



The Library Puzzle: Putting It All Together

www.reachingforwardsouth.org

Friday, September 9, 2005

Northfield Inn - Springfield, Illinois

SCHEDULE OF EVENTS

8:00-8:30 a.m.	Check-in/Networking/Continental Breakfast
8:30-9:00 a.m.	Introduction and Awards
9:00-10:00 a.m.	Keynote Address - "Satisfy and Delight: The Ultimate Puzzle Solution" by Bill Erbes, Bensenville Community Public Library District Bill will be suggesting that ten years ago we (library workers all) had the puzzle quite securely put together. In 2005, however, the pieces of the puzzle are no longer interlocked. They have been scattered, and some have been lost completely. It no longer is a simple matter to define the role of libraries and library workers.
10:15-11:15 a.m.	Session I
11:15-12:45 p.m.	Lunch - ALA Presentation - Grass Roots Library Advocacy For Your Library by Jane Rowland, Calumet City Public Library
12:45-1:45 p.m.	Session II
2:00-3:00 p.m.	Session III
3:05-3:30 p.m.	Wrap-up - "The Final Piece" - Bill Erbes will summarize for us how we can take the information from the day and make it fit our own puzzle.

PROGRAM DESCRIPTIONS

Refer to the web page for updates: reachingforwardsouth.org

LIBRARYU AND CE: PIECING TOGETHER THE STAFF DEVELOPMENT PUZZLE - With reduced staff and budgets, how can libraries continue to piece together the continuing education and training for both new and current staff without the cost? The answer, says **Lisa Barnhart, LibraryU Project Coordinator**, is anytime, anywhere, free training through LibraryU. Come and learn how to maximize your use of web based training, tips for matching your learning style to distance learning.

FROM THE FRONTLINES: SERVING SPANISH SPEAKING PATRONS by **Vandella Brown, Diversity Program Manager, Illinois State Library** - This workshop empowers library staff in serving the needs of Spanish Speakers by teaching culture awareness, understanding Spanish names and words for library, and the four dimensions of diversity.

CHILDREN'S PROGRAMMING - Classie Murray, Children's Librarian, Lincoln Public Library, Springfield says, "Children are the future of our libraries!" This session will have program suggestions for you to use to entice the children to want to be part of the activities of the library.

STRESS RELIEF - Need some ideas to relieve some of your stress while working? **Kristin Benz and Becky Woodward from Adams County Health Department in Quincy** have some easy suggestions for you.

LEGAL ISSUES AT YOUR LIBRARY GOT YOU PUZZLED? Let **Phil Lenzini, Attorney with Kavanagh, Scully, Sudow, White & Frederick, PC in Peoria**, answer your questions and tell about new legal issues that may affect your library and/or staff members.

BUILDING OPPORTUNITIES: A DISCUSSION OF CURRENT TRENDS IN LIBRARY EDUCATION - This session, led by **Rae Ann Montecue, Assistant Dean for Student Affairs at the Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign**, will explore current trends in library education including technology, online learning, user-centered curricula, diversity, and leadership.

COMMUNITY PIECES: MAKING THEM FIT AND MAKING THEM LAST - Come and hear the fascinating story of partnering in Bensenville over the last 25 years. Bensenville is fighting for its life as the City of Chicago attempts to expand O'Hare Airport, which would virtually wipe out the community! **Jill Rodriguez, Director, Bensenville Community Public Library District**, has partnered the library with every possible community group. Hear success stories as well as failures.

WEEDING 101: BARE BONES - Does weeding puzzle you? Attend Weeding 101 and you will be able to integrate the pieces of the puzzle. Presenters will cover what NOT to weed, areas to review/weed often, weeding strategies for the collection, and cooperation with "experts" in the weeding process. **Ron Winner, IT Director, Alliance Library System; Nancy Glick, Director, Havana Public Library District; Mary Downing, Consultant, Illinois State Library**

CUSTOMER SERVICE: THE PIECE THAT HOLDS ALL THE OTHERS TOGETHER - Customer service is perhaps the most crucial piece of the puzzle! View the video, "*Customer Service the Bensenville Way*," produced by **Bill Erbes and Penny Mandziara (School Library**

Liaison) from Bensenville Community Public Library District, and have an opportunity to participate in expanding upon the ideas proposed in the video.

OPEN SOURCE SOLUTIONS - Rick Mason, Library Assistant - Circulation, Kishwaukee College Library asks if you are puzzled about the software you use in your library? Wondering how to find the right programs to suit your needs without having to bust your budget? He says Open Source Software may be part of your solution. Learn about the various software packages that are available and get a glimpse at how these have the potential to save your library hundreds, if not thousands of dollars in the future.

BE OUR GUEST: PUT OUR SERVICE TO THE TEST - Patrons, users, customers, or guests - The terminology may change but has the basic principles of good service changed? Does what we call them affect how we treat them? No matter what terms we use, everyone who walks through the front door expects and deserves good service. Find out how to make it happen at your library with **Nancy Huntley, Director, Lincoln Public Library, Springfield**.

EVERYONE IS A MARKETER @ YOUR LIBRARY! Marketing can be a great tool to help your library. Attend this lively session with **Alexis H. Sarkisian, Library Marketing Consultant**. She will dispel the myths about marketing and provide you with easy tools to enhance the image of your library both internally and externally. Learn how to develop your own personal marketing plan, and how you can make a difference simply in terms of how you greet patrons, answer patron questions, send an e-mail, or speak on the telephone.

PRE-CONFERENCE NETWORKING

Thursday, September 8, 2005

Join us Thursday afternoon for a tour of the Abraham Lincoln Presidential Library & Museum. In the evening we will share a light supper and enjoy the entertainment and networking. We hope you can join us! Please make your reservation for the activities on the registration form.

A block of rooms has been reserved at Northfield Inn (3280 Northfield Drive, Springfield) for Conference attendees. You can reach them by calling 866-577-7900. Be sure to mention "Reaching Forward South" when you make your reservation for a special conference room rate. Rooms must be booked by August 1, 2005 to receive this discount.

WE HAVE A NEW AWARD!

Friend of Support Staff Award

This award acknowledges a director, administrator, consultant or other person that has developed and or promoted ideas or given outstanding service to support staff in Illinois and who recognizes the importance of support staff and their image in the library profession.

Nominees must be currently working in the library profession in a friend of support staff position in an Illinois library. Award winner must be present for the conference September 9, 2005.

You may print a nomination form from the web page at reachingforwardssouth.org. Go to "About RFS" then "Awards".

If you have any questions contact Karla Johnson at awards@reachingforwardssouth.org or 217-342-2464x7. Nominations must be postmarked by August 6, 2005.

Reaching Forward South Steering Committee

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2005 SUPPORT STAFF OF THE YEAR AWARD

This is your opportunity to nominate a support staff member in recognition of their outstanding contributions to their own library, the library community, or to the enhancement of library assistants in general. You may also nominate yourself.

Two nominees will be selected as winners and each will receive a cash award of \$100 and a framed certificate. The award winners *MUST* be in attendance at the Reaching Forward South Conference on September 9, 2005.

The nomination forms will be sent to Regional Library Systems in May. Watch for the announcement that they are available. Nomination forms will also be available online at reachingforwardsouth.org. The deadline to submit nominations is August 6, 2005. If you have any questions, contact Karla Johnson at 217-342-2464x7 or awards@reachingforwardsouth.org.

REACHING FORWARD SOUTH REGISTRATION FORM

REGISTRATION IS LIMITED. No on-site registration will be available, so mail your registration in early!
Confirmations with maps will be mailed when payment is received.

**Send your registration with payment (made payable to Alliance Library System) to:
RFS, c/o Carolyn Smith, State Farm Insurance Corporate Library,
E-5, 1 State Farm Plaza, Bloomington, IL 61701.**

PLEASE PRINT CLEARLY:

Name: _____ Institution: _____

Address: _____ City, State, Zip: _____

Phone: _____ E-mail Address: _____

YES! I PLAN TO ATTEND THE PRE-CONFERENCE NETWORKING ON THURSDAY!

Registration Fee: \$60.00

Registration deadline: August 15, 2005. No refunds will be made after August 26, 2005.

Direct your registration questions to Carolyn Smith at 309-766-0045 or contact@reachingforwardsouth.org.