

Preconference Continuing Education Workshops

Wednesday, October 17, 2007

NYLA's Continuing Education Committee (CEC) coordinates the presentation of these in-depth programs. The topics require more time and attention than is possible in the standard conference program format. We believe you will find the programs offered this year to be enticing and exciting.

Immerse yourself in a full day presentation, or enjoy a half day program in either the morning or afternoon sessions. The schedule also allows for participation in both morning and afternoon programs.

CE A: Essential Public Speaking Skills for Librarians

10:00 AM – 1:00 PM / PLS / .3 CEU credits

Hyatt / Regency A

This three hour interactive workshop focuses on developing public speaking competency for the librarian who must deliver the typical professional speech. Its goal is to impart competency quickly. Participants will pick up the essentials by doing training exercises during the workshop; they will be able to use the experience immediately. The workshop will address the following three areas of concern:

- Speech Anxiety: The Worse the Better
- Vocal and Visual Aspects of Delivery: Just Don't Do These but Do These Well
- Extemporaneous Speaking: Deliver a "Real" Speech instead of a Robot's Speech

Each session is interactive (participants will do training) and will include effective tips.

Speaker:

Dr. Andrew Sachs, University at Buffalo—Department of Communication

Dr. Sachs is an internationally known expert in public speaking. He has provided private consultation to three former United States Presidents and has taught communication for 23 years. He most recently spent the fall semester of 2006 in Singapore as a communication professor for UB's Department of Communication through the Singapore Institute of Management.

CE B: Oh No, Not Another Assessment

Project?!: How Do You Keep People Motivated to Participate and to Care about Outcomes Assessment?

2:00 PM – 5:00 PM / CEC / .3 CEU credits

Hyatt / Regency A

Outcomes must be measured and described. Yes, there are rewards in the improved services and enhanced camaraderie that come from doing things right. You've had the training, or

know where to get it. But, if you haven't been able to get it going, or keep it going, what might be getting in your way? A psychologist and a library manager talk about motivation among personnel. Learn how to understand what motivates people to excel in the workplace. The discussion will range from the psychology of motivation through to the practical applications for library supervisors.

Speakers:

Maureen Lindstrom, Buffalo State

Maureen has worked in E. H. Butler Library as the Distance Education Librarian, the Electronic Services Librarian and as Head of Circulation. She is currently the Associate Director for Information Commons, an area that provides the campus community with a full range of services and assistance including computer training classes for faculty and staff, research assistance, a writing support desk, circulation and reserve, hardware and software support, ID cards, bus passes, printing and photocopying, library instruction, interlibrary loan and special services. Maureen holds a B.A. from SUNY Binghamton and an M.L.S. from the University at Buffalo. She has also served as a visiting lecturer at the Department of Library and Information Studies at U.B.



Dr. Robert Delprino, Applied Industrial/Organizational Psychologist, is the faculty advisor for the student chapter of the Society for Human Resource Management (SHRM) at Buffalo. He's also been the recipient of the President's Award for Excellence in Teaching.

He has served as an employee assistance program coordinator for the New York State EAP and as a critical incident stress debriefer with the Western New York Stress Reduction Program. He has served as a visiting Fellow with the National Institute of Justice of the US Department of Justice. He continues to organize training programs and conduct research in the areas of stress, organizational support and psychological services for emergency service providers and their family members.

CE C: Maximizing the ILLiad Interlibrary Loan

System: Extending Resource Sharing a Step Further

2:00 PM – 5:00 PM / CEC / .3 CEU credits

Hyatt / Regency C

In our world of increasing prices and shrinking budgets, interlibrary loan is a library lifeline. The winners of the Capital District Library Council's Interlibrary Loan Award tell how use of the automated ILL system, ILLiad, revolu-

tionized resource sharing at the Sage libraries and then how they scaled it into a regional consortium. They will share information on the skills needed to run the system from both technical and personnel perspectives. They will relate the pitfalls encountered and solutions devised in setting up and then expanding the system to multiple other libraries. They will explain what partners in a consortial arrangement for ILL should expect, and will reflect on future prospects for resource sharing and community building between both ILLiad and non-ILLiad libraries.

Speakers:



Christopher White is the Systems Librarian at The Sage Colleges and is a member of the Regional Automation Advisory Committee for the Capital District Library Council. Chris has his B.A. from Ohio State University, and his M.L.S. from Louisiana State University, where he also worked. He is the social science and

philosophy departmental liaison at Sage and is currently chair of the college's Committee on Academic Information Technologies.



Andy Krzystyniak is the Access Services/ Interlibrary Loan Librarian at The Sage Colleges. He holds a B.A. in History from SUNY Oneonta and an M.L.S and M.A. in History from the University of Albany. He previously worked at the Albany Medical College Library. He currently serves as the liaison to the health and rehabilita-

tive sciences departments at Sage.

Chris and Andy won the 2006 Interlibrary Loan Distinguished Service Award, given by the CDLC in recognition of exceptional achievement, leadership or innovative contributions to interlibrary loan and document delivery. They also shared in the NYLINK annual achievement award in 2006.

CE D: Social Networking Tools: Tools for Connecting Staff & Patrons and New Ways of Collaborating 10:00 AM – 5:00 PM / ASLS / .6 CEU credits

Hyatt / Grand Ballroom B

Tools for Connecting Staff & Patrons

How do you network and connect with patrons, suppliers and staff? Are you doing it the same way that you did 5-10 years ago? If you are, then you are missing out on using new business tools for connecting in often unexpected and positive ways. The tools include blogs, online business networks, virtual collaboration spaces, and other social networking software. These tools allow us to do virtually what we used to do face-to-face.

New Ways of Collaborating

The afternoon session will delve deeper into social networking tools that are available and how they can be used by libraries to collaborate with patrons, staff members and other colleagues. Specific collaboration tools will be demonstrated. We will also discuss how the tools can be combined (mashed up) in order to create distinctive user experiences. The day will end with the group brainstorming how to introduce some of these tools at their institutions.

Speaker:

Jill Hurst-Wahl, Hurst Associates, MLS

Jill is president of Hurst Associates, Ltd. (www.HurstAssociates.com) and an information consultant with more than 20 years of business experience. She frequently gives presentations and workshops on social networking tools, helping participants to understand what they are, how to use them, and how to reap their benefits.

CE E: Get With the YA Program

10:00 AM – 5:00 PM / YSS / .6 CEU credits

Hyatt / Regency B

Library service to teens. How can we improve, what do we need to keep this rocking group happy? Learn from THE Teen Services King, Kevin King, that is! Enjoy a full day of all things teen.

Snotty Remarks vs. the Evil Eye

Teen Sensitivity in the Library: Participants will focus on how to interact with teens on a personal and professional level. He will discuss what typically goes on in the teenage brain and how it relates to library staff's relationships with them in the library. (1/3 of the workshop)

Give 'Em What They Want

Innovative Library Programs for Teens: Participants in this interactive and fun presentation will learn tested techniques needed to craft entertaining and popular programs for teens. The Kalamazoo Public Library presents an average of 12 programs per month, with an average of 24 teens per event using this unique programming philosophy. Topics to be covered include a few specific programs, teen advisory boards, summer reading games, Teen Read Week, publicity plans, program evaluation, and tips for interacting with teens. (2/3 of the workshop)

Speaker:

Kevin King recently served as a member of the 2005 Margaret A. Edwards Award Committee and is currently a member of the Teen Read Week Committee and the 2007 Great Graphic Novels Committee. Kevin writes a monthly column for VOYA about teen programming called "Get with the Program," and he was recently awarded the Michigan Library Association Frances H. Pletz Award for Outstanding Services to Teens.

CE F: Black Belt Librarians:

Security that Works!

10:00 AM – 5:00 PM / CEC / .6 CEU credits

Hyatt / Grand Ballroom A

Participants will learn the essential elements of a truly effective security program from proper structure to day-to-day execution.

- Learn how to approach patrons and inform them of rules in a way that will most insure their compliance
- Learn how to recognize the different levels of emotion a patron may be in and the most effective strategies to apply
- Learn daily maxims of security for any library, no matter the size
- Learn simple ways to document security incidents

Speaker:

Warren Graham, Training and Consulting, Inc.

Warren Graham is nationally renowned as the “guru” of day-to-day library security procedures. He has been a security professional for 25 years, and he has spent the last 17 as the Security and Safety Manager for the Public Library of Charlotte and Mecklenburg County, developing and overseeing its security program. Mr. Graham is the author of *Black Belt Librarians: Every Librarian’s Real World Guide to a Safer Workplace*.

CE G: Coaching for Performance

10:00 AM – 5:00 PM / CEC / .6 CEU credits

Hyatt / Grand Ballroom F

Supervisors help employees reach their potential by giving effective feedback and encouraging involvement in work process improvements. High performance supervisors develop the coaching skills of their whole team.

Coaching and providing effective feedback are essential skills for supervisors today. The feedback process energizes and empowers employees and teams to reach higher levels of productivity and achievement. This workshop will focus on direct, one-on-one coaching and how to transfer this talent throughout your group to achieve more consistent training, results, and higher productivity.

Key Topics

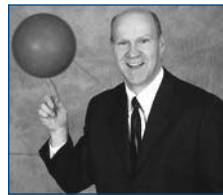
- Learn how to deliver constructive feedback
- Create a learning environment
- Encourage problem solving, action planning and follow through
- Counsel employees who don’t respond, by clearly establishing choices that must be made
- Create strategies that promote employee and team ownership of the work process, results and continuous improvement

- Know what action to take when employees do not want to speak up about problems
- Identify supervisory behaviors that build trust, reduce conflict and encourage initiative

Speaker:

Ted Baumhauer, Ed.D.

Doctorate in Education from The University of Vermont, Member of the National Speakers Association, Former Director of the University of Vermont’s Center for Community Education. He brings theories to life by challenging the participants to put the theories to use in the seminar room. He has trained groups in the areas of leadership and team skills since 1982. He has worked with Fortune 500 companies and academic institutions, as well as professional organizations and non-profit groups. He is the winner of the “Best Trick of the Festival” & “5 Ball Endurance” Competitions at the 2004 Cornell University Big Red Juggling Festival.

**Wednesday, October 17th****NYLA Joint 2007-2008 Council Meeting**

Wednesday 12:00 PM - 4:00 PM

Hyatt / Grand Ballroom C**SLSA Directors Meeting**

Wednesday 12:00 PM - 5:00 PM

Hyatt / Ellicott**PULISDO Meeting**

Wednesday 4:00 PM - 6:00 PM

Hyatt / Franklin**Public Library Funding & Technology****Access Study—Focus Group Study**

Wednesday 4:00 PM - 9:00 PM

Hyatt / Seneca

The American Library Association (ALA) and Florida State University (FSU) are completing the 2007 Public Library Funding and Technology Access Study. The study, funded by ALA and the Bill & Melinda Gates Foundation, is conducted by researchers from Florida State University’s Information Use Management and Policy Institute, building upon research conducted since 1994. We look forward to hearing about your experiences and expertise in order to provide a more complete picture of the funding and technology environment for our nation’s public libraries.