



# Calendar of Events

## April – September 2010

Go to the [L2 MLS Calendar of Events](http://www.librarylearning.info/?LibSys=MLS) for further event info and to REGISTER (<http://www.librarylearning.info/?LibSys=MLS>). In addition to MLS in-house workshops & special events, we offer over 72 web-based convenience courses. Web-based courses start the third Wednesday of each month; ALL courses can be found @ <http://www.ed2go.com/sls>.

For your convenience, live links are provided for each event listed. If further assistance is needed with registering, payments, cancellations, or events location contact Yvonne Riley at [rileyY@mls.lib.il.us](mailto:rileyY@mls.lib.il.us).



## APRIL

### Strategic Planning

Sat. April 3, 9:30AM – 12:00PM

First Saturday Trustee / Director Forum

Cost: Free

<http://www.librarylearning.info/events/?eventID=9770>

### Youth Services

Wed. April 7, 9:30AM – 12:30PM

*videoconference:* Getting Teens to Library Programming

Cost: \$10

The MLS Young Adult Special Interest Group (YA SIG) presents their spring workshop on "Getting Teens to Library Programming". Join a panel of teen librarians from five different libraries around the state.

<http://www.librarylearning.info/events/?eventID=9248>

### Technology

Tues. April 6, 9:30AM – 12:30PM

**Basic Podcasting & Vodcasting** (MLS Chicago)

Instructor: T.J. Urbanski, Western Illinois University

Cost: \$45

Attendees will leave the session with a basic idea about what equipment and software is needed to create audio or video podcasts. The speaker will present different tips and techniques to help attendees easily create audio or video podcasts to be used by their patrons or on their websites.

<http://www.librarylearning.info/events/?eventID=8002>

## Customer Service

Wed. April 7, 9:30AM – 12:30PM

### Customer Service is More than a Smile! (MLS Chicago)

Instructor: Dan Wiseman, Wiseman Consulting & Training, Inc.

Cost: \$45

Where do we see good service? What does it look like? - What is our brand? Do we have an image? - Do we need a brand? - Why is service excellence important? What are the key skills, policies, processes, and practices that lead to service excellence? - What do we do with unruly or difficult customers? Did we create some of these people? What do we do if we make a mistake (god forbid)? - All customers are not equal? What do different groups expect from the library? - What processes for delivering service need review? How do we communicate with our customer? What are the good and the bad aspects of digital communication? How do we stay in touch? - What next steps do we need to take?

<http://www.librarylearning.info/events/?eventID=7082>

## Management

Tues. April 13, 9:30AM – 12:00PM

### Legal Issues in Management (MLS Burr Ridge)

Instructor: Kelly Hayden

Cost: \$45

Are you familiar with employment laws? If not, you could be placing your organization at risk for legal liability. More often than not, it is a supervisor's or manager's words and actions that are at issue in a legal proceeding. This workshop will cover the top things you need to know about: Harassment and discrimination and how to handle these issues in the workplace - Documenting employees' actions, and several documentation guidelines that should be followed - The basics of Illinois employment laws

<http://www.librarylearning.info/events/?eventID=7547>

## Funding

Thurs. April 15, 9:30 – 11:30AM

### Resources @ the Donors Forum Library, & Conducting Prospect Grant Research (MLS Burr Ridge)

Instructor: Katherine Litwin, Donors Forum

Cost: \$45

Upon completion of this course, participants should: Understand the differences between types of funding entities - Understand the steps in conducting prospect research - Understand how to search Illinois Funding Source, Foundation Directory Online, and WealthEngine - Understand the types of resources that are available for conducting prospect research.

<http://www.librarylearning.info/events/?eventID=8686>

## Reference

Tues. April 20, 9:30AM – 12:30PM

### Research Based Readers' Advisory (MLS Burr Ridge)

Instructor: Jessica Moyer, Univ. of Minnesota Twin Cities

Cost: \$45

Jessica, author of *Research Based Readers' Advisory*, will share what she found out during her research and offer tips to librarians on how to improve their RA service. The presentation will include adult and teen readers and reading research, audio books and readers' advisory, and tools for advisor.

<http://www.librarylearning.info/events/?eventID=9284>

## Let's Talk Resource Sharing

Thurs. April 22, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing.

<http://www.librarylearning.info/events/?eventID=6909>

# MAY

## Technology

Tues. May 4, 9:30AM – 4:00PM

**Camtasia, version 6 hands-on (MLS Chicago)**

Instructor: Courtney Greene, DePaul University

Cost: \$75

<http://www.librarylearning.info/events/?eventID=8892>

Tues. May 11, 9:30AM – 12:30PM

**Library H3lp hands-on (MLS Chicago)**

Instructors: Jacob Hill, Elmhurst College & Kyle Jones

Cost: \$45

LibraryH3lp is a web-based communication application that allows librarians to talk to patrons via instant message and SMS (text) messaging. Perhaps more importantly, LibraryH3lp allows users to "queue" their traffic, so that a single incoming question can be viewed by several responders (and even transferred between responders). Libraries have IM and text messaging, but it all gets funneled to one person. This can be overwhelming if you have a lot of traffic...and we're getting more and more traffic. Attendees will leave the workshop with the application essentially set up, so they can go back to their library and implement it with a simple staff training session. <http://www.librarylearning.info/events/?eventID=9193>

Wed. May 12, 9:30AM – 12:30PM

**Let's Get Serious: Promoting Library Online Services (MLS Burr Ridge)**

Instructor: Lesley Williams, Evanston Public Library

Cost: \$45

"Why doesn't anyone use our online services?" A common complaint in public libraries everywhere. Despite the thousands of dollars of tax payer money spent on Gale, Ebsco, ProQuest, etc, relatively few patrons use them or even know they exist. Lesley Williams, Head of Adult Services for the Evanston Public Library, looks at the many barriers that keep patrons from finding and utilizing library online services, and suggests radical approaches to the way libraries offer and promote these tools, and how they deal with the vendors who sell them, but refuse to adequately market them.

<http://www.librarylearning.info/events/?eventID=9197>

## Legal

Wed. May 5, 9:30AM – 12:30PM

**Licensing of Resources for Libraries (MLS Chicago)**

Instructor: Barbara S. Dunham, Ohio State University

Cost: \$45

Understanding the legal issues involved in negotiating contracts for the growing number of electronic resources used in libraries is challenging. During this session the speaker will share her experience negotiating licenses for the Ohio State University Libraries.

<http://www.librarylearning.info/events/?eventID=7776>

## Management

Thurs. May 6, 9:00AM – 1:00PM

**Advanced Contract Management (Chicago)**

Instructors: Carol Ginsburg and Bill C. Noorlander

Cost: \$45

This course is designed to help information professionals who have five years or more of experience in supplier management and contract negotiations at a material level.

The course content will focus on the details of contracts, usage requirement and rules, contract models, client/vendor relationships and potential opportunities to reopen previously negotiated contracts. There will be a concentration on contract models and negotiation strategy.

<http://www.librarylearning.info/events/?eventID=9727>

## Collection Development

Thurs. May 6, 1:00 – 3:00PM

### Everyday Collection Development: A Guide for the Busy Librarian (Online)

Instructor: Bleue Benton, Oak Park Public Library

Cost: Free

<http://www.librarylearning.info/events/?eventID=8691>

Mon. May 17, 1:00 – 4:00PM (MLS Burr Ridge)

### Books You Can Sink Your Fangs Into: Collection Development & RA for Horror Fiction

Instructors: Dylan & Kirsten Kowalewski, MonsterLibrarian.com

Cost: \$45

Presentation of Scary Children's books - Presentation of titles for Teens / YA: romance, horror, vampires titles - Some Horror for Adults - Promotional Ideas - Include both books and online sources - Collection Development.

<http://www.librarylearning.info/events/?eventID=8690>

## Reference

Tues. May 11, 9:30AM – 12:00PM

### Readers' Advisory SIG: After Twilight (MLS Burr Ridge)

Cost: Free

If you haven't already read Twilight by Stephanie Meyer, please read it and then select two additional books featuring vampires as main characters. The books should have a romantic element, but they can be a blend of genres--thrillers, mysteries, fantasy etc. You can select both Young Adult and Adult geared books.

<http://www.librarylearning.info/events/?eventID=9042>

## Customer Service

Thurs. May 13, 9:30AM – 1:30PM

Cost: \$45

### Improving Library Services to America's Black & White American Communities (MLS Burr Ridge)

Instructor: Catherine Popowits, Diversity Training & Consulting, Inc.

Learn the challenges and benefits of reaching out to serve African-Americans and White Americans in the library community. Learn cultural definitions and assumptions about these groups. - Learn the differences and strengths in communication styles of Black and White Americans. Learn how to build strong support, collaboration and partnerships to improve library services to these groups. - Learn the cultural values, behaviors, similarities and differences of both Americans. - Increase the ability to reach out and market the library and resources to each community.

<http://www.librarylearning.info/events/?eventID=8894>

Wed. May 19, 1:00 – 4:00PM

### Serving Your Patrons w/ Disabilities (MLS Burr Ridge)

Cost: \$45

Instructor: Robin Jones

This workshop will focus on how libraries can better serve their patrons with disabilities. Issues covered will include dealing with the patron across the desk, on the phone, through the library's website and other areas of services. Attendees will learn techniques that will help make the library a comfortable and inviting environment for patrons with all types of disabilities.

<https://www.librarylearning.info/events/?eventID=9567>

## Building

Tues. May 18, 9:30AM – 12:30PM

### Public Library Security (MLS Burr Ridge)

Instructor: Paul Timm, RETA Security

Cost: \$45

This workshop will address security vulnerabilities in library settings with the purpose of equipping library staff with practical strategies and helpful resources. Attendees will learn how to personally contribute to a safe environment, reduce the risk of personal victimization, identify safe havens, lock down when emergency circumstances dictate, and access practical security tools & resources.

<http://www.librarylearning.info/events/?eventID=9512>

## Let's Talk Resource Sharing

Wed. May 19, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing.

<http://www.librarylearning.info/events/?eventID=6910>

## Funding

Thurs. May 20, 9:30 – 12:30PM

### Grant & Fund Seeking Basics (MLS Burr Ridge)

Instructor: Jill Feikema

Cost: \$45

Asking for money can be intimidating and overwhelming. This seminar will give you basic tips and tricks to better understand how funders make decisions and how to effectively ask for money. You will learn how to identify funders, cultivate donors, work with budgets, and present a winning proposal. This seminar is the perfect fit for anyone who wants to polish their fundraising and grant-writing skills and take away strategies to that will make the difference between winning and losing.

<http://www.librarylearning.info/events/?eventID=9243>

# JUNE

## Marketing

Tues. June 1, 9:00AM – 1:00PM

### Public Speaking: Learning the Skills (MLS Burr Ridge)

Instructor: Stephen Mongelluzzo

Cost: \$45

Do you have to make presentations to your staff, customers or before community organizations? Do you look forward to this experience—or dread it? Do you agonize over what you will say? This two-part workshop will give you the tools you will need to become an effective presenter.

In this first workshop, participants will learn the elements of a successful presentation— how to practice effective delivery skills that will relax you and connect with your audience; how to develop motivating messages; how to organize your presentation in a logical sequence; how to develop and use visual aids; and how to manage the Q&A session. Each participant will be given at least one opportunity to demonstrate his or her delivery skills in a non-threatening environment. The goal of Workshop #1 will be to provide participants with an overview of what skills effective speakers practice.

<http://www.librarylearning.info/events/?eventID=9250>

Tues. June 8, 9:00AM – 12:30PM *or*

Tues. June 8, 1:30 – 5:00PM

### Public Speaking: Practicing the Skills (MLS Burr Ridge)

Instructor: Stephen Mongelluzzo

Cost: \$45

In the second workshop, participants will have an opportunity to deliver an 8-minute presentation that they wrote using a “Presentation Template” that is provided by the workshop leader. The participants will select a work-related topic that they are familiar with and may have to speak about in the future. Following the presentation, they will answer a few questions from the audience. The presentation will be taped and critiqued by the other participants and the workshop leader. The goal of Workshop #2 will be to provide participants with practical suggestions on how to make improvements right away.

<http://www.librarylearning.info/events/?eventID=9251> “two sessions of workshop offered,  
<http://www.librarylearning.info/events/?eventID=9252> AM and PM”

Thurs. June 10, 9:30AM – 12:30PM

### Successfully Doing Business w/ the Media (MLS Burr Ridge)

Instructor: Dave Baum

Cost: \$45

In order to successfully do business with the media, it is necessary to better know the inner-workings of media and how to help reporters, editors, and producers do their jobs. In return, they’ll help you get key messages out to your priority audiences.

<http://www.librarylearning.info/events/?eventID=9198>

Wed. June 16, 9:30AM – 12:30PM

### Marketing Across the Desk (Eisenhower PLD)

Instructor: Ruth Lednicer

Cost: \$45

Every member of a library’s staff is a marketer. No amount of advertising can achieve as much face-to-face interaction with patrons, or potential patrons. Marketing Across the Desk offers simple and attainable ideas for spreading the Library message to all in your community. Participants will learn ways to connect their library’s services to various audiences in the larger community and how to develop an “elevator pitch” about their offerings (meaning a quick and compelling pitch that can be made in the time it takes to ride an elevator) to use in telling friends and neighbors about the value of a library card.

<http://www.librarylearning.info/events/?eventID=9026>

## Building

Wed. June 2, 1:00 – 4:00PM

### Creating a GREEN Plan for Your Library (MLS Burr Ridge)

Instructor: Laura L. Barnes

Cost: Free

Learn how to make your library more environmentally friendly and discuss strategies for overcoming barriers to going green with your library colleagues. At the end of the workshop, participants will be able to: form a green team - recognize common barriers to change and be able to develop solutions for overcoming them - identify specific changes they can make in their facilities to be more environmentally friendly.

<http://www.librarylearning.info/events/?eventID=9469>

## Reference

Wed. June 8, 9:30AM – 12:30PM

### Open Access and Books in a Digital Age (MLS Chicago)

Instructor: Barbara Fister

Cost: \$45

Attendees will: become familiar with mass digitization efforts and the issues they raise - understand the different dynamics of trade and scholarly book - publishing and how they are evolving - reflect on reader experiences and the future of reading - consider digital developments in light of traditional library values.

<http://www.librarylearning.info/events/?eventID=9391>

## Let's Talk Resource Sharing

Wed. June 16, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing.

<http://www.librarylearning.info/events/?eventID=6911>

# JULY

## Reference

Tues. July 13, 9:30AM – 12:00PM

### Readers' Advisory SIG: Nonfiction Narrative Science (MLS Burr Ridge)

Instructor: Nancy Bent, LaGrange Public Library

Cost: Free

Science is all around us. Scientists study both the Big Questions (the history of the universe) and the Small (the physics behind the perfect boiled egg). The best popular science titles share the excitement, and sometimes the drudgery, of scientific discovery and are written in an often elegant narrative style. Pick three titles from at least two different branches of scientific inquiry and be inspired to think in a whole new way.

<http://www.librarylearning.info/events/?eventID=9044>

Thurs. July 22, 1:00 – 4:00PM

### Using IM for Reference *hands-on* (MLS Chicago)

Instructor: Missy Roser, DePaul University

Cost: \$45

Using an IM widget for reference is a great way to grab users who might not otherwise ask for help, and it doesn't require much in the way of resources. Get even more out of your library's service by considering a queue-based system, training student workers and paraprofessionals to help staff it, and incorporating best practices into your approach. Participants will: get an overview of IM reference, including common clients and platforms - discuss how RUSA guidelines for reference service translate to IM - be introduced to how LibraryH3lp differs from Meebo, and the benefits of queues and transfers - understand how reporting features can guide feedback and improve intra-library communication.

<http://www.librarylearning.info/events/?eventID=9253>

## Let's Talk Resource Sharing

Tues. July 20, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing.

<http://www.librarylearning.info/events/?eventID=6912>

# AUGUST

## Youth Services

Fri. August 6 ← SAVE THE DATE

**Summer School Institute** (VJ Andrew High School Library)

Cost: \$ *tbd*

<http://www.librarylearning.info/events/?eventID=9536>

## Legal

Wed. August 11, 10:00 - 3:30PM

Cost: \$45

**Copyright to Fair Use to New Technology** (MLS Chicago)

Instructor: Kevin L. Smith, Duke University

Learning objectives: Understand the basic structure of U.S. copyright law and its major impacts on library practices. Comprehend the role of the exceptions to copyright's exclusive rights and the place of fair use. Be familiar with the application of the copyright exceptions, especially fair use, to developing digital technologies. Be able to better evaluate the growing role of licensing in library practices.

<http://www.librarylearning.info/events/?eventID=9497>

## Let's Talk Resource Sharing

Tues. August 17, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing.

<http://www.librarylearning.info/events/?eventID=6913>

# SEPTEMBER

## Reference

Tues. September 14, 9:30AM – 12:00PM

### Readers' Advisory SIG: Gentle Romance (MLS Burr Ridge)

Instructor: Brenda O'Brien, Woodridge Public Library

Cost: Free

Often set in a small town, gentle romances tend to focus more on the main characters' family, friends and community than on their sex lives. Witty conversation and humor are common; suspense and adventure are not. Debbie Macomber is a benchmark author.

<http://www.librarylearning.info/events/?eventID=9046>

## Collection Development

Fri. September 17, 9:30AM – 12:00PM

### Building a Spanish Language Collection (MLS Burr Ridge)

Instructors: Tina Viglucci, Aurora PL and Kathy Ladell, Northlake PL

Cost: \$45

Many Libraries have a growing population of Spanish Language patrons visiting their libraries. Presenters will discuss their experience in building a Spanish Language collection at their libraries offering suggestions for the audience. Both have visited the Book Fair in Guadalajara, Mexico to purchase Spanish Language books and other materials. Participating also are representatives from local Spanish language vendors.

<http://www.librarylearning.info/events/?eventID=9339>

## Let's Talk Resource Sharing

Tues. September 21, 9:30AM – 12:00PM

Cost: Free

Instructor: Kate Boyle, Metropolitan Library System (MLS Burr Ridge)

Monthly workshop covering topics of Interlibrary Loan, Resource Sharing and Reciprocal Borrowing

<http://www.librarylearning.info/events/?eventID=6914>

## Management

Wed. September 22, 9:30AM – 12:00PM

### Communication Skills for Leaders (MLS Burr Ridge)

Instructor: Diane Decker, Quality Transitions

Cost: \$45

As a leader in your library you have countless responsibilities to handle, most requiring communication for successful completion. Small group skill practice of expectation sharing and active listening is incorporated into this session. At the end of the session, participants will be able to: establish and communicate expectations with their direct reports - experience the value of using the four phases of communication - successfully use active listening techniques - implement an individual action plan.

<http://www.librarylearning.info/events/?eventID=9247>