



FEBRUARY 2009

SPECIAL POINTS OF INTEREST:

- Tribute to Mary Nation, in memory of her service and her humanity Pg. 2-3
- ALA Presidential Candidates Pg. 5-6
- LSSIRT Candidates Pg. 7-8
- LSSCP Pg. 9
- Reflections Pg. 10-11
- Midwinter Photos Pg. 12

INSIDE THIS ISSUE:

Tribute to Mary Nation	2-3
Midwinter Mini Minutes	4
ALA Presidential Candidates	5-6
LSSIRT Candidates	7-8
LSSCP Update	9
Reflections	10-11
Midwinter Photos	12

FULLFILLING A DREAM ... AND THE PROMISE OF OPPORTUNITIES

The old proverb "A journey of a thousand miles begins with a single step" is so appropriate for my message to all of you today.

At the beginning of 2009, we have much to be thankful for. I am excited about the opportunities that will make a difference in the professional lives of library support staff. But since the last newsletter was published one very sad thing happened. I would be remiss if I didn't express the feeling of great loss for Mary Nation, Member-At-Large on the Steering Committee of LSSIRT as well as Membership Chairperson. On a personal note, Mary and I spent some time together during the ALA Annual Conference in Anaheim in 2008. We connected in a way that I can't explain, and in my heart I have lost a true friend that I will always remember.

The Midwinter Conference, held at the Denver Colorado Convention Center, was well-attended, including good participation at the LSSIRT Business and Membership Meeting.

Our New Year resolution focuses on membership recruitment. I can't express enough the importance of this and here's why. Beginning Feb. 1, 2009, Friends of Libraries U.S.A. (FOLUSA) and the Association for Library Trustees and Advocates (ALTA) joined forces to become an expanded division of ALA. The new organization is called the Association of Library Trustees, Advocates, Friends and Foundations, or ALTAFF for short. With the addition of FOLUSA to ALA, overall membership numbers of ALA have risen, **but the membership in most round tables has declined.** Since our Council seat is based on having more

than 1% of the total ALA Personal Membership, our Councilor position is in jeopardy.

We need to recruit around 50 members by AUGUST 30 in order to keep our Councilor.

This figure is a moving target, contingent on the number of ALA personal members at that time, but the bottom line is our round table needs MORE members. We all need to recruit to keep the dream of an LSSIRT Councilor a reality.

The Dream I speak of is the Library Support Staff Certification Project that soon will be underway. You'll read more about this in the newsletter, but I wanted to give you some history and background that made this all possible. It all began with an organization called the Council on Library/Media Technicians (COLT). Library support staff had been calling upon us to investigate this issue since 1967 when COLT was formed. Margaret Barron, one of the Past Presidents and Certification Committee Chair for COLT, coordinated this program. You can read more about this at: <http://www.ala-apa.org/about/certiflta.html>

In addition to Ms. Barron, there were other people involved in this issue. I'm recognizing only a few, but there were many more.

- Linda Owen, one of the Past Presidents and Webmaster for COLT would ask "How does all of this relate to certification?" The answer she responded "Through this enhanced network of communication we will be able to make clear to librarians and to support staff what is meant by certification, how it can benefit libraries and the



LSSIRT PRESIDENT
DOROTHY MORGAN

people who work in them".

- Annamarie Erickson, Past Education Committee Chair for COLT would present educational programs for support staff
- Kent Slade, another Past President of COLT would keep its membership informed and involved.
- I was the Northeast Regional Director for COLT and Co-Chaired the certification movement with Ms. Barron. I would speak about alternative recognition programs for library support staff.
- COLT membership

We (YOU) have come a long way in fulfilling a dream that's been on several people's minds and in their hearts for many years. I wanted to take this opportunity to thank all those in the past that helped shape the future for support staff since without them this dream may not have been realized. At the same time I need to include others that followed. Here's a link to another historical document about support staff certification: <http://www.ala-apa.org/certification/LSSCPAssessmentRFPFI-NAL.pdf>
In 2005, the ALA Office for Human Resource Development and Recruitment (HRDR) and members of the Library Support

CONTINUED ON PG. 10

TRIBUTE TO MARY NATION

Memorial Tribute for Mary Eliza- beth Nation

From the Steering Committee of the American Library Association (ALA) Library Support Staff Interests Round Table (LSSIRT)

Mary Nation was all about connections. Those who knew her well said that her cell phone was always within reach, because she sensed those calls would come to her. In her position at the Alexandria Public Library, she connected patrons with information. In her relationships with her family, she connected them with her love. In her professional organization, the American Library Association, she connected current and prospective members with the remarkable opportunities that

come from being truly involved.

Mary attended her first American Library Association conference in Chicago in 2005. She approached the President of the Library Support Staff Interests Round Table and indicated her interest in joining and becoming active. By 2007, she was working on the Membership Committee and in 2007, she was elected to a three-year term as Member-at-Large on the Steering Committee. She later agreed to also wear the hat of Membership Chairman, and this appointment included a seat on the American Library Association Membership Committee. During these meetings, Mary consistently kept the best interests of library support staff on the agenda for membership concerns. She reminded the librarians at every opportunity that support staff were the backbone of many

libraries, especially small public libraries, and deserved a voice in the workings of their professional association.

A generous spirit and willingness to help were second nature to Mary. Many of the Library Support Staff Interests Round Table members who met Mary often remarked on her wonderful smile, her upbeat nature, always going the extra mile and someone who would do anything you asked of her. It is not surprising that her volunteer activities included the United Way and the Red Cross, for Mary's passion was always about making the best better by connecting people with information. She was a shining example of the finest qualities of library professionals. She will be deeply missed.

Thursday, January 22,
2009



*“Do not be
dismayed at
goodbyes. A
farewell is
necessary before
you can meet
again. And
meeting again
after moments or
lifetimes, is
certain for those
who are friends.”*

*—Richard
David Bach*



Alexandrian Public Library

Serving Posey County for 110 Years!

TRIBUTE TO MARY NATION CONT.

2008-2009 ALA MEMORIAL #2
2009 ALA MIDWINTER MEETING

MEMORIAL RESOLUTION FOR MARY ELIZABETH NATION

WHEREAS, MARY ELIZABETH NATION PROVIDED EXEMPLARY SERVICE THROUGHOUT HER 20-YEAR CAREER AS AN ADMINISTRATIVE ASSISTANT AT THE ALEXANDRIAN PUBLIC LIBRARY IN MOUNT VERNON, INDIANA, PRIOR TO HER DEATH ON JANUARY 18, 2009; AND,

WHEREAS, MARY WAS AN ACTIVE MEMBER OF HER COMMUNITY, INCLUDING SERVING AS A BOARD MEMBER FOR THE POSEY COUNTY CHAPTER OF THE AMERICAN RED CROSS, A VOLUNTEER FOR THE POSEY COUNTY UNITED WAY, AND ORGANIZING SUPPORT FOR THE MOUNT VERNON HOMELESS SHELTER; AND,

WHEREAS, IN 2007, MARY WAS ELECTED TO A THREE-YEAR TERM AS MEMBER-AT-LARGE ON THE STEERING COMMITTEE OF THE ALA LIBRARY SUPPORT STAFF INTERESTS ROUND TABLE (LSSIRT) AND AGREED TO SERVE AS THE MEMBERSHIP CHAIRMAN; AND,

WHEREAS, MARY'S WORK ON THE AMERICAN LIBRARY ASSOCIATION MEMBERSHIP COMMITTEE INCLUDED CONSISTENTLY KEEPING THE BEST INTERESTS OF LIBRARY SUPPORT STAFF ON THE AGENDA FOR MEMBERSHIP CONCERNS; AND,

WHEREAS, MARY CONNECTED CURRENT AND PROSPECTIVE ALA MEMBERS WITH THE REMARKABLE OPPORTUNITIES THAT COME FROM BEING TRULY INVOLVED IN OUR PROFESSIONAL ORGANIZATION; AND,

WHEREAS, MARY WAS A SHINING EXAMPLE OF THE FINEST QUALITIES OF LIBRARY PROFESSIONALS; AND,

WHEREAS, MARY'S GENEROUS SPIRIT, UPBEAT NATURE AND WILLINGNESS TO HELP WERE INVALUABLE ASSETS TO HER LIBRARY, HER COMMUNITY AND TO ALA; NOW, THEREFORE, BE IT

RESOLVED, THAT THE AMERICAN LIBRARY ASSOCIATION RECOGNIZES AND CELEBRATES THE LIFETIME ACHIEVEMENTS OF MARY ELIZABETH NATION AND THAT THE ASSOCIATION EXTENDS ITS MEMBERS' DEEPEST SYMPATHY TO HER SURVIVING FAMILY, FRIENDS AND COLLEAGUES; AND BE IT FURTHER

RESOLVED, THAT WE HONOR THE MEMORY OF MARY ELIZABETH NATION BY CONTINUING TO PROMOTE THE VITAL WORK OF SUPPORT AND ADVOCACY FOR ALL LIBRARY WORKERS.

MOVED BY: JENNIFER S. KUTZIK, LSSIRT COUNCILOR

SECONDED BY: DORA HO, ALA MEMBERSHIP COMMITTEE CHAIR AND ALA COUNCILOR



LSSIRT MINI MINUTES FROM MIDWINTER CONFERENCE 2009

Saturday, Jan 24, 2009; 8:00 a.m. - 12:30 p.m.

With saddened hearts, we announced the passing of Mary Nation, who was a Member at Large and our Membership chairperson. There was a moment of silence in her memory.

Dorothy Morgan announced that AnnaMarie Kehnast (Gloucester County College Library, NJ) has been appointed to fill Mary Nation's position as Member-at-large through July 2009.

Minutes of the Steering Committee meeting held at Annual Conference 2008 at Anaheim, CA, were approved. Kerrie Stramler made the motion and Sarah Kartsonis gave the second. Motion passed. Treasurer's report was given; Kerrie announced that we have a healthy balance. However, we need more publications/brochure printed, so the balance will change shortly. A preliminary budget for 2010 has to be submitted by Jan. 31st. A motion for approval was made by Kareen Turner and seconded by Anita Kosinski. Motion passed.

Next we met with the two candidates for ALA President: Kent Oliver (Stark County District Library, Canton, OH) and Roberta Stevens (Library of Congress, Washington, D.C.) They each spoke for 10 minutes about their campaign.

From Kent's website, <http://www.kentonoliver.com>, he says, "As President I will advocate for and ensure that ALA implements

thoughtful change and rigorous evaluation to retain its preeminence for our profession. Special attention will be paid to the completion of the six goal areas of ALA's strategic plan. Specifically, I will focus on the areas of Advocacy/Value to the Profession, Education, and Public Policy Standards. For many years I have led in the area of Intellectual Freedom. Members can be assured that this important part of our values system will be promoted in my Presidency. As a public librarian, I would continue to advocate for 21st Century Literacy."

From Roberta's website, <http://www.robertastevens.com>, she says, "As President, I will use my knowledge and experience from being an ALA Executive Board member (2007-2009), a Councilor-at-Large (2001-2007), a member of the Committee on Legislation (2001-2006) and Chair of COL's Privacy Subcommittee for sustaining the health and vitality of ALA as an organization and to promote the issues that concern our membership and libraries: advocacy, better funding and salaries, intellectual freedom, diversity in our profession and our libraries, equitable access to information and library services, education and lifelong learning, and literacy."

The following have been nominated to run for the 2010 LSSIRT Steering Committee:

- Vice President/Pres. Elect: AnnaMarie Kehnast (Gloucester County College Library, NJ)

- Members-at-Large: Nina Manning (New York Public Library Andrew Heiskell Library) and Carol Thomas (New York Public Library Guild, Local 1930 AF-SCME)

Strategic Plan: Trish Palluck distributed a draft Strategic Plan for 2010-2015. Her Committee includes: Elaine Contant, Kareen Turner, both from the University of Arkansas, JP Pendleton, from Auburn University and Trish, Wyoming State Library. Further discussion will be done through emails/conference calls.

LSSIRT Night Out will be held Sunday, July 12th, 2009 and cost will be \$35. Place TBD.

Next LSSIRT business meeting will be in Chicago on July 13, 2009 at 8 AM, in the McCormack Place Convention Center.

2009 EMPOWERMENT CONFERENCE is entitled "Who's Da Boss: Leadership for Library Support Staff." The dates are July 11-12, 2009.

Kareen Turner, Secretary



ALA PRESIDENT CANDIDATE STATEMENT: KENTON OLIVER

Dear LSSIRT Friends,

Libraries are my passion, and I have devoted most of my life to them, state associations and ALA. I began working in public libraries as a page/shelver while a teenager, and have been in libraries ever since. My long list of job duties along the way is varied, wide-ranging and encompasses all aspects of library work. Whether technically “degreed” work or “support” work, I learned one important thing, ALL library work is vital to ensuring that our customers obtain access to information and services

A highlight of my Midwinter Meeting in Denver was the opportunity to visit briefly with the LSSIRT Board to convey my broad support and commitment to your issues. I owe much of my professional development to libraries and library directors who understood the importance of staff training opportunities. As a library administrator I carry that message forward supporting and encouraging the training of my staffs. I have spent a career supporting basic training programs, education, career development, job duties and responsibilities for the staff to which I was responsible, consistent with your mission.

One of my proudest career accomplishments is bringing stability to my library, the Stark County District Library in Canton, Ohio. Prior to my arrival the library experienced a heart

breaking and divisional strike. We are currently negotiating our third contract since my arrival. I believe part of our success these last 7 years is due to the respect and understanding I have for library staff regardless of their position or function in the library.

As a lifelong advocate for libraries, locally and nationally, you may be sure it is inclusive of library staff. I will continue that advocacy as ALA President focusing on LSSIRT specific concerns that will:

- Focus on obtaining LSSIRT representation on ALA committees and in decision making arenas, including Council;
- Support the ALA-APA as it moves forward with initiatives related to salaries and support staff certification.
- Support ALA agendas that will provide for better compensation and training of our library workforce and improves the quality and development of our library services nation wide.
- Continue President-elect Camila Alire’s commitment to any future Empowerment Conferences through my support and attendance.

What else should you know about me? I am a staunch defender of intellectual freedom. I value libraries; they are the most



important institution in our society if we hope to remain a democracy. Libraries empower individuals, access to information and the right to intellectual curiosity. They fight censors, combat illiteracy, educate our universities and school children. Libraries provide shelter on freezing cold nights and overwhelmingly hot days.

I have been and will always be a strong voice advocating for our association, speaking with passion, conviction and authority. It will be my honor to serve as your ALA President. Please visit my Website at www.KentonOliver.com.

[Kenton Oliver is a member of LSSIRT]



ALA PRESIDENT CANDIDATE STATEMENT: ROBERTA STEVENS

First, I want to express my appreciation to the LSSIRT Steering Committee members whom I met with at the recent ALA Mid-winter Meeting. You were a warm and welcoming group and I enjoyed sharing my ideas for library and library employee advocacy with you. I was a library support staff member in public and college libraries, and I feel a real kinship with your group.

I have worked in all kinds of libraries ... as a school/library media specialist, head of media services at the National Technical Institute for the Deaf (college of the Rochester Institute of Technology), director of technical operations at the Fairfax County Public Library, and most recently as a fundraiser and the National Book Festival's project manager at the Library of Congress. There has been a constant in the variety of my workplaces: library support staff were critical members of the team. I relied on them, because I knew they were the backbone of the operation. I listened to and solicited their perspectives and ideas, and I encouraged and funded their participation in training and other opportunities for professional growth. One of the most important roles of a manager is to mentor staff. Knowing how valuable mentoring has been for me, I was committed to collaboration with and the mentoring of support staff.

I am running for ALA president to advocate for libraries and library employees ... *all* library

employees. The current economic situation is sobering if not downright frightening. ALA's president, as its chief spokesperson, must be able to lead, inspire and motivate, not only within the association but with decision-makers and funders in both the public and private sectors.

If elected ALA president, I will:

- Tap our natural allies in the creative community of America's authors, 440 of whom have appeared at the National Book Festival, to advocate for library employees and libraries as the anchors and lifelines of their communities.

- Use my 24 years of experience on Capitol Hill as we pursue the passage of legislation to increase funding for libraries.

- Employ my firsthand experience in fundraising to ensure ALA provides tools and training for libraries, whatever their size, to develop opportunities for attracting and growing support for their programs and staff professional development.

As a member of ALA and its Executive Board, I have supported ALA-APA through the challenges of its early years, including as a contributor. We are seeing the benefits of ALA-APA with the Library Support Staff Certification program, now on a fast track to implementation for an enormous number of potential candidates. Now that the program is about to "take off," it is



all the more important that ALA-APA remain a vital resource for ALA members.

I am committed to being inclusive. If elected president, I will seek LSSIRT's representation and involvement in task forces, working groups and committees.

I bring energy, experience, vision and years of ALA service to my candidacy. I hope that you will visit my Web site at www.robertastevens.com and I ask for your vote.



LSSIRT CANDIDATE FOR VICE-PRESIDENT / PRES. ELECT: ANNAMARIE KEHNAST



As candidate for Vice President/President-Elect and a voice for support staff of the Library Support Staff Interests Roundtable, I advocate for the value of all types of libraries, library staff, lifelong learning and service.

I am proud to say I was fortunate enough to be part of the creation and birth of LSSIRT. Although I have stepped outside the roundtable as an officer during the past few years, I have remained an active member. During this time my understanding and knowledge of the operations of ALA has continued to develop through membership in ALA. As a support staff representative, I have been ap-

pointed to committees such as: education, salaries, membership, awards and diversity. Currently, I serve on the Library Support Staff Certification Program Committee. My work experience in public schools, academics and as a public library trustee add to my better understanding of the value of support staff issues in various types of libraries. In addition, for years, I have tirelessly worked for my local, regional and state associations. I feel these skills and knowledge are required for the position of vice president/president elect of LSSIRT. I would like to once again have the opportunity to represent LSSIRT in a leadership role.

Our roundtable needs to continue to stand up and speak out for career development for well-trained, well-paid staff, voluntary library support staff certification and opportunities for participation. Library budgets during our present economic challenges are going to have a major impact on library support staff. Our roundtable

needs to be on top of communication between our members and support staff associations. I would like the opportunity to work with ALA to explore and create electronic opportunities of communication for participation and involvement by all LSSIRT members and state library support staff organizations.

As president, I will do my utmost to represent your interest. I ask you to consider me for the leadership role of Vice President/ President-Elect of LSSIRT.



LSSIRT CANDIDATE FOR MEMBER-AT-LARGE: CAROL THOMAS



ALA: Member since 2001

Member-at-Large – Human Resource and Development and Recruitment 2001-2003

ALA/APA Standing Committee on Salaries and Status of Library Workers 2001-present

Chair: Support Staff Committee 2001

Member-at-Large – LSSIRT 2003-2005

Recognition and Appreciation of Outstanding Service to LSSIRT Award – 2006

ALA/APA Angel Award - 2008

Other memberships:

Member of the New York Library Association since 2002

Member – NY State Library Assistants Association (NYSLAA) since 2001

Member- Library Assistants, Support Staff, and Associates – Special Interest Group (METRO) since 2001

After coming up through the ranks of my union since 1978, I was elected to my current position as the President of the New York Public Library Guild – Local 1930 in January 2006. My mission is to continue my efforts to help improve the relationship of all library workers on the issues of inclusion, pay equity, professional growth, respect and recognition. It is also very important to me to help LSSIRT grow and by making ALA conferences more affordable. I believe that we should have at least one person, per state in attendance at annual. I am honored to be called upon to serve as a candidate for Member-at-Large.

LSSIRT CANDIDATE FOR MEMBER-AT-LARGE: NINA MANNING



Education: College of New Rochelle, BA, 2003.

Current Position: Library Support Staff Interest Member-at-large, New York Public Library, 2005-present.

Previous Positions: Office Associate III, New York Public Library, 1979-Present;

ALA Activities: LSSIRT: **Member-at-large**, Member, 2005-Present; LSSIRT: Chair, Membership, 2003-Present.

Offices Held outside of ALA: AFSCME, DC 37, Local 1930: Secretary, Member, 2002-Present; AFSCME, DC 37, Local 1930: Manhattan Representative, Member, 1996-2002; AFSCME, DC 37, Local 1930: Trustee, Member, 1992-95.

Membership in Other Professional and Related Organizations: New York State Library Assistant Association, 2000-Present; CLUW-Coalition of Labor Union Women, 1996-Present; Coalition of Black Trade Unionist, 1994-Present.

STATEMENT: I am very honored to be on this ballot and look forward to new challenges. Being a member of American Libraries Association is quite an experience. My interactions with the many members that I have come in contact with are rewarding and refreshing. Knowledge is power and sharing sparks growth. Although I have chosen to remain within the support staff field my love for the library continues to **blossom** on a daily basis. All titles of this wonderful learning institution are important and I look forward to helping others understand, support and most of all having respect for all workers of the libraries. Thank you for your vote and support.

LSSIRT'S COUNCILOR REPORT FROM MIDWINTER 2009

A short video entitled "Why be a Councilor" was produced by ALA and "support staff" were finally listed as members on Council. That is a first! Watch: <http://tinyurl.com/b2d8ku>

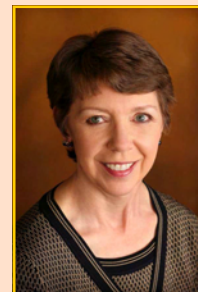
Intellectual Freedom: The Freedom to Read Foundation reported: The Child Online Protection Act was overturned after 10 years, and a Harmful to Minors literature sellers registration requirement in Indiana was struck down as too vague. Council adopted three revisions to the Intellectual Freedom Manual on "Challenged Material", "Restricted Access to Library Materials" and "Services to Persons with Disabilities".

National Legislation: The Com-

mittee on Legislation encouraged participation through links on ALA's website and by attending Library Legislative Day May 11-12. Council agreed to increase the committee membership to handle its expanded workload, encouraged ALA members to distribute listserv messages to other listservs, commended President Obama for his prompt action on Open Government, and supported reauthorization of the Library Services and Technology Act.

ALA held a special membership meeting entitled "What Do *Library Staff* Want President Obama to Know." Input was requested on "What library issues are most important to ALA members to share with the incoming administration?"

How can libraries serve as catalysts in communities to help the administration put its agenda into motion?" Such inclusive language for support staff marks a giant step forward by ALA!



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LIBRARY SUPPORT STAFF CERTIFICATION PROGRAM MOVES IMPLEMENTATION SCHEDULE AHEAD ONE YEAR

The Library Support Staff Certification Program (LSSCP) has been working for a year and a half to develop this national, voluntary certification program for library support staff. Work so far has included developing nine competency sets for academic and public libraries; an assessment method to determine if candidates have achieved the competencies; and policies and procedures to govern the program. Currently, the program is not designed for school or special library support staff.

LSSCP has made sufficient progress to plan for launching the program in January, 2010, a year earlier than scheduled, assuming the ALA-APA Board of Directors approves the program at the ALA Annual Conference in July, 2009.

The LSSCP Advisory Committee, composed of representa-

tives of six ALA Divisions, the Library Support Staff Interest Round Table, the ALA Committee on Education, and the Western Council of State Libraries has developed nine competency sets. Three of the nine competency sets will be required of all LSSCP candidates. They are: Foundations of Library Services; Communication and Teamwork; and Technology. Candidates must complete three of the remaining competency sets. They are: Access; Technical Services; Reference and Information Services; Adult Readers Advisory Services; Supervision and Management; and Youth Services.

Two assessment methods will be used to determine if LSSCP candidates achieve the competency sets. One will be through a process that will allow continuing education providers to submit courses on

the competency sets for approval. Once a course is approved, LSSCP candidates who pass these courses will receive credit for that competency set. Another process will allow LSSCP candidates to submit a portfolio demonstrating their understanding and ability to perform the competencies in a competency set. Candidates may use prior learning from work experience in preparing a portfolio.

Policies established to govern the program include:

- candidates must have at least one year's experience in any kind of library
- candidates must have a high school degree or its equivalent
- candidates will have four years to complete the six competency sets, either through approved courses or portfolios

- LSSCP certification is valid for five years
- There will be a recertification program but the details are not yet determined.

Interested people may follow the progress of the LSSCP on its website:

www.ala-apa.org/lsscp

Submitted by Nancy Bolt, LSSCP Program Co-Director.



REFLECTIONS ON THIRTY YEARS WITH THE
UNIVERSITY OF WASHINGTON LIBRARIES BY
LSSIRT MEMBER NOREEN JACKY

During Fall 2008 I reached a milestone. I have worked thirty years for the University of Washington Libraries.

Card catalogs are gone, I've learned to use computers and assorted software programs, I know what a flash drive is, and I have created some web pages. My job and duties are very different from my duties of thirty years ago. Last year I transferred to the Architecture and Urban Planning Library after more than twenty years in the much larger Undergraduate Library. I still feel excitement about being in a place where learning is continuously going on.

I remember the day the Undergraduate Library Access Services Department received its first computer. It had a black screen and green type and was shared with several staff. New words like floppy, reboot, and central processing unit entered my vocabulary. How did one store these floppies? Should the computer be left on or off at night?

Barcodes started to appear on our staff identification cards, and planning began to barcode the books in the library system. I remember coming in on a weekend to help with the barcoding project. Training was planned for staff. One room in the Undergradu-

ate Library was set aside for library training sessions. Some of the classes taught were on searching the new online catalog, using the circulation system, and using our new computers.

The first class I remember attending was an introduction to Windows. Staff needed to learn to manipulate the mouse, move windows around, and find where programs like Word were stored. The five -inch floppy disks were new and mysterious objects at that time. We learned to name and save files and tried to find time to practice. Practice time was very important because most staff did not have computers at home.

The duties of staff needed to be reconsidered. With overdue notices being sent automatically, the position of overdues technician was one of the first to be reconsidered. The woman in that position began to be more involved with facilities management issues; making calls when the elevator broke down, reporting broken lights, etc. She also began to help with the training of student assistants. I remember talking to another staff member who was quite worried, and wondered if she would be able to master the new skills needed for her po-



sition. Most of us were and are excited about learning new skills.

The next wave of transitions came as the library system moved more and more to a networked environment, and computers came to our desktops. As procedures in one unit were developed, staff needed to make sure that the procedures fit with other units who might be affected. When creating records for personal copies being placed on reserve we needed to make sure that the records would not create problems for the cataloging department. The local email system was replaced by internet access. Classes in using Microsoft Office programs at both beginning and advanced levels continued through the mid- 1990s. The library established a system where the computer knowledgeable staff in the units would be identified and designated as 'local experts'. These

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staff would be responsible for updating staff in their areas as new versions of Windows were installed and as other software was introduced into the system. The library also opened a staff development office which organized needed courses for staff. *Dealing with Change* was a course that I remember from that time.

When we moved from our first circulation system (GEAC) to our second (Innovative Interfaces) we still had formal training sessions, but we were all more confident with computers. Fewer computer courses were offered through the library system, and more and more of us had computers at home to work with. I taught myself PowerPoint when I needed to do a presentation and have learned Excel when it began to be needed in my job.

Personnel changes and reorganization are necessary during times

of transition. During these times, good communication is crucial. Without clear communication, gossip and rumors can take hold, and information gets passed around which might not be completely correct. It is important for managers to address the fear that can be an unspoken part of taking on a new assignment. Maybe I am not reluctant to take on a new assignment, just nervous. I am fortunate to have a manager who is encouraging when I want to learn new skills. I appreciate being able to participate on library committees that include both support staff and Librarians from different levels and units.

Libraries keep changing but the core of what we do as a user centered library has not changed. We continue to help our users to find the information that they need. Some libraries use Facebook to interact with both staff and patrons. Our Library Dean and our University President

have Facebook pages. Library blogs and instant messaging are both used in the library of today. After thirty years, thank you to those who have kept my job new.

I hope that I am still alive in thirty years to see, as a patron, how libraries are serving their users.

Noreen B. Jacky
University of Washington
Libraries

Noreen Jacky is the Circulation and Reserves Supervisor at the University of Washington Architecture and Planning Library. She would like to thank her “boss” - Alan Michelson—for his encouragement.

PRESIDENT'S ARTICLE (CONT.)

Staff Interests Round Table (LSSIRT) received responses from 3,318 LSS to a survey about professional development and certification. Eighty-six percent of respondents thought that a certification program would be beneficial. Seventy-six percent said that nationally recognized professional standards were important and 66% support a national certification program to help them provide better service and grow in their chosen profession.

- Lorelle Swader, ALA HRDR Director former LSSIRT liaison,
- Darlena Davis, current LSSIRT liaison
- ALA Executive Director Keith Michael Fiels,
- ALA/APA Executive Director
- Jenifer Grady

- Nancy Bolt and Karen Strege, current Certification Program Co-Directors
- LSSCP Committee Members
- LSSIRT members
- current LSSIRT Officers and Steering Committee members.

With this one goal comes many others. LSSIRT is working on a strong strategic plan that involves membership recruitment and retention, continuing education opportunities, inclusion and collaboration, and organizational development.

At our midwinter meeting we discussed using ALA's new website to communicate more and in better ways with our membership, possibilities of scholarships and awards, and getting more in-

involved with other initiatives (i.e., the possibility of sponsoring an ALA Emerging Leader).

This is the greatest time for library support staff. Help us make a difference. Get involved. Consider a place at our table as a Steering Committee Member.

The certification dream was one fulfilled experience, help us showcase other initiatives to keep LSSIRT and support staff throughout this country growing in this most emerging and challenging world.

Help us make our membership resolution a reality. I'm not proposing we accomplish everything, but tackling this one big issue is a goal that must be met. It is our year long priority.

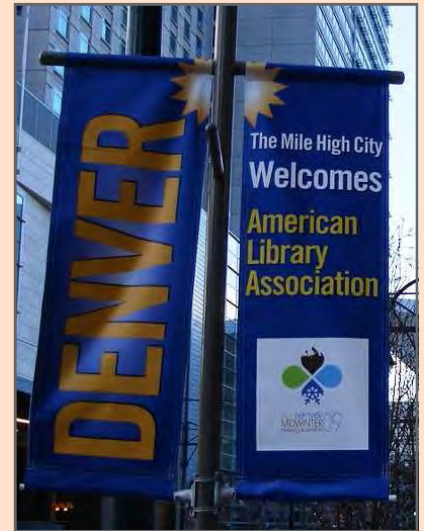




THE BIG BLUE BEAR SCULPTURE AT THE COLORADO CONVENTION CENTER



SARAH KARTSONIS, MEMBER-AT-LARGE



DENVER WARMLY GREETED ALA TO THE MILE HIGH CITY



KAREEN TURNER, LSSIRT SECRETARY (FORWARD) AND KERRIE STRAMLER LSSIRT TREASURER, ENJOY SWEET TREATS AT THE LSSIRT MEET AND GREET



ALA PRESIDENT JIM RETTIG PRESIDES OVER THE ALA COUNCIL SESSIONS

JOHN CHRASTKA, ALA MANAGER FOR MEMBERSHIP DEVELOPMENT



(BACK, L TO R) CAROL THOMAS, VALERIA FIKE, ANNAMARIE KEHNAST, JIM HILL, KERRIE STRAMLER, ANITA KOSINSKI, DOROTHY MORGAN; (KNEELING) KAREEN TURNER AND JENNIFER KUTZIK AT THE HOME OF JIM HILL, FORMER LSSIRT PRESIDENT

[http://www.ala.org/
ala/lssirt/lssirt.cfm](http://www.ala.org/ala/lssirt/lssirt.cfm)

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LSSIRT
Library Support Staff Interests Round Table

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.

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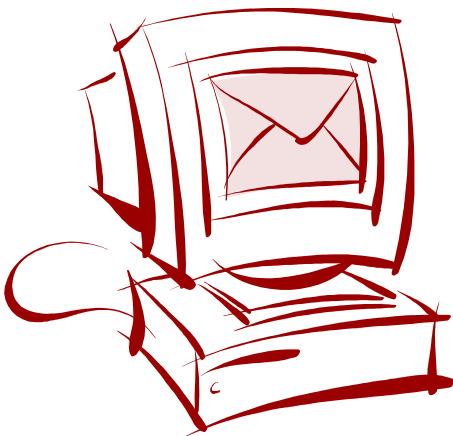
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Our mission is to provide an arena within ALA for programming, communication and networking for library support Staff.

**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 an e-mail to Martha Parsons at parsons@halcyon.com with your ALA membership number and ask to be subscribed.