CLASS Professional Development for Support Staff: 2011

Workshops and Networking Opportunities for Library Paraprofessionals

Gray Conference Center, University of Hartford, West Hartford, CT

Friday, November 18, 2011
8:30 a.m.-3:00 p.m.

8:30-9:15 am  Coffee and Registration

9:15-9:30 am  Conference Opening

- Opening Remarks from CLASS: Kathleen Cataldi, Chair
- Opening Remarks from the Connecticut Library Association: Betty Anne Reiter, President
- Opening Remarks from the University of Hartford: Randi Ashton-Pritting, Director of University Libraries

9:30-10:30 am  Morning Keynote Speaker - Romance Fiction in Libraries. Sarah Wendell, co-creator of the popular romance review website, “Smart Bitches, Trashy Books” and book author, will talk about ways to promote romance fiction in the library. Sarah will share her experience with the romance genre, talk about ways to connect with this lively community online and off, and discuss her favorite new romances. Steamy, sweet, or paranormal, romance is the hottest segment of today's book market, and attendees will leave this session ready to put the love in "Love Your Library!" (Sarah’s newest book is “Everything I Need to Know About Love, I Learned from Romance Novels”, published on 10/1/11 by Sourcebooks Casablanca.)

10:30-10:45 am  Coffee Break

10:45-11:45 am  Breakout Session I (choose one)

A: Finding Calm in the Chaos™ - Are you feeling like you can’t keep up with patron needs? Overwhelmed by the economy? Just feeling overwhelmed? According to the American Institute of Stress, stress contributes to 80% of major illnesses and 40% of staff turnover. It is difficult to deliver great customer service when you are stressed out and stretched thin. Join Alicia Davis, LMT from Centers of Wellness, for this informative and rejuvenating workshop where you will learn simple yet effective ways to create internal balance and physical well-being. Come learn how to remain calm, centered and focused in the midst of fast-paced, multi-tasking busyness...anytime, anywhere.

B: Young Adult Services - Do you wonder where to put that YA book - J or Y? Do you have questions about book talking, teen behavior, summer reading, or other collection development issues? Come to this discussion led by Linda Williams of the
CT State Library Children’s Services department and get some insight, support and sharing from other library staff.

C: *Creating a Wiki for ILL Procedures* - By putting your interlibrary loan procedures on a wiki, customer service continues in the absence of the interlibrary loan librarian. Staff can readily access the steps to take in fulfilling interlibrary loan. Learn the nuts and bolts of creating an ILL instruction wiki for library staff. The ILL Wiki is a valuable self-paced instruction tool. Presented by Laura Erickson, Technical Services Head at the Waterford Public Library, and sponsored by the Resource Sharing Section of CLA.

D: *Coming Up Through the Ranks: The role of leading from a support staff position* - Tracy Sutherland has worked in libraries for the past 19 years. During her 14 years as support staff at Smith and Amherst College, she learned the ins and outs of virtually every department in the library. She was selected to participate in the Massachusetts Library Leadership Institute in 2007 and was selected as an ALA Emerging Leader in 2009. She is currently employed at Eastern Connecticut State University in Willimantic as a Public Services Librarian. This session will offer a perspective and discussion about support staff experience and the many challenges and changes that can occur when you learn to lead the leaders.

11:45 am-12:45 pm  Lunch (included)

12:45-1:15 pm  First Afternoon Keynote Speaker – *Disorganization: Common Causes and Cures* by Linda Pulford, a Business Consultant and Professional Organizer with over 28 years of experience with People Management, Project Management and Organizing. She currently owns Farmington Valley Organizing, where she helps people get their chaos under control.

1:15-2:00 pm  Second Afternoon Keynote Speaker – *Life Design* by Ellen Palmer, founder of “Ellen Palmer Wellness & Best You Retreat”. In our busy lives, especially when we are serving others, as library work demands, it can be easy to lose sight of our own health and happiness. In this “Life Design” session, learn and apply tools to help you create your ideal life with the energy to pursue your passion and the time to enjoy vibrant health.

2:00-3:00 pm  Breakout Session II (choose one)

A: *The New Book: EBooks in Libraries* – Are ebooks owned or just accessed? What about reader privacy and library ebooks? Should ebooks be subject to Interlibrary Loan? iCONN’s Electronic Resources Coordinator Eric Hansen will address these issues and others connected to ebooks and libraries.

B: *Preservation Basics Picnic Basket* - Some library materials, such as the books and archives in the local history room, need to last for generations. Using the contents of her picnic basket, Jane Cullinane, Preservation Librarian at the CT State Library, will present an overview of the importance of proper handling and storage methods to help keep these materials available for researchers.
C: New Technologies @ Your Library - Twitter, Facebook, blogs, instant messenger, augmented reality, QR codes ... There is no doubt that technology has changed the way we do things. But what is hype, and what isn't? Which technologies enrich the user (and staff) experience? In this workshop, led by Rob Walsh, Social Sciences Librarian at Trinity College in Hartford, we will move beyond the hype to explore emerging technologies that actually have an impact on the future of libraries.

D: Removing Negativity Through Self-Hypnosis – This enlightening session will be led by Lisa Zaccheo, Board Certified Hypnotist & Instructor at the Mind Matters Hypnosis Center.

Cost of the program (includes refreshments and lunch):
- $45.00 FOR CURRENT CLA MEMBERS (Individual membership only, not institutional)
- $55.00 FOR NON-CLA MEMBERS

Registration required by November 11th. No walk-in registrations will be admitted the day of the conference. Space is limited so don’t delay!

Directions to the University of Hartford:
http://new.hartford.edu/visitingcampus/getting_campus/default.aspx
Campus map: http://www.hartford.edu/about/map/UofH_Map.pdf --- The Harry Jack Gray Center is building #15 (the large U-shaped building).
Visitor Lot K has been reserved for conference parking.

If you need a special accommodation, please contact Kathleen Cataldi at kcataldi@wesleyan.edu or (860)-685-3852 at least two weeks prior to the conference.

If you would like a Word or pdf format version of the registration form and/or to register by mail, or if you have questions about payment, contact Jennifer Hadley, CLASS Secretary, at jthom@wesleyan.edu.
CONNECTICUT LIBRARY ASSOCIATION SUPPORT STAFF SECTION

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Registration Form
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Name: ____________________________________________________________

Library Affiliation/Address: __________________________________________

________________________________________

E-mail: ___________________ Phone Number (Daytime): ____________________

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Rank each workshop in the order of your preference with 1 being the highest. Every effort will be made to schedule your first and second choices, however due to space limitations we cannot guarantee your first choices. Workshops will be filled as applications are received.

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<th>TITLE</th>
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Make checks payable to “CLA” and mail to: Jennifer Hadley, CLASS Secretary, Olin Memorial Library, Wesleyan University, 252 Church Street, Middletown, CT 06459. Fax: (860) 685-2661. E-mail: jthom@wesleyan.edu.