



Magic in Mystic:
Delight and Amaze Your Users!
April 27 - 28, 2015

2015 Program Preview

Monday, April 27

9:00 am

Keynote: Steven Bell

Creating Better Communities: Designing Library Experiences for the Pursuit of Happiness

Does your library make community members happy? Is that the experience a library should deliver, and if so, what actions would staff members take to design for happiness? New research is providing greater insight into what it means to be happy, what sort of experiences lead to happiness and how different factors, such as age and income, impact on what we generally think of as happiness. While we may believe that using libraries leads to a happier, more fulfilled life, how would we intentionally design an experience that enabled our community members to actually get that feeling from our libraries? Join Steven Bell, Associate University Librarian at Temple University Libraries, will share insights into the role of user experience design in libraries through an exploration of the role of that libraries can play in the pursuit of happiness.

1:00 pm

Featured Speaker: Aaron Schmidt

Librarians as Designers

Design is more than choosing pretty colors. It's all about solving problems and even if you don't know it, you are a designer. Schmidt will introduce the concept of User Experience (UX) thinking and illustrate how it can help improve your website, programs, services, and more. After this presentation you'll have a keener critical eye, and a framework with which you can make your library the most important place in your community.

Breakout Sessions

10:30 am

“Do It Yourself”: A Layman’s Approach to Getting Teens Coding

Sponsor: YA Committee

Create

Presenter(s): Kimberly Sauter

Computer science teachers can be hard to find—and costly—but that doesn’t mean you can’t get teens coding! Resources abound for introducing teens to computer science and you don’t even need a background in coding to get them started. Come and learn about free resources that will turn your teens into creators of tech instead of just consumers, and run classes in-house at no additional cost.

Reaching Veterans at Your Library: “We Were There: Writing Your Military Experiences.”

Sponsor: Customer Service Section

Teach

Presenter(s): Elisabeth Petry and Christy Billings

“We Were There” will discuss how to start a successful writing program for veterans at your library. We will describe a current program, where men from three different wars meet weekly to share their stories, which are being compiled into a book. The project began with the One Book, One Middletown selection *Unbroken*, Laura Hillenbrand’s bestselling biography of Louis Zamperini, and evolved from a planned three weeks to three years. We will discuss the writing prompts we used to start the process and how we have continued to expand interest in the program.

Talk to Me! Conversations That Connect Children to the Stories They Read

Sponsor: Children's Section

Connect

Presenter(s): Judy Rabin and Diane Frankenstein with Diane Antezzo, Kara Canney, and Michelle Turbak

Learn about sustainable Conversational Reading programs that connect libraries with parents, grandparents, and teens, and teach them to show children how to get the most from the books they read together. In 2013, 73 libraries received seed money to implement Conversational Reading programs. Learn how local librarians created successful programs in their communities. Judy Rabin (Woodbridge) will moderate a panel discussion with colleagues Diane Antezzo (Ridgefield), Kara Canney (Trumbull), and Michelle Turbak (Monroe). Diane Frankenstein, author of *Reading Together*, will explain how you can create a sustainable Conversational Reading program at your library.

Librarian BOOK BUZZ for Teens

Sponsor: CLA YA Section

Learn

Learn about the hottest new and upcoming teen titles from representatives from Chronicle Books, Soho Teen, Quirk, Sourcebooks, Workman Publishing, and more.

Featured Author: Anita Diamant

Sponsor: Fairfield County Library Administrators' Group

Teach

Presenter(s): Anita Diamant

Anita Diamant is an award-winning journalist and bestselling author of the novels *The Red Tent*, *Good Harbor*, *The Last Days of Dogtown*, and *Day After Night*. Her first novel, *The Red Tent*, has been published in 25 countries, is a perennial favorite of book clubs, and was recently adapted for a television mini-series. Her latest novel, *The Boston Girl*, explores the life of Addie Baum, a young Jewish immigrant, living in Boston in the early part of the 20th century, and was selected as an Amazon Best Book of the Month.

Community Outreach Activities at Academic Libraries: Strategies at the Burritt Library, CCSU and the Wesleyan Library

Sponsor: CLA College and University Libraries Section

Connect

Presenter(s): Dr. Carl Antonucci, Renata Vickrey, and Jennifer Hadley

One of the goals of the Burritt Library Strategic Plan 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. This presentation will discuss the creation of the new position of University Archivist, Special Collections and Community Outreach Librarian, the formation of the Friends of the Burritt Library group, fundraising activities, and the community outreach efforts of the Library. At the Wesleyan University Library, these activities are undertaken by a librarian on a voluntary basis. Long term goals on fundraising and building the library fund will be discussed as well as collaboration with other departments and University Relations.

Humanities at the Library

Sponsor: Connecticut Humanities

Connect

Presenter(s): Jeffrey F.L. Partridge, Ph.D., Douglas G. Fisher, Lauren Miller, Scott Wands, and Susan Muro

How do humanities figure into our changing communities and the needs of libraries that serve them? Connecticut Humanities presents Jeff Partridge, Ph.D., Chair of the Humanities Department at Capital Community College, who will explore ways the humanities help us understand our ever-evolving world by examining the past, coping with the present, and inspiring a better tomorrow. The humanities illuminate paths a changing society can take, and Connecticut Humanities has grants, programs and

resources that will help each community find their way to a better understanding of our world and each other. Learn what's available and how to apply to CTH.

Inspire! Bringing the Magic

Sponsor: CLA Children's Section

Connect

Presenter(s): Kari Ann St. Jean, Michele Kaminski, and Jane Breen

Libraries are stretching to meet overwhelming needs in the community. As children's librarians we need to stay connected and bring the village together. Rediscover your community and meet the needs of early literacy through creativity, trust in your inner story time gift, and bring it, share it with children, parents, colleagues, and families. Focus on your goals and the community you serve. Learn, inspire and give creatively through music art and stories that touch hearts and build trust. Navigate management, redesign, keep it positive, bring the awesome, and learn to look at ingenuity in new ways, discover the strengths in your staff, and determine how to measure success.

Presenting Your Professional Best

Lead

Presenter(s): Kathy McAfee

Motivational Speaker Kathy McAfee will help you learn how to strengthen your ability to make a solid first impression by learning three elements of leadership presence: verbal presence, visual presence and visceral presence. She will teach you how to confidently verbalize your knowledge and expertise through effective use of your voice. You will walk away with valuable tips to immediately enhance your visual presence. Lastly, you will learn how to create a positive visceral presence, by changing the energy that you bring to the customer interaction, allowing other people to connect with you in a more meaningful way.

If You Build It They Will Come

Sponsor: Resource Sharing Section

Connect

Presenter(s): Eric Hansen, Susan Santangelo, Joe Levy, and Troy Juliar

Connecticut's statewide eBook service is sure to have an impact on interlibrary lending, authors, and the publishing industry. Eric Hansen will present an update on the history and status of the service, Susan Santangelo will discuss the author's perspective, and Joe Levy and Troy Juliar of Recorded Books will discuss the eBook vendor's point of view. There will be time for Q & A from the audience.

2:30 pm

Finding Your Voice: Advocacy for Every Librarian

Sponsor: Connecticut Library Consortium

Connect

Presenter(s): Libby Post

Advocacy skills are an increasingly important part of our professional role, but how many of us feel comfortable taking the role as an advocate? The first step is knowledge. Come learn about the full range of advocacy activities that libraries and librarians can participate in. You'll walk out of this program understanding how lobbying differs from other advocacy activities, the rules and regulations of advocacy and lobbying and the components of an advocacy plan. It's time to find your voice and role in this mission!

Career Magic in Mystic: How Libraries Help Job Seekers Get Back to Work!

Sponsor: CLA Career Development Committee

Teach

Presenter(s): Jean Baur

Libraries are often the first place job seekers turn to when looking for a new job. And libraries provide many resources for job seekers including books, computer training, networking events, author and career expert presentations, reference advice, journals, job search clubs, and online information. Jean Bauer's presentation will focus on what you may not know as a librarian: the best techniques for getting around the dead end of online applications and how to create a diversified and smart job search strategy. Based on her first book, *Eliminated! Now What?*, Jean will give you tips to share with your users or patrons.

Steering Patrons in the Right Direction: Best Practices for Library Wayfinding

Sponsor: Customer Service Committee

Create

Presenter(s): Nancy Rosenwald

When people enter your library, how do they know where to go to fulfill their needs? If your answer involves a patchwork of clashing signs, repetitive verbal directions, and/or fancy footwork through artificial pathways, your patrons could benefit from the application of wayfinding principles in your building. "Wayfinding" orients visitors to (1) where they are, (2) where their desired location is, and (3) how to get there from their present location. Nancy Rosenwald, former Director of the 2009 LJ Best Small Library in America, will describe practical steps you can take to improve navigation around your library.

7 Years of UX: Reflections from On High to Down Low

Create

John Blyberg and James McNutt

Darien Library launched their User Experience Department in 2008. John Blyberg, the Assistant Director for Innovation and UX, and James McNutt, System Administrator at Darien Library, will discuss how the department was formed, how they have responded to changes in technology and patron needs, and offer commentary on the future of UX in libraries.

Creative Aging in America's Libraries: A National Leadership Project Offering a New Approach to Serving Older Adults

Create

Presenter(s): Maura O'Malley and Ed Friedman

Are your patrons getting older? The emerging field of creative aging focuses on the positive and powerful role of arts education in enhancing the quality of life for older adults. Participants will learn how Connecticut's changing demographics are demanding new approaches to programming for older adults in public libraries. They will explore a wide range of exemplary and replicable arts-based programs from around the country. A guided review of the online resources developed by Lifetime Arts will help participants determine readiness and capacity as well as a pathway for implementing creative aging programs in their own libraries and communities

STORYLINE: A STEM to STE"A"M Initiative

Sponsor: CLA Children's Section

Connect

Presenter(s): Barbara McClintock, Gail Zeiba, and Lilia Silas

STORYLINE is a community partnership between librarians, educators, artists, school children, community business people, and by extension the whole community for the purpose of engaging students with the arts through storytelling & drawing. To succeed, students must learn to be innovative, creative, imaginative, and confident thinkers. STORYLINE guides students through the creative process helping them make critical connections to the world around them while preparing them for a world we can hardly imagine!

4,956 People In Eight Weeks: What a Farmers Market Did for The Avon Library's Summer Reading Programs

Connect

Presenter(s): Kari Ann St. Jean and Tina Panik

Anchored by a farmers market on Mondays in July and August, the Avon Library created an integrated summer reading program for adults, teens, and children during summer 2014. Learn how they did it!

Children's Book Buzz

Sponsor: CLA Children's section

Teach

Representatives from various different publication companies will present their upcoming titles for children and middle grade audiences.

4:00 pm

Hidden Disabilities: How to Better Meet the Needs of the Deaf & Hard of Hearing

Sponsor: CLA ADA Committee

Connect

Presenter(s): Kathy MacMillian

Librarians can easily spot a patron with an obvious physical disability. But what about hidden disabilities that can't be recognized? How can the needs of patrons who are deaf and hard of hearing be successfully met? Kathy MacMillan, a writer, American Sign Language interpreter, consultant, librarian and signing storyteller, will discuss ways and methods that these needs can be met.

How to Get and Ace Interviews in a Shrinking Job Market

Sponsor: CLA Career Development Committee

Learn

Presenter(s): Jean Baur

Librarians are skilled at finding information and helping others, but often are not as good at managing their own careers. Since the interview is the most critical part of finding a new job, this program explores creative ways to get noticed. Based on her latest book, "The Essential Job Interview Handbook," Jean Bauer will provide specific skills (and handouts) to help librarians give themselves the best chances in a highly competitive market. Jean's approach combines content--how to organize a strong answer, strategy--why you need to ask questions, and physical skills--ways to make a strong impression and keep the interviewer's interest.

The Library Freedom Project: Protecting Patrons' Privacy In Libraries

Sponsor: CLA Intellectual Freedom Committee

Lead

Presenter(s): Alison Macrina and Kade Crockford

Libraries should protect patron's rights to explore new ideas in private, but researching online often means leaving a trail of information about patrons, including their location, what websites they visited, and much more. Alison Macrina, IT manager – Watertown Free Public Library (MA) and Kade Crockford, Director, Technology for Liberty Project – ACLU Massachusetts will show how the right to privacy can be compromised at libraries and the impact of surveillance on our patrons. They will show new privacy protecting services that can shield patrons from unwanted spying of their library activity.

Initiating Affordable STEM & Design Programs for Teens

Sponsor: YA Committee

Create

Presenter(s): Paul Chayka

Libraries are the ideal local catalyst for informal education in STEM and Design. This talk reveals how you can develop affordable, engaging teen programming on a range of topics with high impact on

socialization, critical thinking, and confidence. Following simple guidelines, you can initiate topics like robotics, modular origami, coding, and 2D and 3D graphic design, even if you are a beginner yourself!

Happy Staff + Happy Boss = Ecstatic User!

Lead

Presenter(s): Melissa Canham-Clyne, Lore Lichtenberg, and Cristian Astudillo

You might call it patron engagement or customer service, but the only way to truly ensure that library users leave delighted and amazed is by making staff relations and development a top priority. This workshop addresses methods and concerns in creating a work atmosphere that is as intellectually stimulating as the items we provide, while also establishing a professional environment that reflects our expectations for excellent customer services. Whether your library is unionized, an association, or is a hybrid of staffing, we offer strategies for increasing staff and management/board satisfaction and development.

Makerspace for Kids and Teens

Sponsor: Children's Section

Create

Presenter(s): Kari Karp and Michelle Farella

Want to participate in the Maker movement but don't have a dedicated Makerspace or a lot of money to spend? Find out how you can do children's and teen programming like Makerspace Buddies, Computer Buddies, Google Maker Camp, and Minecraft to promote exploration, creativity, and STEM skills-without breaking the budget.

Hartford's Urban Library and School Collaboration

Co-sponsors: Patricia Knapp, Hartford Public Library and Hartford Public Schools

Connect

Presenter(s): Patricia Knapp, Vanessa Diaz-Valencia, and Kristine Woods

This session discusses development, implementation, and sustainability of an urban partnership between Hartford Public Schools and Hartford Public Library. Partners work collaboratively to serve library and intervention needs of Hartford students and families through a coherent system of relevant resources, programming, and services. Program thrives through zone collaboration building partnerships between branch libraries and surrounding schools, effectively communicating programs and resources to stakeholders, and a technology, resource, and access strategy to leverage tools, systems and resources.

Central Connection: Best Practices for Embedding Information Literacy into the Higher Ed Curriculum

Sponsor: College and University Libraries Section

Teach

Presenter(s): Dr. Carl Antonucci and Martha Kruey

The definition of an embedded librarian into an academic curriculum is still somewhat vague but

absolutely necessary to determine, with the current state of education in the U.S. During the Fall 2014 semester, Dr. Antonucci invited Martha Kruey to embed an information literacy element into his HIS162 section, in the process of developing an embedded information literacy model of instruction for the library's instructional team. Citing both a literary review and anecdotal evidence from the speakers' recent experience, this presentation will provide an outline of best practices for embedding information literacy into the academic curriculum.

“A Second Chance to Change Your Life”: Career Online High School

Sponsored by the Connecticut State Library

Teach

Presenter(s): Peggy Cadigan

The New Jersey State Library has launched a state-level implementation of Career Online High School, a program which will allow NJ residents to earn an accredited high school diploma and credentialed career certificate at their local library. The groundbreaking program is designed to reengage adults in the education system and prepare them for entry into post-secondary education or the workforce. We believe this program will have a critical impact on the quality of life and economic growth of NJ communities by enabling individuals to further their education and compete for jobs with more earning potential.

Re-envisioning Branch Libraries

Sponsored by the CLA Conference Co-Chairs

Learn

Presenter(s): Andrew Berman

Branch libraries are serving more New Yorkers in more ways than ever before, yet they remain undervalued by policymakers. Last year, The Architectural League collaborated with the Center for an Urban Future on a design study to articulate new architectural, financial, and programmatic possibilities for these essential, neighborhood-based resource centers. Six interdisciplinary design teams presented innovative design solutions for the challenges facing branch libraries. Andrew Berman, architect and principal of Andrew Berman Architect, led one of these design teams and will talk about the experience.



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2015 Program Preview

Tuesday, April 28

8:30am

CLA Annual Meeting and Awards

9:30 am

Keynote: Michael Stephens

Learning Everywhere: Users, Empathy, and Reflective Practice

Co-Sponsored by ACLB

Emerging technologies are changing the way we live and learn. Libraries can play a key role in this future. Imagine the evolving hyperlinked library as a creation space, community space, anything space. Imagine this library available everywhere via mobile devices and tablets. Imagine opportunities for user learning supported and facilitated by librarians. How will library services change with MOOCs and mobile classrooms in the palm of one's hand? What skills will staff require? Professionals flourish when activities, trainings, and events transform them from spectators into participants and co-creators. What does the library as creative classroom look like? What does this future look like as we encourage learning everywhere as a means for transformative change for ourselves and our users. We must always keep working to be there - in the moment - to be present, to be at the edge of what's happening, and to be very visible while focusing on people, not technology, not the collection. Those are merely tools. This session will explore new ideas and thinking about learning at the library.

1:00 pm

Featured Speaker: JP Porcaro

Making It Happen Where You Are

Leadership isn't about job title, it's about attitude, character, and perspective. Libraries are places to foster community success, and that success starts with us. We all have the capacity to affect change in our personal lives, professional lives, and social circles, by using the techniques that effective leaders use, from church leaders to military leaders to the best boss we've ever had. Join JP Porcaro in this presentation on bringing a Make It Happen attitude to our patrons, coworkers, and personal circles through emotional intelligence.

Breakout Sessions

11:00 am

“Some kinda privacy when I study”: Students and the College Library

Create

Presenter(s): Maura A. Smale and Mariana Regalado

Students use our libraries every day for studying, reading, using computers, and relaxing. But what are they really doing in the college library? Why do they choose the library as a place for their academic work? And for those students who do not use the library, what keeps them away? During our study at the City University of New York we used photographic surveys, mapping diaries, and interviews to learn how, where, and when students accomplished their academic work. The insights that our study offers can inform improvements to library facilities, services, and resources.

Passport to CT Libraries 2014, Looking Forward To 2016!

Sponsor: Public Library Section

Connect

Presenter(s): Sally Tornow and Drusilla Carter

The Passport to CT Libraries Program in September 2014 was a great success, and the Public Library Section wants to share the pictures, the stories, the how-we-did-it. Those who participated know how much fun it was to have all the visitors, but may have missed how truly state-wide the program was. For those who didn't participate, please come and see how easy it was and how much the patrons enjoyed it. We'll be doing it again in April of 2016!

BCALA-CT Selects: Jerry Craft: the World of Book Illustrating

Connect

Presenter(s): Jerry Craft

From reluctant reader to celebrated artist and author, Jerry Craft, creator of the award-winning *Mama's Boyz* comic strip will speak on the inspiration and challenges that led him to his rewarding career. His newest book, *The Offenders: Saving the World While Serving Detention!* is a young adult action/adventure story co-written with his two teenage sons, Jaylen Craft and Aren Craft, about the negative effects of bullying.

Building & Learning YOUmedia Hartford

Sponsor: YA Section

Teach

Presenter(s): Tricia George

YOUmedia Hartford is a digital learning and maker space where teens, ages 13-19, can hang out, mess around, and geek out. Our space and activities are informed by research out of Stanford University and inspired by positive psychology, connected learning principles and our youth. There are no

teachers, no assignments, and no attendance requirements. There are skilled mentors, meaningful projects, and a culture that urges teens to return and contribute. This presentation will cover Hartford's need, foundational theories, and some ideas for how you can create a space that teens return to for learning over and over again.

CLA Publicity Awards

Sponsor: CLA Publicity Committee

Connect

Presenter(s): Tara Borden and Julie Menders

Winners of the 2015 CLA Publicity Award will share their prize winning entries. Join us as our talented designers present their projects, explain the design process, and show their promotional campaigns. Get some great ideas to bring back to your library.

The Art and Science of Librarianship

Create

Bill Derry

When does library science become an art form? -- now! Given the rapid changes impacting libraries we need to become more like artists in using the tools at our disposal to create new relevant programs and services. From helping patrons find information to supporting their imagination to do something with the information; from counting transactions to collecting stories of transformation; from self-directed learning by patrons to guided learning with others and staff; and from making for personal achievement to developing programs that lead to economic development. We will use examples from our focus on participatory learning, the new design-thinking center, and the introduction of robots.

You Sing, We All Sing!: Incorporating Music Into Your Story Time Programs

Teach

Presenter(s): Liz McNicholl and Allison Murphy

Are you nervous about singing in story time, or do you need new ideas for songs to add to your program? Join Liz and Allison for a fun-filled hour of songs, movement, fingerplays, and books that can be sung to children. Liz McNicholl, a native of Ireland, is a well-known Celtic/folk singer and the Director of Music Together in Hamden. Allison, a Children's Librarian, has been singing, dancing and making a fool of herself in story time for over 10 years. We will share music ideas and you'll leave with a list of new tunes!

Let It Go: How to Revise Your Resource Sharing Policies and Open Up Your Library Collections For ILL Lending

Sponsor: Resource Sharing Section

Connect

Presenter(s): Thomas Bruno

Are you still frozen in outdated interlibrary loan policies? Still will not lend phonograph records or

videocassettes? Join Tom Bruno, Associate Director of Resource Sharing and Reserves at Sterling Memorial Library, Yale University, as he presents ways to rethink your policies. (He promises he will not make the audience sing!)

Library Lizards and Teen Social: Programming for Teens with Special Needs

Connect

Presenter(s): Jessica Franco

Jessica Franco, a graduate student at the University of Rhode Island and an intern at Groton Public Library, will present tips and tricks for developing social programs for teens with special needs. During her internship at Groton Public Library, she collaborated with Groton Parks and Recreation to develop a bimonthly social program for teens with autism. This collaboration led to an extended partnership with additional social groups. Attendees of this program will learn about the process of developing a social program for teens with special needs, tips and tricks for optimal success, and recommendations for outreach and partnership opportunities.

BIBFRAME Update

Sponsor: Technical Services Section

Wild Card

Presenter(s): Elizabeth Fulford

Get an update on what's happening with BIBFRAME! Initiated by the Library of Congress, BIBFRAME provides a foundation for the future of bibliographic description, both on the web, and in the broader networked world. In addition to being a replacement for MARC, BIBFRAME serves as a general model for expressing and connecting bibliographic data. A major focus of the initiative will be to determine a transition path for the MARC 21 formats, while preserving a robust data exchange that has supported resource sharing and cataloging cost savings in recent decades.

2:30 pm

On the Flip Side: Fostering Student-Centered Learning in a Flipped Classroom through Faculty-Librarian Collaboration

Teach

Presenter(s): Eric Styles, Sarah Zimmermann, and Megan Blunden

One-shot, lecture-based instruction classes often fail to provide opportunities for active, student-centered learning or sufficient integration of research skills development with relevant course work. This presentation will explore the process librarians and history faculty at the Loomis Chaffee School followed to create and co-teach four flipped-classroom modules. The group replaced a series of one-shot, lecture-based classroom sessions with a blended learning model that allows students to be active participants in a course-integrated research process. By implementing online modules that contain project-specific video tutorials and assignments, the new model improves students' understanding of the research process and promotes collaborative, problem-based learning in the classroom.

STEM Programs for the Rest of Us

Create

Presenter(s): Lucas Franklin and Nicole Dolat

Lucas Franklin, Head of Children Services at the Cheshire Public Library, and Nicole Dolat, Children's Librarian at Cheshire Public Library, will discuss easy-to-implement STEM programming for youth ages 7-18. Lucas will discuss the afterschool STEM program—Ctrl Alt Achieve—he created and designed while the Teen Librarian at the New Britain Public Library. Nicole will discuss the Gizmos, Gadgets & Goo program she designed for tween patrons at the Cheshire Public Library. Topics covered will include easy and affordable activities, equipment worth investing in, collaboration with local schools, and opportunities for external funding.

Building Partnerships for Connected Learning in Libraries

Sponsor: YA Section

Teach

Presenter(s): Christopher Shoemaker

Teens are entering college and the workforce without critical literacy skills and other skill gaps. How can libraries establish and sustain partnerships that provide college and career readiness skills to bridge that divide? Using *The Future of Library Services for and with Teens: A Call to Action* as a guide, library staff will discover how to create meaningful partnerships with community organizations and recruit new audiences from their community, while fostering youth development of key success skills.

Librarians as Economic Gardeners

CT Library Consortium

Learn

Presenter(s): Elizabeth Joseph, Jennifer Keohane, and Jenna N. Mayotte

We've all heard that entrepreneurship and business growth are critical to economic development in Connecticut. What does this mean for your library? How can you support this community and contribute to the prosperity of your Town? Come hear a panel of librarians from across the state talk about real world business research services – the questions they ask, the information they need. You'll learn about best practices, key business resources, and the challenges and joys of working with the business community.

Raising the Bar: Standards for Public Libraries

Co-Sponsors: Public Libraries Section (CLA), Advisory Council for Library Planning and Development (State Library)

Learn

Members of the Public Library Standards Task Force

In this two-part program, members of the Public Library Standards Task Force will talk about their efforts to update CT's Advisory Council for Library Planning and Development (ACLPD) benchmarks, then open the floor for audience feedback and discussion.

The Untold Story of African Americans in Comics

Learn

Presenter(s): Professor William H. Foster III

In this multi-media presentation, Professor William H. Foster III tracks the image of African Americans from the late 1940s right up to the present day. It begins with images of racist, stereotypical portrayals of Blacks as comic foils and servants and savages, to the positive superhero images created by present day Black Independent Comic Book Publishers. Professor Foster also presents his research into the little known positive images of Blacks in the early years of comic books in close detail and continues right up to the increasingly wide appearance of such images in comic books and graphic novels today.

The New Yorker Roundtable: Why a New Yorker Discussion Group Works in Connecticut Libraries

Create

Presenter(s): Diana B. Loevy

Are you looking to create a program that draws healthy crowds and traffic for other library initiatives, where patrons can discuss the political, social, cultural events of the day in an atmosphere of trust? Author and speaker Diana B. Loevy will introduce the New Yorker discussion program, sometimes called The New Yorker Roundtable, which she successfully launched and led in libraries throughout Fairfield County. Learn how each discussion group develops its own relationship with the magazine and how each group takes on a life of its own as well as takeaways of what has worked and what has not.

Identifying and Managing Behavior Issues in the Library

Learn

Presenter(s): Holly Fitting and Ralph Apici

Library personnel are often in contact with patrons who present with symptoms related to mental illness, addiction, trauma, or a combination of all three. Sometimes, efforts to communicate with these patrons during highly symptomatic times do not work effectively. This session will teach the basics about mental illness, addiction and trauma, highlighting the signs and symptoms that might create challenges for library personnel. Several communication skills will be taught, including verbal de-escalation skills.

Teaching Seniors: The Fun of It. Humor and a Hook

Teach

Presenter(s): Cecelia Becker

The challenge of teaching seniors seems to be keeping them interested until they learn what the buzz words mean without that "technical stuff." "I downloaded my pictures but I can't find them on my computer, they always disappear!" Many folks are stuck at the address bar. Perhaps, if we could make any class – email, Picasa, Ancestry.com – relevant without "too much tech" (at first), we may get return students for an in-depth look. We don't want to alienate anyone. Humor and a Hook help! Where did those pictures go? Feel like a magician when you find them.

Master the Art of Teaching Tech

Teach

Presenter(s): Adam Delaura

Struggling to teach technology to your patrons? Come learn some strategies and techniques from Adam Delaura that will empower you to master the art of teaching technology classes to your patrons.

3:45pm

Consider the Penguins: What Can Linux Do for You?

Sponsor: Technology Section

Wild Card

Presenter(s): Melissa Ceraso and Benjamin Shum

"What is this Linux thing that comes up now and then? Where can we get it? How do we use it? What can it do for me?" Linux is a free and open source operating system with numerous distributions offering a wide variety of flexible interfaces and applications. Come learn from daily Linux users how these operating systems can be used and employed by libraries.

Leading from Where You Are

Sponsor: Connecticut's 2013 NELLs Graduates

Lead

Presenter(s): Chris Angeli, Brandie Doyle, Karen Jensen, Sarah McCusker, and Sara Ray. Moderator: Mary Etter

Most people are trained to look to authority figures for leadership, but great leaders can be found at all levels of organizations. In fact, the best time to start learning leadership skills is before that managerial job comes along. Our panelists will discuss their leadership experiences in a variety of different positions and share their best practices for inspiring colleagues and effecting change no matter your level of authority.

YALSA Presents: Putting Connected Learning into Practice at Your Library

Sponsor: YALSA and CLA YA Section

Connect

Presenter(s): H. Jack Martin and Sarah Sogigian

Identified by YALSA as part of the future of teen library services, Connected Learning sits at the intersection of a teen's interests, learning, and peer culture. It doesn't require you to be a teacher or work in a school – in fact, you're probably already making use of Connected Learning without even realizing it! Discover how deepening your Connected Learning offerings can take your teen services to the next level.

Navigating the Alphabet Soup of Connecticut Library Groups

Sponsor: CLC

Connect

Presenter(s): Beth Crowley, Jennifer Keohane, Dawn LaValle, and Mary Ellen Minichiello

CLC, CSL, CLA, NELA, CASL- what do these mean? If you are confused by all the acronyms for library organizations, then this is the program for you. Join us for a panel discussion with representatives from some of the professional organizations that exist to support you and your library. You'll learn what they have in common, how they differ, and most importantly, how they can help you and your library grow and thrive.

No More Sleepy Hollow: A Collaborative Approach to Teaching and Promoting E-Resources to Attentive College Students

Sponsor: College and University Libraries Section

Connect

Presenter(s): Kristin D'Amato and Susan Slaga-Metivier

With library vendor fairs all the rage right now, the Elihu Burritt Library decided to try out this approach for e-resource promotion. Electing to try a different spin on the idea, the Burritt Library had librarians rather than vendors work the "vendor" booths in order to promote and instruct patrons on the use of the library's e-resources. Learn how a program that successfully promoted awareness of e-resources also built relationships between staff and students and increased staff morale through interdepartmental collaboration.

Book Fair to Craft Fair: How a non-traditional day at the Library can impact all you do!

Sponsor: Publicity Committee

Connect

Presenter(s): Julie Menders and Andrea Kaiser

Learn how Otis Library transformed a traditional Book Fair into *O'tis a Festival*, a beloved special event that engages thousands each year. Their journey may help your organization bravely explore non-traditional services, experiences, or events all in an effort to strengthen your role within your community. The magic is in the engagement! The power of this one day event carries on throughout the year. Taking a risk and thinking beyond traditional library service can have an impact on your statistics, image and even funding!

Volunteering: Venues for Service Learning

Sponsor: YA Section

Connect

Laura Panter and Cara Perry

Do you struggle to find work to occupy the many teens that come to the library seeking volunteer hours? Laura Panter and Cara Perry offer two unique perspectives on managing teen volunteers. The

will suggest ways that librarians can connect young people to meaningful initiatives that improve the library's relevance in the community and give kids a sense of purpose.

Easy Ways to Ruin Your Library's Reputation

Sponsored by the CLA Conference Co-chairs

Connect

Presenter(s): Rebekkah Smith Aldrich

In this session, Rebekkah Smith Aldrich will discuss the importance of connecting with your community to determine their priorities, values, hopes and dreams; how customer service (in person, on the phone and online) wins the public's vote everyday; how to align the library's "voice" using word-of-mouth marketing techniques; how to avoid creating a library "insider's club" that makes it difficult for new people to get involved with your library; publicity/display/signage basics; how to build your base of support online; and how to embrace trying new things.

Gamification: Using Interactivity and "Play" in Informational/Nonfiction Picture Books

Teach

Presenter(s): Roxie Munro

Gamification is the use of game design elements in non-game contexts. Award-winning author/illustrator Roxie Munro will discuss how applying concepts of gamification with nonfiction for children makes for a dynamic, interactive experience. Learn how children are more engaged because information is imparted in a fun way through lift-the-flap, mazes, guessing games, inside-outside concepts, search-n-find, puzzles, hidden objects and other elements.