



The Library Management Institute
presents

The 2014 Library Management Institute Summer Conference

a two-day conference on the issues of library management and administration
Monday June 16th and Tuesday June 17th, 2014

Description of the Conference: This conference will be devoted exclusively to the current issues in library management and administration and will feature three keynote addresses and workshops presented by nationally-recognized library managers. The theme of this year's conference is "Celebrating Library Management" with many of the workshops addressing leadership and staff development, outreach, advocacy, and innovation.

Who Should Attend: This conference is open to anyone directly involved in or having interest in library management. Library administrators, program managers, training specialists, human resources managers, public relations/marketing directors, fundraisers, and financial managers will enjoy the sessions of this conference.

Conference Location: The conference will take place at The Hilton Garden Inn, 1100 Arch Street in Philadelphia. (888) 370-0984 <http://hiltongardeninn3.hilton.com/en/index.html?WT.srch=1>

Conference Fee: Early Registration: \$229.00 per person
Regular Registration: \$289.00 per person

Your conference fee covers admission to all sessions, breakfast both days, breaks throughout the conference, and the Closing Lunch on Tuesday. The Keynote Luncheon on Monday is by reservation and is \$35.00.

The Library Management Institute

The Library Management Institute offers workshops and conferences for the library community with a special focus on the issues in library management and leadership. Topics include marketing and outreach, library human resources management, organizational dynamics, budgeting and financial management, and user dynamics.

The Workshops

Two tracks will be offered throughout the two days: one in **public library management** and the other in **academic & special library management**. In each workshop session, there will be workshops from each track offered. Where a workshop is applicable to both audiences, it has been noted. You may attend any workshop you wish. We have used the following designations to help you plan your attendance at the workshops.

PLM (Public Library Management)

ASLM (Academic & Special Library Management)

Lodging: Our conference hotel will be The Hilton Garden Inn. All attendees must make their own reservations. The following list shows other hotels in center city Philadelphia within a 10 minute walk to The Hilton Garden Inn.

Home2 Suites by Hilton

Phone: (888) 886-1193

<http://home2suites3.hilton.com/en/index.html>

Loews Philadelphia

Phone: (215) 627-1200

<http://www.loewshotels.com/Philadelphia-Hotel>

Four Points by Sheraton Center City

Phone: (215) 496-2700

<http://www.starwoodhotels.com/fourpoints/property/overview/index.html?propertyID=1980>

Hampton Inn Philadelphia Center City

Phone: (215) 665-9100

<http://hamptoninn3.hilton.com/en/hotels/pennsylvania/hampton-inn-philadelphia-center-city-convention-center-PHLCVHX/index.html>

Days Inn Philadelphia Convention Center

(215) 564-2888

<http://www.daysinn.com/hotels/pennsylvania/philadelphia/days-inn-philadelphia-convention-center/hotel-overview?cid=local>

Holiday Inn Express Philadelphia-Midtown

(215) 735-9300

http://www.ihg.com/holidayinnexpress/hotels/us/en/philadelphia/phlmt/hoteldetail?cm_mmc=GoogleMaps_-ex-_USEN_-phlmt

The Conference

Monday June 16, 2014

8:30 am to 9:30 am

Registration & continental breakfast

9:30 am to 10:15 am

Garden Room

Keynote Address: Dr. Susan Fink



Dr. Susan Fink is the Assistant Director for Library Business Administration at Rowan University Libraries in Glassboro, New Jersey. Prior to joining Rowan, she was the Coordinator of Library Administration at Drake University in Iowa. Susan has 20 years of academic library experience. Her education background includes a Masters of Business Administration and a Doctorate of Educational Leadership.

10:15 to 10:30 am

Morning Break

10:30 am to 11:45 am

Concurrent Workshops

Salon A

ASLM

Community Outreach Activities at the Elihu Burritt Library: Collaboration with the University's Office of Institutional Advancement

Dr. Carl Antonucci, Director of Library Services

Renata Vickrey, Special Collections and Community Outreach Librarian

Elihu Burritt Library, Central Connecticut State University

New Britain, Connecticut

One of the goals of the Elihu Burritt Library Strategic Plan, 2012-2015 is to collaborate with the University's Office of Institutional Advancement to create a vibrant Friends of the Burritt Library group that serves to significantly increase the Library's endowment. To help in accomplishing this goal, a new position was created. The new University Archivist, Special Collections and Community Outreach Librarian is a unique position and works twenty-five percent of her time under the supervision of the Vice President of Institutional Advancement. This presentation will discuss the creation of this new position and how this arrangement has benefited the Burritt Library. The formation of the Friends of the Burritt Library group, fundraising activities and the community outreach efforts of the Library will also be discussed.

Monday June 16, 2014

10:30 am to 11:45 am

Concurrent Workshops

Salon B

PLM

Renovation Realities: Best Practices to Achieve a Successful Library Renovation without Sacrificing Peace of Mind

Joseph Powell, AIA, LEED AP BD+C | Buell Kratzer Powell
AnnMarie McMahon, LEED AP BD+C | Cape May County, NJ
Deborah Poillon, MLS | Cape May County Library System
Cape May County, New Jersey

Renovation Realities will demystify the process of library renovation. Attendees will hear from three perspectives – renovation architect, county facilities director, and library director – to learn best practices for completing a renovation with high quality design and satisfaction from both the community and library administration. By participating in the collaborative workshop, attendees will discuss how to overcome perceived hurdles with renovation project, review best practices in the art and science of library design, dispel myths and fears about the construction process and gain first-hand feedback from the team behind the recent Wildwood Crest Public Library, including how specific challenges were met and overcome.

Garden Room

ASLM

Virtual Reference A to Z, What You Should Know as an Administrator

Dr. Sharon Q. Yang, Associate Professor/Systems Librarian
Heather Dalal, Emerging Technologies Librarian
Rider University
Lawrenceville, New Jersey

With the proliferation of distance learning and the Internet and Social media culture of our current generation of college students, virtual reference is quickly becoming an essential academic library service. However, academic libraries find themselves facing staff shortages and budget cuts; how can libraries provide the best services against these odds? The presenters will share some original research data so libraries can benchmark their virtual reference services versus their peers. The presenters will demonstrate the most popular virtual reference tools and innovative technologies that help make virtual reference as effective as face to face reference transactions. The audience will learn everything one needs to learn about virtual reference from the cost to the most popular chat programs.

Monday June 16, 2014

12:00 noon to 1:00 pm

Garden Room

Keynote Luncheon (by reservation)

Keynote Address: Amanda Perrine



Amanda has over 10 years of retail management experience with Starbucks, Friendly's and FYE. She received her MLIS from Syracuse University and is currently the Access and Resource Sharing Manager, with a focus on circulation, for Syracuse University Libraries.

1:00 pm to 2:15 pm

Concurrent Workshops

Salon A

ASLM

Copyright and the Academy: What Every Librarian Should Know

Jeffrey D. Graveline, Associate Librarian

Mervyn H. Sterne Library

The University of Alabama at Birmingham

Birmingham, Alabama

Understanding copyright is a critical skill for 21st century librarians. Copyright plays an important role in the day-to-day operations of libraries. Whether it is bibliographic instruction, course reserves, or that new digitization project you've wanted to start, copyright law is implicated. College and university libraries, and by extension their librarians, often play the role of copyright sage (and sometimes enforcer) on many campuses. Unfortunately, misinformation about copyright abounds.

Garden Room

PLM

Tying Everyday Work to Strategy

Del Hornbuckle, Campus Library Manager

Rockville Campus Library of Montgomery College

Montgomery, Maryland

The workshop will outline complex issue facing library management: leading staff through major disruptive change and how to leverage the collective knowledge of employees to formulate and implement a culture of strategy, evaluation and assessment.

Monday June 16, 2014

1:00 pm to 2:15 pm

Concurrent Workshops

Salon B

PLM/ASLM

Looking for People Skills: Interviewing and Hiring for Emotional Intelligence

Paul Glassman, Director of Library Services

Felician College

Lodi, New Jersey

In 1988 Rutgers University psychologist Daniel Goleman published his influential "What Makes a Leader?" in the Harvard Business Review. The article argued for the benefits of adding emotional intelligence to the set of skills that constitute effective leadership. Behaviorists maintain that learning empathy and other emotional skills is more difficult than learning quantitative skills. Therefore, interviewing and hiring with emotional intelligence as an integral factor in advance of the job offer are highly desirable additions to the search process.

In this workshop you will learn various ways to observe and assess interpersonal skills.

Whether a separate interview panel is convened, a psychometric evaluation is employed, or questions are simply asked, assessing emotional intelligence in potential employees can lower the costs of replacing personnel, foster collaboration and cohesiveness, and enable optimal performance.

2:15 pm to 2:30 pm

Afternoon Break

2:30 pm to 3:45 pm

Concurrent Workshops

Salon A

PLM

Show Me the Money: The Gentle Art of Negotiating Library Fees

Darrell Cook, Circulation Supervisor

Richardson Public Library

Richardson, Texas

Let's face it, collecting those pesky fees and fines can be an onerous task. It is often tempting to simply throw up our hands and waive fees to avoid confrontation. However, using just a few principles of skilled negotiators, librarians can kindly and gently reach agreements and secure those fees. Several real-world examples from years of collecting fees are presented.

Monday June 16, 2014

2:30 pm to 3:45 pm

Concurrent Workshops

Salon B

ASLM

Research and Student Learning: Planning for the Future at the Elihu Burritt Library, Central Connecticut State University

Dr. Carl Antonucci, Director of Library Services

Sharon Clapp, Digital Resources Librarian

Elihu Burritt Library, Central Connecticut State University

New Britain, Connecticut

As we went through the strategic planning process at the Elihu Burritt Library, Central Connecticut State University, one of the main questions that our committee considered was the future of the printed book. Academic libraries are going through transformations because of digital access and the ways that our current students access information. Do Google, eBook packages and eBooks through patron-driven acquisitions models mean the death of the traditional printed book and fewer visits to the physical library by students? What are the best ways to balance the purchase of new print resources with the purchase of digital resources? How is library space best reconfigured to meet the research and study needs of students? This presentation will focus on the answers that were uncovered as part of the strategic planning process and how we are using the data to create library services that will meet the needs a new generation of students.

Garden Room

ASLM

Re-framing Liaison Librarian Workload

Lynn Sheehan, Head Librarian

Grand Valley State University

Allendale, Michigan

At our large comprehensive university, liaison librarians have detailed position descriptions that outline various expectations for our professional activities: instruction; outreach; collection development; and consultation. As faculty, we also are expected to contribute to scholarly and creative activities (via publishing, presenting, creating, etc.) and to service. In this presentation we will outline how we are reimagining the workload shift. We'll show our strategic instruction plans and how we use those plans (and other policies) to write workload reports that carefully document the alignment of our work to our strategic direction. We'll also show how we are incorporating new knowledge sets, such as scholarly communications, into all of it. This work is negotiated, documented, and strategically aligned with our university's mission so that we stay focused on supporting the librarians in delivering 21st century library services. Those documents also help any one of the librarians, at any time, quickly focus on what work has been accomplished and what comes next. With this approach we can easily tell our story about who we are and why we do what we do.

Monday June 16, 2014

Concurrent Workshops

4:00 pm to 5:15 pm

Salon A

PLM/ASLM

Introduction to Library Assessment

Mott Linn, Head of Collection Management

Clark University

Worcester, MA

Assessment of library operations has become much more important as libraries' parent organizations have become more interested in ensuring that libraries are prudently spending their money. Because libraries do so many different activities, however, they can be assessed in many ways. This session will review numerous different methods that librarians can use to assess how well they are meeting their stakeholders' various needs.

Salon B

PLM/ ASLM

Military Libraries

Mimi Cirillo, Library Director

Joint Base McGuire Dix Lakehurst

Lakehurst, New Jersey

A military library provides mission support for all the operations, as well as education support for military and their families on all levels of schooling. In addition, military libraries are under executive order to provide "quality of life" programs and services to families on base. This means a military library serves an operation government information retrieval, fulfills the role of an academic library, and acts as a public library operation for families, retirees, vets, and base civilians. Collections range from Bestsellers to Easy Fiction, from CLEP and DANTEs to Chief of Staff readings, from government white papers to college supplements for term papers. Join this workshop to gain a better understanding of this special library and how it operates.

Garden Room

ASLM

Going From Peer To Director: The Effect on Workplace Trust

Lisa Lavoie, Director of Library Services

Tunxis Community College

Farmington, Connecticut

Despite the abundance of articles written about workplace trust, particularly in the corporate world, little research has been done on internal promotions in organizations and the effect these in-house promotions can have on former peers and their levels of trust with the colleague-turned-leader.

Workplace relationships that were formed when the new leader was in the role of peer must shift upon promotion, and this shift can have both positive and detrimental effects on cooperation, cohesion, and trust. Although there are many anecdotal commentaries and suggestions in the blogosphere for managing former peers, few analyze the psychological challenges that often accompany in house promotions in organizations.

Since many library directors are promoted from within, based on years of service and levels of competence, the purpose of this workshop is to describe both the benefits and the unintended consequences of internal promotions, particularly in terms of trust; to review research in this field; and to encourage discussion on best practices for library directors who have gone from "peer to leader."



THINGS TO DO IN PHILADELPHIA

Restaurants, Bars and Jazz

Continental Restaurant and Martini Bar

Location: 138 Market St

Phone: (215) 923-6069

<http://www.continentalmartinibar.com/>

Amanda

Location: 217-219 Chestnut Street

Phone: (215) 625-2450

<http://philadelphia.amadarestaurant.com/>

Standard Tap

Location: 901 N 2nd St

Phone: (215) 238-0630

<http://news.standardtap.com.s86406.gridserver.com/>

Buddakan

Location: 325 Chestnut St

Phone: (215) 574-9440

<http://www.buddakan.com/>

Jazz

Howl at the Moon (piano bar)

Location: 258 S 15th St

Phone: (215) 546-4695

<http://www.howlatthemoon.com/>

Ortlieb's Lounge (Live rock, soul, funk, and Jazz are played live every night)

Location: 847 N 3rd St

Phone: (267) 324-3348

<http://www.ortliebsphilly.com/>

Chris' Jazz Café

Location: 1421 Sansom St

Phone: (215) 568-3131

<http://www.chrisjazzcafe.com/>

World Cafe Live

Location: 3025 Walnut St

Phone: (215) 222-1400

<http://philly.worldcafelive.com/>

Time Restaurant (Sunday night midtown Jazz and Monday nights Rit Mo)

Location: 1315 Sansom St

Phone: (215) 985-4800

<http://www.timerestaurant.net/>

M Restaurant (live Jazz Wednesday and Friday evening)

Location: 231 S 8th St

Phone: (215) 625-6666

<http://www.mrestaurantphilly.com/>

Bob & Barbara's Lounge

Location: 1509 South St

Phone: (215) 545-4511

<http://bobandbarbaras.com/>

The Sights of Philly

- Benjamin Franklin Museum
- National Constitution Center
- Philadelphia Museum of Art
- Independence Visitor Center
- Liberty Bell
- Betsy Rose House
- Independence Hall
- Old City Books
- South Street
- Walk around Old City (its free and beautiful)

Pat's King of Steaks

Location: 1237 E Passyunk Ave

Phone: (215) 468-1546

<http://www.patskingofsteaks.com/>

Geno's Steaks

Location: 1219 S 9th St.

Phone: (215) 389-0659

<http://www.genosteaks.com/>

Phillies games:

- June 14th at 3:05pm
- June 15th at 1:35
- You can take the subway to the game

Train/Subway

- Hilton Garden is near Market East Station

Tuesday June 17, 2014

8:30 am to 9:30 am

Registration & continental breakfast

9:30 am to 10:15 am

Salon A

Keynote Address: Amy Phillips



Dr. Amy Phillips has worked in libraries for over ten years in Colorado. She led a varied life as a public librarian, an academic librarian, an archival processor, and high school media aid. She currently works at Loveland Public Library as Head of Adult Services. She received her PhD in Library Science from Dominican University in 2013. Her research emphasis is in library management with a focus on advocacy and marketing.

10:15 am to 10:30 am

Morning Break

10:30 am to 11:45 am

Concurrent Workshops

Salon A

PLM/ASLM

Respecting Boundaries: The BART System of Group and Organizational Analysis

Paul Glassman, Director of Library Services

Felician College

Lodi, New Jersey

Clarity of role, task, and authority are central to the success of any group project. Therefore, when groups have difficulty functioning effectively, often the cause is rooted in ambiguous or absent definitions of role, task, authority. All three relate to an understanding of and respect for boundaries, which may be expressed in terms of time, access to resources, or territory. In this workshop you will learn how to employ a BART analysis for a work group or organization to help prevent loss of resources, off-task activity, and reduction of productivity. This user-friendly tool can provide the necessary insight to steer groups away from failure and toward achievement of the goal.

Tuesday June 17, 2014

10:30 am to 11:45 am

Concurrent Workshops

Salon B

PLM

Public Libraries' Best Kept Secret: The Fundraising Potential in the Communities They Serve

Luke Vander Linden, Vice President & Senior Marketing Director

Carl Bloom Associates

White Plains, New York

Many people in your community would love to donate to help their public library. Thousands of folks around the country give above and beyond what they pay in local taxes to their libraries. Why? Because their libraries ask them to. Unfortunately it is far too common for public libraries to shy away from asking for funding from the people in their communities they serve. Instead they rely on the occasional book sale or one-time grant. Direct response fundraising or "individual giving" is a stable source of funds. In this session, you will learn what public libraries can and are doing to acquire and retain donors and you will get an overview of the basic strategies of direct response fundraising with actual results from other public libraries like yours that have embraced this proven source of funding.

Garden Room

ASLM

Work Management and Academic Librarian

Lynn Sheehan, Head Librarian

Elizabeth Martin, Head of Professional Programs

Grand Valley State University

Allendale, Michigan

While there are numerous systems for managing time, managing work and workload are more challenging in the academic library. The changing nature of work and the influence of emerging technologies have impacted the type of work that academic librarians perform. However, the traditional responsibilities are also still required. Academic librarians are called upon to learn new skills and offer new services at the same time they continue in their traditional roles of information literacy instruction; acquisition of monographs, journals, and databases; and performing professional service. This presentation examines some library-specific time management systems but focuses on the people, process, and ideas that are needed to support success in the contemporary and future academic library. The discussion will include strategies for hiring, delegating, and training librarians and professional support staff in order to meet the challenges of the quickly evolving academic library.

12:00 noon to 1:00 pm

LUNCH (included in registration)

Tuesday June 17, 2014

1:00 pm to 2:15 pm

Concurrent Workshops

Salon A

PLM/ASLM

Not Your Parents' Library: The Transformation and Expansion of Library Buildings

Peter Gisolfi, Professor of Architecture and Landscape Architecture

Chairman of the Spitzer School of Architecture

City College of The City University of New York

New York, New York

This workshop will show how existing libraries can be transformed and expanded to respond to today's programming needs and the spaces required to accommodate them, while preserving the institution's important civic presence.

Salon B

PLM

Turn Fear to Passion: Creating Staff Buy-in for New Technology

Veronica Reynolds, Coordinator of Community Relations

New City Library

New City, NY

The workshop delves into the difficulty with getting staff on board with any changes in their workflow. Resistant comes in at a number of levels and takes care to work past. Buy-in is something you must foster continuously and not just at the introduction of a new technology.

Garden Room

PLM/ASLM

Great Expectations: Combining Services, Improving Experiences

Heather Hannan

Prince William Campus, George Mason University

Beth Roszkowski

Arlington Campus Library, George Mason University

Patricia J. West

Head of Gateway Services, George Mason University

Fairfax, Virginia

Combining reference and circulation services is a continuing trend in academic libraries. Through a series of conversations and opportunities, George Mason University Libraries are currently implementing this streamlined service approach in a distributed university environment. The George Mason Libraries system consists of two large libraries located on Mason's Fairfax campus and two modest-sized libraries located on Mason's Arlington and Prince William campuses. To achieve the "one-stop" service point goal for each site, the libraries are in the initial stages of redrafting policies, procedures and workflow; revising staff training materials and resources; recasting physical spaces, and refining patron traffic at each combined service desk. Presenters will discuss how they are turning theoretical concepts into front-line customer service realities and will also highlight anticipated outcomes as well as possible assessment measures. Sample materials used during the transitions will be provided.

Tuesday June 17, 2014

2:30 pm to 3:45 pm

Concurrent Workshops

Salon A

ASLM

The Latest

Dr. Sharon Q. Yang, Associate Professor/Systems Librarian

Rider University

Lawrenceville, New Jersey

It has been three years since the first release of next generation of library systems, also called library management systems (LMS). Where are we now? This presentation will discuss latest development in library automation area and trends. All the major systems on the market will be covered including OCLC's Worldshare, Innovative Interfaces' Sierra, and Ex Libris' Alma. The audience will get a clear idea about those systems. The session is not technical. It is intended for library administrators who may need making decision on a new system or who needs to be informed of the latest development in library systems.

Salon B

ASLM

Finding Your Organization's Change Champions

Marcy Simons, Organizational Development Librarian

University of Notre Dame

Notre Dame, Indiana

In 2012 at the request of university leadership, the Hesburgh Libraries at the University of Notre Dame underwent an organizational redesign. By all accounts to date, our redesign met or is meeting (as we make adjustments by assessing our efforts at six-month intervals) all of our organizational design criteria. Our process included several unique and key components which contributed to our success (use of a player's coach, change style training for everyone, a talent survey, and follow-up surveys to help keep us flexing in the right direction) that helped contribute to our success. Change is inevitable, even more so within libraries and the profession of librarianship these days. How do we make sure our change efforts are successful when the reality is that most organizations are made up mostly of "helpers" who will accommodate change, but could easily be swayed by the resisters to change? This session will share the components of a successful change initiative, including how to find and champion the change agents who will help you lead and influence the change in positive ways.

LMI
REGISTRATION FORM

NAME _____

LIBRARY _____

MAILING ADDRESS _____

PHONE _____

EMAIL ADDRESS _____

Cost: Early Registration: \$229.00 per person Regular Registration: \$289.00 per person

Registration includes admission to both keynote breakfast sessions, all workshops, and lunch on Tuesday.

Registration Process: To be eligible for the Early Registration Discount, we must receive your registration form with payment by May 8, 2014. We cannot accept registration forms after June 2, 2014.

Early Registration
must be received by
May 8, 2014

Regular Registration
must be received by
June 2, 2014

- Please contact us by email if you require special meal arrangements.

CANCELLATION POLICY: You may cancel your registration up until 5pm EDT on Friday May 30, 2014. If we receive your written notice of cancellation by that time and date, your registration fee will be fully refunded. If you cancel after that date, we reserve the right to retain a \$75.00 cancellation fee.

REGISTRATION FEE: \$ _____
____ MONDAY LUNCHEON: \$ 35.00

TOTAL ENCLOSED: \$ _____

Please make checks payable to: **Library Management Institute**

Mail registration form and your check to: **Robert Kieserman, Registration**
P.O. Box 8562
Cherry Hill, New Jersey 08034