

PRESENTS A

Ruth Enlow

DOUBLE FEATURE

Krista McKenzie

Donna Orris



Presenting: Donna Orris in an Egg-cellent MSLS Adventure

This third segment of "Getting to Know You" features Donna Orris, Ruth Enlow Library of Garrett County, Oakland. Donna was gracious enough to correspond with me via email to produce the following interview for your reading (and learning) pleasure! The September 2010 installment of "Getting to Know You" will feature one of our colleagues from the Western Maryland Regional Library! Stay tuned.

Julie Zamostny: First of all, congratulations on starting your online MSLS program at Clarion University! What motivated you to apply to graduate school in the first place?

Donna Orris: Thanks Julie! It's been a lifetime goal of mine to pursue an advanced degree. I started my college education in 1980 when I was 25 and suddenly widowed. I began at the local community college in Youngwood, PA. I thought I would take a few classes and two years later I had an A.A.S. Degree in Early Childhood Education. The next year I commuted to California University and completed a year in the education program. Then I took time off to start a family and stay home with my son. I continued my college education in 1990 at an accelerated program through Geneva College and earned a B.S. in Human Resources Management. Although I wanted to continue on I was told that I really should work a few years before I continued. When I was diagnosed with stage 3 breast cancer in 2003, all of my plans were put on hold as I went through surgeries, chemotherapy and radiation; I couldn't plan for the future as I couldn't see the future. I decided

that I probably wouldn't ever continue on in school as I didn't know if I was going to continue on at all. It's been seven years, with five working at the library, and I am still cancer free. My husband came home from work one day recently and I said, "I did something fun today. I enrolled in an online MSLS Program at Clarion University." He wasn't very surprised.

JZ: Tell us a little bit about the iMSLS program at Clarion and why you chose it over other online MLS programs.

DO: Krista McKenzie and I researched 16 ALA approved online MSLS Programs right before she started at Drexel University. Being

"Trying to stay abreast of the changing needs of patrons and the library, and then meeting those needs is also an interesting ongoing challenge."

from Western Pennsylvania, I was attracted to Clarion University. We traveled through Clarion many times on the way to camp at Tionesta. I like the core classes and the opportunity to specialize in a specific area of study at Clarion. The program seems very doable. The cost for attending an out-of-state online college is only 102% of the cost for an in-state equivalent. I thought it was a good all around package. I wanted to be a Clarion Eagle!

JZ: What's the process been like thus far?

DO: Once I signed myself up for my online accounts, it's been fairly easy.

Clarion has provided step by step instructions on what to do and how to do it. They sent me an information packet and I registered for two classes with my online advisor. Now I'm just waiting to find out what books I need. Everyone has been very helpful online and over the telephone.

JZ: In terms of librarianship, what are some particular areas/topics of interest to you and why?

DO: I am interested in rural libraries. I've only ever worked in rural libraries and they are so different than what I expected. Never in a million years did I think I would sell eggs at a small country library!

The social aspect of librarianship also interests me. Trying to define exactly who are you to your patrons is an ongoing quest. As is defining the place

of the library with in the community. Trying to stay abreast of the changing needs of patrons and the library and then meeting those needs is also an interesting ongoing challenge.

JZ: Did you say, "sell eggs at a small country library?"

DO: Yes, at the Accident Library there is a system in place to purchase eggs fresh off the farm. People can call in or place their order in person. The eggs are brown and cost \$1.25 a dozen. One patron had to open her carton to show me how large the eggs were. She was very impressed that I knew that brown eggs come from Rhode Island Red

Donna Orris in an Egg-cellent MSLS Adventure

chickens. A fact I learned in biology class at California University almost 30 years ago! Who says education doesn't pay off? Mary, the "egg lady" then delivers the eggs to the Accident library on "egg day" when the "egg cutomers" pick them up and pay for the next week's order.

On a semi-related note, there is a law office in Oakland that sells fishing minnows and places a block ad in the weekly newspaper to advertise both their legal services and their bait!

JZ: Wow, that's egg-cellent! Can you also elaborate more on the social aspect of librarianship that appeals to you? For instance, how do you see your current role and how do you predict it might change in the future?

DO: When I think of my current role in the library, I think of myself as a matchmaker. In small rural libraries the relationship between the librarian and the patron is still a lot of socializing and matching the patron with the right book. It's still a lot of, "How's your Mom doing?" and "How was your trip?" There is a lot of matching student and assignment, researcher and research, pleasure reading and popular author etc.

What I expect to see more is matching the patron with the right technology to find the right book and whatever else they may need. I think we will begin to see this when we change our interlibrary loan system to be patron driven. The patron will go directly to the technology to find their own book and meet their own need. The librarian will no longer function as the intermediary. We will be like a Netflix for books!

JZ: It sounds like you know your library customers very well, so I am curious to know what you think are the top three most important needs of Ruth Enlow Library users.

DO:

1. Hi speed Internet & Computer access
2. Basic Computer Skills Training/ Classes (e-mail, the Internet, word processing etc.)
3. Continuous Adult Programming that draws the community into the library to fulfill their social and intellectual needs and to help keep increase their technology awareness and skill level.

JZ: What are some goals you hope to achieve by the end of the 2 year program?

DO: I hope to be a better-rounded library employee. I enjoy my job, but feel I lack a solid foundation in the fundamentals of the library world. I think the Clarion Program will give me a better understanding of the big picture and the confidence that accompanies the educational experience.

JZ: I definitely want to have a follow up to this interview in the fall so you can tell all of us more about what you've learned in the iMSLS program but for now I think it's important to end this interview with one of Andy Woodworth's (NJ librarian and advocate) famous polls: what is the #1 quality you think a librarian should have and why?

DO: Every Librarian needs a good "Shuuuush." Not just everyone can do it, although everyone thinks they can. You can tell a solid, direct, authoritative shuuuuush from a librarian as opposed to the many imposters out there! Don't let yourself be fooled! ☹

Free
Alternatives
To
Expensive
Software

A new Wimba online training series will debut in September that focuses on free alternatives to expensive software. Examples of which include:

- Screencast-O-Matic
- Animoto
- Open Office
- Prezi
- IrfanView

All classes will be presented in a blended learning format which means there will be both live online trainings and self-paced modules built into each course. Participants will be asked to complete pre- and post- assignments which allows for more time to work with the software.

For more information, or to register for any of the training events advertised in this newsletter, please contact Julie Zamostny.

Presenting: Krista McKenzie, Incoming and Outgoing

This third segment of "Getting to Know You" features Krista McKenzie, former manager of the Ruth Enlow Library, Accident Branch. With her recent departure from RELIB, Krista reflects on her # years in the public library system as well as her new found responsibilities at Garrett College. Krista was gracious enough to correspond with me via email to produce the following interview for your reading (and learning) pleasure!

Julie Zamostny: Today marks one of those bittersweet moments in life when I am conflicted between missing what used to be and being thrilled and excited for what is yet to come. Before we reminisce, let's look to the future first. Krista, for those who might not know the whole story, will you please introduce yourself as the newest addition to the Garrett College library? [what's your new title, what will some of your responsibilities be]



Krista McKenzie: My new title is "Instructional Librarian." In this position, I will be teaching classes on information literacy to the college students, working with faculty and staff on new trends in the field, reference, collection development, some programming, and perhaps a few more things.

JZ: What first attracted you to the position at Garrett College?

KM: I think one of the things that attracted me was that this is a position where I will still get to interact a lot with young adults, which is my favorite group to work with.

In addition, it is good to be able to be in a classroom again teaching and having the chance to really use and incorporate Web 2.0 technologies in a lot of what I do.

JZ: The two of us talked some while we were at the Maryland Library Leadership Institute (MLLI) about the possibilities of developing a partnership between the library at Garrett College and the local public libraries. Can you elaborate more on your thoughts and ideas for those potential partnerships?

KM: I think that there is a lot that can be said for collaboration. Seeing what the community needs, and each of us working together to provide those resources would certainly be appreciated by our customers- both public and academic. For now, this is the most I can say about the project until I get settled into the new job, but once I do, more details will be forthcoming.

JZ: During your tenure at RELIB, you were extremely involved with several professional development groups and activities: the Teen Interest Group, the Children's Services Division, etc. How do you foresee your level of participation changing (if at all) in your new position? In which new professional development activities might you get involved?



KM: Right now, I am committed to one more year of service with the Children's Services Division as a member of this year's Blue Crab Award Committee, which announces the winners at Kids Are Customers in October. Additionally, I plan to continue working with both the Western MD and the MD Teen Interest Groups because they both give me so many ideas for working with young adults, which is something I will need. I love working with so many of the people all over Maryland to make our libraries and our staffs the best that they can be; for me being active in MLA is a must!

With YALSA, I am chairing the Legislation Committee for this year with a presentation at ALA Annual 2011. It has not been confirmed with the YALSA board whether or not I will be on the official ballot yet, but I'm told that I'm being considered as a possible Secretary candidate for the 2011-2012 YALSA Executive Board slate. To me, this would be an amazing chance to work with many talented individuals, as well as allow several opportunities for learning and growth on my part. Young Adults are a truly unique, fun, and quirky group, who I couldn't imagine not working with.

I look forward to joining some new groups and committees that

Krista McKenzie, Incoming and Outgoing

examine and work with technology and research. And, I hope to perhaps conduct some research for publication this coming year. So, I think that everyone will still see me here and there because for me there is always a need for growth and improvement.

JZ: To change directions a bit, one of my internal mantras has always been, "I don't know where I'm going until I know where I've been." Reflecting on your time at RELIB, can you share with us three of the most important lessons learned or three of your most notable memories? Basically, what will you take with you from RELIB that will help you in your new position at Garrett College?

KM: Three things I have learned:

1) Growth and learning are extremely important. Everyday, there is something new coming out, and it is very necessary to stay aware of who you are, what your strengths and weaknesses are, what your community and patrons need, and what training and education is out there that can help improve your abilities and knowledge to better serve your patrons. I consider myself a consummate student. In fact, I am thinking about a 4th Masters degree....if any one has any suggestions, I'm open to them!

2) For libraries, communication is a necessity. Reaching out to others with ideas, thoughts, and new information received, and with a willingness to try new things are instrumental in growth and change.

3) That there is nothing wrong with being passionate about what you do, and no matter what, keep that energy going!

I have had many notable memories with various co-workers at all levels (local, regional, state, national), and with the children, teens, and adults that I have had the great pleasure of providing programs and services for. I wouldn't trade any of them for the world! And, here's where I also say that laughter is so very important in our day to day lives.

"There is nothing wrong with being passionate about what you do, and no matter what, keep that energy going!"

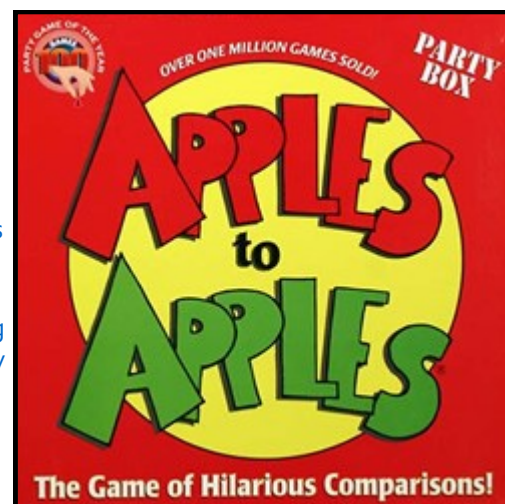
JZ: Are there any parting words you'd like to share with your former colleagues before you go?

KM: "The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, the education, the money, than circumstances, than failure, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company... a church... a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past... we cannot change

the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% of how I react to it. And so it is with you... we are in charge of our Attitudes."- Charles R. Swindoll

JZ: Lastly, because I have to have one last Apples to Apples moment with you, the green apple adjective card is: novel (original, new, fresh, different). Which red apple noun card do you throw into the pile?

KM: Ok, this is tough....I'm tempted to put in others, but I know that with a little growth and change, the right noun card for the adjective will be "Libraries." We have so many opportunities to be "original, new, fresh, and different"; it will be and is so exciting to see what libraries are doing and making happen! ☺



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DC
2010
JUNE 24-29



ALA ANNUAL
CONFERENCE
& EXHIBITION

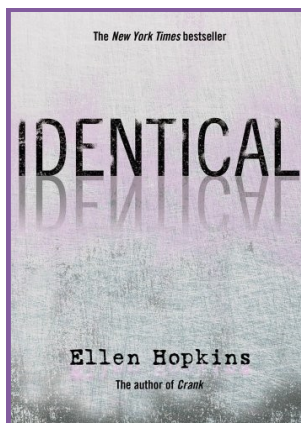
Lessons Learned at the ALA Annual Conference

Krista McKenzie, Branch Manager, Accident Branch of Ruth Enlow Library of Garrett County

The American Library Association 2010 Annual Conference in Washington D.C. was a busy week full of fun and excitement! I arrived Friday morning and had the great pleasure of joining with fellow conference attendees at a Young Adult Library Services Association Mixer. It is a wonderful experience to be a member of this ALA division. By meeting so many people, I have found an abundance of new ideas about how to serve young adults in my community.

As a committee member for YALSA, I spent much of my Saturday in meetings, but the one thing I can take away from all of them is how important the role of communication is in our everyday lives. There are so many ways for us all to connect with one another. A new method that ALA is using is ALA Connect, which is a great one-stop shop of ways that we can communicate with committee members, friends, and ALA members in general. However, sometimes it is still good just to pick up the phone and call someone!

Sunday I had the opportunity to meet some other awesome teen librarians and to give a presentation with them about Teen Book Clubs. Did you know that one of the most important elements of starting a teen book club is allowing teens to make choices for their group? You can check out more of this presentation @ <http://tinyurl.com/2fj5l5f>



Overall, the busiest day of my week was Monday. Not only did I have two fabulous roommates who stood in line to get me autographed copies of Ellen Hopkins's new book, one for me and one for one of my teen book club members, but I also had the pleasure of being involved in two different YALSA sessions. "Yes We Can!," a program sponsored by the YALSA Legislation Committee which I am a member of, was held during the morning session and featured several different

stakeholders in the library community who all work with teens. So many ideas were discussed about how we can all collaborate to provide better services and opportunities for young adults. There is so much that we can do as librarians to really advocate for teens and teen services.

These discussions lead to the creation of the afternoon session, which was about advocating to legislators about teen services. Everyday our local, state, and national representatives make decisions that directly impact our libraries and our patrons. We can easily show our support for our communities by calling our legislators, writing them letters, having our teens send them postcards about how much they love the library, or even creating short videos to put on our library websites that showcase people's support of their libraries. Here is the website where you can get more tips about advocacy or to see the slides from the presentation <http://tinyurl.com/mbxqng>

While every moment seemed scheduled, I was still able to fit in some time to see the exhibits, pick up some awesome galleys for my teen book club, get autographed copies of new teen titles for my library's collection, hang out with cool library people at various vendor functions, and I managed to **win an iPad**. It was definitely a great week to re-member!

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Building with Competencies at ALA

Jennifer Spriggs, Administrative Services Coordinator, Allegany County Library System
[posted from the Learning Journal Blog]

Event date: June 26, 2010

Summary: I was so pleased that I was able to attend this session, which was sponsored by the LearningRT. The two presenters were excellent - Betha Gutsche of OCLC and Sandra Smith of Denver Public Library. They engaged the audience by giving everyone a two-sided sign with a smiley face on one side and a frown on the other. They continually asked questions and asked the group to respond to their answers with their signs. Competencies can be a scary word - the presenters suggested that skill set might be a less intimidating term. The outcomes for session attendees were:

- A basic understanding of what competencies are
- A basic understanding of potential employee and organizational benefits to utilizing competencies
- Examples of how libraries are utilizing competencies to enhance their operations and missions
- An increase in willingness to explore the use of competencies in their work

The presenters walked through 6 case studies that showed how competencies were used in a practical way to benefit library systems and individuals. I took away quite a few good ideas, especially in regards in how to tie competencies to performance reviews, which I hope to implement in the next review cycle.

Aha! to share: On average, approximately 60 to 70 percent of library funding goes to staff - salaries, benefits, etc.

You can view the session resources at: <http://www.webjunction.org/conferences/-/articles/content/99973597>

You can view even more ALA posts on the Learning Journal Blog: <http://westernmdlearning.blogspot.com/>



An **iPad** and a **Sony eReader** will be cataloged and available for you to check out and use at your leisure — they are not for public use. WMRL's goal is to make these emerging technologies available to you no later than September. Julie Zamostny, WMRL Staff Development Coordinator, is scheduling brief orientations to these technologies at each of the county library systems starting in September.

HELP! We need a name for this project which will continue to grow as technologies become available. Submit suggestions to Julie Z.

For more information, or to register for any of the training events advertised in this newsletter, please contact Julie Zamostny.

August Learning Opportunities

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 Advocacy for libraries: In our best interest 1:00PM FREE—Online	4	5	6	7
8	9	10	11 Helping Job Seekers 2:00PM FREE—Online	12 SLRC Uncon- ference 2010 8:30-4:30 FREE @Enoch Pratt	13	14
15	16	17 Overdrive: Browse, Check- out Download 2:00PM FREE	18	19	20	21
22	23	24	25 Digitization & Preservation Symposium 2:00PM FREE—Online	26	27	28
29	30 Web Re- sources for Children's Li- brarians 1-4PM—FREE Frostburg	31 Free eBook Resources 9:30-12:30 Frostburg FREE				

September Learning Opportunities

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Creating a Virtual Orientation for New Staff 2:00PM FREE—Online	2	3	4
5	6 HAPPY LABOR DAY!	7 FATES: Screencast-O-Matic, part 1 10AM & 2PM Wimba—FREE	8	9	10	11
12	13	14 FATES: Screencast-O-Matic, part 2 10AM & 2PM Wimba—FREE	15			
	20	21 TENTATIVE Skillsoft Update 10AM & 2PM Wimba—Free	22 TENTATIVE Skillsoft Update 10AM & 2PM WMRL Lab FREE			
26	27 Dan Ream: Social Networking in Libraries 1:00-4:00PM Frostburg FREE	28 Dan Ream: Web Resources for Reference 9:30-12:30PM Frostburg FREE	29 TENTATIVE Skillsoft Update 10AM & 2PM Wimba—Free	30 TENTATIVE Skillsoft Update 10AM & 2PM Wimba—Free		

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Technology Tidbit: How to Make More Space in MS Outlook

Every now and then I come into work in the morning and I'm greeted with an email warning me that I'm about to exceed my Outlook storage limit. When I exceed my storage limit in Outlook I'm unable to send or receive any messages until I clear out some room. This is a major concern because if I can't send all of you emails about registering for trainings or completing the training needs assessments then what am I to do the rest of the day?

So, I go through the normal channels:

- I empty my Outlook trash every time I close the program.
- I regularly delete the items in my Sent Items folder
- I save the attachments that emails contain and delete those emails

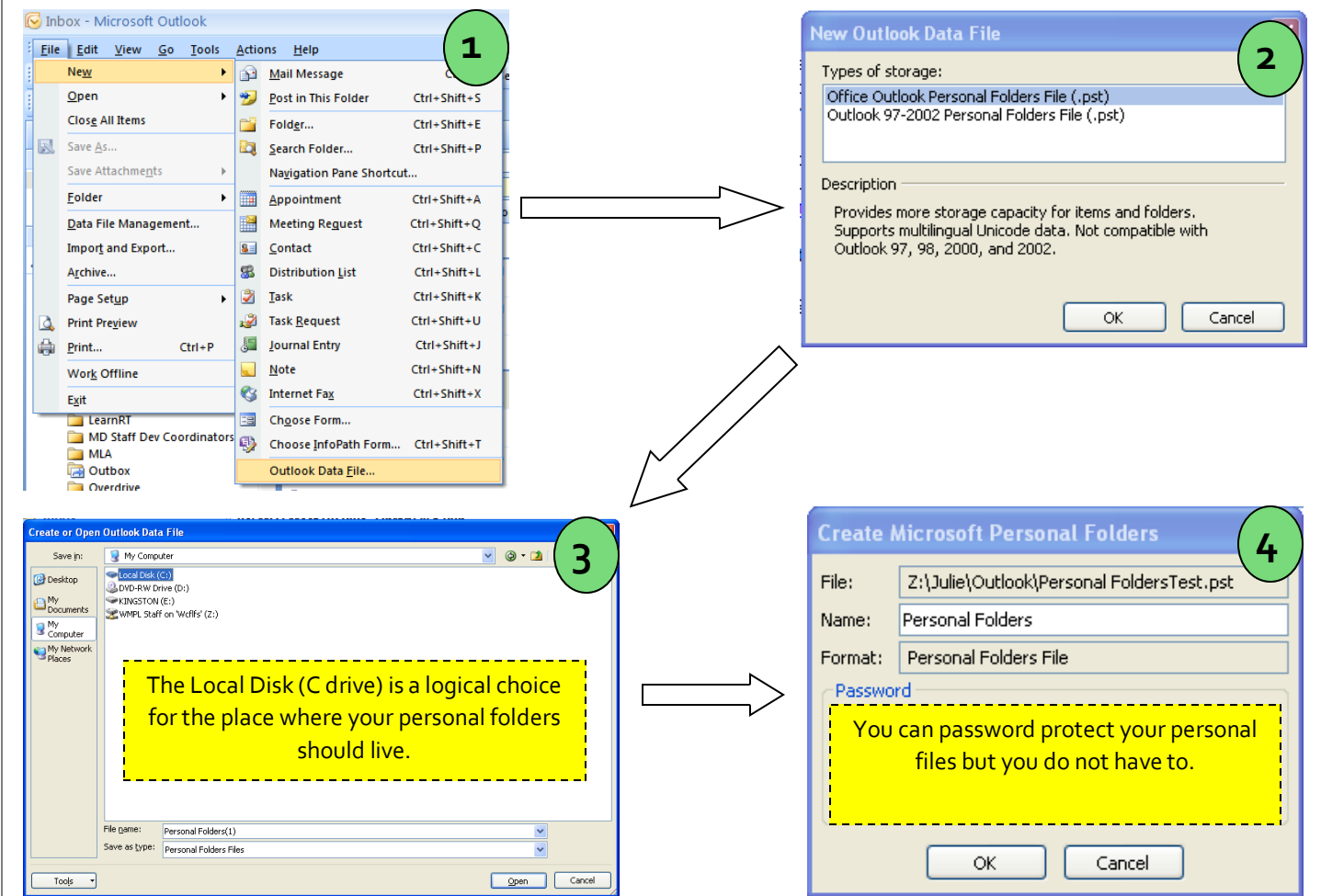
I would think this would be sufficient and yet, it is not.

What can I say, I have to save a lot of emails.

So, what do I do?

I create personal folders (.pst files) to which I can transfer my individual emails. They reduce the amount of storage space that Outlook uses because the folders are actually housed on a separate server, outside of Outlook but they function as seamlessly as any other folders I might create within Outlook — with one exception; I cannot access personal folders (.pst files) through the web mail interface which I access through Internet Explorer or Firefox. I can only access my personal files (.pst files) through the Outlook program.

How do I do it? By following these steps:



New Titles in Professional Development

This month WMRL is adding eight new titles to the professional development collection which means you can find them in our online catalog and request them through ILL! Below are publishers' highlights of three selected titles.

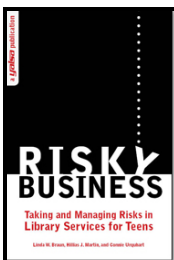


Succession Planning in the Library: Developing Leaders, Managing Change. ALA. 2010.

Drawing on her expertise as a leading consultant on human resource issues in the library, Paula Singer addresses the often fraught issue of planning for change: not just at the top but at all levels of an organization. With Singer's help, administrators can:

- Evaluate the readiness of their current administrative structure
- Identify the critical management and technical positions
- Project and plan for future vacancies
- Identify the key competencies for critical positions

Readers will discover techniques for spotting potential leaders and encouraging professional growth of current staff.



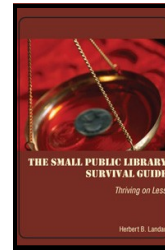
Risky Business: Taking and Managing Risks in Library Services for Teens. ALA. 2010.

Do we add that

edgy urban novel to our teen collection? Should we initiate social networking? What about abandoning Dewey for a bookstore arrangement? Change is risky business, but librarians must be prepared to initiate change to best serve teens. YA service innovators Linda W. Braun, Hillias J. Martin, and Connie Urquhart explain how to be smart about taking risks without shying away from them. They offer concrete advice for:

- Laying the groundwork for change in key areas such as collection building and programming
- Including technology components as part of traditional services, such as booktalks, information literacy instruction, and book discussion groups
- Effectively gaining support from administrators and colleagues

A resource list highlights articles and websites about risk in libraries, risk management, and teens and risk taking. In addition, appendixes offer YALSA's competencies for serving youth and YALSA's white papers, which discuss the importance of teen literature, the need to include young adult services in library school curricula, and the need for dedicated space and teen services staff in public libraries. Real-world examples of risky change in action from librarians and authors of YA lit enrich this exploration of a topic rarely discussed in depth, but central to YA services in school and public libraries today.



The Small Public Library Survival Guide: Thriving on Less. ALA. 2008.

If you're among the nearly 80 percent of

libraries deemed "small", serving populations of 25,000 or fewer, then Landau's survival guide will give you the tested and practical techniques to ensure your small library's survival and growth.

Landau, a seasoned marketer, applies his three decades of corporate marketing experience to save a small library faced with funding cuts. His customer-centric approaches have brought in resources, volunteers, and in-kind donations, and have earned his library local and national awards.

In *The Small Public Library Survival Guide*, Landau shares practical tools and tested strategies, guiding small public library administrators, trustees, librarians, and friends to:

- Define the community's library service needs
- Develop responsive programs
- Generate resources to support the programs
- Promote the library and its programs to patrons and funding communities



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