



## President's Corner

Hello again! A special welcome to any new members that may be reading our newsletter for the first time! ALA's annual conference in New Orleans is just around the corner. I hope to see many of you there later this month. The LSSIRT Business/Member-ship meeting is scheduled for 8 a.m. on Saturday, June 25 at the Convention Center Marriott, Blain Kern E room. Please come and share your ideas with the steering committee as we develop a plan to keep LSSIRT moving forward.

The Library Support Staff Certification Program (LSSCP), the inclusive language now used by ALA, and representation on ALA council are symbolic of LSSIRT's work and commitment to meet the recommendations of COPE3. My

sincere thanks to all involved, especially past LSSIRT leadership for their guidance in helping us achieve those milestones. Yes, we as support staff have come a long way and can be proud of what has been accomplished. But now is not the time to let our momentum slide. LSSIRT must continue on as a vital player within the ALA arena. There are still recommendations from COPE3 to address. How can that possibly happen when our membership numbers reflect the brutal budget and staffing cuts many libraries have been experiencing over the last couple of years? Not an easy question to answer. The challenge is before us.

As your president I look forward to addressing that challenge over the next

year. I am asking the LSSIRT steering committee to make membership, both recruiting and retention and marketing their priorities during the coming year. I'm hoping you too will give LSSIRT membership as high a priority as you can. My personal priority is to make every member feel they are an active part of LSSIRT even though they may not have the opportunity to attend ALA conferences. I hope to hear from many of you during the coming year. Please feel free to contact me with any questions about LSSIRT or regarding support staff happenings or concerns in your state or region. You can call me at 307-777-5913 or email me at: [trish.palluck@wyo.gov](mailto:trish.palluck@wyo.gov)



**LSSIRT President  
Trish Palluck**



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## LSSCP News



***Thank you,  
Jenifer Grady,  
for your  
dedication  
and support.  
Your efforts  
have made all  
of this  
possible.***

News from the Library Support Staff Certification Program (LSSC)

Nancy Bolt, LSSC Co-Project Director

Staff changes:

Jenifer Grady, Director of ALA-APA and one of the guiding forces behind LSSC, has decided to pursue her career in Nashville, TN. Jenifer has been the Director of ALA-APA since its beginning in December, 2003. She has developed ALA-APA into an organization that supports working librarians and offers two certification programs: LSSC and the Certified Public Library Administrator (CPLA) Program. Neither certification effort would have succeeded without Jenifer's dedicated efforts. She will be missed.

Ian Lashbrook, LSSC's new Research Associate, will move to full-time with Jenifer's departure. The new Director of ALA-APA is Lorelle Swader, who is also the staff liaison for the Library Support Staff Interests Round Table (LSSIRT) and Director of ALA's Office for Human Resources Development & Recruitment. Karen Strege and I will continue as Project Co-Directors until the end of the IMLS grant in June, 2013.

Registration Assistance Awards:

LSSIRT, in cooperation with LSSC, offered 42 Registration Assistance Awards to provide one-half of the LSSC registration fee of \$350. Awards went to library support staff in 22 states with North Carolina and Wisconsin tied with the most, 5 Awards each. In

addition, in cooperation with LSSC, six states offered Awards to their state's support staff: Idaho, Mississippi, Washington, Wyoming, Colorado, and Oregon. These 6 states provided 29 awards.

The Registration Assistance Awards are provided through the LSSC grant with funding from the Institute of Museum and Library Services (IMLS). We will discuss offering additional Awards with the LSSIRT Board at the upcoming New Orleans conference and will offer this opportunity to state library and library associations as well this summer and fall.

LSSC candidate achieve certification:

Last month Melissa Dellihoue became the first LSSC candidate to achieve certification. Previously, four graduates from the Library Practitioner Program sponsored by the Western Council of State Libraries were granted certification for their work in that program.

LTA PROGRAMS:

LSSC has completed agreements with three Library Assistant Training Programs that will allow their graduates to receive the LSSC without having to further demonstrate their skills and knowledge to LSSC. The three programs are the College of DuPage, Glen Ellyn, Illinois; the Ivy Tech Community College in Indianapolis, Indiana; and the Palomar College in San Marcos, California. These programs and ALA-APA believe that degrees or certificates from these colleges coupled with the LSSC will benefit graduates, the

library in which they work, and library users.

ALA-APA is also comparing the curriculums to LSSC's competency requirements of the following colleges: the Belmont Community College; the Three Rivers Community College; the Illinois Central College; the Spokane Falls Community College; the Pasadena Community College; and the Waubensee Community College. The LSSC Program is interested in working with other community or junior college programs.

Activities at ALA in New Orleans:

LSSC will sponsor a forum and candidate get-together on Sunday, June 26, from 4-5:30 in the convention center room 265. We welcome all who are interested to come. We'll present a brief overview and ask candidates to share their successes and concerns.

LSSC staff will also meet with the LSSIRT board on Saturday morning to bring them up-to-date about our recent activities.

Webinars continue:

LSSC staff continue to offer three free webinars a month: An Introduction to LSSC; Preparing a Successful Portfolio; and Using the LiveText Certification Management System. While interested people are welcome to join us on any of these webinars, the LiveText webinar is more useful to already registered candidates.

As always, the LSSC staff enjoy working and hearing from you.

<http://ala-apa.org/lssc/>



**Nancy Bolt and  
Jenifer Grady**

## Maureen Sullivan Elected ALA President-Elect

Maureen Sullivan has been elected to the 2012-13 presidency of the American Library Association (ALA).

Sullivan defeated Susan Stroyan, information services librarian at the Ames Library at Illinois Wesleyan University in Bloomington, Ill. Sullivan received 5,259 votes. Stroyan received 3,642 votes.

As ALA president, Sullivan will be the chief elected officer for the oldest and largest library organization in the world. The ALA has a membership of more

than 62,000 librarians, library trustees and library supporters. Its mission is to promote the highest quality library and information services and public access to information.

"I am humbled and honored to have been elected to serve the dynamic profession of librarianship," Sullivan said. "I look forward to working with Sue Stroyan and other members who will help ALA lead the 21st century information revolution."

Sullivan is a consultant to

numerous libraries of all types - academic, public, school, law, health sciences and other special libraries – and library consortia. In addition to her consulting work, Sullivan is a professor of practice in the Ph.D. program, Managerial Leadership in the Information Professions, at the Simmons College Graduate School of Library and Information Science.

For complete election results, please visit:

<http://tinyurl.com/59efgg>

[ALA-APA Press Release, April 29, 2011]



## Newly Elected LSSIRT Steering Committee Members

Anthony "JP" Pendleton has been elected as the Vice President/President-Elect of the Library Support Staff Interests Roundtable (LSSIRT). The Vice President serves for the first year after election as Vice President, the second year as President, and the third year as immediate past-President. In the event of the absence, disability, death or resignation of the President, the Vice President shall perform the duties and exercise the powers of the President.

"JP" is currently the Head of Circulation at Auburn University Libraries (Auburn, GA). He has been serving on the LSSIRT Steering Committee as a Member-at-Large,

and has been a member of ALA since 2005. He was also the winner of the Auburn University Spirit of Excellence award in May 2009. In his Statement of Professional Concern, "JP" wrote, "As a group, we must continue to support efforts to further training (LSSC), advancements, and salary improvements while still maintaining the focus on customer service, staff work environment, and technology advancement needs."

Newly-elected LSSIRT Steering Committee Members-at-Large are Karen E. Coleman, Danville Public Library (Danville, VA) and Valentin Colon, AFSCME Local 1930, New York Public Library Guild (New York

City, NY). They will serve three-year terms, from July 2011-June 2014.

Karen is currently an Administrative Assistant and a member of the Pennsylvania County Community Action Board. "My biggest concern is employees need to work as a team and remain customer service oriented for our patrons, because our community gives us our jobs," wrote Karen in her Statement of Professional Concern.

Valentin has been a member of ALA since 2002 and received a 10 year membership award from the New York State Library Assistants Association.

Congratulations to our new LSSIRT leaders!



## ALA-APA Program Roster for Annual



The ALA-APA (American Library Association-Allied Professional Association) is hosting a full roster of programs at the 2011 ALA Annual Conference. Here are a listing of the titles:

1. Are you certifiable? How you and your library can benefit from ALA certification programs
2. Making a positive, lasting impression
3. MBA for Librarians: Budget and Finance

4. MBA for Librarians: Leadership
5. MBA for Librarians: Marketing
6. MBA for Librarians: Organizational Development
7. MBA for Librarians: Project Management
8. MBA for Librarians: Statistics
9. MBA for Librarians: Strategic Planning
10. Speaking the Unspeakable: Getting

comfortable talking about compensation and benefits

11. Negotiation: What else is on the table?

12. Welcome to Planet FURLOW: Advice for Furloughed, Underemployed, Restless, and Laid Off Workers.

All details are listed on the ALA-APA website at :

<http://tinyurl.com/3stkvfx>

## Anita's LSSIRT Wall

Your Facebook wall is a way to communicate important events in your life to your friends and others. You post your pictures, text and random thoughts to keep everyone informed. Anita Kosinski decided to use the same concept in her library to communicate LSSIRT information. She created the LSSIRT

Wall. Anita reported: "It was my idea to change the Association section of the Somerset County Library/Bridgewater Staff Bulletin Board. So I did! There's a pocket for membership flyers and I print out and post the latest LSSIRT Newsletter at the top."

Thank you, Anita, for

sharing the good news about LSSIRT with your library staff. We give this idea a big "LIKE" – Thumbs up!



## Tribute to Linda Owen

Linda Owen, former COLT and (L)SSIRT leader, passed away on February 28, 2011. Linda retired in December 2009 after a 25 year career at the University of California-Riverside Libraries.

From 1990-1996, Linda served as Vice-President/President/Past President of COLT (Council on Library/Media Technicians). During that time, COLT and a newly-formed ALA support staff Membership Initiative Group (MIG) were both petitioning ALA for round table status. The leaders of each group agreed to join forces to create the Support Staff Interests Round Table (SSIRT, later LSSIRT), which was chartered in 1993. In 1994, COLT revisited the issue of a national

support staff certification program. Linda served on the Certification Committee which administered a national survey on certification issues. This generated valuable data that served to inform future work by COLT and ALA.

Linda was instrumental in partnering with Canada's Library Technicians, helping to create affiliations between COLT and the Ontario Association of Library Technicians/Association des bibliothécaires de l'Ontario. Linda also presented papers at the Australian Library and Information Association (ALIA) and encouraged other USA support staffers to visit their colleagues "down under." In 1998, Linda was awarded the Library Mosa-

ics/COLT Outstanding Support Staff Award for her hard-working service to library support staff. Linda continued to remain active in COLT for many years, including oversight of the COLT home page (<http://colt.ucr.edu/>). She also contributed articles to library publications such as Library Mosaics and Library Trends.

Linda is survived by her husband, Bill, three children and six grandchildren.

Additional information may be found in this recent ASSOCIATES article:

[http://associates.ucr.edu/journal/?page\\_id=1113](http://associates.ucr.edu/journal/?page_id=1113)



Linda Owen

***“Linda took charge of her destiny in many ways and in many instances.”***

***Julia D. Ree, UCR co-worker***

## LSSC Celebration!

Come celebrate the success of LSSC at the ALA Membership Pavilion on Sunday, June 26, from 2:30-3 pm. Join LSSIRT and ALA-APA in celebrating support staff certification candidates and recent graduates. Learn more about the program and the value it could bring to your career.

**LSSC Celebration**  
**ALA Membership Pavilion**  
**Exhibit Hall**  
**Sunday, June 26, 2:30-3 pm**





# LSSIRT Mid-Winter Minutes

Library Support Staff Interests Round Table (LSSIRT)

Steering Committee/ Membership Meeting

San Diego Convention Center – Room 24C

San Diego, California

Jan. 8, 2011

Meeting was called to order by Trish Palluck, President Elect at 8:05 AM. Members present were Kerrie Stramler, Treasurer; Jennifer Kutzik, LSSIRT Webmaster; Sarah Kartsonis, JP Pendleton, Marilyn Jack-Brown, and Nina Manning, all members-at-large; and Kareen Turner, Secretary. (Dorothy Morgan, Carol Thomas-who announced that New Orleans will be her last meeting as she's retired, and Anita Kosinski were unable to attend.) Guests included Darlena Davis, our ALA Staff Liaison with Lorelle Swader; Joseph Eagan, (ALA) Executive Board Liaison; John Chrastka, ALA Director of Membership; Karen Strege, LSSC Task Force; along with Julian Clark, Georgetown Law Library, Karen E. Coleman, from Danville, VA., and Valentin Colon, President of Local 1930, New York Public Library.

Minutes from the ALA Annual were approved and are posted on our website:

ALA Annual meeting minutes (Washington, DC), June 26, 2010

OLD BUSINESS:

The Treasurer's report was given and Kerrie reported our fund balance was \$21,543.00. She extended a big thank you to Lorelle Swader and Darlena Davis for their assistance. The new budget is to be submitted by Jan. 29th. Kareen made the motion to accept the report as presented, with ?? Tape too garbled and I didn't write it down seconding. Discussion followed with line adjustments being able to be made through July 1st. Motion was passed and the Treasurer's report was approved.

Membership report showed that we have 481 members reported at the end of last reporting period. This is down (We need to watch our 1% total personal ALA memberships to keep our councilor, who's on board until 2013, so numbers need to be counted in Aug. 2012) Discussion followed as to how we could build our membership. A suggestion was made to have a committee being formed in New Orleans.

Nominating Committee announced candidates for Members-at-Large: Karen Coleman from Danville, VA and Valentin Colon, Presi-

dent of Local 1930, New York Public Library, New York City, NY; JP Pendleton, currently a member-at-large, has been approached to run for Vice President.

ALA Councilor, Valeria Fike, went over several resolutions, including two memorials, which were going to be presented at Council meetings:

There was also more discussion concerning continuing to hold MW conference, and based on the Economy, discussion on ALA financial/budget issues, with staff suggesting taking two weeks furlough but in the end only took one, and attendance at conferences. Valeria also mentioned that there were two memorial resolutions concerning Locke Morrissey and Norman Horrocks.

OLD BUSINESS

Karen Strege, from LSSCP, reported the progress of the national certification program.

Since July, 2010, 124 candidates have registered and she gave us the breakdown by state, race, and sex. There are 21 course providers with 53 courses (2 are in approval status). They gave out 40 registration subsidies. They have presented the program at various state conferences and they will

***“Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them.”***

***—Paul Hawken***

# LSSIRT Mid-Winter Minutes Cont.



be going to more state conferences in the fall of 2011. With Jenifer Grady's help, they have developed 3 monthly Webinars (Library Support Staff Certification (LSSC): An Introduction; Preparing a Portfolio; and Using LIVETEXT Successfully) that are archived and viewable at any time by the candidates at the APA-LSSCP website:

<http://ala-apa.org/lssc/for-candidates/>. 4 have finished, but were brought in by the Western Council and their programs were accepted as they did more than LSSCP required.

In the next 6 months, there is discussion about the reciprocity with Junior Colleges who offer an Library Technician Associate's Degree or states who offer a state certification program. 42 colleges offer the LTA program. They also want to offer the registration subsidies to state associations who have state certification programs for library support staff. Working with the state associations they want to give \$175 registration subsidies, There are 9 states that may or may not with nominations/distribution through ALA-LSSIRT.

Kareen made a motion to work with LSSCP entitled, Registration Assistance Awards

The LSSC Program would work with LSSIRT to develop the processes needed to administer the subsidy program. "Starting in February, we would work with LSSIRT to develop the application processes, including forms, and open applications for four-to-six weeks. After LSSIRT chooses the recipients, you would notify the LSSCP office. Of course, other details remain to be decided. We anticipate that subsidies will also be available for LSSIRT distribution in 2012". JP seconded. Motion passed. Registration Assistance Awards.doc A committee will be formed later.

Joseph Eagan, ALA Executive Board Liaison, discussed the newly approved ALA Strategic Plan, 2015 and how it would affect our round table. ALA is developing a transformation of libraries into a more relevant in the 21st century, with an emphasis on diversity. They are also discussing member engagement and how to get members more involved. They want to know what ALA can offer them to keep them engaged and to get more funding for libraries. Over 6000 members contributed to the plan, but haven't finished the strategies. The Spectrum Presidential Initiative, a special one-year campaign to raise \$1 million for the Spectrum

Scholarship Program, has had internal donors have reached 112% of their goal, and will be a major focus for external donations in the next year. Recruitment from within is very important. He announced that the San Diego registration in December was down 700 from Boston 2010 and that locations do affect attendance and revenues for ALA. Due to the economy, it's a bit better than expectations, but location does play a big part and they want to continue to move the conferences around the country. ALA has produced a White Paper on the status of Mid-winter conferences:

<http://tinyurl.com/2a9us8o>

Regional and virtual conference options are being explored. From the ALA Office in Washington DC, the new director of the Institute of Museum and Library Services (IMLS) is Susan Hildrith, former director of Seattle Public Library and Past President of PLA. He congratulated ALA-APA for ending the Fiscal Year 2010 in the black. He announced that the Certified Public Library Administrator program is very successful. There are 124 candidates in the LSSC program from 28 states. Discussion followed, with feedback to be sent to Joseph.

Meeting was adjourned for a short break.

Special Report on Round Table Coordinating Assembly (RTCA)

RTCA meeting was held on Friday, January 7. Nina Manning made the report: Overall round table membership is down. There was discussion of decreases in both general and round table membership numbers. Recruitment and retention are high priorities. We discussed a membership drive with a 5-year time frame. Roundtables and Divisions are discussing various modes of communication, including Skype. Dallas and Anaheim are the meeting places in 2012 with Midwinter Meeting in Dallas, TX: January 20-24, 2012 and Annual Conference in Anaheim, CA: June 21-26, 2012.

Danielle Alderson, ALA Staff Liaison to RTCA, recommended that all members read the Handbook posted online: <http://tinyurl.com/3qzq4kt>

# LSSIRT Mid-Winter Minutes Cont.



## Newsletter & Website Report:

Kerrie announced all good news for feedback. Please submit articles/information to Jennifer or Kerrie. Next deadline for Newsletter content is Feb. 15th. Jennifer reported that the website on Content Management System is being replaced by Drupal. From ALA, "Drupal is an open source communications tool that will combine the work of the association with social networking capabilities, and provide a professional networking platform." Jennifer was notified to change format to be compatible. Drupal is easier to learn, almost like Wiki's. ALA Connect is using it now and Jennifer posts LSSIRT business on it. Jennifer announced that she would be retiring July 1, 2011, but would be remaining the webmaster for LSSIRT.

## ALA Liaison Reports:

Darlana Davis, HRDR, discussed using virtual meetings for LSSIRT, such as the OPAL software, for business meeting and even committee meetings. This could be an option for those Board members and others who are unable to attend conferences. She discussed the ALA Strategic Plan 2015. She discussed our proposed sessions for Annual Conference. Speakers need to be

lined up by Jan. 21st.

Lorelle Swader, HRDR, came to discuss budget issues. She asked to meet with our President, Treasurer, and President-Elect for financial planning. Budget lines were discussed with Darlena and Lorelle. Adjustments can be made by revenue and expense lines, and adjustments can be made through the summer. Actual budget is set by September.

John Chrastka, Director of Membership, has offered to help draft a letter to dropped members. Committee will consist of Anita Kosinski, Jennifer Kutzik, Valeria Fike, and Nina Manning. They will meet via email with John. Six states offer joint membership between ALA/LSSIRT and chapter (state) associations: Kansas, Alabama, Massachusetts, New York, North Carolina and Louisiana. Utah is discussing the proposal. Arkansas would like to become #7 and John is willing to work with the Arkansas Libraries Paraprofessionals (ALPS) to present proposal. Karen will talk to Arkansas's ALA Councilor, Ron Russ. Trish was contacted by Jackie Lakatos who said there was discussion concerning the future of the Council on Library/Media Technicians (COLT). Would COLT members want to join LSSIRT?

Questions should be directed to Jackie Lakatos, Lemont Public Library District.

## NEW BUSINESS:

Library Journal announced the LJ Paralibrarian of the year in their March 1 issue. The winner is Gilda Ramos, Spanish Speaking Library Assistant, Patchogue-Medford Library, NY. A reception will be held Saturday night in New Orleans.

"This year marks the re-naming of this award from the Paraprofessional of the Year to the Paralibrarian of the Year, in recognition of the inherent professionalism of these talented people. Special thanks goes to the 2010 award winner Allison Sloan for making the case and marshaling support for the name change. The Paralibrarian of the Year Award is sponsored by DEMCO, Inc.

## GENERAL DISCUSSION:

Trish suggested we use virtual meetings and get together more often to discuss membership, strategic planning, marketing, by-laws. Discussion followed about the ALA Strategic Plan 2015. Goals also apply to us as a round table.

A committee will be developed to look at a membership retention/drive to work directly with Lorelle Swader. Also Strategic

Planning Committee is being reestablished and volunteers are needed. Partnership with other Round Tables and/or Divisions for future sessions was also discussed. Potential members for the Strategic Planning Committee are JP Pendleton, Kareen Turner, Sarah Kartsonis, and Jennifer Kutzik.

Meeting was adjourned at 11:50 AM.

Kareen Turner, LSSIRT Secretary





## ALA's Library Support Staff Interests Round Table



### ALA Staff Liaison information:

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[LSSIRTB@ala.org](mailto:LSSIRTB@ala.org)

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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:

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**LSSIRT Councilor:** Valeria Fike

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