the back entrance to get a seat at the Closing Session, but it was worth it! Garrison Keillor treated the standing-

room-only audience to witticisms, stories and even a song in praise of libraries. He talked about his days growing up in Anoka, Minnesota, and of feeling welcomed in the local Carnegie Library. The librarians encouraged him to read and created an atmosphere of "You are worthy of these books – come!" Being a shy and retiring boy, he was comforted by the low-key nature of the library, where no one made him perform for the adults. In school, Scouts, church and sports, Keillor always felt that adults were urging him to perform. But in the library, he had complete freedom for his imagination. He even used the Minneapolis Public library as an escape from a tyrannical

and bullying instructor when his mother thought he was attending swimming lessons. As a writer, he values the research assistance offered by library professionals, and uses Internet search engines only casually. And, as a citizen of the world, he described public libraries as one of the noblest expressions of democracy. "The future of our country is in your hands..." he closed. "You preside over a sacred place in America and as a writer, I thank you very much."



Eva Anderson of Colorado visits
the LSSIRT booth



ALA Liaisons Darlena Davis and
Lorelle Swader



Sue Knoche, outgoing LSSIIRT President, receives a service award from incoming President, Sandy Olson



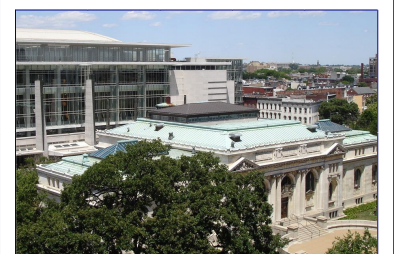
Nina Manning, Treasurer, displays her LSSIRT paperweight from Sue Knoche



LSSIRT Night Out at the City Lights of China



LSSIRT
Steering
Committee
Members



Former District
of Columbia
Carnegie Public
Library with the
Convention
Center in the
background



2007 Library Journal Paraprofessional of the Year, Jackie Cornette (Sugar Grove, NC) [Center], congratulated by former winners Valeria Fike, Trish Palluck, Sue Knoche and Dorothy Morgan.

Library Support Staff Interests Round Table

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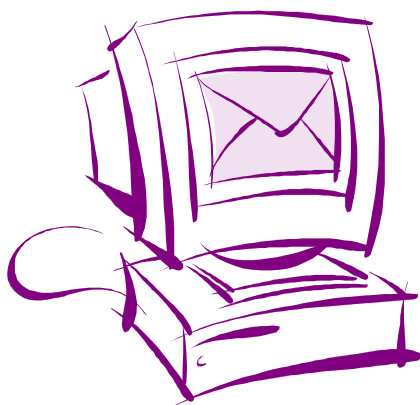
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Our mission is to provide an arena within ALA for programming, communication and networking for library support staff.

Sign-up for the LSSIRT Members only E-list!



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

To sign-up, send email to Martha Parsons at parsons@halcyon.com with your ALA membership number and ask to be subscribed.