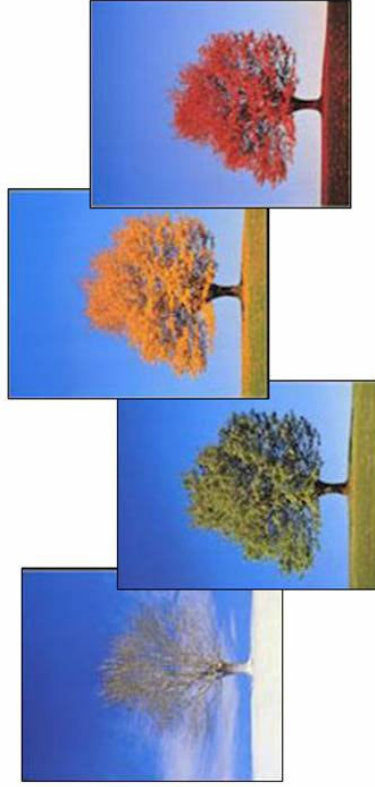


The
Washington Library Association
Presents

The 16TH Annual WALE Conference



Seasons of Change

October 4-6, 2007

Mirabeau Park Hotel
&
Conference Center

1100 N Sullivan Rd. Spokane Valley, Washington 99037



Washington Association of Library Employees

Welcome!

On behalf of our library staff members, library boards, and our committees – welcome to the Spokane Valley and the newly remodeled Mirabeau Park Hotel & Convention Center! We are pleased that you have chosen to attend the 2007 WALE Conference.

“Seasons of Change” aptly describes our beautiful surroundings this week with golden hills, crisp red apples, bright orange pumpkins and Mt. Spokane in the background. It also describes our many libraries – throughout Washington – changing daily in response to opportunities. It is important for all of us to take time to rejuvenate ourselves with educational sessions, informal conversations, fun events, and camaraderie with our colleagues. “Seasons of Change” demonstrates our commitment to diversity, and we are happy that you are here to see what you can learn so that you can make yourselves and your organizations the very best.

We invite you to visit any of our community libraries in the Spokane Valley and throughout Spokane County. They are richly diverse, reflecting each of the communities and the people we serve. Please introduce yourself to the library staff, ask questions and let us know how we can help make your stay more pleasant!

Learn, Grow, Prosper

Heidi Chittim

Heidi Chittim
WALE Chair 2007-08
Coupeville Library

Georgette Rogers

Georgette Rogers
Conference Chair 2007
Liberty Lake
Municipal Library

CONFERENCE AT A GLANCE

THURSDAY

Registration 2:00PM – 5:00PM
Poker Walk/Wine & Library Tours 4:00PM – 5:30PM
Dinner (On your own) 6:00PM – 7:30PM
Welcome & Dessert 7:30PM – 8:00PM
Thursday Evening Speaker 8:00PM – 9:00PM

FRIDAY

Yoga (optional) 7:15AM – 8:00AM
Registration 7:00AM – 8:45AM
Breakfast (On your own) 7:00AM – 8:45AM
Morning Speaker 8:45AM – 9:45AM
Break 9:45AM – 10:00AM
Breakout Session #1 10:00AM – 11:00AM
Break 11:00AM – 11:15AM
Breakout Session #2 11:15AM – 12:15PM
Break 12:15PM – 12:30PM
Lunch/ Leaves that gather 12:30PM – 1:30PM
Breakout Session #3 1:45PM – 2:45PM
Break 2:45PM – 3:00PM
Breakout Session #4 3:00PM – 4:00PM
OPEN 4:00PM – 5:00PM
Yoga (optional) 5:00PM – 6:00PM
Dinner/Program 6:30PM – 8:30PM
Socialize in the Lounge 8:30PM – 10:00PM

SATURDAY

Breakfast Buffet 8:00AM – 9:30AM
WALE Business Meeting 9:00AM – 10:00AM
Program/Workshop 10:00AM – 11:00AM

THURSDAY CONFERENCE DETAILS & SESSIONS

Registration 2:00PM – 5:00PM
Poker Walk/Wine & Library Tours 4:00PM – 5:30PM
Dinner (On your own) 6:00PM – 7:30PM
Welcome & Dessert 7:30PM – 8:00PM
Thursday Evening Speaker 8:00PM – 9:00PM

THURSDAY EVENING SPEAKER

Pamela Aidan

Ponderosa & Juniper Rooms



Pamela Mogen (aka Pamela Aidan) sold 70,000 copies of her self published Jane Austen inspired trilogy, “Fitzwilliam Darcy, Gentleman,” before Touchstone made her an offer she couldn’t refuse. Learn how Ms. Mogen went from print-on-demand phenomenon to commercial success (and, in the process, married one of her fans).

Pamela’s first book of her trilogy was released in 2003. **An Assembly Such as This:** A Novel of Fitzwilliam Darcy, Gentleman. Well received, Pamela soon released the second book of the trilogy **Duty and Desire** in 2004 and just recently released the third book **These three remain**, 2007.

A local author and librarian, Pamela grew up just outside Philadelphia, Pennsylvania. The oldest of six children, she graduated from high school with the desire to be a history teacher, but changed her major after her freshman year in college to Library Science. Later, she earned a Masters in Library and Information Science from the University of Illinois at Urbana-Champaign. She has worked as a librarian in a wide variety of settings for thirty years, most recently as the Director of Liberty Lake Municipal Library, near her home in Rathdrum, Idaho.

**FRIDAY
CONFERENCE DETAILS & SESSIONS**

Yoga	7:15AM – 8:00AM (optional)
Registration	7:00AM – 8:45AM
Breakfast (On your own)	7:00AM – 8:45AM
Welcome/Program	8:45AM – 9:45AM
Break	9:45AM – 10:00AM
Breakout Session #1	10:00AM – 11:00AM
Break	11:00AM – 11:15AM
Breakout Session #2	11:15AM – 12:15PM
Break	12:15PM – 12:30PM
Lunch/Birds of a Feather	12:30PM – 1:30PM
Breakout Session #3	1:45PM – 2:45PM
Break	2:45PM – 3:00PM
Breakout Session #4	3:00PM – 4:00PM
OPEN	4:00PM – 5:00PM (optional)
Yoga	5:00PM – 6:00PM (optional)
Dinner/Program	6:30PM – 8:30PM
Socialize in the lounge	8:30PM – 10:00PM

Yoga at Work - Two Sessions

Friday 7:15-8:00 AM & 5:00-6:00 PM

Dean Marney, North Central Regional Library

Lilac Room

Learn how to let go of stress where you work. You'll experience the immediate benefits of a dynamic practice of asanas (posture) and pranayama (breathing techniques) that you can do at your desk to release tension, increase flexibility and keep you calm and fit. This session is for all levels of flexibility and fitness.

Leaves that Gather- Lunch

Ponderosa & Juniper Rooms

Join us for an opportunity to network with other folks who do the same thing you do, or do they? Make new friends and learn how other organizations operate. Maybe you can share the golden key to someone else's quandary or perhaps they will share with you.

Socialization with your peers is the most requested time at the conference! We listened and so we have provided a social hour at the Leaves that gather Lunch.

Join us, you won't be sorry!

FRIDAY MORNING SPEAKER (Ponderosa & Juniper Rooms)
Joseph Albert, Gonzaga University

Storytelling: A Critical Tool for Library Employees



Dr. Joe Albert is currently an assistant professor in the Department of Organizational Leadership at Gonzaga University in Spokane, Washington.

In recent years the ability to communicate through the use of a good story has been highlighted as an essential component of communicating at work. Whether it is to persuade, to motivate, to inspire or inform, stories are an excellent tool that every library employee should be able to use. This session offers an opportunity to:

- Learn about the role of storytelling in the human experience
- Learn about how powerful stories are in organizations
- Understand the different kinds of stories
- Learn how to use stories to improve relationships and leadership
- Begin to form a library of stories for your own use

FRIDAY EVENING SPEAKER (Ponderosa & Juniper Rooms)

Jess Walter

Fiction Writing and Other Personality Disorders



Jess Walter is the author of four novels – THE ZERO, a finalist for the 2006 National Book Award and winner of the 2007 Pacific Northwest Booksellers Award, CITIZEN VINCE, winner of the 2005 Edgar Award for best novel, LAND OF THE BLIND and OVER TUMBLED GRAVES, a 2001 New York Times notable book – as well as the nonfiction book EVERY KNEE SHALL BOW (re-released as RUBY RIDGE), a finalist for the PEN Center West literary nonfiction award in 1996.

A career journalist, Walter also writes short stories, essays and screenplays. He was the co-author of Christopher Darden's 1996 bestseller In Contempt. His work has appeared in Details, Playboy, Newsweek, the Washington Post and the Boston Globe.

His books have been published in sixteen countries and fourteen languages. Jess lives with his wife Anne and children, Brooklyn, Ava and Alec in Spokane, Washington.

Breakout Session - 1 **10:00 a.m. to 11:00 a.m.**

- ▲ Learning for all Seasons: Library Education opportunities year round – anytime, anywhere
 - ▲ Future Search 2008-2012, Changing Seasons for Washington Libraries
 - ▲ Inspiring Student Success: Library K-12 Outreach
 - ▲ An Introduction to OCLC: 40 Years and Still Going Strong
 - ▲ Libraries and early learning – how do libraries fit into the new Dept of Early Learning
 - ▲ Hands-on History: Real Life Makes Fabulous Fiction
-

Learning for all Seasons: Library Education opportunities year round – anytime, anywhere

Lynn King-Highline Community College, Paula Swan-Spokane Falls Community College & Grace Whiteaker -University of Washington Spruce Room

Explore opportunities for continuing education in the Library field via distance and residential courses from three Washington schools offering certificate and/or masters programs. Resources and information will be provided.

Future Search 2008-2012, Changing Seasons for Washington Libraries

Rand Simmons & Jeff Martin-Washington State Library Tamarack Room

Learn how federal funds will be used to assist libraries in Washington during the next five years. The state's new Library Services and Technology Act Five-Year Plan was developed with your feedback through the Future Search process.

Inspiring Student Success: Library K-12 Outreach

Corey Johnson-Washington State University Library & Peggy Bryan & Erica Willson-Whitman County Library Lilac Room

Our students need to be information literate in today's complicated environment. Corey Johnson (K-12 Outreach Educator at WSU) and Peggy Bryan (Outreach Educator at Whitman County Library) will discuss their success stories in working with students and teachers in a fun and lively multi-media presentation.

An Introduction to OCLC: 40 Years and Still Going Strong

Margie Mann, OCLC Dahlia Room

Have you ever wondered who or what OCLC is? Wonder no more! This session presents a brief overview of OCLC's history, its enduring mission, and how it has assisted libraries for four decades to do basic library functions such as cataloging, interlibrary loan, and reference.

Libraries and Early Learning – how do libraries fit into the new Dept of Early Learning

Martha Shinnors, Consultant, Washington State Library Diamond Room

Chart the changes libraries have made as a player in the early learning arena over the last decade, find out who partners with libraries, how libraries fit into the early learning equation, and what's on the horizon. Everyone can make a difference.

Hands-on History: Real Life Makes Fabulous Fiction

Mary Cronk Farrell, Children's / Young Adult Author Spirit Room

Experience simple techniques writers use to make their characters live and breathe. Mary's middle grade novel "Fire in the Hole!" is the winner of the 2005 SPUR award for Best Western Juvenile Fiction.

Break 11:00 a.m. to 11:30 a.m.

Breakout Session - 2 **11:15 a.m. to 12:15 p.m.**

- ▲ It's all about change and if you aren't measuring your performance, someone else will
- ▲ Add Some SPRING to Your Database Statistics! Increase awareness & usage of your online subscription databases
- ▲ Customer Service & Difficult Patrons
- ▲ Personal Safety in the Library
- ▲ Nowhere to Go, But the Library
- ▲ Keeping your back safe -- ergonomics in the stacks!

"It's All About Change and If You Aren't Measuring Your Performance, Someone Else Will."

Dean Marney & Dan Howard-North Central Regional Library

Spruce Room

If you love change or hate it, this session is for you. Using the Balanced Scorecard Model, Dan and Dean will give you the quick and dirty basics of what performance management means to you personally, and how to put yourself in charge of change at your library.

**Add Some SPRING to Your Database Statistics!
Increase awareness & usage of your online
subscription databases**

Will Stuvenga-Washington State Library,

Peggy Bryan -Whitman County Library

Diamond Room

Your subscription databases aren't getting the attention (and use) they should and there are some simple things you can do to increase usage. Learn some tips and tricks about making these valuable resources more visible to your public.

Customer Service & Difficult Patrons

Ed Frost-Ben Franklin Transit, Tri-Cities

Tamarack Room

Dealing with customers can be challenging, but YOU can make a difference. Learn tips for dealing with customers in a more personal way by providing the value added experience—by making it memorable and remarkable for your customers.

Personal Safety in the Library

Brian Asmus-Liberty Lake Police Chief

Spirit Room

Tips to stay safe in the library will be provided for these changing times. Learn to recognize dangerous situations and patrons and the resources available.

Nowhere to Go, But the Library: meeting "third place" needs with programs for teens

Summer Hayes & Rosalie Olds-King County Library System

Lilac Room

Are you looking for ways to draw more teens into your library? Do you have too many teens hanging around the library with nothing to do? Either way, this session will give you plenty of programming ideas that will engage and delight the mysterious species known as the teenager.

Keeping Your Back Safe -- Ergonomics in the Stacks!

Craig Smith, Group Health Cooperative

Dahlia Room

Everyone needs a reminder on the safe lifting and body mechanics techniques to minimize your chances for injury. In addition an outline of safe exercises for you to practice will be presented.

Break 12:15 p.m. to 12:30 p.m.

Leaves that Gather - Lunch 12:30 p.m. to 1:30 p.m.
(Ponderosa & Juniper Rooms)

**Breakout Session – 3
1:45 p.m. to 2:45 p.m.**

- ▲ **Time Management Advice from a Recovering Procrastinator**
- ▲ **Getting 'Em Out of the House: Adult Programming in Public Libraries**
- ▲ **Communications Skills in a Season of Change**
- ▲ **New Advances at OCLC: The Services Change, but the Mission Stays the Same**
- ▲ **Booktalks for the Changes in Ages...Tots to Teens**
- ▲ **Growing Your Friends Group**

Time Management Advice from a Recovering

Procrastinator

*Chris Peters- Washington State Library
Spruce Room*

Good time management not only helps you meet deadlines, but also reduces stress and increases your overall motivation and productivity. When you aren't tracking your obligations effectively, the fear of missing deadlines inevitably becomes a drain and a distraction. Learn some quick, easy-to-implement strategies for assessing your workload and setting priorities based on the Getting Things Done methodology.

Getting 'Em Out of the House: Adult Programming in Public Libraries

*Jim Belcher-Neill Public Library, Karen Byrne-Spokane County Library District & Harlan Zinck-Pierce County Library District
Diamond Room*

Karen, Harlan and Jim will share information on computer instruction programs, using local partners and authors, and planning for adult summer reading

Communications Skills in a Season of Change

*David Chittim-Lifetime Counseling & Community Services
Tamarack Room*

Change and conflict often go together. This program increases effective communication skills, which lessens the impact of these forces and increases job satisfaction.

New Advances at OCLC: The Services Change, but the Mission Stays the Same

*Margi Mann, OCLC
Dahlia Room*

This session gives a brief overview of both OCLC's new services as well as new features added to existing services. These new features and services are then tied to how they fit in with OCLC's ongoing mission to support library's to do such functions as cataloging, interlibrary loan, reference, as well as new functions such as digitization and preservation.

Booktalks for the Changes in Ages... Tots to Teens

*Sumi Shadduck, Jill Bolon & Monica Smith & Chris Le Mieux-Spokane Public Library
Lilac Room*

According to Wikipedia, a "book talk is an introduction to several books to children with some theme....to get a reader interested in a book or to recommend similar books. It is an excellent tool for reading motivation." The motivation starts here with dozens of new books showcasing fantasy, fun, and frivolity.

Growing Your Friends Group

Peggy Bryan - Whitman County Library

Spirit Room

Friends of the Library Groups are more important than ever bringing financial support and advocacy to your library! We'll share our recipe for success, with tips for building and maintaining thriving Friends groups. From Book Sales and fundraisers, to increasing membership and community support, our proven practices will bring positive results to your library. Grow your Friends Group with this lively and fun multi-media presentation.

Break 2:45 p.m. to 3:00 p.m.

Breakout Session – 4

3:00 p.m. to 4:00 p.m.

- ▲ **Storytelling: Season to Taste**
- ▲ **A Cool Tools Roundup: Useful Web-Based Productivity Resources**
- ▲ **Change the way you "hear" a book**
- ▲ **What Happened to My Job? Changes in Technical Services**
- ▲ **Volunteer programming: a changing and growing vision**
- ▲ **Librarian by Day, Author by Night**

Storytelling: Season to Taste

*Pamela Mogen, Liberty Lake Municipal Library
Diamond Room*

"Storytelling: Season to Taste's" goal is for storytellers to discover and learn how to become a part of their story, to live it and tell it.

A Cool Tools Roundup: Useful Web-Based Productivity Resources

Lorena O'English-Washington State University
Lilac Room

There is a lot out there on the Web, but how much of it is really useful? Come learn about some "cool tools" that might be just the thing for you or your library!

Change the Way You "Hear" a Book

Nadean Meyer & Elizabeth Malia-Eastern Washington University
Spirit Room

Ipod shuffles with preloaded youth audio books are loaded to check out to university students in children and young adult literature classes. Culturally diverse authors and content is selected to depict Hispanic, African American, American Indian and Asian American experience from picture books to young adult / adult novels. An EWU Foundation mini-grant provided 30 Ipod shuffles and 66 titles. The library foundation made sure we also had books to match the titles.

What Happened to My Job? Changes in Technical Services

Sue Anderson, Eastern Washington University
Tamarack Room

Changes are occurring in how we order library resources, check in periodical issues, and catalog items. We are using new vendors, cancelling print journals and replacing them with electronic; using new cataloging software and outsourcing some processing. How has your job changed in the last 5 to 10 years and how will it continue to change in the next 5?

Volunteer Programming: a changing and growing vision

Sally Chilson, Spokane Public Library
Dahlia Room

A change in service models made Spokane Public Library rethink how and who delivers children's programming. Find out how and why we developed a volunteer storytime program, how it is working.

Librarian by Day, Author by Night

Jeff Ayers, Seattle Public Library
Spruce Room

Have you ever dreamed about seeing a book in your library with your name on the cover? Interested in the writing life but don't know how to start? Jeff Ayers will not only discuss the ins-and outs of the publishing world, but also how to organize your life to accomplish the dream of being a published author.

SATURDAY CONFERENCE DETAILS AND SESSIONS

Breakfast Buffet 8:00AM – 9:30AM
WALE Business meeting 9:00AM – 10:00AM
Program 10:00AM – 11:00AM

SATURDAY MORNING PROGRAM

Karen Strege
Ponderosa & Juniper Rooms

Certification for Library Support Staff - Regional & National Programs, Promises and Challenges



The Western Council of State Libraries is offering a Library Practitioner Certification - the first regional certificate program for non-degreed library workers. ALA is considering establishing a nationwide certificate program just for Library Support Staff. What are the issues and the promises of such programs and how might they affect your workplace?

Conference Committee

WALE Chair

- Heidi Chittim, Coupeville Library

Conference Chair

- Georgette Rogers, Liberty Lake Municipal Library

Treasurer

- Katie Cargill, Eastern Washington University Library

Registration

- * Barbara Carden, Whitworth University Library
- Jeanette Langston, Whitworth University Library
- Bonny Boyan, Washington State University Library

Programs

- * Cindy Wigen, Spokane Public Library
- Bobbie DeMeiro, Washington State Library

Facilities & Gift bags

- Rebecca Trook, Neill Public Library

Food

- * Cathy O'Donnell, Pierce County Libraries
- Barb Hefford-Anderson, King County Library System

Decorations & Displays

- Laurie Schmehl, North Spokane Library

Prizes/Packets & Library Tour Committee

- Teresa Nelson, Spokane County Library District

Speaker Hosts Committee

- Clara Strom, Spokane County Library District

Poker Walk

- Glancy Pool, Whitman County Library

WEB / Graphics Design / Photography

- Troy Christenson, Eastern Washington University Library

- Committee Chairs

**Thank you for coming to the 2007 conference
Please give us any suggestions to help us improve
our future conferences**

Have a great season!

2007 WALE Conference Committee



<http://www.wla.org/igs/wale/conf07/WALEconf07.html>

Designed & Created
by
Troy A. Christenson

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