



WALE

| Washington Library Employee's | a WLA Interest Group |

Conference 2013

REFLECTIONS  
22 Years of WALE

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October 28-30, 2013

## 2013 WALE Conference

### Pre-Conference Sessions | Monday 10/28/13

#### Morning Sessions

Time: 9:00am – 12noon

##### ***Difficult Conversations***

Description: Needing to have a "difficult conversation" with a peer, supervisor, or an employee? Most people avoid these critical but needed conversations because they don't know how to facilitate them. This session will teach participants the reasons to have those conversations, and provides the participants with the tools necessary to conduct them successfully.

Presented by: Cyndi Schaeffer, PhD

##### ***Service Excellence in YOUR Library***

Description: All library staff, regardless of job title, are in a service position. What is it that sets an organization's level of service apart from others? How can employing these techniques propel the good service we already provide in our libraries into great service?

This training delves into what it takes to transform a library's culture to one of "service excellence." We will explore how such a transformation occurs, and as individuals, how we can encourage this change.

Consistent approaches to service are emphasized in this training, and ample time is included for group discussions and skills practice. It is appropriate to anyone working in libraries, regardless of job position or library type.

Presented by: Kate Laughlin

## **Afternoon Sessions**

**Time: 2:00pm – 5:00pm**

### ***Digitization 101***

Description: This workshop will introduce you to many of the crucial steps involved in creating a successful digitization project, from material selection, copyright research and permissions gathering, digital reformatting, metadata creation, and providing online access. Participants will be given the chance to work hands-on with flatbed scanners, image editing software, as well as with controlled vocabularies and name authorities for creating metadata. A focus on navigating best practices and digitization guidelines will be established, along with balancing the needs of your library or organization.

Presented by: Ross Fuqua

### ***Influencing Without Authority***

Description: Leading without authority is challenging. This fast moving workshop discusses how leading without authority requires additional leadership skills of an "influencer". Concepts such as emotional intelligence and personality types are discussed. A basic overview of effective communication skills necessary to lead others is described.

Presented by: Cyndi Schaeffer, PhD