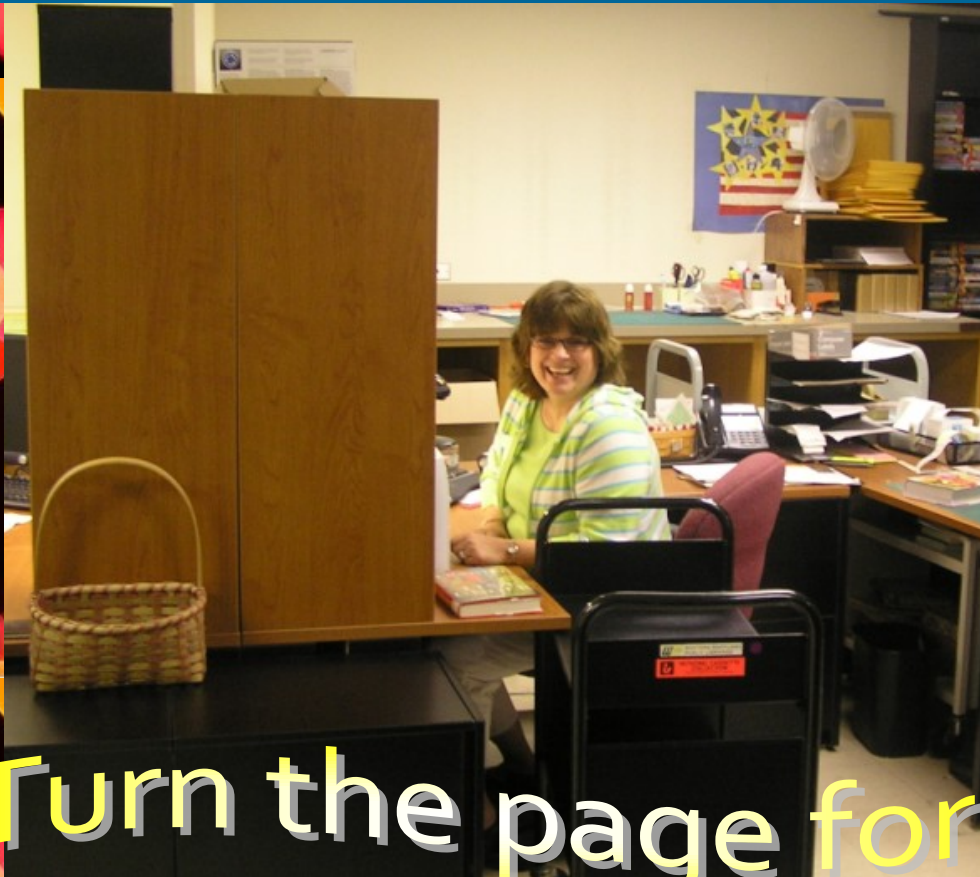


## Susie Poper is: Looking On the Bright Side Of Life



Turn the page for:

iPad: A Review

Training Needs  
Assessment :  
Show & Tell

Writing on the  
Walls isn't just  
for Babylon  
anymore

## Staff Spotlight: Susie Poper

*This month's Staff Spotlight features Susie Poper, WMRL, Technical Processing and Interlibrary Loan. Next month's edition will feature one of our wonderful colleagues from WCFL. Stay tuned!*

**Julie Zamostny:** Hi Susie! Thanks so much for spending some time with me so the western Maryland library staff and I can get to know you a little better! First, I want to start by asking you to tell us about all the wonderful work you do here at the Regional.

**Susie Poper:** Well, where do I start! My job begins with processing the dvd's . Then, if any boxes come in during the day I open them up and then take them over for Darlene Reimond to check in (soon I'll be checking them in myself). If any holds are put on any of the items then I process them immediately so our customers get their materials ASAP. I fill in for Dennis McPherson usually one day a week unless he's on vacation or takes a day off in which case I substitute for him while he's gone. Next, I get the deposit collections (use to be the rotating collections) ready to go out for the next month. Oh, yeah I also process the large print books, the books on CD and any other books that need to get done for holds or to help out our volunteer, Clif Smith. Usually, I'm pretty busy all day every day but I do have my moments when I just prop my feet up for a second. J

**JZ:** Next, can you tell us about your library background? I know you haven't always worked at the Regional so, how did you get your start and what kind of journey has it been so far?

**SP:** My journey started out in the Children's department. I was 22 years old and I thought that working here would be just fantastic. I was hired to shelve books and work one night a week and every third Saturday. Well, when I left that department in 2001 I was still shelving books and working the desk two nights a week and every third Saturday. In the meantime, people in other departments came and went

"One thing that I don't do is take everything so seriously. Yes, life is serious but I try to look on the bright side of things. If I really think about it, whatever has happened probably has a funny side to it and I just need to look for it."

and if the job didn't get cut or wasn't a librarian job or made into a part-time position, then I applied for it. Needless to say those jobs were few and far between. The only job I was eligible for that became available and was full time was in Technical Services which was ultimately given to Glenda Baker. But then in 2001, the Regional was looking for a person to fill my present job. I had heard that there were a ton of folks applying for it but in the end I was the lucky one who got it! I do have to give Donna Parks and Jeff Ridgeway a lot of credit though. They both taught me so much about being a librarian that I almost felt like I

had attended library school. When I moved upstairs I had Dave Wolf, Darlene Reimond and Patti Hammond to show me the other side of being a "librarian." Darlene and Dave showed me the technical side and Patti helped me with some easy cataloging and how to do different things on the computer which she still teaches me from time to time. I've been working for the Regional Library nine years now and loving every minute of it. Things have changed so much over time and since they continue to change I'm slowly learning new things every day. I must say that I'm never bored!

**JZ:** Now come some less serious, getting-to-know-you questions! Are you ready?

**SP:** Yes.

**JZ:** You're obviously a very dedicated member of the Western Maryland Regional Library. Are you an equally strong user of the library's resources? If yes, which are your favorite items to check out?

**SP:** Yes! Oh, I have to say books!! Fiction and non-fiction; I love to read. And of course, dvds.

**JZ:** So who are your favorite fiction and non-fiction authors and why? Which DVDs do you recommend and why?

**SP:** I knew you would ask me that question...

## Staff Spotlight: Susie Poper

To name a few of my favorite authors they would have to be Lisa Jackson, Lisa Gardner, Lisa Scottoline, Lisa Kleypas, and James Patterson. But my all time favorite book is, *Raven-scroft*, by Dorothy Eden. I just love that book. I have no idea why. I think my favorite movie would have to be, *Baby Boom*. I love that story. The old house that's in the movie is beautiful and old –fashioned and Vermont is so beautiful! It just makes you want to move to that little town. I really don't have any movies to recommend. I personally love horror movies and unfortunately, Darlene can't buy those.

**JZ:** A couple of weeks ago you were very excited to have finished your required Skillsoft hours. Can you tell everyone a little bit about the courses you took through Skillsoft, what you like about taking online classes (if anything!) and what you think could improve online classes?

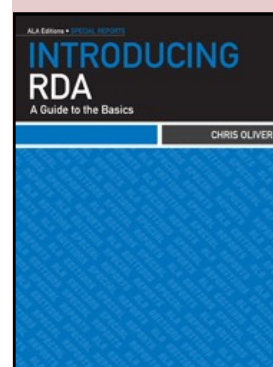
**SP:** My two courses were, 1) Overcoming Internal Customer Service Problems and 2) Formatting and Managing Email in Outlook 2007. The first course explained the different types of personalities that are within any type of work situation. I don't think that I learned anything that I wasn't already aware of; I just didn't want to face it. However, I did learn a lot from the email course. For instance, the ability to assign specific colors to your favorite people so that when they send you emails you can easily recognize the sender just by

the color! Actually, I really did enjoy taking the classes. I've always liked school and it felt like I was in a classroom in college (which always makes me feel so grown up); for those of you that don't know this I have taken a couple college courses. Gosh, it's hard to think of ideas on ways to improve those classes. I guess for me would have to be trying to figure out how the mouse worked on some of the problems. It was hard to maneuver the mouse around on some of them. Also, sometimes when I would try to answer a question the computer would seem like it was stuck so it wouldn't let me answer the question. I think they need to figure out the technical glitches and I think they could make the classes a little shorter too.

**JZ:** One last question Susie, you always seem to have such a positive attitude. I sit in my corner of the WMRL office and it always makes me smile when I hear you laugh—which can be a difficult thing for a lot of us nowadays. What suggestions can you offer the rest of us to turn our frowns upside down during the less than exciting times we all experience during our careers?

**SP:** One thing that I don't do is take everything so seriously. Yes, life is serious but I try to look on the bright side of things. If I really think about it, whatever has happened probably has a funny side to it and I just need to look for it. Of course there are certain circumstances. And they say that a person should laugh more to make them healthy or however the saying goes. Also talking (which you know I like to do) helps a lot. ☺

## New to the Professional Collection



From the publisher:

Resource Description and Access (RDA) is the new cataloguing standard that

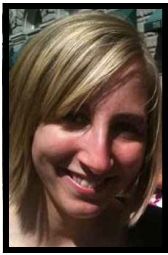
will replace the Anglo-American Cataloguing Rules (AACR). The 2010 release of RDA is not the release of a revised standard; it represents a shift in the understanding of the cataloguing process. Author Chris Oliver, Cataloguing and Authorities Coordinator at the McGill University Library and chair of the Canadian Committee on Cataloguing, offers practical advice on how to make the transition. This indispensable Special Report helps cataloguers by:

- Concisely explaining RDA and its expected benefits for users and cataloguers, presented through topics and questions.
- Placing RDA in context by examining its connection with its predecessor, AACR2, as well as looking at RDA's relationship to internationally accepted principles, standards and models.
- Detailing how RDA positions us to take advantage of newly emerging database structures, how RDA data enables improved resource discovery, and how we can get metadata out of library silos and make it more accessible.

Full review: <http://bit.ly/ctmlue>

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

## Training Needs Assessment 2010 Show & Tell



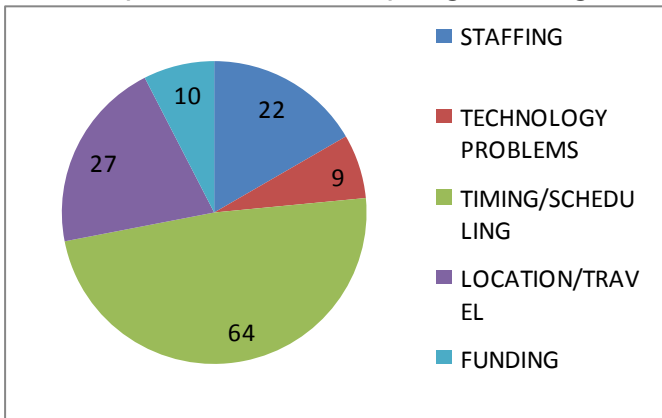
*Julie Zamostny, WMRL, Usual Contributor*

I'm pleased to announce that the Training Needs Assessment closed in early August with the feedback from 106 staff members from across Washington (53 responses), Allegany (33 responses), and Garrett (11 responses) counties as well as the Western Maryland Regional Library (10 responses)! This is fantastic and I think you all so much for taking the time to share your thoughts and ideas with me.

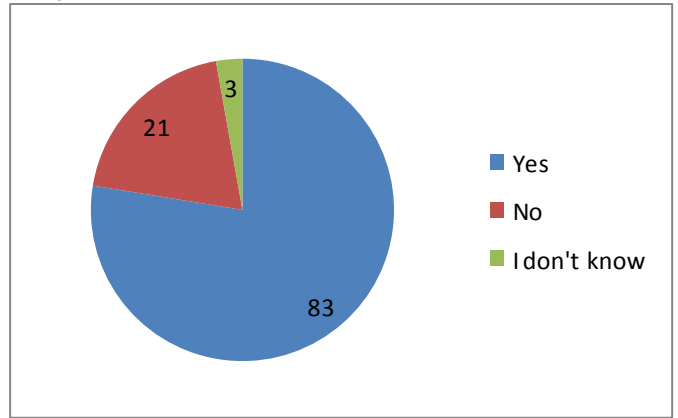
Without further ado, I present to you key results of the Training Needs Assessment in graphs rather than in words. Please feel free to contact me if you'd like more detail; I'm happy to share the entire set of results with anyone who'd like to see them. For those of you who volunteered to participate in a staff development focus group, I'll be contacting you soon to set up our first get together.

[jzamostny@washcolibrary.org](mailto:jzamostny@washcolibrary.org)

**Top 5 Obstacles to Participating in Training**

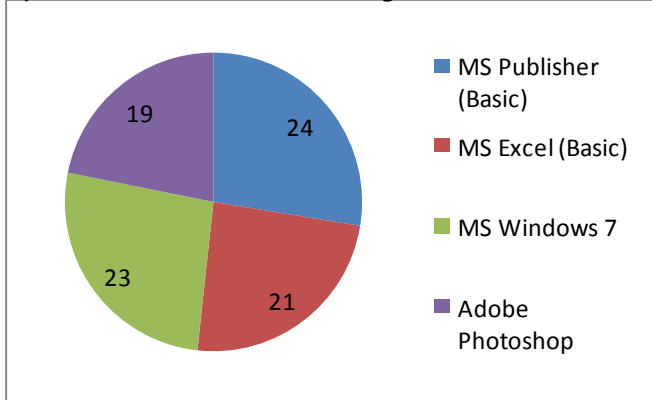


**Required to Earn 90 Contact Hours Toward Certification?**

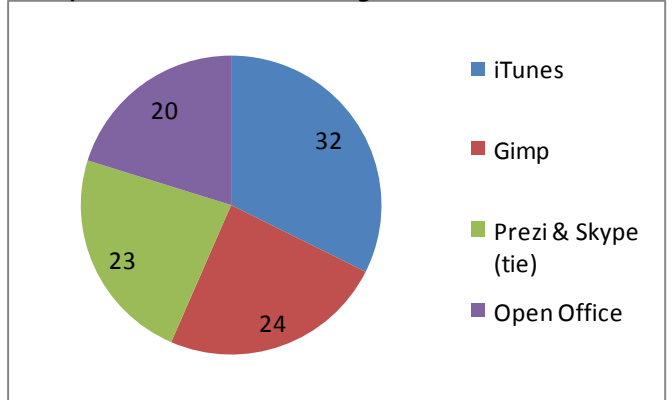


"Staff need practical training that they can directly apply to their day-to-day jobs. The reality is that most staff work in circulation-type jobs where they cannot leave their buildings for more than a day. Please deliver customized, public-library focused training in an accessible format from presenters familiar with the library world."

**Top 4 Fee-Based Software Trainings Needed in 0-12 Months**

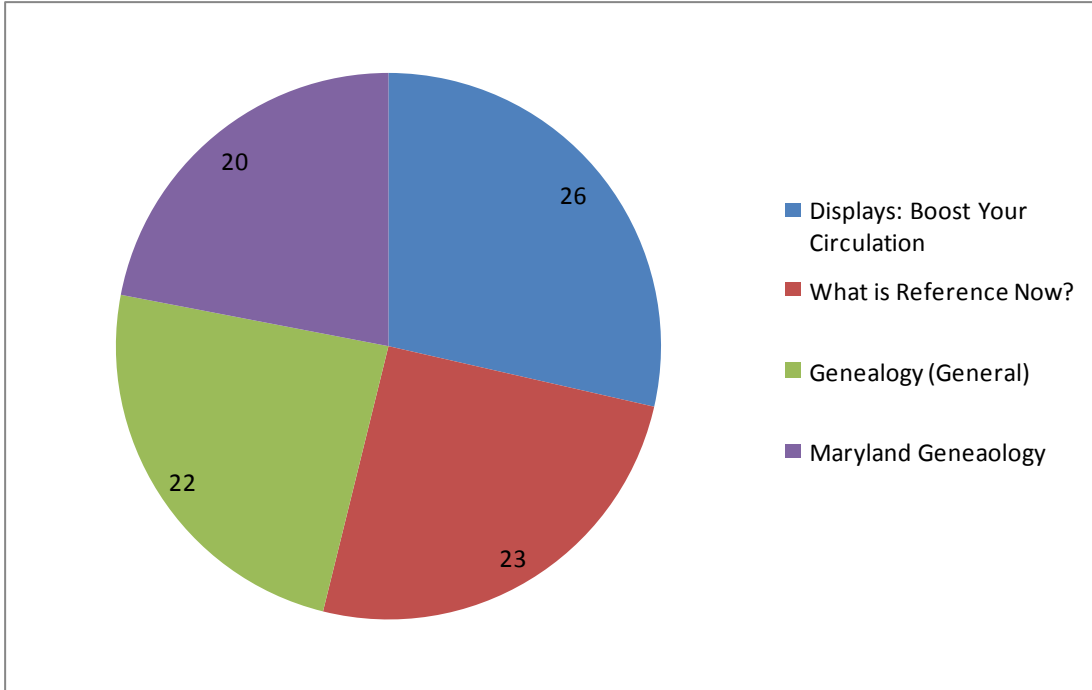


**Top 4 Free Software Trainings Needed in 0-12 Months**

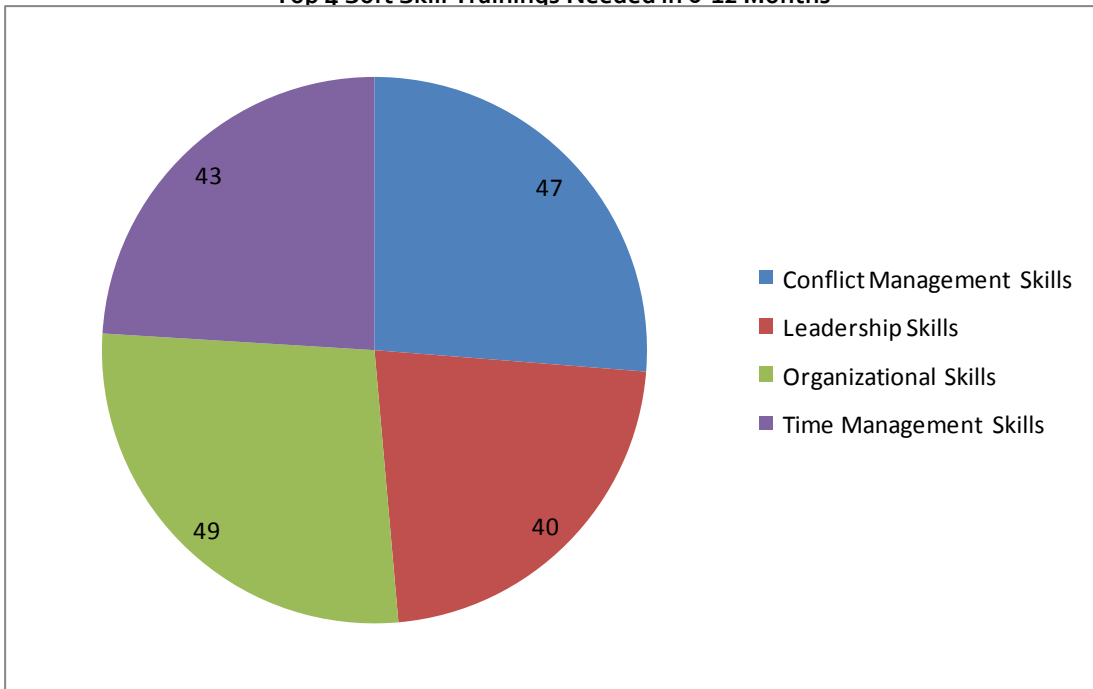


## Training Needs Assessment 2010 Show & Tell

**Top 4 SLRC Workshops Needed in 0-12 Months**



**Top 4 Soft Skill Trainings Needed in 0-12 Months**



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

## The Apple iPad: A Review



*Author: Joseph Berger, WCFL, guest columnist*

**Version tested: 16GB with Wi-Fi access (\$499).**

Will Apple's iPad reinvigorate the tablet computer market as the iPhone did for cellular phones and the iPod for music? I'm inclined to say "Yes" with the proviso that the iPad could stand a few improvements to make it as useful as an Apple OSX or Windows-based PC.

Bottom line, the iPad is a convenient platform for watching movies and television programs (Netflix, Hulu Plus), listening to audio eBooks (Overdrive), reading newspapers and periodicals, listening to the radio (NPR, BBC) and catching up with e-mail (Outlook Web Access, Yahoo! Mail). Although you can easily perform all these applications on a notebook or desktop PC, the iPad's compact size, intuitive touch screen interface and useful apps makes this device suitable for on-the-go mobile lifestyles.

Like all Apple products, the iPad is so easy to use that someone without experience using a computer can master it quickly. For a seasoned computer user, the major roadblock is the inability to multi-task between programs or applications. Apple should redesign the iPad to run on both Apple's OSX and Microsoft Windows 7 instead of the closed environment of the iPhone operating system.

As it's currently configured, the iPad is not a substitute for your notebook or phone. I anticipate lower prices for the iPad with larger hard drives and faster processors, improved Wi-Fi performance, 4G wireless compatibility, a built-in digital camera, a high-definition screen, and an upgrade to the operating system to permit multi-tasking. For the avid eBook reader, Apple should allow

News, Huffington Post, USA Today, Hulu Plus and Netflix.

6. The iPad's battery life was pretty impressive, lasting about 5 or 6 hours on a charge during long sessions that involved using the Internet, checking e-mail and watching movies and television shows.

**"Bottom line, the iPad is a convenient platform for watching movies and television programs..., listening to audio eBooks..., reading newspapers and periodicals, listening to the radio...and catching up with e-mail"**

you to take notes or mark passages on a book you bought through Apple like you can on a Sony eBook Reader or Amazon.com's Kindle.

### Pros:

1. Fun and easy to use for the PC novice.
2. Cleaner and more defined screen images than on an iPod Touch or iPhone.
3. Ability to display family photos and slideshows
4. When a strong and steady Wi-Fi signal was present, watching movies and television shows on Netflix and Hulu Plus was as smooth an experience as on a PC, although you have to position the screen in just the right position to avoid glare.
5. Highly recommended news and entertainment apps: NPR, BBC

### Cons:

1. No multi-tasking
2. No built-in digital camera or GPS
3. Limited to Apple App Store selection; unable to download third-party apps
4. Cannot play videos on websites supported by the Adobe Flash Player
5. Some apps, including our Herald-Mail newspaper, were designed with the iPhone in mind and are not optimized for the iPad's larger screen
6. Typing on the touch keyboard was awkwardly unergonomic, having to constantly switch between letters, numbers and punctuation. Get a Bluetooth-compatible keyboard.

## The Apple iPad: A Review continued

7. Passwords that start with a lower case letter will automatically default to an upper-case letter.
8. An unsteady Wi-Fi signal that tended to fluctuate from strong to weak in the same location.
9. No recharging of battery permitted when syncing device with iTunes on a PC, indicated by a "Not Charging" message next to the iPad's battery icon.
10. Hard to clean the screen of accumulated dirt and fingerprints.

Keep a clean cloth and glass cleaner handy!

11. Despite its advertised 1.4 lbs, you will tire of holding the iPad in the portrait mode to read an eBook as opposed using one of

most popular eBook readers on the market: Sony, Kindle and Nook.

12. Audio quality of the built-in speaker reminds me of my old Sony transistor radio. Using headphones, the source material will be heard in higher-fidelity stereo.



13. Allow users to install a favorite word processing program such as iWork, Microsoft Word or OpenOffice.org's Writer; add a flash drive port to save documents, an HDMI socket to connect a portable Blu Ray player and enable wireless printing.

Have you checked out the iPad or the Sony eReader? Do you have a similar or an opposing viewpoint? If so, please share it here. Submissions can be emailed to [jzamostny@washcolibrary.com](mailto:jzamostny@washcolibrary.com). Reviews should be at least 300 words; there is no upper limit.

## Did You Know?



As of September 1st, the libraries in Washington, Allegany, and Garrett counties now have access to a new online database called Brainfuse. Brainfuse is replacing Tutor.com, a previous subscription-based tutoring service. Online trainings were recently offered by Brainfuse but if you were unable to attend one of them just email Julie Zamostny ([jzamostny@washcolibrary.org](mailto:jzamostny@washcolibrary.org)) and she'll get you an archived copy of one of the training sessions.

Here's a brief description of the product:

Brainfuse's "HelpNow" is a comprehensive suite of tutoring services designed for a range of academic needs; whether it's tackling a tough homework problem, learning an academic skill, or writing a term paper. "HelpNow" is available for students in grades K through Adult Learners in the following subjects: Math, Science, Social Studies, English/Language Arts that includes writing assistance and Reading Comprehension/Grammar/Vocabulary Skills Building, English Literature and Foreign Languages.

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

# September 2010

## Learning Events

Mon	Tue	Wed	Thu
		1 Creating a Virtual Orientation @ 2PM, Online	2
6	7 FATES: Screencasting Pt. 1 @ 10AM and 2PM	8 Love & Magic: Trends in Romance Fiction @ 2PM	9 Finding Health & Wellness @ Your Library @ 3PM
13	14 Designing Customized Library Services @ 3PM	15	16
20 Skillsoft Update 2010 @ 10AM & 2PM	21 FATES: Screencasting Pt. 2 @ 10AM & 2PM	22	23 Skillsoft Update 2010 @ 10AM and 2PM
27 Social Networking in Libraries	28 Web Resources for Reference	29	30 Rev Up Your Search Engines pt. 1 @10AM

9/1/2010: Creating a Virtual Orientation	Register here: <a href="http://bit.ly/99cFHp">bit.ly/99cFHp</a>
9/7/2010: Screencasting Part 1 @ 10AM	Register here: <a href="http://bit.ly/9HsuHi">bit.ly/9HsuHi</a>
9/7/2010: Screencasting Part 1 @ 2PM	Register here: <a href="http://bit.ly/9chGQ5">bit.ly/9chGQ5</a>
9/8/2010: Love & Magic: Trends in Romance Fiction	Register here: <a href="http://bit.ly/cVPdPs">bit.ly/cVPdPs</a>
9/9/2010: Finding Health & Wellness @ Your Library	Registration is not required. Access: <a href="http://bit.ly/93BOHr">bit.ly/93BOHr</a>
9/14/2010: Designing Customized Library Services	Registration is not required. Access: <a href="http://bit.ly/8X3DNC">bit.ly/8X3DNC</a>
9/20/2010: Skillsoft Update 2010 @ 10AM	Register here: <a href="http://bit.ly/b2lxhz">bit.ly/b2lxhz</a>
9/20/2010: Skillsoft Update 2010 @ 2PM	Register here: <a href="http://bit.ly/ckNeVn">bit.ly/ckNeVn</a>
9/21/2010: Screencasting Part 2 @ 10AM	Register here: <a href="http://bit.ly/9A8hom">bit.ly/9A8hom</a>
9/21/2010: Screencasting Part 2 @ 2PM	Register here: <a href="http://bit.ly/bFbi11">bit.ly/bFbi11</a>
9/23/2010: Skillsoft Update 2010 @ 10AM	Register here: <a href="http://bit.ly/abvjwm">bit.ly/abvjwm</a>
9/23/2010: Skillsoft Update 2010 @ 2PM	Register here: <a href="http://bit.ly/9z8oC5">bit.ly/9z8oC5</a>
9/27/2010: Social Networking in Libraries	Register here: <a href="http://bit.ly/b4lF4K">bit.ly/b4lF4K</a>
9/28/2010: Web Resources for Reference	Register here: <a href="http://bit.ly/91wHPt">bit.ly/91wHPt</a>
9/30/2010: Rev Up Your Search Engines	Register here: <a href="http://bit.ly/bJffAL">bit.ly/bJffAL</a>

\* FATES stands for Free Alternatives to Expensive Software

# October 2010

Mon	Tue	Wed	Thu
4	5	6	7 Rev Up Your Engines, pt.2
11	12	13 FATES: Animoto pt.1 @ 10AM	14 FATES: Animoto pt.1 @ 2PM
18	19	20 Helping Your Customers with the Job Search	21 Social Media and Libraries
25	26	27 FATES: Animoto pt.2 @ 10AM & 2PM	28

\* FATES stands for Free Alternatives to Expensive Software

10/7/2010: Rev Up Your Search Engines, pt. 2	Register here starting 9/9/10: <a href="http://bit.ly/cXl6Gr">bit.ly/cXl6Gr</a>
10/13/2010: FATES: Animoto, pt. 1 @10AM	Register here: <a href="http://bit.ly/bMLNZR">bit.ly/bMLNZR</a>
10/14/2010: FATES: Animoto, pt. 1 @2PM	Register here: <a href="http://bit.ly/9oBFIW">bit.ly/9oBFIW</a>
10/20/2010: SLRC: Helping Your Customers with the Job Search @1:00PM	Register here: <a href="http://bit.ly/btKvxy">bit.ly/btKvxy</a>
10/21/2010: SLRC: Social Media and Libraries @9:30AM	Register here: <a href="http://bit.ly/deS6ui">bit.ly/deS6ui</a>
10/27/2010: FATES: Animoto, pt. 2 @10AM	Register here: <a href="http://bit.ly/aK6JsS">bit.ly/aK6JsS</a>
10/27/2010: FATES: Animoto, pt. 2 @2PM	Register here: <a href="http://bit.ly/9DaJsR">bit.ly/9DaJsR</a>



I am pleased to announce that the Emerging Technology Collection (ETC) is off to a strong start. Although we only have one iPad and one Sony eReader we will be adding additional items very soon! Here's what you can expect to be added over the next several weeks:

Another iPad

One iPod Touch

One Amazon Kindle

One Olympus podcast recorder

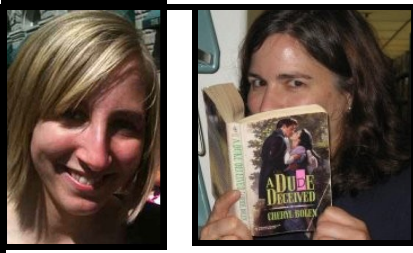
One Barnes & Noble Nook

One Flip camera

One Sony Walkman Video MP3 Player

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

## Writing on the Walls Isn't just for Babylon Anymore!



Julie Zamostny      Carrie Plymire

Bringing fun to the workplace, cultivating the exchange of ideas and encouraging inter-departmental collaboration—all in one place? Yes, and the Western Maryland Regional Library (WMRL) staff have seen the writing on the walls. Literally, but not in the Biblical sense of gloom and doom, rest assured.

It only took one week during the middle of August to convert a 14' X 4.5' section of hallway into a giant white board and all it took was some sandpaper, a drop cloth, a couple of Tyvek suits, and a trip to Lowes to purchase two kits of IdeaPaint (<http://www.ideapaint.com/>)—a single-coat, roller-applied paint that turns any surface into a dry-erase surface. After that, the sky was the limit—or rather, the ceiling. The instructions couldn't have been easier: mix THIS into THAT and stir for two minutes and then apply promptly. The most difficult part was waiting one week for the paint to cure on the wall before writing on it; the second most difficult part was not succumbing to the paint fumes. Would-be users of IdeaPaint know this: heed the ventilation instructions and use respirators!

So why in the world would we do something like this? The idea originally came about as a way to decrease the length of staff meetings and to foster more timely communication between colleagues. But really, it's all about having fun at work and exercising our creative muscles in new and different ways. The designated section of hallway has been divided equally so that each WMRL staff member has his or her own rectangle and the center portion of the wall is a common space for questions, comments, drawings, and ideas to which any passersby can contribute. The "blank slate" as some of us call it, also lets the Hagerstown staff of the Washington County Free Library (with whom WMRL shares a building) know what regional staff are up to.

As one of the Washington County staff (who leaves witty notes on the door-mounted whiteboard of one of the WMRL staff) noted, "Bigger board, Bigger ideas!"

### B E F O R E . . .



Left: Carrie demonstrates proper IdeaPainting techniques. What you don't see is that the wall was sanded down and wiped smooth prior to taping.

Right: Julie rapidly stirs the IdeaPaint for two minutes. It's an epoxy based paint, hence the disposable respirator and also the fan that's in the background. Tyvek coveralls came in handy as the paint was very difficult to get off of skin and clothes.

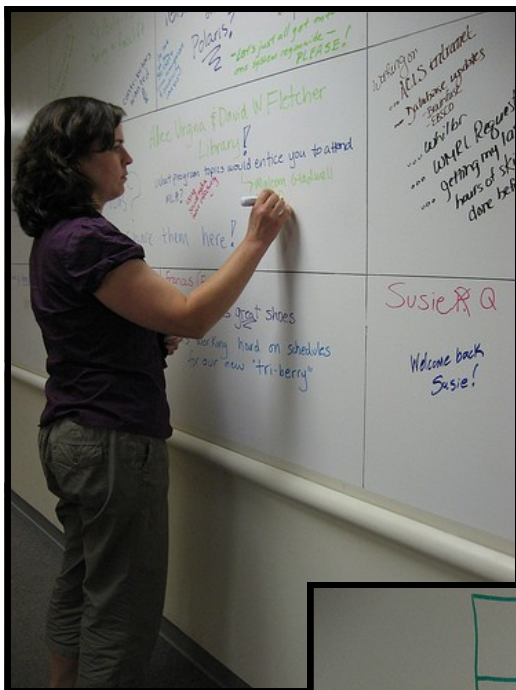


# ...AND AFTER

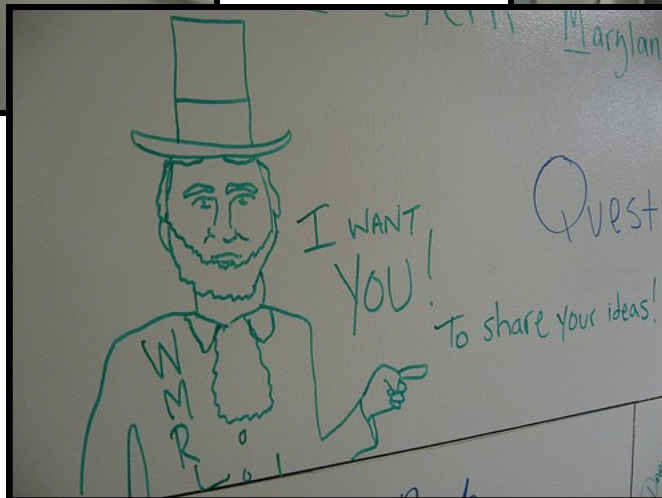
"My brain circuits start firing in all directions when I can link knowledge from one sector with an application in a totally different sector. I love listening to people talk about their ideas, discoveries, projects and programs because it adds new possibilities for connections." (Jonathan Kayes, Chief Learning Officer, Masie Center)



Above: the entire WMRL blank slate, a.k.a. idea board, pieced together from 5 photos.



Above left: Carrie uses a section of the open communal space to solicit ideas from passersby regarding programs they would like to attend at MLA 2011. What do you think?



Below: WMRL's Uncle Sam, as drawn by Dennis McPherson. Uncle Sam encourages each of us to share our ideas and to express our creativity in new and collaborative ways!



Above right: Carrie, Jill and Dennis ponder their contributions to the wall while Darlene (background right) makes her way through the crowd. Notice the markers in the foreground left; yeah, they're magnetic so they stick to the door jams on the right and left borders of the idea wall for easy access!

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