The Difference is You:
Be INSPIRED
Program of the Indiana State Library's Professional Development Office

Indiana State Library July 20, 2018

Welcome to the Difference is You 2018 at the Indiana State Library. Thank you to all returning attendees and welcome to all newcomers to our conference. Our theme is The Difference is You: Be INSPIRED! The theme honors and celebrates the 20th anniversary of INSPIRE.IN.GOV. Today is an opportunity for learning and sharing among information professionals.

We are pleased to have Lorelle R. Swader, director of the American Library Association (ALA) Office for Human Resource Development and Recruitment (HRDR) as our keynote speaker. Her perspective is sure to be interesting and insightful.

I want to thank all our speakers and volunteers involved with this conference. It is with our efforts that we are able to put together an outstanding event for everyone.

Again thank you for attending the Difference is You conference. Be sure to explore the beautiful historic State library including the Indiana Young Readers Center and the Statehouse Education Center.

Jacob Speer

Lorelle R. Swader is the ALA Associate Executive Director, ALA Offices and Member Relations and ALA-Allied Professional Association. In this position, Lorelle Swader provides leadership and management for the ALA Office for Accreditation; Office for Diversity, Literacy and Outreach; Office for Human Resource Development and Recruitment; Office for Intellectual Freedom; ALA Library and Research Center; ALA Public Programs Office; ALA Member Services, including membership recruitment and retention and the ALA Member and Customer Service Center; and, coordination and liaison for ALA Round Tables. She will also continue her leadership and management of the ALA-Allied Professional Association, a separate (501)(c)(6) organization focused on the needs of library workers. Taken as a whole, this provides a strong focus on membership recruitment, development and engagement; continuing professional development; and support for ALA mission and values.

Lorelle Swader has been with the American Library Association since October 1992, when she was hired as a Program Office/Deputy Executive Director for the American Library Trustee Association (ALTA)-now United for Libraries. In 1997, she became the Director of the ALA Office for Human Resource Development and Recruitment (HRDR). Among her many accomplishments in that role, she has served as staff liaison to the Library Support Staff Interests Round Table (LSSIRT) and the 3rd Congress on Professional Education: Focus on Library Support Staff (COPE3) held in 2003. In 2011, while remaining Director of HRDR, Lorelle became the Director of the ALA-APA, where she has increased the visibility of the National Library Workers Day campaign, among other achievements.

Prior to joining ALA, Lorelle Swader held several library positions. She was Coordinator of Reference Services at the East Chicago Public Library (East Chicago, IN). Before that she held positions as Library Services Manager at the Detroit Bar Association Foundation Library (Detroit, MI) and as Law Librarian at the Marion County Law Library (Indianapolis, IN). She has also been an adjunct professor at the Graduate School of Library Science (GSLS) at Dominican University. Lorelle Swader has a B.A. in Speech Communication and an M.L.S., both from Indiana University. She also has an M.A. in Communications and Training, from Governors State University (IL). In addition, she earned her Certified Association Executive (CAE) recognition in 2004 and has since sustained that recognition, through service and continuing professional development in association management.

Conference Schedule

VR Lounge | 8:00-9:00 AM & 12:40-1:40 PM | Young Readers Center
Come Play in our VR Lounge! (Not eligible for LEUS)(Voluntary)

Registration | 9:00-9:30 AM | Great Hall

Welcome and General Session | 9:30-10:40 AM | History Reference Room
Keynote Speaker: Lorelle R. Swader (1 LEU)
Associate Executive Director, American Library Association

Session 1 | 10:50-11:40 AM | Room 401 | (1 LEU)
Managing Conflict in the Library
Presenter: Courtney Brown (Page 7)
"Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude."Anyone who works with others is very likely to be a party to some disagreements on occasion but conflict doesn't have to be a bad thing. This training focuses on ways library staff can work with patrons and co-workers to resolve conflict in the workplace and empower them to manage the stress resulting from conflict.

Session 1 | 10:50-11:40 AM | Room 425 | (1 TLEU)
Technology: Navigating SharePoint 2013
Presenter: Judine Slaughter (Page 9)
The goal of these learning modules is to help staff become familiar with how the Office of Rulemaking uses SharePoint 2013 features. In each of the learning modules, there are "practice action challenge" activities to apply what you've learned.

Session 1 | 10:50-11:40 AM | Indiana's Author Room | (1 LEU)
"Say What?!" When Change Changes the Norm
Presenter: Regina Elliott-Scott (Page 8)
Workflow changes? New demands on your time? A new boss? Feeling stressed and overwhelmed? Attend this workshop and learn how to deal with the challenges of change in the workplace.

Session 2| 11:50-12:40 AM | Room 425 | (1 LEU)
From Cradle to Coffin-Vital Records Research in Indiana
Presenter: Jamie Dunn (Page 7)

Birth and death information forms the core of genealogical research. But finding that information can be difficult, particularly if your ancestor lived in the time period before mandatory government-issued vital records. In "From Cradle to Coffin," we will explore the many different record types that include birth and death information and provide research tips on how to find these records.

Session 2 | 11:50 AM-12:40 PM | History Reference Room | (1 TLEU)
Technology: Emerging Inspiration: Learning, Training and Innovating with Emerging Technologies
Presenter: Holly Klingler (Page 8)

Technology is rapidly changing and evolving in today's world. From desktops and tablets to wearable tech, artificial intelligence and smart devices, how we work and the way we live is ever-influenced and changed by our connections to technology. Because of this, library staff in today's world, no matter what position they are in, play the role of emerging technologies educator. You will learn from hands-on program using actual trending emerging technologies provided by NEO's Traveling Tech Lab, an array of emerging technologies that are hot and trending today (from wearables and e-Health devices to virtual reality, robots and maker spaces gadgets).

Session 2 | 11:50 AM-12:40 PM | Indiana Author's Room | (1 TLEU)
Technology: Get Inspired with your Gale Resources
Presenter: Andrea Rzepa (Page 8)

Are you unsure of what Gale resources are available to you and what they offer? Then this session is for you! We will cover key Gale resources, explore tools and tips/tricks within the Gale products that will help you build your knowledge and confidence in finding what you're really after and help others do the same. We will cover tools to help teachers connect curriculum information to their lesson plans, help library staff support programming, and help students and patrons easily use the tools for their classroom and personal needs.

Session 2

12:40-1:30 PM
Networking Lunch in Great Hall
(VR Lounge in Young Readers Center)

Session 3 | 1:40-2:30 PM | Indiana Author's Room | (1 LEU)
Center for Black Literature and Culture
Presenter: Nichelle Hayes (Page 8)

The Center for Black Literature and Culture (CBLC) in tandem with the African American History Committee (AAHC) of the Indianapolis Public Library. The two entities educate the general public regarding literature, heritage, culture, art and history of the people of African descent with a heavy focus on people from or living in Indianapolis or Indiana. The physical CBLC serves as a platform for programming as well as a 3rd place for the community. The major programs are Meet the Artists, Fall Fest/Slammin' Rhymes and Kwanzaa. Participants will engage in role play to practice informing and creating partnerships with community groups regarding library programming.

Session 3 | 1:40-2:30 PM | Room 425 | (1 LEU)
Stats in Action! Helping Patrons Find Reliable Numbers
Presenter: Katie Springer (Page 9)

Attendees will learn how to help patrons find the most reliable resources for locating statistics and other numerical data requests.

Session 3 | 1:40-2:30 PM | Room 401 | (1 TLEU)
Technology: Teach Career Transitions and Resume Writing
Presenter: Michael Starks (Page 9)

In the last couple of years, employers' requirements for job applications and resumes have changed a lot. Learn how to help patrons use Gale Group's Career Transitions website or Microsoft Word to write resumes that will separate your patron's application from the rest of the pack.

Session 3

Session 4 | 2:40-3:30 PM | Room 425 | (1 LEU)
Introduction to Every Child Ready to Read (ECRR)
Presenter: Suzanne Walker (Page 9)

Have you heard the phrase "Every Child Ready to Read" before, but you aren't sure exactly what it is? During this session you'll learn just that—why talking, singing, reading, writing, and playing with young children is important, and how storytime librarians are sharing this message with parents in their programs and in their children's departments. Gain a clearer picture of your children's department's early literacy strategies and better serve your patrons by increasing your understanding of this program.

Session 4 | 2:40-3:30 PM | Indiana Author's Room | (1 LEU)
Service with a Smile: Dealing with Difficult Patrons
Presenter: Kara Cleveland (Page 7)

Participants will be taught different strategies to use when dealing with difficult patrons and difficult situations on the job. Participants should bring examples of situations they commonly deal with on the job. There will be group discussion with role play to practice the strategies taught.

Session 4 | 2:40-3:30 PM | Room 401 | (1 TLEU)
Technology: An Overview of EBSCO Resources for INSPIRE
Presenter: Joe Ceterski (Page 7)

This session will focus on demonstrating the features and functionality of the EBSCOhost interface, as well as the databases available to Indiana users through INSPIRE.

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Session 4

Courtney Brown, Southeast Regional Coordinator | Indiana State Library;
Her past experience includes Youth Services Manager and Teen Services Coordinator at the Plainfield-Guilford Township Public Library and InfoGuide at the Indianapolis Public Library. She has an interest in technology in libraries, makerspaces, and outreach. She received her Master's Degree in Library Science from Indiana University (IUPUI).

Joe Ceterski, Senior Customer Engagment Manager | EBSCO;
Joe Ceterski began his career at EBSCO in 2005, delivering online training for EBSCO Information Services. He is covering the Northeastern United States and Canada, providing training and consulting services for eBooks, EBSCOhost, EDS, and other EBSCO database services. Joe is a librarian, and received his Master's Degree in Library Science from the University at Albany. He has nearly 30 years of library experience, and has worked in academic libraries; as a special librarian in Science and Engineering libraries; and as a trainer for EBSCO and for Nylink, a New York State library consortium.

Kara Cleveland, Professional Development Office Supervisor | Indiana State Library; She has 18 years of experience in school libraries and started her career as a Youth Services Librarian at the Salem Public Library. She also served as a school corporation representative on the Salem Public Library board for 2 terms. She has a B.S. in Education and an M.L.S. from Indiana University – Bloomington.

Jamie Dunn, Genealogy Librarian | Indiana State Library;
She is an 8th-generation Hoosier native who has been doing genealogy for thirteen years as a hobby and four years as a librarian.

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Speaker Biographies

Nichelle M. Hayes, Leader of Center for Black Literature & Culture | Indianapolis Public Library; Nichelle M. Hayes MPA, MLS has developed the new Center for Black Literature & Culture (CBLC) Indianapolis Public Library. Hayes graduated from Indiana University – School of Library & Information Science (SLIS) in 2011 with her MLS. Hayes currently serves on a number of community boards throughout the state of Indiana. One of which is the Indiana Black Librarians Network (IBLN) as Treasurer. She is also on the national board of the Black Caucus of the American Library Association (BCALA). She is a blogger at https://thetiesthatbindblog.wordpress.com/ where she discusses genealogy and keeping families connected.

Holly Klingler, Research & Innovation Coordinator | Northeast Ohio Regional Library System; She trains libraries all over Northeast Ohio and beyond on the innovative technologies relevant and useful to libraries and communities today. She travels with NEO's Tech Lab, demonstrating a variety of emerging tech and getting library staff and community patrons to dig in, play and innovate. She received the "Cool Tech Award" by *Inside Business* magazine in Cleveland for her Emerging Techbits video podcast blog, which keeps libraries and individuals up to date on the latest and coolest emerging tech trends and products. She also trains professionals in a variety of other topics including body language and critical thinking but feels that all those topics are related: they are used to help spark, communicate and foster creativity and innovation in libraries.

Andrea Rzepa, Senior Training Consultant | Gale Cengage Learning;
Andrea Rzepa has worked for the organization since 2003 as a member of the Electronic Product Training and Support team. Andrea is responsible for providing consultative training services to much of the Midwest and Canada. Her role includes instructing schools & libraries on how to use their e-resources to their fullest capacity and make the most of their subscriptions.

Regina Elliott-Scott, Processing Assistant | Indianapolis Public Library;
Regina has worked for the Indianapolis Marion County Public Library for 37 years. She started as a page in Extension (2 years) and was then hired on as a full time employee in 1981. Her career at IndyPL includes working at the "Film Library," Receiver/Processor, and working with vendor correspondence and other departments to troubleshoot issues. Regina is a survivor of Breast, Lung & Liver Cancer.

Judine Slaughter, Program Analyst | Department of Transporation;
In this position she makes a difference as a web content manager, Freedom of Information Act coordinator, and database administrator. Judine is also the Executive Director of the United Black Writers Association. She has a Bachelor's Degree in Organizational Management and a Master's Degree in Library and Information Science.

Katie Springer, Data Librarian | Indiana State Library;
Katie Springer coordinates the State Data Center Program for the State of Indiana. She answers statistical information requests, provides technical training statewide, teaches a Government Information course for Indiana University-Purdue University, and writes for the Indiana State Library's weekly column, Government Information Minute. Springer has a B.A. from Sarah Lawrence College and an M.S. in Library Science from Indiana University.

Michael Starks, Supervisor Librarian for Computer Instruction | Indianapolis Public Library; Michael Starks, M.L.S., teaches a class on Resume Writing and Career Transitions three or four times a month at IndyPL. Michael and his team of computer instructors are responsible for planning and delivering digital literacy programs and classes at IndyPL's Central Library. Previously, Michael worked for 25 years in marketing and communications at the IBM Corporation in the New York City area.

Suzanne Walker, Indiana Young Readers Center Librarian and Director of the Indiana Center for the Book | Indiana State Library; Suzanne Walker received her Masters of Library Science from Indiana University. She coordinates Indiana's Letters About Literature competition annually. In the past she has served as the supervisor of the Professional Development Office and the Children's Consultant at the Indiana State Library. She currently serves as the secretary for the board of the Indiana Writers Center. Suzanne has guest blogged for the Association for Library Services to Children and presented webinars for ALA Publishing. She has presented numerous times at Indiana Library Federation's District conferences, Annual conferences, and CYPD conferences.

Speaker Biographies

The Difference is You conference was planned by the Professional Development Committee of the Indiana State Library and is made possible by a grant from the U.S. Institute of Museum and Library Services, administrated by the Indiana State Library. Thank you to everyone who helped plan, work, and present at the event.

Members of the Indiana State Library's Professional Development Committee: Charity Karcz, Courtney Block, Jordan Orwig, Andy Horner, Kara Cleveland, Pam Seabolt, Nicole Brock, Kimberly Brown-Harden, Noah Brubaker, Dave Eisen, Susie Highley, Wendy Knapp, Lucinda Nord, Cheryl Wright, Susan DeMaine, and Jan Woodall.

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Please fill out the survey in your folder. Feedback is always appreciated.

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Thank You!