

2009 RHODE ISLAND LIBRARY ASSOCIATION ANNUAL CONFERENCE

INSERT SNAPPY TITLE HERE

THURSDAY, MAY 28 & FRIDAY, MAY 29, 2009

BRYANT CENTER, BRYANT UNIVERSITY

THURSDAY, MAY 28

8:00-9:00 Registration

9:00-10:15 Research & Creativity: A Writer Talks about Her Craft

Author of both fiction and non-fiction, **Linda Donn** is perfectly positioned to discuss how research can be a catalyst for the creative process and, conversely, how fiction techniques can be used in crafting an engaging non-fiction narrative. Her diverse oeuvre ranges from the scholarly *Freud and Jung* and *The Roosevelt Cousins* to the novel *The Little Balloonist*.

9:00-10:15 Bringing Classes to the Public Library

The **Stratford Library** conducts formal library orientation sessions with every second and sixth grade class in town. **Martha Simpson, Head of Children's Services**, and **Lucretia Duwel, Head of Teen Services**, discuss the benefits and possible outcomes, in addition to offering detailed guidance on how to organize an annual schedule of class visits.

9:00-10:15 Black Belt Librarians

Warren Graham, Consultant, Warren Graham Training and Consulting, formerly Security and Safety Manager of the Public Library of Charlotte and Mecklenburg County, shows librarians how to notify patrons about library behavior policies so as to best insure their compliance and safeguard staff.



10:15-10:45 Visit the Sponsors/ Coffee Break



10:45-12:00 Wikipedia vs. The Book: Guiding Student Research

When faced with a research assignment, high school and college students invariably head for Google and Wikipedia, even when “three to five peer-reviewed sources” are specified. **Catherine Fahey, Humanities Reference & Instruction Librarian, Salem State College Library**, outlines strategies to help librarians introduce students to more successful information-seeking habits.

10:45-12:00 Consolidation: A Library Success Story

On January 1, 2008 the Hennepin County and Minneapolis Public Library systems merged. **Lois Langer Thompson, Library Director, Hennepin County Library**, will examine the successes, unexpected challenges, financial considerations, ongoing consolidation work, and the roles of stakeholders and staff in the merger process.

10:45-12:00 “I Pay Your Salary”: How to Serve the Public without Being a Public Servant

Dealt with any less-than-amicable patrons lately? You're not alone. **Sarah Sogigian, Trainer/Consultant for Youth Services, Metrowest Regional Library System**, shares tips on how to keep your cool when confronted with difficult people and challenging situations.

12:00-1:30 Lunch and President's Speaker, Cliff Landis—It's All about the User: Libraries, Technology and the Future

Cliff Landis, Assistant Professor and Technology Librarian, Valdosta State University, is planning ahead for Web 3.0 and beyond—specifically, how libraries can use evolving technologies to offer outstanding user-centered services. He'll explain the connections between 2.0 technologies, share best practices for choosing tools, and demonstrate technologies that will be impacting libraries down the line.

1:45-3:00 Technology for the Terrified

What happens when technology goes wrong and there's no one to call? **Rick Taplin, Systems Administrator, Minuteman Library Network**, demonstrates basic troubleshooting and demystifies 'techno-speak' for those with little or no tech experience.

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BBC Audiobooks America, EBSCO, Godfrey's Associates, HELIN, Innovative Interfaces Inc., Cengage, New England Foundation for the Arts, OLIS, Plymouth Rocket, Inc., ProQuest, Raker Library Services, RI Novelty, Reed Expo, YALSA

THURSDAY, MAY 28 CONTINUED

1:45-3:00 Physical Activity Anywhere!

Physical activity in children is linked to improved academics and enhances their well-being. **Dr. Kerri Tunnicliffe, Assistant Professor, Rhode Island College**, will outline three approaches: SPARK (Sports, Play, and Active Recreation for Kids), Brain Gym and Adventure Education and how they can be effectively employed in a library setting.

1:45-3:00 Get the Word Out: Marketing Your Library

Increase circulation, build community presence and bring in donations! **Jim Brannigan, President and Publisher, BBC Audiobooks America**, shows how to create exciting, low- or no-cost marketing plans and promotional calendars.

3:00-3:30 Visit the Sponsors/ Coffee Break

BBC Audiobooks America, EBSCO, Godfrey's Associates, HELIN, III, Cengage, NEFA, OLIS, Plymouth Rocket, Inc. ProQuest, Raker Library Services, RI Novelty, Reed Expo, YALSA

3:30-4:45 Improving Senior Projects: How Libraries Can Help

High schools throughout Rhode Island are employing senior projects to meet the Board of Regents' proficiency-based graduation requirement. **David Groccia, Senior Project Coordinator, North Providence Schools, Chip McGair, Senior Project Coordinator, Pamela Bernardi, Marilyn Massey, GBP Coordinators, and Denise Bilodeau, Technology Applications-Assessment Coordinator, Warwick Schools**, will clarify the purpose and scope of senior projects and discuss how libraries can support student patrons in their work.

3:30-4:45 The Healthy Library: Cultivating Wellness in the Workplace

Explore practical solutions for managing the health-related challenges of your job. **Michelle Eberle, Consumer Health Information Coordinator, National Network of Libraries of Medicine/ New England Region**, covers stress management skills, ergonomics, integrating physical activity into your

3:30-4:45 Leadership = Communication + Vision

You can't lead without the ability to communicate, and you *really* can't lead if you don't have something worth communicating. With help from **Alexis H. Sarkisian, Library Marketing Consultant/Adjunct Faculty, GSLIS, Dominican University**, learn how to define your unique communication style, how to develop your vision, and how to become confident in both.

4:45-5:00 Raffles

You must be present to win.

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[www.rilibraryassoc.org/
registeronline.htm](http://www.rilibraryassoc.org/registeronline.htm)



RILA 2009 Conference Registration Form

Please print or type (for name tag)

Name _____

Workplace _____

Job Title _____

Telephone _____

E-mail Address _____

RILA Member _____yes _____no

**Conference fee includes morning coffee,
buffet lunch & afternoon snack**

One day - \$45 members; \$65 non-members

Both days - \$70 members; \$95 non-members

Member rates extended to **RIEMA, SLA, CLA (CT), MLA (MA)** members.
Kindly circle your affiliation.

Student/Paraprofessional - \$30 one day / \$45 both days

I Will Attend: _____THURSDAY

_____FRIDAY

_____BOTH DAYS

\$ _____ Conference registration fee

\$ _____ late fee – after May 15th - \$10

\$ _____ Total

PLEASE NOTE - Send a copy of this form and a check made payable to the Rhode Island Library Association to:

RILA Conference, Susan Dunn
Warwick Public Library
600 Sandy Lane, Warwick, RI 02889

For special requirements such as having the program signed, please call Susan Dunn at 401-739-5440 x3, fax 401-738-1938 or e-mail rilaconference@gmail.com

PLEASE PRE-REGISTER BY MAY 15TH

LATE FEE – AN ADDITIONAL \$10 AFTER THIS DATE

If a municipality processes your registration fee, send or fax a second copy to Susan Dunn by May 15, at address above.

FRIDAY, MAY 29

8:00-9:00 Registration

9:00-10:15 Emergencies: Are You Ready?

Joe Cordeiro, Captain, Pawtucket Fire Department, looks at the types of emergencies—medical and fire-related—that can happen in the library environment. Learn about preventive measures, what you need to know when the worst happens, and how to preserve your own safety while handling these emergencies.

9:00-10:15 Mobile-izing the Library: A Patron's Perspective on Super Library Services from Your Mobile Phone

Powerful computers lurk in the pockets and purses of many library patrons. **Edward Vielmetti, Technology Advisory Board, Ann Arbor District Library**, covers the latest in online library services designed for the small screen and looks at the role of patron innovation in building those systems.

9:00-10:15 Cruel to Be Kind

Are some of your library's services tailored to fit staff dysfunctionality—like a director's pet boondoggle or a staff member's inability to handle rush times—rather than the demands of the library's mission? **Miriam Pollack, President, Miriam Pollack and Associates**, discusses these issues, the reasons we tolerate counterproductive behaviors, and how to recognize when we need to take action.

10:15-10:45 Visit the Sponsors/ Coffee Break

10:45-12:00 Generation 4.0

Four generations are currently working in our libraries: Traditionalists, Baby Boomers, Generation X and Generation Y. **Margaret Lourie, Senior**

Consultant, NELINET, examines the challenges and benefits of a multi-generational workforce—who we are, what we want out of the job, how to gain a better understanding of each other, and when to table the assumptions.

Sponsored by NELA

10:45-12:00 The Cyber-Maze of Travel Information

Do you know the difference between an aggregator and an opaque travel site? **Kate May, Reference Librarian, Newton Free Library**, explains online travel resources—from the best travel agency and booking sites to unique travel blogs and discussion groups.

10:45-12:00 Library UX: User Experience Design for the Next-Gen Library

By evaluating every point of patron-library interaction, **Darien Library** tries to better understand the user experience and thus improve all service elements, from aesthetics to collections to technology. **John Blyberg, Assistant Director for Innovation and User Experience**, describes the origins and functioning of the UX department, and its charge to ensure that the library consistently exceeds expectations.

12:00-12:30 Business Meeting

12:30-2:00 Lunch and President's Speaker, Joe Raiola—The Joy of Censorship

MAD Senior Editor Joe Raiola takes an illuminating, satiric and, at times, disturbing look at America's most hotly debated First Amendment issues, from banned books to flag burning to Internet filters. He also traces MAD's unlikely and colorful history, spotlighting some of the magazine's most controversial and thought-provoking pieces. *Sponsored by HELIN*

2:15-3:30 A History of Intellectual Freedom in Rhode Island

As the RI Affiliate of the ACLU celebrates 50 years, **Linda Levin, Chair, Journalism Department, URI**, and **Richard Zacks, Attorney, Winograd, Shine & Zacks**, will trace the history of intellectual freedom issues in Rhode Island, from banning books in libraries to anti-obscenity legislation.

Presented by IFC



2:15-3:30 Gaming in Libraries

Beth Gallaway, Information Goddess Consulting, 2006 *Library Journal* Mover & Shaker and co-author of *Game On: Gaming at the Library* shares why video games matter to all types of libraries in terms of entertainment, culture, learning, and literacy. The session includes best practices of all kinds of gaming from libraries all over the country.

2:15-3:30 Solving the Reference Desk Problem

Gretchen Hams-Caserotti, Head of Children's Services, and **Kate Sheehan, Head of Knowledge and Learning Services**, have been untethered from the **Darien Library** reference desk and freely roam the stacks with their laptops, ready to give extreme customer service. They will discuss the implementation of the new service model and patron response to the Dewey-bookstore hybrid that now organizes the shelves.

3:30-4:15 Games/Snacks/Raffles
You must be present to win our great prizes!

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Rhode Island Library
Association
P.O. Box 6765
Providence, RI 02940

Non-Profit Organization
U.S. POSTAGE PAID
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Directions To Bryant University

From Route 95 North: Take Route 295 North to Route 7 North (exit 8B).

From Route 95 South: Take Route 295 South to Route 7 North (exit 8B).

The University is two miles North on the left.

Once on campus, take the first road to the right. Park in the lot on the right. The Bryant Center is behind the Bello Center, past the pond and to the left.

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