

# LSSIRT NEWSLETTER

<http://www.ala.org/lssirt/>

MAY 2005

## From the President's Desk

Jim Hill, LSSIRT President -- JHill474@cs.com



I had written an article on another subject for the newsletter when the May issue of *AMERICAN LIBRARIES* arrived in my mail box. After reading the three letters to the editor that appeared there, I immediately had to go to the medicine chest and pop a couple of my blood pressure pills, or the possibility of a stroke was in my immediate future.

However, after a couple of days of contemplating the issues brought up in the letters I find them not as offensive as I first thought. Sure they make us mad and to a certain extent they once again make us feel like second class citizens. Then I think to myself how far we have come to acquire this place at the table of the American Library Association. Please note: It is the American Library Association not the American (MLS) Librarian Association.

Please indulge me for a minute and let an old retired support staff member present a little history lesson. Thirty some odd years ago when I started working in an academic library the rules for what support staff could and could not do were definitely defined. These rules included such things as:

- If a patron asked a question you were to refer them to a librarian.
- Original cataloging was not even an option for support staff to do.
- Departments such as circulation, interlibrary loan, reserves, and technical services were all supervised by MLS degreed librarians.

Today all of the above, and more, are being done by support staff in many libraries.

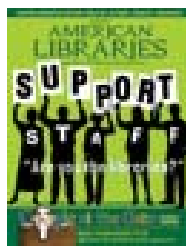
Over the last number of years ALA has come to recognize the importance of Support Staff. Deans and Directors of various types of libraries know that to have a smooth running library they must have the cooperation and support of both their librarians and support staff. If they don't, they are living in a very closed society.

ALA has opened itself up to support staff by sponsoring the COPE III conference and from that has come more equality. Support staff have been appointed to national committees, such as pay equity, membership, and continuing education. One support staff was even appointed as a member of the long range strategic planning committee for 2010. ALA has instituted a new membership policy in order to attract more support staff. This year, for the first time, ALA is having the "Conference Within a Conference" for support staff at the annual conference, in June, in Chicago.

So in conclusion just let me say, "We've come a long way Baby!" But on the other hand we still have a long way to go. We need support staff's involvement in the local, state, and national level because if we don't have it, then the individuals that wrote the letters are going to win, and we can't let that happen. ~~~~

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*Note from the Editor: See the May 2005 issue of American Libraries for the letters Jim is referring to. They are in the "Readers Forum" on page 26. The letters are reactions to Jennifer Kutzik's cover story titled, "Are You the Librarian?" published in the March issue.*

## ELECTION RESULTS

This has been a fun issue to put together because it highlights the best of the best – library support staff who have stepped forward and are actively participating in the library profession.

Whether or not you won the election you ran in, THANK YOU for running! And, if you didn't win, please consider running again.

### LSSIRT:

#### Vice-President/President-Elect

Sue Knoche	96 Elected
Write-in	0

Knoche will become president-elect in July 2005, and will assume LSSIRT presidency in July 2006. She will serve a one year term as president.

#### Member-at-Large (3-yr term, 2 to be elected)

Jack Fitzpatrick	69 Elected
Nina Manning	51 Elected
Leslie Monsalve-Jones	45

Fitzpatrick and Manning will serve 3 year terms beginning July 2005.

Total Number of Ballots Cast - 98

### ALA COUNCIL:

Diane Fay	1584 votes
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(needed 2026 to be elected)

As far as we know, Diane was the only support staff member to be running for a Council seat this year, which is why we've singled her out. Because LSSIRT is still too small to have individual Council representation, it would be a major accomplishment to have one (or more!) of our members elected to Council. We will just have to keep trying.

### ALA Vice-President/President Elect:

Leslie Burger	5401 Elected
Christine Lind Hage	4598

Burger will become president-elect in July 2005, and will assume the ALA presidency in July 2006, following the ALA Annual Conference in New Orleans, La. She will serve a one-year term as president.

**For full election results, see the ALA Election Information page at <http://www.ala.org/2005election/>**

## Interested in Getting Involved?

For more information on getting involved in ALA & LSSIRT, contact Ali Poffinberger, the incoming LSSIRT President, at [ali.poff@duke.edu](mailto:ali.poff@duke.edu). Also, read ***Looking Ahead: A HELP WANTED Ad!***, an article by Ali, on page 4 of this Newsletter.

If you would like to run for an ALA Council seat in the 2006 election, please contact Sue Knoche [[KNOCHES@mail.etsu.edu](mailto:KNOCHES@mail.etsu.edu)] for details. The deadline for this year is August 1, 2005.

The ***ALA Handbook of Organization*** is a very useful resource for learning more about the organization. The current edition is on the ALA website at <http://www.ala.org/ala/ourassociation/handbook20042005/alahandbookorganization.htm>

## LSSIRT Activities – ALA Annual

### LSSIRT Steering Committee Meeting

**DATE:** Monday, June 27, 2005

**TIME:** 9 a.m. - 12 noon

**WHERE:** McCormick Place Convention Center, Room N129, Chicago

**DESCRIPTION:** Want to hear the latest news about LSSIRT? All ALA members are welcome to attend this OPEN meeting. We'd love to see you there.

Visit the **LSSIRT booth #4919** at the Exhibits. The Round Table booths will be in the McCormick Place Convention Center Pavilion Hall. The Booth is a great place to meet, and while you're there, pick up some LSSIRT Membership brochures to share.

### LSSIRT EVENING OUT AT LEONA'S

We hope you've made your reservations to join us at Leona's [<http://www.leonas.com>] for good food and a fun and casual networking opportunity while in Chicago. Dinner is served family style and includes lettuce salad, grilled chicken skewers, BBQ chicken, grilled vegetables, wedge fries, and a choice of chocolate cake or cannoli strawberry shortcake.

**Where:** Leona's, 646 N. Franklin St., Chicago

**Date & Time:** June 25, 2005, 7-9 p.m.



## SUPPORT STAFF STARS



### Library Mosaics/COLT Awards



**Diane Fay**, retired from Boston Public Library, and past-President of LSSIRT, has been chosen as the winner of the **2005 Outstanding Support Staff of the Year Award**. The award announcement states

that “Ms. Fay has made significant contributions to the continuing growth and development of library support staff around the country through active involvement on local and national levels.”



**Linda Dobb**, Executive Vice President of Bowling Green State University, Bowling Green, Ohio, has been chosen as the winner of the **2005 Outstanding Supporter of Support Staff of the Year Award**. The award is

presented annually for outstanding service to library support staff. The announcement states that Ms. Dobb was “selected for her dedicated work on behalf of support staff at both local and national levels.”

To read the full announcements, go the COLT web site at <http://colt.ucr.edu/awards05.html>

### **Library Mosaics/COLT Awards Banquet**

The awardees will be honored at the annual COLT Awards Banquet that will be held on June 24, 2005 at VIVERE, one of the 3 restaurants in Chicago’s Italian Village. The banquet speaker will be Linda Slusar, founder of the Soaring to Excellence Teleconference series, and Coordinator of the Library Technical Assistants program at College of DuPage in Glen Ellyn, IL and a full-time professor in the program. If you’d like to join the celebration, fill out and mail/fax the registration form from the COLT website at <http://colt.ucr.edu/2005confregistration.html> Reservations need to be received by June 15. Dinner is \$50 per person by advance reservation only. Guests are welcome.

### Dorothy Morgan & Maurice Freedman Win First Dynix-ALA-APA Award

The American Library Association-Allied Professional Association (ALA-APA) is pleased to announce the winners of the first **Dynix-ALA-APA Award for Outstanding Achievement in Promoting Salaries and Status for Library Workers**. Maurice Freedman and Dorothy Morgan were chosen, Freedman for raising awareness of salary inequities within librarianship, and Dorothy for advocating on behalf of support staff nationwide.

**Maurice J. “Mitch” Freedman** is Director of the Westchester Library System (NY) and former ALA President (2001-2002). **Dorothy Morgan** is Business Manager, for the Liverpool Public Library (NY) and former President of the ALA Library Support Staff Interests Round Table (2000-2001).

The award is given to an individual, group of individuals, or institution that have made an outstanding contribution to improving the salary and status of library workers in a local, regional or national setting.

The recipients will receive \$2500 each and be recognized at the ALA-APA Networking Breakfast at the 2005 ALA Annual Conference in Chicago on Sunday, June 26, at 7:30 am.

### Library Journal’s Paraprofessional of the Year 2005

**Trish Palluck**, Resource Sharing Specialist at the Wyoming State Library, has been selected as *Library Journal’s* Paraprofessional of the Year. Ms. Palluck has made outstanding contributions in her job, and within the Wyoming Library Association. To read the full announcement, see the online article on the *Library Journal* website at <http://www.libraryjournal.com/article/CA504644>. *Library Journal* will sponsor a reception in her honor at the ALA Annual Conference in Chicago. Details have not yet been announced.



## Looking Ahead: A HELP WANTED Ad!

**Alice Poffinberger**  
**LSSIRT President-Elect**



LSSIRT has seen steady growth over the last several years as a result of ongoing membership initiatives within ALA (yay!!). Despite this growth, the LSSIRT Steering Committee members struggle to do their work, for not only are they serving on the “board of directors” for the round table, they are taking on committee work, both within LSSIRT and ALA at large. As a result, a small group of dedicated people, in comparison to our membership numbers, is doing quite a bit of work, albeit earnestly and with a sense of commitment, and their talents are sometimes stretched to the limit. This is true of most all-volunteer organizations; the other “truth” we share is the struggle to identify individuals within the membership that could assist in that work, as well as those who might serve as future leaders on the Steering Committee.

This is where you come in, dear reader and member. I would like to start making appointments to committees early; for the moment, I will limit this to committees within LSSIRT. If you would like an opportunity to serve the round table, in ways large and small, mostly via virtual membership, now is the time to step forward. Not everyone can attend ALA midwinter meetings or the annual conference; in contrast, generally everyone has the ability to serve virtually. I know well that most of you have ideas and opinions and, believe me, we’d love to tap them. Much of the committee work LSSIRT undertakes is done via e-mail, and most of our committees are comprised of ONE person - you guessed it, the Steering Committee member. Often, the only people these committee chairs can draw on for ideas/decisions are others serving on the Steering Committee, a group that in reality should only be deliberating the final proposals of each committee. As a result, the Steering Committee’s “big picture” work gets bogged down in the detail work of committees, instead. Granted, these folks are doing an excellent job, I do not wish to indicate otherwise, but this is definitely a case where two heads (or more) are better than one!

Won’t you help us? What follows is a list of LSSIRT standing and special committees with a

short description (full committee charges are available):

### LSSIRT Standing Committees

**Nominating:** with the past president, develops a slate of candidates for election to the LSSIRT steering committee

**Program:** with the vice president, develops Annual conference programming ideas

**Constitution and Bylaws:** reviews both documents; ensures the round table is guided by them

**Fund raising:** helps develop the LSSIRT Night Out at the annual conference, develops round table fund raising ideas/opportunities

**Marketing:** promotes LSSIRT via discussion lists and other available advertising arenas

**Membership:** recruits potential members, welcomes new members, tracks membership

**Education:** develops ongoing educational opportunities, including potential Annual Conference programs

**Strategic Planning:** outlines 3-5 year plans for the Steering Committee

**Publications and Communications:** writes bulletins and communications regarding LSSIRT concerns for publication

### LSSIRT Special Committees

**Certification Task Force:** developing a national, voluntary certification plan for library support staff

**COPE III Task Force:** monitors progress of COPE III recommendations (no members needed at this time)

Please, please consider becoming a virtual member of one of one of these committees. Your energy and enthusiasm are greatly needed. You may contact me at [ali.poff@duke.edu](mailto:ali.poff@duke.edu) to volunteer; let me know your committee preference, if there is one. Also, if you are interested in serving on the Steering Committee in the future, we would love to hear from you. If you are not certain you are ready to serve library support staff at the national level, consider running for election to a Steering Committee member-at-large seat, a position that allows one to learn “the ropes.” I started as an unsure LSSIRT member-at-large, myself.

Thanks in advance for any and all help you can give, and for the work you are doing every day.



CONFERENCE WITHIN A CONFERENCE  
**Empowering Library Support Staff for the 21st Century**  
 SATURDAY, JUNE 25 – SUNDAY, JUNE 26, 2005



(All Meetings will be held at Chicago's McCormick Place Convention Center in the SOUTH BUILDING, Level 4)

## Saturday, June 25, 2005

**8:00 am – 10:00 am**

### **Conference Opening Session**

*Featuring Keynote by Carla D. Hayden*  
 Join members of the ALA LSSIRT, COLT and other invited guests, as they kick-off this historic event. 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.

**10:30 am - 12 Noon**

### **Concurrent Sessions**

#### **Comparing Outreach Services through Cost and Equity**

*Sponsored by ALA-OLOS*

Learn the important components that need to be evaluated when deciding which outreach service is best for your library. Learn important tips on successfully presenting your findings to your director and making 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?**

*Sponsored by PLA*

This program will provide rural library directors -- especially new ones -- with a roadmap of best practices, tools, and other advice to best serve their libraries' citizens.

**Speakers:** Larry Grieco, Director, Gilpin County Public Library; Dwight McInvaill, Director, Georgetown Public Library; Beth Nicholson, Director, Clarksburg-Harrison Public Library

#### **Identifying Customer Wants and Needs With the Public Library Geographic Database**

*Sponsored by ALA-OLOS*

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 for successful outreach services.

**Speakers:** Christie Koontz, Director Geolib Program, Florida State Univ.

#### **Managing Across Generations: Traditionalists to Millennials**

*Sponsored by ALCTS*

The workforce at the beginning of the 21<sup>st</sup> 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, IMLS; Dena Heilik, Philadelphia Free Library; Carol R. Kem, Univ. of Florida; Hannah Kwon, Graduate Student, SCILS, Rutgers, Univ of NJ; Betsy Simpson, Univ. of Florida

#### **Preservation Education Needs for the Next Generation of Information Professionals**

*Sponsored by ALCTS*

Preservation education is a critical need for librarians and archivists. 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, University of Pittsburgh

#### **The PLA Federal Legislative Network: Advocating for Your Public Library**

*Sponsored by PLA*

The Public Library Association is launching a 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. 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

**Saturday, June 25, 2005, cont.**

**12:15 pm – 1:15 pm**  
**Meet the Exhibitors**

**1:30 pm - 3:30 pm**  
**Concurrent Sessions**

**Professional Portfolio Development**

*Sponsored by 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. 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**

*Sponsored by ALA-COLT*

Violence is creeping into all facets of our lives, creating tension and fear. This seminar will give a practical look at current issues about violence in the workplace and in everyday life.

**Speaker:** Tim M. Goergen is President and founder of HILL'N'ASH, INC.

**Debate: Do Unions or Professional Associations Belong in Libraries?**

*Sponsored by ALA-APA*

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

**Beyond Emergent Literacy: Serving the Elementary School Age Child**

*Sponsored by 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 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**

*Sponsored by 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.

**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 City Public Library.

**Hear Here: Audiobook Trends in Libraries**

*Sponsored by PLA and 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.

**Speakers:** Jenny Levine, Chicago's Suburban Library System; Claudia Weissmann, OverDrive, Inc.; Robin Whitten, Editor, Audiofile Magazine; Jim Peterson, VP, Recorded Books

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

*Sponsored by ALSC*

This program will present information on the growing number of grandparents raising their grandchildren or providing childcare as their parents work.

**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**

*Sponsored by ALA-IFRT*

How can libraries serve both the religious and the secular demands made by members of their communities? Come and explore these questions with our distinguished panelists.

**Speakers:** Martin Marty, Univ. of Chicago; Susan Jacoby, Author, *Freethinkers: A History of American Sec*; Mike Wessells, Timberland Regional Library, WA; Doug Archer, Librarian, Univ. of Notre Dame

**Information Seeking Research: Teens & Scientists**

*Sponsored by ALA-LRRT*

Presentation and Discussion of two Papers:

- 1) Everyday Life Information Seeking Behavior of Urban Teenagers (Hughes-Hassell & Agosto);
- 2) Understanding Information Needs of Agricultural & Biological Scientists (Kuruppu).

**Speakers:** Sandra Hughes-Hassell; Denise E. Agosto; Pali U. Kuruppu

**Saturday, June 25, 2005, cont.****4:00 pm - 5:00 pm****Featured Programs****“60 Sites in 60 Minutes”***Sponsored by ALA 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.

**Speaker:** Leanne B. Battle, Lexis-Nexis**Is There Life After Retirement?***Sponsored by LSSIRT*

As the library work force dwindles due to retirement, and as a recently retired paraprofessional Jim Hill will talk about life after leaving the library world.

**Speaker:** Jim Hill, University of Colorado (retired)**5:30 pm - 7:30 pm****ALA Opening General Session  
Featuring Senator Barack Obama****Sunday, June 26, 2005****8:30 am – 10:00 am****Concurrent Sessions****How to Provide Staff Development with no Talent, Money or Time***Sponsored by 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! 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)**Staff Rewards and Recognition***Sponsored by 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.

**Speakers:** Susan Hinds, Auburn University Libraries, Auburn (AL); Florence King, University of Georgia Libraries, Athens (GA); Waits Raulerson, Wake Forest University Library (NC)**What are my options if I cannot pursue a Master's degree?***Sponsored by ALA-LSSIRT*

This panel will discuss specific options to obtaining an MLS or MLIS.

**Speakers:** Tom Abbott, Univ of Maine, Augusta; Dorothy Morgan, Liverpool Public Library, (NY); Douglass Morrison, Ohio State ATI Library (OH)**Enhancing the Skills of Managers at Public Service Desks***Sponsored by ALA-LSSIRT*

Various skills needed by this set of managers, will be discussed.

**Speaker:** Maureen Sullivan, Consultant, Maureen Sullivan Associates (MD)**Stress-Free Library Program Planning***Sponsored by 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. 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***Sponsored by 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. 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.

**Speakers:** Sharon Grover, Co-Editor, Capitol Choices, Arlington County Public Library (VA); Lizette Hannegan, Arlington Public Schools (VA)**Networking for Career Success***Sponsored by 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? 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

**Sunday, June 26, 2005, cont.**

**10:30 am – 12:00 pm**  
**Meet at the Exhibition**

**12:15 pm – 1:45 pm**  
**Luncheon Speaker**  
*(Included in registration)*

**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 various topics and ask questions.

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**For complete ALA Conference programming details and to help organize your time at the conference, try out the Event/Itinerary Planner at <http://12.153.50.102>**

**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. Deb is known for her practical and sometimes humorous approach to modern life in the workplace.

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NOTE: Because of space limitations, the session descriptions have been shortened. The full program is available in a PDF format at <http://www.ala.org/ala/eventsandconferences/bannual/2005a/ConfwithinConf.pdf>. It is also linked from the LSSIRT website.

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LSSIRT has learned that the most popular Conference-within-a-Conference sessions will be repeated at the Midwinter Meetings in San Antonio, January 20-25, 2006.

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