2014 WALE Conference

Conference Session Information

Regular Conference Sessions – Tuesday 10/28/2014

First Morning Workshops
9:45am-11:00am

Title: Getting the Most from the Microsoft IT Academy @ Your Library
In the year since the Microsoft IT Academy launched, impressive outreach and promotional activities have resulted in steady growth for the program. Hear how it's being used and promoted by other libraries, what's new, and what's to come. Spoiler alert! Microsoft Office Specialist (MOS) certification is the next BIG THING! With the number of certification sites nearly tripling overnight, you can expect patrons to start asking about certification. We'll get you up to speed – from registering as a test candidate, locating exam objectives, and using free self-study resources available from your library to ensure their success. We'll even preview actual exams so you have first-hand experience with the tests.

Speakers: Elizabeth Iaukea & Angela Carlson

Title: Providing Better Service through Communication

Every day, we interact with patrons and colleagues in our libraries. Effective communication can cultivate positive relationships, while miscommunication can result in dissatisfaction and negative perceptions. When miscommunication happens, we are often left wondering how we might improve our communication skills to foster better connections with others. This session will explore how we can become better listeners, project positive nonverbal behaviors, and how to calmly interact with upset or angry patrons. We will practice ways to develop our communication skills so that we can provide quality customer service to our patrons and develop better communication with colleagues.

Speakers: Lori Wamsley

Title: Now Hear This - Lessons in Music Advisory

Do you find yourself at a loss for suggestions when a patron asks for some C&W music recommendations? Can't tell Be-Bop from Big Band or Rap from Hip Hop? Whether you're trying to improve you music advisory skills or simply want to expand your own listening experience, we have a class for you. We'll discuss the major genres in popular music, sharing a few titles and artists from each and you will leave with a "tool kit" sure to inform and delight.

Speakers: John Fossett & Kati Irons

Title: Turbo-Charged Pages: How a quick-draw, smartphone-toting rookie reversed sluggish shelving

Are your shelvers adding maximum value to your staff? We've got an app for that! Hear from a former teacher turned "SUPER(vising)-librarian" who broke a morale-draining shelving logjam, and shaped a culture where pages have dramatically increased productivity, while handling an increasingly more complex range of duties. The smartphone has become indispensable to providing regular assessment and feedback for a group of 13 pages who not only meet high expectations, but drive them higher.

Speakers: Carmen Schaben & Tom Moak

Title: Supercharged Storytimes - The VIEWS2 Way
Would you like your storytimes to be: •More fun; •More creative; •Easier to plan; •More effective; •Based on sound, evidence-based research?

Forty fearless librarians, working with Project VIEWS2 researchers and a small army of UW iSchool students under the guidance of the late Dr. Eliza T. Dresang, helped to prove, at long last, that public library storytimes really do make a difference when early literacy principles are intentionally incorporated into their delivery. Find out how you, too, can supercharge your storytimes with research-based, proven techniques that help children learn to read.

Speakers: Diane Hutchins, Gailene Hooper, Mari Nowitz, Sarah Zabel

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Second Morning Workshop
11:20am-12:35pm

Title: 10 Technologies to Make Library Life Easier
In my proposed session, I will be displaying 10 different solutions that can make your job easier and more productive from a technology aspect. It will be in a Power Point Format. Most of these do not take an IT Professional to perform. I will be covering the following: Disc Resurfacing, Preventative Maintenance, Printer Maintenance, Basic Wireless Networking, Drive Vaccine, Microsoft IT Academy, M Disc Archival Backup, Hard Drive Cloning, Power Point Library Information, and Microsoft Steady State.   Some of these things are completely free, while others can be purchased for under $50. Even on the tightest of budget, you will be able to enact many of my suggestions.

Speakers: Travis Montgomery

Title: It's Not Your Mother's Library: Strategies for Managing Patron Behavior
Libraries reflect the communities we serve and like those communities we sometimes navigate disruptive and unsafe patron behaviors. Join the Community Conduct Coordinator for the King County Library System and a public library manager as they share how policies, procedures, and guidelines can support a safe and welcoming environment for patrons and staff. Participants will learn techniques for engaging staff in solution; review facilities considerations; explore community and police partnership opportunities; take away ideas for training and resources; and practice de-escalation techniques.

Speakers: Melissa Munn, Angelina Benedetti

Title: Idea Management for Purposeful Innovation

Are you empowered to share front-line ideas for services and new approaches? Can your management consider & approve ideas holistically for cost, benefit, and time before a heavy investment of resources? Does your leadership ensure and trust that resources and services align with strategic direction? Thank you for joining us to learn how Sno-Isle Libraries has embraced idea management for positive resolution to these questions and see the IdeaScale platform in action!

Speakers: Christa Werle & Asheley Bryson

Title: ILL for the Rest of the Staff

Did you ever wonder how Interlibrary Loans work? Why does the book you order, come from California, when you know it is owned by a library in a neighboring city? Why does it take 10 days for one request, and 2 hours for another? Why can't you get that brand new best seller? See the behind-the-scenes workings of Worldshare. Find out about the future of sharing e-books.

Speakers: Lynne King

Title: Why should kids have all the fun? : Books adults will enjoy reading right alongside their children.

Children's book titles don't always appeal to adults. This program will recommend titles (picture books through teen titles) which they will in turn be able to recommend to their patrons, both kids and adults. During the book talk the "hook" for each title will be shared. Attendees are encouraged to come with titles they like to recommend as well. All the shared during the presentation will be compiled and shared on the conference website.

Speakers: Carolyn Petersen

First Afternoon Workshop
2:10pm-3:25pm

Title: Shining Through the Clouds: Digital Age Tools to Share Your Projects
This session will help your project fly across the miles between your library and distant key players to facilitate great events and activities. We will show you how to use popular, free cloud applications to collaborate with decision-makers in other locations. Cloud-based organizational tools, file sharing applications and display media will be covered. You will also see examples of how to use these applications to put on a conference, create promotional materials and share project content.

Speakers: Shawn Schollmeyer & Judy Pitchford
Session Sponsor: TRIP

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Speakers: Melissa Munn, Angelina Benedetti

Title: Facets of Personality: Shining a Light On the Past
Genealogy is becoming increasingly popular as a hobby for retiring baby boomers and in the curriculum of K12 schools. Libraries are often the first stop on a quest to learn the history of a place and the people who live there. Are your collections of the quality to get someone started and enable adequate progress for the researchers in this field? This session describes essential tools both online and physical references to assist patrons in the library and offers guidance for small libraries to survey their collections. Plan to evaluate resources and services you offer by coming to this program.

Speakers: Diane Huckabay & Jane Agar

Title: Help! How Do I Get Off This Sinking Ship?
In this interactive workshop, participants will learn how to deal with stress and burn-out and still provide stellar customer service.

Speakers: Jennifer Fenton

Title: Hosting a Library Sleepover
Learn how to hold a "Sleepover at the Library" Program for kids. From start to finish this program covers the forms for signing up, preparing for the program, some of the things we did during the sleepover, and the most important part, the next morning and getting them out the door!

Speakers: Linda Stover

Second Afternoon Workshop
3:45pm-5:00pm

Title: On Wednesdays We Wear Pink... Social Media is the Mean Girl You Hate to Love.
Social media is scary, it's an unknown world that you don't always control. It's the mean girl in high school and it is the most valuable (often FREE) resource you will have access to. How else can you reach thousands of people, instantly, where they are at such a minimal cost? This session will allow you to explore different and unique ways to use social media in your library as well as some basic ways to invite yourself to the conversation (they are already talking about you)!

Speakers: Charlotte Layman (Hinderlider)

Title:u Visioning the Future of Libraries
What do you think of when you think of a library? What services are essential in the 21st Century? Are there other services that libraries should offer? This session will be a forum for sharing a vision for the library of the future.

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Speakers: Christa Werle & Asheley Bryson

Title:u Using the Digital Archives Specialist Certification Program as a Continuing Education Opportunity for Library and Archives Staff
This presentation will look at how the Society of American Archivists Digital Archives Specialist (DAS) program was used as a low-cost training opportunity for library and archives staff and also how it was used to help prepare staff for the implementation of an institutional repository. Presenters will look at how we created a proposal for the library to pay for six webinars, scheduled the webinars, arranged for three on-side workshops at EWU in Cheney, Washington, and managed the process for those interested in obtaining the DAS certification.

Speakers: Doris Munson, Charles Mutschler, Justin Otto

Title: Graphic Novels From the Inside
Gene loves comics, and in this program he shows you some of the reasons why, with moments from some of his favorites that demonstrate the unique power of this amazing medium. This session functions as a "why comics?" talk for folks who still don't get it, as a way to talk about and use readers advisory to get patrons interested in specific titles, and as a venue for discovering new titles we all should be reading. Participants are invited to comment, discuss, talk about other titles, ask questions, or shout Gene down when they disagree. The session can be lively back-and-forth or a monologue, it's entirely up to the participants.

Speakers: Gene Ambaum