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Your Passport to
OLA-SSD
Conference 2016

Name of Passenger	_____
Steamer	_____
Sailing Date	_____
Destination	_____

Coming to a CROSSROADS Intersecting Roles in Library Service and Community

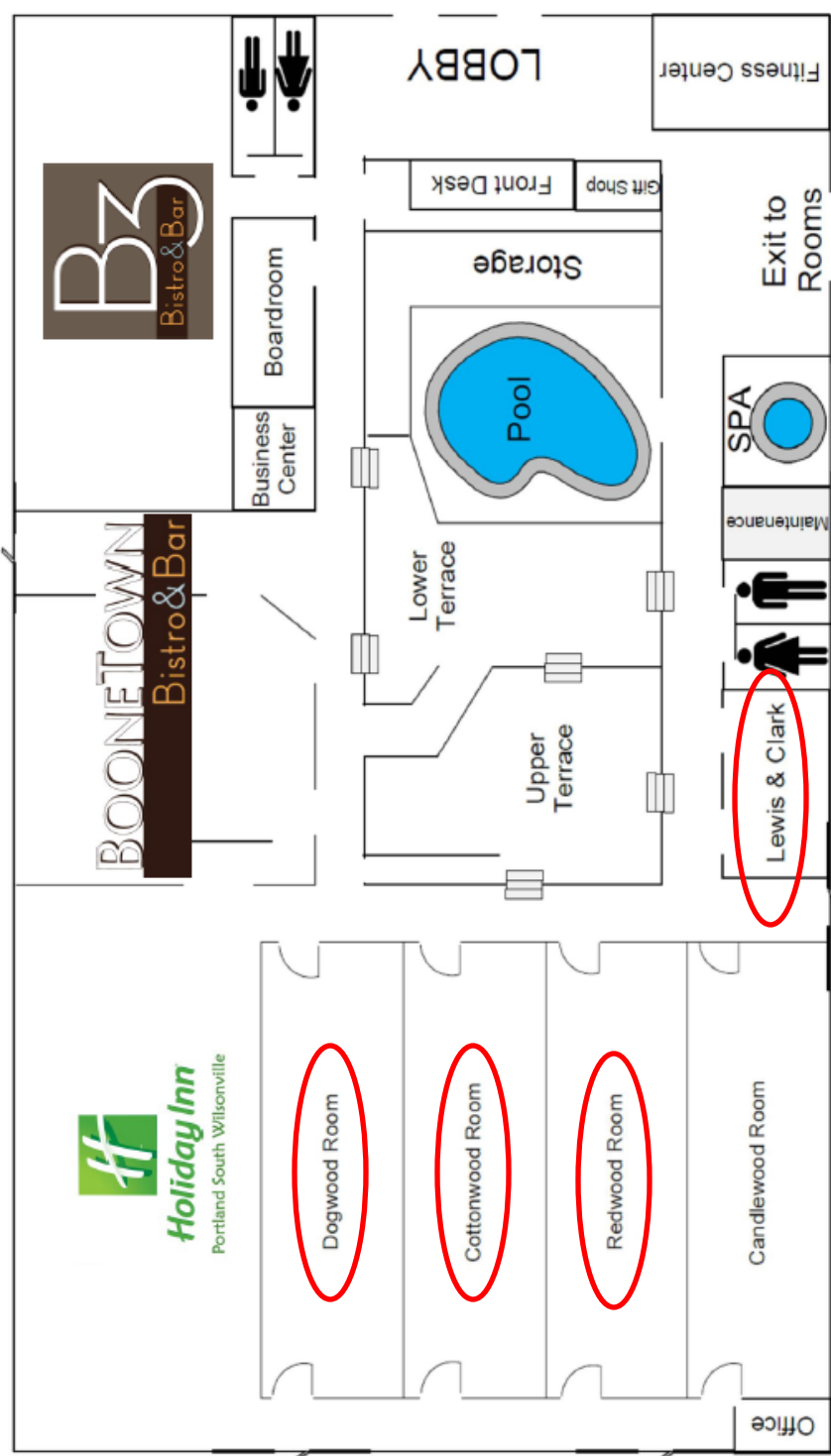
Presented by
the Oregon Library Association
Support Staff Division

Holiday Inn Portland South
Wilsonville Oregon

JULY 15, 2016



OREGON LIBRARY ASSOCIATION
SUPPORT STAFF DIVISION



Basic Book Repair for Libraries, Presented by Carolee Harrison
(Portland State University)

This workshop will present hands-on training and demonstration of repair for books in circulating collections. We'll address most of the typical repairs library books need (spines, pages, and hinges) with a range of options that balance conservation treatments with economical fixes.

Carolee Harrison: *I am a conservation technician in Special Collections at Portland State University Library. The foundation of my work is in book mending, bookbinding, and preservation of paper-based materials, but more recently I have worked to digitally preserve audio, video, and photographs, and to create digital and physical exhibits. I teach book repair at conferences and workshops around the Northwest and at Portland State.*

Your 2016 SSD Conference Committee:

olassdconference@gmail.com

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Jennifer Bosvert, Print Materials

Pacific University

Panel: Tips of the Trade: Training Guides and Techniques for Libraries. Presented by Suzy Coleman (Tualatin Public Library), Shanel Parette (Willamette University), and Michael Farris (Pacific University)

During this panel style session presenters will share different techniques used at their libraries to train staff and keep them up to date on procedural changes. These include: A Google Site staff can access easily from any computer. The site allows staff to post to a blog, attach a document, create a page of content or easily access links to URLs or site pages. Libguides- They're Not Just for Patrons Anymore. The flexible nature, and the fact that they exist online, makes Libguides the perfect paperless manual to the ins and out of everything, including all of the basic and upper-level tasks your staff performs. Back by popular demand, modern and helpful ways to incorporate training manuals for staff to make them approachable, and even fun!

Suzy Coleman has been the Access Services Supervisor at the Tualatin Public Library for over 10 years where she oversees 22 staff working in circulation and technical services. She received her MLIS from the University of Washington in 2005.

Michael Farris has served for 8 years as access services supervisor at Pacific University's Hillsboro campus library, where he trains and supervises dozens of student assistants who perform mid-level Interlibrary loan and circulation tasks. Prior to that he served in similar capacities for several years at Pacific's Forest Grove campus and before that at the Vermillion Public Library in South Dakota.

Shanel Parette is the access services manager at Willamette University's Mark O. Hatfield Library. Her passion for customer service and training student employees has resulted in a strong and well-run circulation desk and has impacted hundreds of students who have worked for her. Shanel graduated from Willamette in 2008 with a degree in anthropology and has extensive experience working with the Salem-area museum and nonprofit community.

Interested in getting involved with our Outreach team?
 Got a great idea for an SSD meetup? We are looking for motivated people to help connect support staff across the state. Send an email to ola.ssd.outreach@gmail.com with your ideas and let's work together!

Conference Schedule

- 8:00-9:15am** **Registration opens**
- 8:30-9:15am** **Breakfast**
- 9:15-10:15am** **Keynote Speaker: Eva Calcagno**

- 10:30-11:45am** **Breakout Session #1**
- Dogwood/Cottonwood Room** Presentation: One of These Things is Not Like the Other - The Joy of a Diverse Environment. Sandra Valenti
- Redwood Room** Panel: Ergonomics in the Library. Tori Eaton, Kaitlyn Blair, Kelsey Sandage, Amy Van Goey

- 11:45-1:15pm** **Lunch** (and raffle drawing)
- 1:15-2:30pm** **Breakout Session #2***
- Dogwood/Cottonwood Room** Presentation: Responding to and Assisting People with Unique Needs: Elise Thompson
- Redwood Room** Panel: Customer Service Wins! Jennifer Stewart and Angela Weyrens

- 2:30-2:45pm** **Snacks!** (and Bingo drawing)
- 2:45-4:00** **Breakout Session #3***
- Dogwood Room** Presentation: Managing Compassion Fatigue. Evan Edward Dumas
- Cottonwood Room** Panel: Tips of the Trade: Training Guides and Techniques for Libraries. Suzy Coleman, Shanel Parette, Michael Farris
- Candlewood Room** Supportlandia Networking. Jane Corry

- *1:15-4:00** **Book Mending** (both afternoon sessions)
- Lewis and Clark Room** - Carolee Harrison

Follow SSD on Facebook (<https://www.facebook.com/olasupportstaffdivision>) for SSD news and fun. Share your stories and Conference pictures to our wall.



Follow the SSD blog, Supportability, (<http://ola-ssd.blogspot.com/>) for SSD/library news and updates all year round.

Questions?

See any of the SSD Conference Committee members for assistance (green badges). Watch for introductions during breakfast.

Suggestions for next year? Want to tell us how we did? Please fill out the questionnaire at:
<http://bit.ly/29kw5jB>
OR fill out the paper copy in your bag and leave it at the registration table.

FEEDBACK

Thank You!

to our Technical Assistants:

Christopher McFetridge, Willamette University

Rich Schmidt, Linfield College

Presentation: Managing Compassion Fatigue, Presented by Evan Edward Dumas, MA

Working in service of others puts us at risk for compassion fatigue. Compassion fatigue is the combined physical, emotional, and psychological stress stemming from challenges of working in a helping capacity. Unchecked, compassion fatigue can lead to reduced productivity, diminished engagement, and dampened energy and motivation, as well as anxiety, depression, and eventually complete burnout. This presentation introduces participants to the warning signs of compassion fatigue as well as methods to promote emotional resiliency through self-awareness and self-compassion.

Evan Edward Dumas, a graduate from Lewis & Clark's Graduate School of Education and Counseling, worked with hundreds of Multnomah county employees raising awareness around burnout and compassion fatigue. He has devoted his professional time to helping adults find a balance with their work, collaborating with new and established professionals in a variety of disciplines. Previously he worked for the Brain Sciences Center at University of Minnesota, Wieden+Kennedy (Portland's largest ad agency), as well as Portland State University's Center for Work-Family Stress, Safety, and Health. Evan focuses on bringing the latest research in managing compassion fatigue and burnout to individuals and organizations, with the ultimate goal of humanizing the workplace through education and empowerment.

Supportlandia Guided Networking: Guided by OLA President Jane Corry (Multnomah County)

Based on feedback from past attendees SSD is thrilled to welcome you to the inaugural session of guided networking! Join your peers from all across the state (and maybe Washington too!) to meet and connect in a fun and structured way. Make SSD conference history while you're making valuable connections!

Jane Corry: After 3 years working as a clerk, I was hired as a youth librarian. I've been active in CSD and am currently the President of OLA.



Follow us on Twitter (https://twitter.com/ola_ssd) and live-tweet your favorite session ideas and quotes all during the conference. Use #OLA_SSD16 to join in the fun!

Panel: Customer Service Wins! Presented by Angela Weyrens and Jennifer Steward (Multnomah County)

Bring your best stories to share as Angela Weyrens and Jennifer Steward from Multnomah County Library lead a lively discussion on customer service wins for library patrons and staff.

Angela Weyrens is the Access Services Administrator at Multnomah County Central Library. She is responsible for the folks who work in Circulation and Stacks (patron accounts and materials handling). She has been working and volunteering in libraries for 20 years; the last 15 at Multnomah County.

Jennifer Steward is the Circulation Analyst for Multnomah County Library. That means she works on circulation projects and deals with patrons who cannot or will not pay their fines. She has been at Multnomah County for 20 years, practicing her customer service skills for almost 35 years (!), and still learns something new every day.

Presentation: Responding to and Assisting People with Unique Needs Presented by Elise Thompson (Clackamas County Behavioral Health Division)


Our libraries serve not only as centers for information and learning, but as safe harbors for some of our neighbors who are either uncomfortable--or sometimes feel unwelcome--in stores, coffee shops, or other retail venues where folks may be expected to spend money....then leave. At the library, everyone is welcome to enter and stay as long as the doors are open, and there is no admission charge. That means that library staff see the entire unique and wonderful range of humanity at the library, and that can present some interesting challenges to staff concerning how to keep that shared space as comfortable and welcoming as possible for all who use it. This presentation is intended to provide you with some "boots on the ground" ideas about how to engage effectively, professionally--and compassionately--with all of your patrons and their unique needs.

Elise Thompson has been working in the mental health field for 29 years, with a primary commitment to the population served by our community mental health system. One of her passions has always been providing training and consultation to community partners, in hopes that demystifying mental illness will also lead to destigmatizing of those struggling with mental health issues of all kinds. Her training experience has included extensive work with numerous law enforcement agencies, public sector offices, churches.....and libraries, which hold a very special place in her heart as one of the last "open door, all are welcome" havens in our communities.

OLA-SSD Passport Bingo!

Rules: Meet someone with one of these attributes, place a sticker on the square. Everyone who gets five in a row can put their name in the box at the registration table for a prize drawing during the afternoon snack break.



Has escorted some variety of wildlife out of a library	Works in an academic library	Has a tattoo	Works in a two story library	Works in a coastal library
Works in a library east of the Cascades	First time attendee	Has a book signed by Nancy Pearl	Works in ILL	Works in a rural library
Has worked in both academic and public libraries	Has worked in libraries for 10 years		Has a cat	Has an exotic pet
Has a dog	Works in technical services	Creates displays	Works in a Centennial library	Five time attendee
From a RFID library	Works on a service desk	Works in a public library	Owens more than one pair of Birkenstocks	Has an Oregon Passport library card

Keynote Speaker: Eva Calcagno

Director, Washington County Cooperative Library Services

As Chair of the OLA Resource Sharing Committee, Eva Calcagno spearheaded the development and implementation of the Oregon Library Passport Program in 2013 which opened up free, direct patron borrowing at libraries across the state. Three years later, the program continues to provide Oregon residents easy access to public, academic and specialized libraries to meet their information and entertainment needs. The Passport Program represents a major milestone in Oregon libraries' goal of statewide access.

Eva Calcagno has been the Director of Washington County Cooperative Library Services since 1997. Prior to that she supervised the technology program for WCCLS. Other experience includes Access Services Coordinator at the Oregon State Library and Head of Interlibrary Loan at the Ohio State University. She has a Master's in Librarianship from the University of Washington. Sharing resources has always been part of her library life.

Presentation and Panel descriptions, with presenter biographies:

Presentation: One of These Things is Not Like the Other - The Joy of a Diverse Environment Presented by Sandra Valenti, Emporia State University

This one hour session will introduce some common errors in the way even the best-intentioned among us approach topics of diversity, some surprising study results conducted by a group of Columbia University researchers, and some ways that all of use can do a better job as we attempt to celebrate our individual differences while reaching for a common goal: that of creating a strong, inclusive library environment for everyone.

Sandra J Valenti, PhD is an assistant professor at the School of Library and Information Management at Emporia State University. Valenti holds a bachelors degree in writing from Briar Cliff University in Sioux City, IA, a master's in instructional design from Emporia State University, and a PhD in library and information management from Emporia State.

Panel: Ergonomics in the Library Presented by Victoria Eaton, OTD, OTR/L; Kaitlyn Blair, OTS; Kelsey Sandage, OTS; Amy Van Goey, OTS (Pacific University)

This presentation will provide a basic overview of ergonomic considerations for the workplace--both "typical" office work and more dynamic responsibilities within the library. Objectives include developing 2 strategies to promote your wellness at work, ergonomic strategies for desk-related work, and safety tips.

Victoria "Tori" Eaton, OTD, OTR/L is a clinical instructor at Pacific University's School of Occupational Therapy. Her primary interests include chronic pain, ergonomics, substance abuse treatment, and sex and intimacy. Tori recently has collaborated with the Pacific University Library to provide ergonomic evaluations and education to enhance wellness and promote the sustainability of human resources with her colleagues. When Tori's not working, reading is one of her primary leisure occupations. Too many favorite books to note, but authors include Francesca Lia Block, Christopher Moore, Carl Sagan, Elena Poniatowska, and Thich Nhat Hanh.

Kaitlyn Blair OTS is a 1st year occupational therapy doctorate student at Pacific University. Originally from New Jersey, Kaitlyn moved to Oregon in 2012. With an undergraduate degree in Elementary Education and English and after teaching for two years, she made the switch to OT. Areas of interest are mental health and pediatrics. These interests have a tendency to change with the wind though! I love the opportunities occupational therapy offers, the chance to present at this conference being one of them! Since this is a Library Association Conference, I feel that I have to share my favorite author, Nicholas Sparks. I am a sucker for love stories!

Amy Van Goey OTS is also a 1st year OT student at Pacific University and originally from Indiana. She is a life-long lover of books. She loved being read to as a child. Sara Plain and Tall by Patricia MacLachlan was the first book that captivated her as an independent reader. She has probably ready that book 50 times over. As an adult, her favorite novel is Jane Eyre by Charlotte Bronte but she also loves non-fiction.

Kelsey Sandage OTS is a first year student of the Occupational Therapy Doctorate program at Pacific University. After earning an B.S. in Health Sciences from the University of South Florida, she was employed at a psychotherapy clinic that sparked her interest in occupational therapy and healthcare administration. Interests within the field include working with veterans, specifically related to post-traumatic stress disorder, as well as children who have been diagnosed with chronic conditions. An avid reader, she enjoys books of all genres but really enjoys thrillers.