

UCSLD Fall
In-Service

Re-Imagine!

November 3,
2017
9 AM—2:30 PM

Today!!

Welcome & Information for the Day!

Goals for today:

- Participants will gain information and ideas about community programming
- Participants will learn about their colleagues in the libraries within UCSLD
- Participants will gain an understanding of her/his “filters”

Ground Rules:

- Participate as equals
- No right or wrong
- Disagree with grace and tact
- Ask for what you need and offer what you can
- Have fun

Gather & Register	8:00
Welcome	9:00
M-F Library & Logistics	9:15
Introductions	9:20
Break	10:20
State Librarian— MaryKay Dahlgreen	10:45
Community Programming Panel	11:15
Lunch	12:00
Customer Service	12:30
Library2Go Challenge	1:30
Closing	2:00



Thank You!

What you do makes a difference for your community! Public library service is more than a job. Interactions not only help needed information get into the right hands, but those interactions also touch people and add value to their lives in ways that we might never completely know.

The most important asset of
any library goes home at
night – the library staff.

–Timothy Healy



State Library of Oregon

Ideas to remember:



Community Programming

Ideas to remember:

The library card is a passport to wonders and miracles, glimpses into other lives, religions, experiences, the hopes and dreams and strivings of ALL human beings, and it is this passport that opens our eyes and hearts to the world beyond our front doors, that is one of our best hopes against tyranny, xenophobia, hopelessness, despair, anarchy, and ignorance.

—Libba Bray

Customer Service

One of the keys to excellent customer service is knowing your own filters. We all have filters—our education, our religion, our upbringing, our political views, etc. These aren't bad or wrong—they just are. Being aware of them and understanding the judgements we make because of them is critical in the work we do at the public library. Our goal is to adopt a "library filter" that welcomes everyone with courtesy and compassion and the goal to help them find what they need at the public library. And if the library cannot provide what they need, to provide a referral to another entity that can.

First Impressions

Look at the slides and in your pairs, 1. discuss the who you think the person is just by their picture. Then ask yourself, 2. "What if that isn't their story at all?"

Split Second Decisions

Ideas to remember:



The Words We Use...

When you say...

Customer thinks...

Instead...

I don't know

We can't do that

You'll have to

"No" before explaining

I don't know where he is

What do you need?

Yes, but...

Our policy says...

Library2Go Challenge

How can I help my patrons get set up on Library2Go?

- First of all, be sure they can get into their regular old library account online. Many users don't realize that their PIN for using Library2Go is the same as the one they use for their library account. Or that they have a library account online. Or what kind of PIN to use. Get that boring stuff all squared away first. Make them write it down.
- If the person is using a smartphone or tablet, especially if they are unsure of their skills, try using Libby. It's easier to find your library (it finds it magically with GPS). You still have to know your library card number. The search is more frustrating for experienced users though.
- Be sure they know when a title is available in eBook and when it is an audiobook. Be sure they know when a title is checked out and they have to put a hold on it.
- Most people find it easiest to search for and check out the items they want on a desktop computer, then transfer to their listening/reading device. This is a perfectly acceptable use of Library2Go.





Bios—Presenters

Thank you to our fabulous presenters:

MaryKay Dahlgreen

Graduated from UW library school in 1984. Worked as children's librarian in Albany, Oregon and King County, Washington. Came to State Library as Youth Services Consultant in 1996 and became State Librarian in 2012.

Beth Hudson:

I have lived in the Pacific Northwest since 1988 and in Walla Walla since 1991. Before this area of the country, I lived in Indiana, Michigan and Nebraska. I fell in love with Seattle in 1988 and went to graduate school at the University of Washington to become a librarian. It was my third career and after teaching and insurance marketing, it was a joy to find a job I love. I often introduce myself with the claim that I have the best job in Walla Walla.

I started at the Walla Walla Public Library right out of graduate school as a reference librarian and was soon given the assignment of programming, too. After 18 years I became the Support Services Librarian and in 2010 became the Director. I serve on the Library Council of Washington. On the job, my passions are staff development, the aesthetics of public spaces, and programming. Off the job, my passions are animal welfare, knitting, mosaics, travel, Paris, my family and friends, and my cute little dog, Bunny.

Dea Nowell

Dea has worked for the UCSLD since 1992 and is currently the Technical Services Manager. She previously worked in the library at the college she attended—Northwest Christian College in Eugene. She lives in Great Falls, MT and currently serves on the Great Falls Public Library Board of Trustees.

Heather Culley

I was born in Walla Walla, I have lived in Weston all my life. I graduated from Weston-McEwan High School, then Whitman College. I have worked at the Pendleton Public Library for 21 years. I am the Library Technology Specialist there.

A library is not a luxury
but one of the
necessities of life.

—Henry Ward Beecher

