

# OLA Hotline

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## EMPLOYMENT OPPORTUNITIES IN OREGON FROM

### THE OREGON STATE LIBRARY JOBLINE

<http://www.osl.state.or.us/staff/Library/Jobline.htm>

- 3/18 Technology Services Manager, Eugene, OR
- 3/18 Access Services & Acquisitions Manager, Portland, OR
- 3/18 Lower School Librarian, Portland, OR
- 3/15 Head of Special Collections, Portland, OR
- 3/11 BTS Account Manager, Lake Oswego, OR
- 3/11 Oncall Youth Librarian, Portland, OR
- 3/14 Library Assistant (PT), Portland, OR

## CALENDAR

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## Association News

### From the OLA President

At the northern end of the Willamette Valley, spring has pretty convincingly sprung. Plum trees are pinking up, roses are being pruned and kids are skateboarding in shirt sleeves (including the one I saw yesterday doing so in a 2007 summer reading tee shirt). With spring here that can mean only one thing for OLA members: ANNUAL CONFERENCE. It has been exciting to see the work of the joint conference committees evolve over the last two years. Yes, you read that correctly, years; since the summer of 2006 librarians from Oregon and Washington have been observing themes, identifying speakers, inviting programming, nailing down countless details and in general getting ready for our once-every-five-years OLA/WLA joint conference.

And now it's upon us. I look forward to seeing you April 16-18 in Vancouver. As well as a great slate of preconferences and two days of terrific programs, it's going to be a great privilege during the year of a presidential campaign to hear Thomas Frank's analysis of American politics. In this vein, I can't help but wonder if the conference planners were on to something in selecting the other keynote, Stu Robertshaw, aka Dr. Humor, as the banquet speaker. Dr. Robertshaw is the President and CEO of the National Association for the Humor Impaired, an organization which has as its mission "to provide information . . . about the value and benefits of humor in order to improve the quality of life for all of us," and to "help the world to learn to lighten up." Now, really. Can you imagine a better conference? See you all next month.

Regards,  
Sarah Beasley  
Oregon Library Association, President

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### **CSD Spring Workshop**

The Children's Services Division 2008 Spring Workshop will be held on Friday, March 14 from 10:00 am - 4:00 pm at Salem Public Library. This is your chance to share your brilliant ideas for programs, activities, crafts and more, inspired by this year's "Catch the Reading Bug" and "Metamorphosis" summer reading themes. In addition, the morning session will be "Building Early Literacy Skills Through Music," presented by Rosalie Karalekas, Music Specialist in Salem-Keizer School District and professor at Western Oregon University. She will present an energetic, entertaining and informative workshop that will enhance our ability to incorporate more music into storytime presentations. Rosalie has spent much of her career developing interactive musical activities based on wonderful children's books. You'll be ready to use these great ideas in your very next storytime!

Registration is FREE, with a brown bag lunch on your own planned. The registration deadline is March 5 and the form is available on the OLA CSD website at <http://www.olaweb.org/csd/>. If you have questions about this workshop, please contact BJ Quinlan, CSD Summer Reading Chair, at [bjquinlan@cityofsalem.net](mailto:bjquinlan@cityofsalem.net) or

503.588.6039.

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### **OYAN Raffle – Right Around the Corner!**

The coming of Spring isn't the only thing you have to look forward to...the annual OYAN Raffle at the Joint OLA/WLA Conference is just a little over a month away! This much anticipated event offers a chance to win fabulous prizes while supporting the Oregon Young Adult Network. The raffle is the primary fundraiser for OYAN, and provides invaluable financial support for scholarships, continuing education and OYAN initiatives. Show your support for library services to teens in Oregon by entering the raffle at the upcoming Joint Conference in Vancouver, WA!

Tickets will be sold for \$5.00 each or in packages of 5 for \$20.00. Sales will take place at the CSD/ OYAN booth during the Joint OLA/WLA Conference at the Hilton Vancouver Hotel. Roaming members of OYAN will also be selling tickets. If you are unable to attend this year's conference, you can still participate in the annual raffle. For the option to pre-purchase raffle tickets, contact your library's OYAN representative or contact Kristin Starnes, OYAN Vice-Chair ([kristin.starnes@ci.corvallis.or.us](mailto:kristin.starnes@ci.corvallis.or.us)). See you in Vancouver!

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### **Evelyn Sibley Lampman Award Nominations**

If you know an Oregon author, librarian or educator who has made a significant contribution in the areas of literature and/or library service for the benefit of the children of Oregon, nominate her or him for the 2008 Evelyn Sibley Lampman Award.

The Evelyn Sibley Lampman Award, presented by the Children's Services Division of the Oregon Library Association, at the OLA Annual Conference, is given in memory of the noted Oregon teacher, journalist and author of children's books. Nominations will be accepted until Friday, March 7, 2008.

To be eligible for the award:

\*The person shall reside principally in Oregon.

\*The award shall be given for personal accomplishments to recognize the individual's contribution and shall not be conferred upon an individual representing the accomplishments of many.

\*Only living persons may be considered for the award.

Please include the following in the award submissions:

\*Nominee's name

\*Nominee's title, address, and phone (if known)

\*Description of the nominee's significant and lasting contributions over the years that have benefited the children of Oregon.

Please send nominations and inquiries to Dan White,  
drwhite@co.douglas.or.us

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### **Nominate Someone for the PLD OLÉ Award**

Do you know a fellow public library employee who has demonstrated exceptional effort and excellence in public library service this past year? Do you know someone who took the bull by the horns and got the job done? Do you know someone who has made significant achievements with little formal recognition?

Please help us recognize this person with the OLE award. Send your nominations to me, Public Library Division chair. Please provide a brief bio of the nominee with their significant and concrete achievements over the past year. Nominations will be reviewed by the PLD board and the award will be presented at the PLD banquet at the OLA conference. We can provide a small stipend to help defray the recipient's cost of attending OLA and the banquet.  
---Carol Uhte, PLD Chair, [carolu@multcolib.org](mailto:carolu@multcolib.org)

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### **Call for Nominations for the 2008 OYEA! Award**

OYAN is looking to honor exceptional work done in the field of teen/young adult services in the state of Oregon. Nominations are now being accepted for an individual, library, organization, program, or initiative that has made a positive and significant contribution to teens in Oregon

libraries.

A complete nomination will include nominee's name and contact information, and a thorough description of the nominee's contribution to teen services. We encourage the inclusion of any supporting letters that may be appropriate, especially from teens themselves.

All nominations should be sent to April Witteveen, OYAN's Award Committee Chairperson, via email or post. Please also include the nominator's contact information in case of questions. Nominations must be received by Friday, March 21, 2008.

Email: [aprilw@dpls.us](mailto:aprilw@dpls.us)

Post: April Witteveen, 601 NW Wall St, Bend, OR 97701

OYAN will host an OYEA! Award reception at the OLA/WLA joint conference honoring all nominees. The winning individual, library, or organization will receive a \$100 honorarium, an award plaque, and an optional scholarship if financial assistance is needed to attend the award reception.

For a complete description of the award process, please see OLA Bylaws, Chapter 16B:

<http://www.olaweb.org/bylaws/oyea.shtml>.

The Awards Committee looks forward to hearing about the great work being done for teens in Oregon libraries!

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### **OLA/WLA Preconference: Leave the Stereotypes Behind**

Managers and frontline staff learn new service techniques to transform the library into a more vibrant - and sustainable - destination. Library futurist Joan Frye Williams demonstrates that we can't rely on "business as usual" when our customers are presented with increasingly attractive alternatives to meet their informational and recreational needs: up-to-the minute information on the internet; bookstores with plenty of parking, lattes, shiny books, movies on demand and more. Progressive libraries have shown that top quality service has as much to do with hospitality, merchandising, and point-of-need transactions as with offering the right content. And frontline staff are the

key to our customers' service experience. So while we shouldn't sell out, we might want to "sell up." Come find out how.

9:00 am - 4:30 pm

Cost: \$95

Sponsors: Public Libraries Division (OLA) and OLA SSD

Joan Frye Williams

To register, go to

<http://wla.org/olawla2008/registrationrates.html>

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## **OLA/WLA 2008 Conference Registration**

Join us! Registration is open now for the 2008 OLA/WLA Joint Conference. Plan to spend some time connecting with your colleagues from around the region -- April 16-18, in Vancouver, Washington.

With topics ranging from assessment and access to ubiquitous computing and rural libraries, the Joint Conference program has something for everyone.

Here are just a few of the exciting sessions we have planned:

\*Junk Food, Pirates and UFOs-Non-fiction Books They Will Want to Read

\*Booktalking: From So-So to Sensational!

\*How to Sell Your Ideas

\*Ubicomp and Libraries: Current examples and evolving implications

\*Passing a Successful Bond or Levy Election

\*Open secrets regarding virtual reference in Washington and Oregon

\*Experts? We Don't Need No Stinkin' Experts! Authority,

\*Legitimacy and Liability in a Wiki World

Read about these programs and many, many more in the online program

(<http://wla.org/olawla2008/program.html>)

Register soon - the early registration rate is available until March 1, 2008

Check out the conference website for more information about exhibits, hotels, registration and more.

<http://wla.org/olawla2008/>

## **OLA Annual Nominations**

OLA's Honors & Awards Committee seeks nominations for the following four awards. Nomination letters (with no more than six letters of support) are due on Thursday, March 20, 2008.

Tell us about those talented, dedicated individuals whose commitment to excellent library service has made a difference. Nominate them for one of OLA's special awards, including the newest award, the Distinguished Service Award.

Be sure to read the awards guidelines, which were revised recently. Take a look at

<http://www.olaweb.org/bylaws/awards.shtml>

These awards will be presented to recipients at the 2008 OLA Conference:

1. Oregon Librarian of the Year may be awarded to any Oregon librarian who has been working in an Oregon Library for at least two years in a paid professional position. The nominee must demonstrate excellence in library service in his or her community and to Oregon libraries. The nominee must be a member of the association.
2. Oregon Library Employee of the Year may be awarded to any Oregon library staff member who has worked in an Oregon library for at least two years as a paid staff member and demonstrated excellence in library service in his or her community.
3. Oregon Library Supporter of the Year may be awarded to any volunteer, volunteer group, library Friend, board member, government official, or other individual who is not a paid library staff member and who has demonstrated excellence in supporting and promoting Oregon libraries.
4. Oregon Library Association Distinguished Service Award may be awarded to any Oregon librarian or library staff member, who has been in the profession for 15 or more years, has worked in Oregon libraries for at least ten years, and is currently a member of OLA, for exceptional service over a period of years.

Your letter of nomination should include the following

information, if pertinent, and be as informational as possible:

\*Provide nominees' current position

\*Past positions held and summary of major accomplishments

\*OLA activities: committee appointments, etc.

\*Brief description of other noteworthy accomplishments

\*Your name and how you can be reached if the committee has questions

Please send nominating letters and supporting letters to  
Connie J. Bennett, Library Services Director, Eugene Public  
Library, 100 West 10th Avenue, Eugene, OR 97401 or

[connie.j.bennett@ci.eugene.or.us](mailto:connie.j.bennett@ci.eugene.or.us).

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## **SSD 2008 Conference**

MARK YOUR CALENDAR for the 2008 OLA/SSD Conference to be held Friday, July 18 in Newport! What a great excuse to visit the beach!! Plus, you'll be REJUVENATED through camaraderie with old and new friends, learning, discussing, listening, and brainstorming with your library support staff peers. We have a FANTASTIC conference in store for everyone next year and you won't want to miss out! Click on the following link for more details: <http://www.olaweb.org/ssd/conference/>.

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## **Happenings**

### **Barron Prize for Young Heroes Seeks Nominations**

The Gloria Barron Prize for Young Heroes seeks nominations for its 2008 awards. The Barron Prize honors young people ages 8 to 18 who have made a significant positive difference to people and our planet. Each year, ten winners across the U.S. and Canada each receive \$2,000 to support their service work or higher education. Nomination deadline is April 30. For more information and to nominate, visit <http://www.barronprize.org/>

The Barron Prize is also offering librarians a comprehensive set of heroes materials, including a brand new documentary film, Dream Big, and a corresponding Young Heroes Activity Guide. For more information, visit

<http://www.tabarron.com>

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## **Directory of Library Studies Assistance Awards**

2008 Financial Assistance for Library and Information Studies Directory

Need additional financial assistance? The 2008 Financial Assistance for Library and Information Studies Directory is an annual directory of awards from state library agencies, national and state library associations, local libraries, academic institutions and foundations that give some form of financial assistance for undergraduate and/or graduate education programs in library and information studies.

For information on Scholarships available through ALA, visit <http://tinyurl.com/2bb8cv> or call the ALA Scholarship Clearinghouse at (800) 545-2433, ext. 4279.

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## **BCR Trainings**

For a list of upcoming trainings offered through BCR, visit <http://www.bcr.org/training/online/> Current training opportunities involve WorldCat Collection Analysis training, understanding the OCLC authority record, and cataloging using the OCLC Connexion Client Interface.[back to top](#)

## **NW ILL Conference**

Mark your calendars! The 7th Northwest Interlibrary Loan and Resource Sharing Conference will be in Portland, Oregon, September 18th and 19th, 2008, at Portland Community College, Sylvania Campus!

The theme this year will be "Alt.ILL: Alternative Models of Resource Sharing" and will look at how we can take sharing above and beyond traditional Interlibrary Loan. Following are some of the topics we anticipate bringing to you:

- \*Rethinking Resource Sharing
- \*Sharing More than Books: Training Models for ILL Staff
- \*Update on Montana Home Delivery Project
- \*Interlibrary Loan on a Shoestring
- \*Cool Tools: High-tech ILL Operations to Emulate or Envy
- \*And much more!

Registration will open in mid-April, and conference scholarships will again be available. For now, save those dates!

Bookmark the conference website and watch for more information: <http://nwill.org/>

Past conferences are archived on the site. See you this Fall!  
Chelle Batchelor, mbatchelor@uwb.edu

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## **L-NET Trainings**

Introductory trainings on L-net, Oregon's Statewide Digital Reference Project, are scheduled for:

Monday, March 10 and Thursday, March 13, 9:00 - 2:30  
both days Portland Community College, Sylvania Campus  
Library 12000 S.W. 49th Avenue Portland, OR 97219

The training is for librarians who plan to take shifts staffing L-net at partner libraries. Librarians will receive hands-on training with L-net's chat software, e-mail software, and instruction on techniques for communicating effectively online with patrons and providing reference services online. Training is a two-day event. Attendance at both days is required to staff the service; day two builds upon the training provided on day one.

These trainings are also open to librarians who would like to apply to participate in our volunteer program, typically staffing the service from home computers. For information on how to apply to be a volunteer, contact Emily Papagni, [emilyp@multcolib.org](mailto:emilyp@multcolib.org)

The training is free, but space is limited and advance registration is required. If you would like to attend, contact Emily Papagni, [emilyp@multcolib.org](mailto:emilyp@multcolib.org)

If you're interested in the training, but unable to attend on these dates, please contact me. I'm continuing to schedule additional trainings around the state.

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## **Thirteenth Off-Campus Library Services Conference**

Central Michigan University is proud to sponsor the Thirteenth Off-Campus Library Services Conference April 23-25, 2008 at the Hilton Salt Lake City Center. The most recent conferences of this biennial conference have been held in Savannah, GA, Carefree, AZ, and Cincinnati, OH. Since Salt Lake City is in your region of the country we want to make sure that you are aware of the Conference.

Currently most universities have special online courses and programs for non-traditional students. This conference brings together librarians, library administrators, educators and staff who have a common interest in finding the best way to provide library services for students pursuing their education off- campus. The conference subject tracks focus on various aspects of library service to these students: teaching and learning, electronic information and delivery, collaboration, and administration/support services and research across all of these topics.

The conference opens on Wednesday afternoon, April 23, with discussion groups and registration followed by a more formal opening reception with Lynn Copeland from Simon Fraser University as the featured speaker. The next day and a half is filled with presentations from librarians and administrators/staff who are engaged on a day to day basis with off-campus students. Because it is a smaller conference presenters are happy to answer questions and discuss their ideas with attendees. A special feature is the dine-outs at local restaurants on Thursday evening to meet with friends and to create networking opportunities.

Go to the conference web site at <http://ocls.cmich.edu/conference> to register and to find more information about the program. Early registration ends on March 7, 2008!

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### **Serving Spanish Speakers in Your Library Workshop**

Library Development Services of the Oregon State Library, in partnership with WebJunction, Deschutes Public Library, Eugene Public Library, and Washington County Cooperative Library Service, with funding from the Bill and Melinda Gates Foundation is pleased to offer library staff working in Oregon libraries the opportunity to attend a one day training session on outreach to Spanish speakers, especially as it

relates to computer and technology access. We will be holding the workshop in four more locations during March and April. Workshops will be held at the Hood River Public Library on March 7, 2008, Pendleton Public Library on March 14, 2008, Tillamook County Library on March 19, 2008 and the Coos Bay Public Library on April 2, 2008. Each will be from 9:00 am until 4:30 pm. The workshops are free and include lunch, snacks, materials, and mileage reimbursement. To REGISTER for a workshop please go to the Library Development website:  
<http://www.oregon.gov/OSL/LD/technology/>

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### **OCLC Worldcat Resource Sharing Basics**

<http://www.bcr.org/training/online/weblive/wl-wcresourceshare.html>

#### **Description:**

This workshop consists of three modules. Each module is a 1.5 hour to 2 hour live Internet presentation. Practice and readings will be provided for participants to complete on their own.

#### **Module I: Searching OCLC WorldCat in FirstSearch**

Increase your comfort level and optimize the powerful tools available in the FirstSearch reference and Resource Sharing interface. This workshop will address how to access FirstSearch, search WorldCat, navigate and manipulate lists of records, developing search proficiency. This workshop is appropriate for those working with WorldCat Resource Sharing and those using FirstSearch for reference activities.

#### **Module II: Borrowing and Lending Activities**

**Borrowing** - Learn to create borrowing requests for returnable items such as books and DVDs and for non-returnable items (i.e. copies). This part of the session will demonstrate the use of custom holdings and local data records to create efficiencies in the interlibrary loan workflow. We will also complete all actions required to bring a request through the entire interlibrary loan cycle.

**Lending** - Manage incoming requests and gain familiarity with the Request Manager categories. In this half of the workshop, you will learn to use batch processing in order to update and print requests in your lending cycle and

administer your work more effectively.

### Module III: Administrative Functions

Access the FirstSearch administrative module to create data records that eliminate repetitive data entry. Participants will devise constant data and saved notes, review the use and implementation of IFM (ILL Fee Management) as well as create custom holdings groups, custom holdings paths and direct request profile to improve service in all aspects of resource sharing. Time will also be spent updating and maintaining records in the ILL Policies Directory.

Customization of the patron interface and the creation of links between authorizations, local catalogs and Open URL services will also be covered. This workshop is appropriate for those who administer WorldCat Resource Sharing activities or FirstSearch reference activities.

### Who Should Attend:

Library staff who want to acquire the basic skills needed to do OCLC ILL using WorldCat Resource Sharing.

### How to Get Started:

The workshop is accessed from your own or your library's computer using a Web browser. Details will be included in your confirmation letter after registration.

BCR will provide a microphone to you free of charge to use during

WebLive workshops if you don't already have one. Please indicate this on your registration form (comments box), and we will ship it to your attention.

Minimum requirements: Computer (minimum of 128 MB of RAM, although 256 MB is recommended); Internet Explorer 5.5 Web browser, Java enabled; speakers; and Internet access of 56k or above. A microphone connected to the computer is optional for the audio, which also is available by a long-distance phone bridge (not a toll-free number).

### Dates:

March 25-27, 2008 (10 a.m.-12 p.m. MT)

### Fees:

BCR members - \$50/module or \$125 for all three modules if

taken sequentially

Nonmembers - \$65/module or \$175 for all three modules if taken sequentially

Voucher: 1 BCR training voucher for 1, 2, or all 3 modules

NOTE: Regardless of whether you attend as an individual or as a group,

the price for each online module is \$50 for each person at a BCR member

library who views the session, and \$65 for each person at a nonmember

library who views the module.

This WebLive workshop will be taught by BCR Instructor Heather Clark:

<http://www.bcr.org/about/staff/hc-bio.html>

Register for all BCR workshops at:

<http://www.bcr.org/training/workshops/register.html>

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## Contributions

### Library Newz from the Past

Taken from "Public Libraries", Volume 11, 1906.

Susan B. Anthony has offered copies of all her books on the suffrage question to the Oregon library commission for the traveling libraries of the state. (p40)

Cornelia Marvin, secretary of the Oregon commission library, has sent out a list of wholesome juvenile books, with prices, for holiday trade and for home libraries, together with some excellent facts about libraries. (p40)

The forty-second annual report of the Library association of Portland, Ore. gives an increase in the circulation in the library notwithstanding the distraction of the Fair. The quality of books read has improved, the fiction per cent being on the decline; it is now less than 62 per cent. The circulation in the children's department was 40,650V and through the schools, 9441V. The story telling is given as the chief cause of the decrease in fiction reading in this department, having dropped from 59 to 52 per cent.

10,914V. were prepared for the shelves and 7629 were cataloged. The work of the branches continues to grow. Thirteen distributing stations are in active work. (p475)

From "Public Libraries" Vol 13, (1908)  
Courtesy of the University of Oregon's willingness to lend bound periodicals via SUMMIT.

"We should look closely after the books we put into the hands of our children. The characteristics of eighteenth century fiction are summed up in the following:

Maria so attentive grew,  
So Thoughtful and Polite;  
Her friends admired and loved her too,  
For all she did was right.

Perhaps the pendulum has swung a little too far the other way when we think of the numerous calls for "Peck's Bad Boy," of the deep interest in Huckleberry Finn, Tom Sawyer and other realistic tales. Somewhere between these two extremes, we must find the books that are suitable for our boys and girls and will hold their interest."

"In regards to book agents, there is only one rule, never to be violated, and that is, buy nothing whatever from an agent."

-From a talk by Mrs. Sara Judd Greenman of the Kansas City Kansas Public Library. (January, 1908 p 25.)

News from the past is brought to you by Tony Greiner, who is getting kind of long in the tooth himself.

[tony\\_greiner@hotmail.com](mailto:tony_greiner@hotmail.com)

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## People

### Passing of Rose Ellen Uhreen

Rose Ellen Uhreen (Sloneker) died January 5, 2008 in Portland. She was born in Meadeville, Missouri, attended schools in Medford, Oregon. She married William Russell Uhreen, who preceded her in death. She worked in libraries in Medford as well as Portland, retiring as the head librarian of the West Slope Library. She was honored by the Oregon Library Association, receiving the Outstanding Service

Award. Family suggested a donation to a local library in lieu of flowers. (Excerpted from the January 9, 2008 /Medford Mail Tribune/.)

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### **Passing of Pauling (Calendine) Howard**

Mrs. Pauline (Calendine)Howard of Sun City, Arizona, died February 15, 2008, at age 104. She was a graduate of Ball State Teachers College (Indiana) and of the Graduate Library School of University of Illinois. She became a specialist in government publications and held positions in the libraries of the University of Idaho, University of New Mexico, Reed College, Pacific University, and in the Washington State University. She was a Visiting Lecturer, Government Publications, University of Portland (Oregon) Graduate Library School and conducted workshops for the Oregon State Library and Oregon Division of Continuing Education.

She held honorary life memberships in the Oregon Library Association and in the Oregon Mycological Society. She was a member of the Daughters of the American Colonists and of the United States Daughters of the War of 1812. She was a charter member of the Sun City Handweavers' Guild.

Her husband Joseph A. Howard died in 1968. She was a beloved family member and is survived by several cousins and extended family. She requested that there be no funeral services. Her burial will be in Sparta Cemetery, Kimmell, Indiana. Notes and letter of remembrance may be sent to cousin Karen Owen, P.O. Box 65535, Vancouver, WA. 98665

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### **Wyma Rogers Retires**

Oregon Librarian Friends,  
I'm retiring as Director of the Newport Public Library as of May 1. April 30 is the last day of work that I plan for a good while. It has been an honor and privilege to work among you excellent Oregon librarians. You inspired me at the very beginning of my career and you still fill me pride. I plan to be at OLA/WLA for a couple of days, so let's

exchange contact information for after April 30.

The City of Newport will announce the job later this year. Let all the energetic and creative librarians you know to be watching the joblines. Meanwhile, beginning May 1, the inestimable and very capable Rebecca Cohen will be Interim Director.

Sincerely,  
Wyma Rogers, Director  
Newport Public Library

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### **Steve Roskoski Named LJ's Paraprofessional of the Year**

Steve Roskoski, a library assistant at the Multnomah County Library, has been named by the editors of *LJ* as the winner of the 2008 Paraprofessional of the Year Award – read about it in the latest issue of Library Journal:

<http://www.libraryjournal.com/article/CA6533025.html>.

Congratulations, Steve!

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## **Cool Ideas**

### **National Library Support Staff Certification**

The national Library Support Staff Certification Program project is an attempt to establish nationally recognized professional standards for support staff. This project has been awarded a 3-year grant, and the first year is already half done. This is what they hope to accomplish:

- \*Finalize competencies in Year 1.
- \*Develop an assessment program in Year2 (starts July 1, 2008). Develop policies and procedures in Year 2.
- \*Field test the program in five organization types in Year 3.

So far, the draft competencies have been written.

Competencies cover the following areas:

- Foundations of library services
- Access services
- Reference and information services

- Technical services
- Reader's advisory services
- Supervision and management
- Public Programming services
- Technology services
- Communication and teamwork
- Marketing services
- Youth services

The goal of the competencies is not to establish everything everyone should know to do their job, but to establish a baseline--what every library worker should know and be able to do.

Certification won't automatically lead to an increase in pay--the job market will have to take care of that. But it will do a number of positive things. It sets up the baseline standard of what support staff in libraries should know. It will improve library service--states such as Minnesota that have voluntary programs have already seen improvements in morale and performance. It can provide a refresher course for older employees, and a possible chance for promotion or recognition for other workers. It will help those who want it a chance to be a little better.

You can find more information about the program at: <http://www.ala-apa.org/certification/supportstaff.html> The FAQ page at <http://www.ala-apa.org/certification/supportstafffaq.html> is quite helpful. The project directors' names and addresses are at the bottom of the page, and they welcome questions.

## **Employment Opportunities**

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