



Information School
UNIVERSITY OF WISCONSIN-MADISON

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Monday, October 15

9:00-10:00 Keynote Presentation
Room 325/326

Whole Person Librarianship: Structured Empathy on the Front Lines

Library staff on the front lines of public service provide much more than materials and information. They're often called on to manage challenging behavior, are the first responders to patrons in crisis, and serve as impromptu counselors when patrons need to talk. The soft skills needed to navigate these interactions are often learned on the fly, but as the demand for them becomes greater, libraries have been partnering with social workers for help. Social workers and library staff members have distinct roles in the library and in the community, but there are things we can each learn from the other to better serve our patrons. Whole Person Librarianship applies concepts from social work, such as cultural humility and reflective practice, to give library staff new tools for patron interaction and for self-care. Participants will gain ideas for their daily work and will leave this session with new lenses for viewing what they learn at the rest of the conference.

Sara Zettervall is the founding consultant and trainer at Whole Person Librarianship. She instructs library staff across the nation on applying social work concepts to improve library service. Sara is also currently employed by Hennepin County Library as a community engagement librarian working with Somali immigrants in Minneapolis, MN. She was a 2014 American Library Association Emerging Leader and winner of the 2017 Bogle Pratt Award for travel to present on Whole Person Librarianship in Zagreb, Croatia. She has published on outreach services in *VOYA*, *American Libraries*, and *Library Youth Outreach* and is currently co-authoring a book on library-social work collaboration with Dr. Mary Nienow. Her past experience includes leading innovative projects in public, academic, and school libraries and archives. She holds an MLIS from St. Catherine University (St. Paul, MN) and a MFA in Creative Writing from the University of Michigan.

Wireless Connection: UWNet WiFi
Create Guest Account
No password needed



Session One
10:15-11:15

Room 309
Circulation in a Large Consortium

PINES (Public Information Network for Electronic Services) is Georgia's "borderless library" system that allows PINES card holders free access to books and other materials in 284 library branches and affiliated service locations throughout the state. Every resident of Georgia is eligible to receive a free PINES library card, even if your local library system is not a member of the PINES network. Come hear how we handle the many aspects of circulation and the challenges that come with them. From physically transporting the items to placing the holds and getting items returned to the correct library, we have come to agreement with 53 library systems on policies and processes that help PINES run smoothly.

Speaker: Dawn Dale is a PINES Services Specialist for Circulation with the Georgia Public Library Service in Atlanta. PINES is a statewide library consortium with over 300 libraries. Dawn has served in public library circulation departments for almost 20 years. She has an Associate's Degree in Library Science from Georgia State University and is currently working on a Bachelor's Degree. She enjoys helping others learn and streamlining workflows for a more productive circulation department.

Room 325/326
Changing Spaces and Places: How We Improved the User Experience in Our Library

In 2010, an opportunity arose to repurpose a large area of the Scarborough Library at the University of Toronto which allowed for the introduction of a reading room area and a popular reading and film collection (2012), a self-service course reserves (2014), and a gaming collection (2017). In 2018, we will assess the impact of these new areas of the library. During the presentation, we will discuss statistics related to space usage and collection use and relate this data to how the new spaces and services have impacted the library staff. We will highlight opportunities we have had to introduce new library services to enhance the user experience.

Speakers: Elizabeth O'Brien is the Head of Strategic Initiatives at the University of Toronto Scarborough (UTSC) Library and currently team lead for the ongoing development of the Library's Makerspace. She received her MIST from the University of Toronto and her MBA from York University. **Lola Rudin** is the Coordinator of User Services and the Anthropology and Sociology Librarian at the UTSC Library. **Adriana Sgro** is the Access Services Team Lead at the (UTSC) Library. Adriana earned a BA in Music from York University, as well as a Library Technician Diploma from Seneca College in Toronto. Adriana is also involved with the UTSC Library Makerspace.



Room 313
Inventories in the Library

Milwaukee Public Library has a rich collection of materials and millions of records in its database. To keep track of it all, the library has detailed, ongoing inventory projects for the storage tiers that house hundreds of thousands of items, speedy inventory systems that can give a snapshot of a high-demand area, and in depth collection maintenance inventories that have helped gather together like materials. In this session, I will cover the inventory processes and how they can be adjusted by collection and to serve different goals; the technological solutions we have employed; and methodology tailored for both Sierra (Innovative) users and other ILS formats. The solutions we use are budget-friendly, effective, and suit a variety of libraries.

Speaker: Edwin J. Schacherer has been the Tier and Materials Handling supervisor of the Circulation department in the Central Library located in downtown Milwaukee, WI since 2010. Edwin has created a process internally for inventorying the library's three floor warehousing and has applied this type of internal record keeping to do anything from recording program attendance to identifying theft trends.

Session Two
11:30-12:30

Room 325/326
Using Retail Customer Service Tools to Improve the Patron Experience at a Public Library Circulation Desk

After years of retail bookstore management and customer service, I was hired as the new Customer Experience and Access Services Coordinator at the Marion (IA) Public Library. After settling in and observing, I implemented a customer service training program, introduced a paperless application process, decreased waiting time for materials, and rolled out a network-wide change in library card types to fit the needs of the community. Each of these tactics helped refocus the circulation staff on our most important stakeholder—our customer. In Marion, we set a goal of being the friendliest library in the world. We're serious. All libraries should be. This program will provide a jump start to remind staff that the customer is always the top priority.

Speaker: Sue Gerth is the Customer Experience and Access Services Coordinator at the Marion Public Library in Marion, Iowa. A lifelong love of books and reading has led Sue from retail management in the book industry to a new career in public librarianship.



Room 313
Course Reserves at Bowling Green State University

The William T. Jerome Library at Bowling Green State University offers a robust course reserve program that sees around 8,500 uses a semester. Their success is due in part because course reserves is given full access to the campus-wide textbook adoption and comparison tool. This access provides the ability to create a list of all the required readings for every class on campus. Staff use this opportunity to match the required textbooks to library holdings. However, watching a required book list is only one piece to the puzzle of a successful course reserve program. These practices can be adopted by other libraries who wish to grow reserves and help students with textbook affordability. The presentation will cover successes and pitfalls of the process, how to include student employees in the work, and how to prepare for future changes in the field.

Speaker: Gretchen Avery is in charge of the course reserve program in the William T. Jerome Library at Bowling Green State University in Bowling Green, Ohio. For three years, this affordable textbook option has been her passion. She holds a Bachelor of Science in Business Administration, minoring in Entrepreneurship, from BGSU and is a proud Falcon.

Room 309
Diversity in Hiring

The Appleton Public Library (APL) serves a diverse community in Northeastern Wisconsin with a large Hmong and Hispanic population and a healthy influx of refugees from other nations. In the last decade, APL has made a concerted effort to build a more diverse staff to meet the needs of the entire community. Tasha Saecker is the Assistant Director at APL, managing all of the hiring processes, including working with City HR and library supervisors on each opening, every job ad, and most interviews. Join her as she speaks about how hiring processes had to be updated to get qualified talent to apply and to be contenders, how she approaches building a diverse staff, and how participating in community projects and programs has allowed APL to become a center of diversity and acceptance in the surrounding community.

Speaker: Tasha Saecker is the Assistant Director at the Appleton (WI) Public Library where she has worked for seven years.

12:30-2:00 Lunch at the Pyle Center
1st Floor, Lee Lounge & Alumni Lounge



Session Three
2:00-3:00

Room 309
Supporting a Temporary Workforce with Diverse Needs and Aspirations

In an academic library, many employees have a limited work “life-span,” because of graduation for students, or a temporary job status for non-students. Knowing this, how do you supervise a non-permanent employee pool to ensure success for all? Drawing on personal experience and practices, I will discuss how to support a temporary work force as a supervisor and as a colleague. This will include zines I created that offer tips on strong resume writing and highlighting local free, accessible resources. I will touch on scheduling flexibility, as well as how we develop and maintain relationships with each employee during and after their employment. Lastly, I will discuss the importance of using a short-term employment position to make an impact on larger structural inequalities that exist in hiring and employment practices. By using temporary/student positions to make “risky” hires (i.e. hiring people from statistically underemployed groups), we can provide work experience, skills, and resources needed for long-term success in a field where people of color and individuals with disabilities are underrepresented.

Speaker: Madde Hoberg is the Library Annex Assistant at the off-site storage facility for the University of Iowa Libraries. She holds bachelor’s degrees in English and Gender, Women’s & Sexuality Studies from the University of Iowa and began the MLIS program at the iSchool at UW-Madison this fall.

Room 325/326
Work Smarter, Not Harder

At the Champaign Public Library we have implemented several simple changes that save us time and effort. For example, labeling carts and sorting materials in a new way has shaved off the days it can take for books to be shelved. More importantly, how do we successfully implement changes to increase efficiency? How do we come up with ideas? We prioritize listening to all staff suggestions and realize that everyone brings a different perspective to workflow. We have create a culture where new ideas are valued and talk to colleagues in other departments to share practices. Sometimes a few more seconds of work at our desks means more efficiency for everyone.

Speakers: Danotra Brown and **Barbara Opal** work at the Champaign (IL) Public Library.



Room 313

It's not Personal, it's Personnel: Managing to Understand the Difference During Workplace Differences

Human Resources? Personnel? No matter the term used, the obligation often falls upon you, the Access Services Librarian, to navigate that bureaucratic web without damaging a connection, a skill many of us learned through trial and error. What if an error occurs? This session will try to answer that question and offer personalized navigation tips to avoid management errors and their consequences. However, if you manage staff, doing right is sometimes viewed as doing wrong. Brian Gallagher has sat on both sides of the grievance table and understands that, no matter the outcome: it's not personal—it's personnel. To share that understanding, this session will explain your obligations to the process and what the rights of you and your staff are – before and after.

Speaker: Brian T. Gallagher, Associate Professor and Head of Access Services at the University of Rhode Island's Robert L. Carothers Library in Kingston, RI. **Karen McAninch**, Business Agent, United Service and Allied Workers of Rhode Island, representing library workers at Brown University and Providence Community Library, among others. Karen contributed to the presentation, but cannot attend the conference.

Session Four

3:15-4:15

Room 325/326

“C” the Customer: How to be Calm, Courteous, and Consistent on the Customer Service Front

Whether or not you believe the customer is always right, you must come to terms with the fact that the customer is always the customer. Furthermore, your colleague may not be the easiest person in the world to get along with, but they are still your colleague AND your internal customers. This presentation takes a candid look at current trends and attitudes toward both internal and external customers. The presenter will highlight practical ways to deal with difficult customers and diffuse internal customer service concerns. Being calm, courteous and consistent works “nearly” every time. Accordingly, this presentation also examines how to respond when you believe you have offered your best service and the customer does not agree. Included in the presentation will be the results of a local customer service survey. We will objectively compare perception of the quality of the service offered by libraries with the perception of the quality of services received by the customers we serve.

Speaker: Shelia Gaines is the Head of Circulation for the University Libraries at the University of Memphis.



Room 313

Keeping Your Staff Safe: Active Shooter Training in Your Library

No one wishes to be involved in such a heinous situation as an active shooter attack. While preparing for such a violent event will be deeply disturbing for some, the very act of talking and preparing can desensitize and train employees to respond in appropriate ways in the case of any emergency. Come and hear how one library is using dialog and experiential activities to empower and prepare their staff.

Speakers: **Michelle Dennis** is Head of Circulation and **Jill Osmond-Groell** is a Reference Librarian at Hedberg Public Library in Janesville, WI.

Session Five

4:30-5:30

Room 313

Academic Lightning Round

Short presentations on issues in academic libraries

Training Students in Safety

The Circulation Desk is the first point of contact for Library services at Touro University California Library and staff are also the first responders to any emergencies that take place there. While librarian staff receive extensive safety training, first upon hire and yearly during “safety week,” the 30 student assistants we rely on receive little safety training. With requests for the Library to increase its service hours, the library is relying more and more on student assistants to operate the Library alone in the evenings and on weekends. This has become a safety concern for the librarians as well as the campus community. To remedy this situation, the Library teamed up with the campus’s Safety & Environmental Health Manager to train student assistants in safety and evacuation procedures. The goal of the training program is to improve students’ confidence and ability to respond to an emergency in the Library. The session will discuss the topics covered in safety training, as well as student reception to the training program.

Speaker: **Amy Castro** is Assistant Professor and Access Services & Instruction Librarian at Touro University California. In her role as the Access Services Librarian, she hires, trains, and supervises a team of about 30 student assistants in the campus library. She is also the subject specialist for the College of Pharmacy, School of Nursing, and Graduate School of Education programs. Amy holds an MLIS from University of Wisconsin – Madison.



Using Teamup for Scheduling

Proper leadership in a circulation department begins with effective and meaningful communication. Often times, the most important piece of information communicated in a library stems from the daily scheduling of events within a department. The Lending Services department at William Paterson University's Cheng Library piloted a new method of tracking and scheduling to meet the current needs of the staff. The department shifted from a paper-based monthly calendar to a free web-based online platform called Teamup. The new calendar takes into account varying shifts, changes such as modified library hours, staff vacation and sick days, tracking front desk coverage, meetings and more. The user-friendly calendar offers searchable and color-coded layered calendars, provides multiple views by day, week, and month and is embeddable as a stable URL. Other advantages include having a historical record, visually identifying gaps in coverage and above all, being able to easily communicate events within departments and buildings in one simple calendar.

Speaker: Sarah Hughes is an Access Services Librarian at William Paterson University in Wayne, New Jersey. She works within the Lending Services department and oversees the circulation desk, course reserves, stack maintenance and patron related services. She holds a Bachelor's degree in Anthropology and minor in Cinema Studies from Rutgers University and a Master's of Library and Information Science from Pratt Institute.

Room 325/326

Mindfulness in the Library: Bring the "Shhhhhh!" to Your Mind and Patrons Will Follow

Librarians are notoriously stereotyped as people who tell patrons to "Shhhhhh! Be quiet!" But in dealing with the public, patrons, boards, and staff, sometimes it becomes difficult to find the quiet, even in the library. Public demands, the constant juggling of roles, and multi-tasking can make for noisy head-space for library staff. Lisa Leuck will share about how mindfulness practice has helped her in her personal and professional life to create the kind of welcoming, community library that is also known for its productivity and was named a 5-star library in Library Journal.

Speaker: Lisa Leuck is a graduate of Iowa State University, a former high school teacher, tutor, and director of education for Sylvan Learning Centers. She has been library director in Elgin for almost 13 years.

Room 309

Saint Paul Public Library + Saint Paul Public Schools: Library Cards for All

In April 2015, President Obama announced the ConnectED Library Challenge, calling upon library directors to work with their mayors, school leaders, and school librarians to create or strengthen partnerships so that every child enrolled in school can receive a library card. Library Go is Saint Paul's unique initiative to achieve the goals set forth by the ConnectED Challenge. In October 2016, we launched a pilot with just one of the St. Paul Public High School teams and, in



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November of the same year, we launched the program to all middle and high school students at the St. Paul Public Schools. By January 2017, all St. Paul Public School students (38,000+) and their families had seamless, virtual access to the Saint Paul Public Library's digital resources, and could also checkout up to five physical items. The creation of virtual cards is automated, greatly reducing staff time and ultimately making this project more sustainable.

Speakers: **Cindy LaCount**, Circulation Coordinator, has worked for the Saint Paul Public Library for 30 years. She started as a part-time Library Aide shelving books, moved up to a full-time Clerk II working the circulation desk, went on to work in Administration doing payroll for a number of years, and finally, for the last 16 years, has worked as the Circulation Coordinator for the system which includes the Central Library, 12 Branches, and a Book Mobile. **Sarah Bozeman**, Library Customer Service Assistant II, has worked for the Saint Paul Public Library for 18 years. She started as a part-time Library Clerk I shelving books and then became a full-time Clerk II working the circulation desk. She is the Chair of the Circulation Committee and works on system wide projects.

Small Group Dinners

6:30 p.m.

Sign up here: <https://go.wisc.edu/71h915>

Meet a group of 4-6 at a restaurant within walking distance of the conference center and hotels.

Register to start/join a group; individuals are responsible for costs.



Tuesday, October 16

6:30 a.m. Early Morning Exercise

Meet in your hotel lobby for a run or walk in downtown Madison or the UW campus.
Sign up here: <https://go.wisc.edu/qrt93r>

Session Six
9:00-10:00

Room 313
Re-visioning Staffing Models: Creating a One Desk Staffing Model in an Academic Unionized Setting

At Thompson Rivers University, changing our service desk staff model to better serve our students and faculty has greatly improved user experience. All staff can now provide research support and account services. We no longer send students to various areas to get full service which had resulted in longer service times. Our one-desk model allows one-step service. Technicians now provide research help and account support. The new schedule also reduced use of auxiliary staff for illness and vacation coverage. The change in staffing resulted in a change of institutional culture, scheduling, and position description that were stressful to all concerned. The presentation will speak to the scheduling, one desk model, and functional area work changes that were devised.

Speaker: Katherine Watmough is a Librarian at Thompson Rivers University in British Columbia, Canada.

Room 309
Using LibCal at the University of Minnesota Libraries

In 2016, the University of Minnesota Libraries wanted to develop an online room reservation system to meet the needs of our users while also balancing the needs of the twelve libraries in our system. In this presentation, we will walk through the approach we took to conduct an institutional review of peer institutions' online systems and software/hardware, to inventory our own needs, and to develop best practices and policies while piloting LibCal at select libraries. Throughout this process, assessment was essential to supporting the expansion of the service. We will discuss ways in which we used and continue to incorporate mixed-methods approaches and data analysis to inform our institution's evolving space management. Attendees will leave the



session with practical ideas for process and project management in developing a sustainable service.

Speakers: **Kirsten Clark** is the Director for Access and Information Services at the University of Minnesota Libraries. She previously worked as Regional Depository Librarian at the University as well as other government information positions in Minnesota, New Mexico, and Colorado. **Emily Reimer** is the Manager for Access and Information Services at the Bio-Medical Library at the University of Minnesota Libraries. She has been with the University Libraries since 1997 when she accepted her first position as a student library assistant.

Room 325/326

Technology Campaign: Training Front Line Staff to Use, Promote and Troubleshoot Online Services and In-House Technologies

The Grimes (IA) Public Library has a number of online resources and in house technologies that were rarely used. A patron would come in asking for help, but only some staff had the knowledge base to help. As department head, it is my job to train staff and ensure great customer service, which was greatly lacking with technology. In January 2017, I launched a technology campaign that focused on training front line staff to become experts with all online resources and in house technologies. By setting the expectation that anyone on staff be able to answer these questions, I was able to make our public service more consistent across day, evening and weekend shifts. In this workshop I discuss how I chose my areas of focus, set objectives, measured staff success, and used different strategies for training.

Speaker: **Jill Fisher** has been the Head of Circulation at the Grimes (IA) Public Library for over three years. In addition to overseeing the circulation department, Jill is in charge of adult services, IT, and much of the library's marketing. She speaks Spanish and enjoys traveling to foreign lands.

Session Seven **10:30-11:30**

Room 309 **Public Library Lightning Round**

15 minute mini-presentations on issues in public libraries

What is CollectionHQ?

Interoperable with any Integrated Library System (ILS) and sold on an annual subscription basis, collectionHQ consists of a suite of highly-integrated modules,



providing a full set of powerful tools that support the collection management and development process in public libraries. This presentation will offer a brief overview of how The Indianapolis Public Library utilizes collectionHQ for tracking measurable outcomes and the circulation of library materials on display.

Speaker: Montoya Barker is a Public Services Librarian at The Indianapolis Public Library, with special interests in travel and popular culture. Her favorite books (so far) are *The Martian* by Andy Weir and *I Am Legend* by Richard Matheson.

Borrow By Mail

In April 2017, the Algonquin Area Public Library District instituted a Borrow By Mail pilot program. The program offers free shipping for Algonquin Area Public Library cardholders on any item (or items) in our collection. Feedback from a user survey helped us further refine the program, reducing shipping and handling costs and helping us understand the "who and why" of those who were taking advantage of the program.

Speaker: Gary Christopherson is the Access Services Administrator for the Algonquin (IL) Public Library.

Instagram 101

Getting on Instagram might seem daunting but it can be a new way of engaging with customers, showing them your library space, and highlighting an event or program. This session will walk you through the steps of creating an account and go on to provide tips to make sure it is successful. Examples from the Champaign Public Library will be included. The possibilities are endless with Instagram and it's a fun way to engage with patrons.

Speaker: Ruairi McEnroe is celebrating his 10th year in the Access Services Department at the Champaign Public Library. He fulfills a variety of roles in the department from community outreach to maintenance of the automated materials handling system to customer service and customer satisfaction. Ruairi has been working with the social media team for the last two years with a particular focus on Instagram. Outside of the library, he visits his native Ireland regularly and makes a point to see other library systems in his world travels.

Room 313

You Already Know How To Do That – Best Practices in Customer Service

Sometimes coming to a conference is about affirming and validating what we know and what we do. Whatever you call them, you take good care of your patrons/clients/customers/users... Share your successes and hear about others. Reveal your favorite flub. Bounce around a new idea. Ask your colleagues how else it might work. Let's talk and identify the Best Practices in Library Customer Service.

Speaker: Michelle Dennis is Head of Circulation at Hedberg Public Library in Janesville, WI.



Room 325/326

Beyond the “Orientation Checklist” – Documented Training for Improved Results

Few things are as important as providing employees with the training they need. Untrained and undertrained employees are often less efficient and engaged; they can cost your organization time when routine errors require correction, and worse, they can cost your library customers. It is critical that supervisors engage in performance management to build employee confidence from day one. However, many libraries merely have an “Orientation Checklist.” To address the shortcomings of orientation checklists, our library developed Standard Evaluation Guidelines and Daily Observation Reports (DORs). Increased standardization and documentation not only provides the new employee with clear, concrete feedback, but also provides managers with more robust data regarding employee progress. This session will introduce the DOR system and demonstrate how it can be customized to meet a variety of training needs.

Speaker: Carina Mulcrone has spent her entire library career as a Circulation Manager. She has been serving in this capacity at the Bettendorf (IA) Public Library since 2015. She thinks libraries are #1!

11:30-1:00 Lunch on your own

Grab lunch on State Street or at the food carts on Library Mall, across Langdon Street from the Pyle Center. Please note: no outside food is allowed inside the Pyle Center.

12:00-12:45 Docent-led Tour of the Chazen Museum of Art

750 University Ave

Sign up here: <https://go.wisc.edu/f157vz>

Take a tour of the UW's art museum, 1/3 of a mile from the conference center.

Registration is required; space is limited; no cost. Meet in the lobby of the Chazen at noon.

Session Eight

1:00-2:00

Room 313

From SirsiDynix to Alma at Ball State University

After 20 years of using SirsiDynix, Ball State University Libraries transitioned to Alma. Alma (a product of Ex Libris) is a unified library services platform that provides a single cloud-based interface to support almost every functional unit at an academic library, including acquisitions, e-



resource management, cataloging, fulfillment, and discovery. Employing approximately 110 full-time staff, Ball State University Libraries approached the transition in a methodical manner with support from Ex Libris. From pre-implementation, to implementation, to cutover, the project proved to be an example of the benefits of work flow documentation, long-range planning, extensive communication, and keeping an open mind to new ways of thinking about and doing work in an academic library. The speakers will share their experiences on the working group of this transition to Alma. and offer advice on staff training for using fulfillment features of a new platform. Expect to hear about successes *and* non-successes.

Speakers: **Laura MacLeod Mulligan** is the Head of Access Services at Ball State University Libraries. She came to Ball State in 2010 as an Information Services Librarian and in August 2017 transitioned to her current role. Laura received her M.L.S. from Indiana University-Bloomington. **Lisa Jarrell** is the Head of Educational Technology and Resources Collection at Ball State University Libraries. She came to Ball State in 2001 as an Information Services Librarian, and worked for many years as the coordinator of the library instruction program. Lisa received her Master's in History and her M.L.S. from Kent State University

Room 325/356

Enhancing the Patron Experience

Join us for a discussion about some of the ways the Hancock County Public Library improved the way we serve our patrons over the last two years. Topics covered include moving to a one service desk model, rethinking/redesigning our adult services area to accommodate the changing needs of our community, and transitioning to a new holds management system. The benefits of this new holds system include:

- 100% web-based (with option for mobile app)
- It's paperless (no more hold slips or wrappers)
- Complete patron privacy
- Immediate notification of hold availability via phone call, email, or text
- Eliminates the need to sort through all holds to pull expired holds
- Ability to easily pull holds multiple times a day without having to "run a report"
- More efficient use of staff time

If you are considering making drastic changes to your service model or just looking for some new ideas to give your already great customer service a boost, then this is the workshop for you!

Speaker: Cody Flood began volunteering at the Hancock County Public Library at the age of 14 and they continue to put up with him. He currently manages the largest department as the Access Services Manager.



Session Nine
2:15-3:15

Room 313
Improve Staff Morale, Productivity, and Teamwork

Join Janine Slayton, Head of Circulation Services and Samantha Chiappone, Assistant Head for Operations Coordination of Fiction/AV/Teen, both of the Mount Prospect Public Library, as they share some of the simple and creative programs and habits they've implemented in their department to improve staff morale, productivity, and teamwork. Their morale boosters range from small bonuses to yearlong programs, but they have ALL enhanced communication and created a unity in their department that they are excited to share with the library world!

Speakers: **Janine Slayton** is the Head of Circulation Services at the Mount Prospect Public Library. She has worked in libraries for about 9 years, though her love of libraries dates much farther back, to the days when she devoured *Babysitter's Club* and *Goosebumps* books faster than they could be written. When she's not working, she can usually still be found devouring books and TV shows, and (in the few moments she relents to the requirement for physical activity), spending time with her dog, Cassie. **Samantha Chiappone** is the Assistant Head for Operations Coordination of the Fiction/AV/Teen Department at the Mount Prospect Public Library. Library work is all she has ever done and all she really knows, except for some super cool facts about Abraham Lincoln and Henry VIII. If you would like to capture her full attention, give her a piece of chocolate and ask her about Nicholas, the most adorable child in the entire world.

Room 325/326
The Circulation Manager's Tool Kit: 5 Free, Easy Projects You Can Use to Increase Front-line Employee Confidence and Engagement

Over the last two years, Northwestern University Library's Main Circulation Desk has implemented a number of free and simple, yet effective projects that have positively contributed to improved student employee performance and engagement. Projects include: reflections on customer service, a crowd-sourced knowledge base, a 360-survey, exit interviews, and an online employee directory. The goal was improvement in employee confidence and engagement both when students work autonomously and when they work with supervisory staff.

Speaker: Tom McMahon is an Evening / Weekend Supervisor at Northwestern University Library's Main Circulation Desk where he oversees a staff of approximately 20 student employees. He earned a BA in Latin from University of Illinois, Urbana-Champaign and completed his MLIS at Dominican University in 2010. He has worked for Northwestern University Libraries since 2009, and has over 7 years of experience in the hiring, training and management of student workers.



Session Ten
3:30-4:30

Room 313
Recruiting the Best Candidate for the Job

Getting the right candidate for the job is crucial for success in the workplace. The right fit helps training go more smoothly, unites your team, provides excellent internal and external customer service, and reduces time spent on disciplinary issues in the future. This session will help you think through your job openings from posting to offer letter. Using techniques from *Hiring for Attitude* by Mark Murphy and experience with 9 hiring processes in the last 18 months due to retirements and turnover, the speaker will share guiding principles that have helped shape Ames (IA) Public Library's hiring process and led to clearer and more targeted hiring for the best fit. You will come away with specific ideas on how to maximize your hiring process to get the best candidate in the right job.

Speaker: Tracy Briseño is the Customer Account Services Manager at the Ames Public Library in Ames, Iowa. Tracy has worked in libraries for 20 years and has a passion for customer centered service.

Room 325/326
Change is Constant, but Chaos Doesn't Have to Be

We know: change is the new normal. Still, there's change, and then there's *change*. In my branch library (staff of 8 plus students), between 2013 and 2016:

- We reduced our print collection by nearly 70%.
- We moved the entire collection twice and some sections as many as five times.
- One staff member left to enjoy full-time motherhood, creating a lengthy vacancy.
- One staff member retired, creating another.
- Construction occurred for nearly two years while we remained open.
- We built a suite of new services with our new spaces (videoconferencing, a visualization lab, a makerspace)
- We changed ILSs in the middle of the drawdown project and move.
- The Dean of Libraries retired and a new Dean came on board, with all the concomitant changes to priorities that administrative change can bring.

How did we stay whole? How did we keep our users happy (okay, not angry) on the days there was jackhammering? How did we make choices to keep everything on schedule and as we promised? We decided who we wanted to be – flexible, curious, positive, welcoming, innovative



– and let that drive our decisions throughout. I'll talk about challenges and successes, and about what I might do differently if I were handed the entire set of challenges in one package.

Speaker: Lara Nesselroad has worked for the University of Oregon Libraries in what is now access services since 1987, starting as a student and working her way up to managing a system of three branch libraries. She is interested in user experience, particularly for marginalized populations; staff workplace experience, including creating rich student work opportunities; and library spaces as hubs for social and academic exchange.

Room 309

Pickleballs & Paddles: A Popular Checkout Service at MPHPL

In November 2016, a pedestrian park near the Mishawaka-Penn-Harris Public Library, was built by the Harris Township in Granger, IN. It included four pickleball courts. The following spring, we were approached by the Harris Township trustee about checking out pickleball equipment to patrons who might use the park. We saw this as a win-win possibility, and entered into an agreement with the township to loan pickleballs and paddles. The creation of a pickleball checkout system was a fun opportunity to review the basics of librarianship and circulation, while providing a popular and enjoyable benefit to the community. In this session, we'll describe what pickleball is, why the township built a complex of courts, and how Pickleball Checkout moved from great idea to reality. We'll also talk about related patron behavior that we saw as a result of the new service. Finally, we'll share what happens when a library and a township come together to make a better community, because civic-minded innovation doesn't stop at pickleball.

Speaker: Melissa Renner has been a public librarian roughly since birth – this is her 36th year of public library service. She currently enjoys her role as Adult Services Coordinator and Harris Branch Administrator at the Mishawaka-Penn-Harris Public Library in northern Indiana. She has a husband, a blended family including three 20-something children, and a ridiculously cute little dog named Rosie.

4:30-5:30

1st Floor, Pyle Center, AT&T Lounge

Conference Conclusion: Ice Cream Reception

Enjoy a dish of ice cream and one last chance to network before heading home.

Thank you for attending!