

NETWORK CONNECTION



Official Newsletter of the New York State Library Assistants' Association

Jan.-Mar. 2013 Vol.25, no.1

2013 Annual NYSLAA Conference

Hiking into the Future

Ruth V. Oberg, Conference Coordinator

The 35th Annual Conference will be held at the High Peaks Resort in Lake Placid, NY, (www.highpeaksresort.com) June 12-14th. Make your reservations by calling 1-800-755-5598 and ask for the NYSLAA room rate. While I was working with the venues and catering details, Darlene Strack did a great job putting together the workshops.

The mixer will be an evening of socializing; snacking and listening to a local musical duet play folk music. One of the musicians is a librarian at SUNY Plattsburgh!

Thursday evening we will be at the Olympic Center for a BBQ. There will be ski jumping to watch, yes, in June, and for those who want to, a ride on the chairlift will be available. You can also take the elevator to the top of the ski jump and experience the mountain views. This should be a unique experience and a lot of fun!



Some of the workshops being offered are: Environmental Storytelling; RFID; Excel; Identity Theft; Supervising Students; The Library as an Intellectual Gathering Place; Changes in Public Libraries; Retirement; Nutrition; iPads; Running Effective Meetings; Advocacy; Disaster Threat; CPR; Certificate of Achievement and many more.

Our Friday luncheon will be a bit different this year. Instead of a full keynote speech, we will be entertained by Carl Heilman, a well-known, local photographer. He will give a short talk and a slideshow of his breathtaking pictures.

The town is quaint with beautiful views of the mountains and Mirror Lake. Remember the room rate of \$99.00 has been extended for the entire week should you choose to make a short vacation out of your visit.

See you June!

INSIDE: Annual Reports...NYSLAA Essay Contest...Koste and Murray Award... Nominations... NYSLAA/NYLA Survey Results ... Ontario Library Association Report...etc.

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Ambassador
(Vacant)

“We would like to see a library community in New York State where library assistants have a voice in decisions that affect their future, are valued for their contributions, recognized and rewarded appropriately, and where there is equitable access to professional development opportunities.”

NYSLAA’S MISSION

“The mission of the New York State Library Assistants’ Association is:

1. To enhance the professional image and status of NY State’s library assistants.
2. To further their professional growth.
3. To provide a network for communication to our members and the profession on library and library assistant issues.
4. To network and cooperate with library organizations on local, state, national, and international levels.”

CHECK OUT NYSLAA’S WEBSITE: nyslaa.org

Join NYSLAA’s Electronic Listserv (NYSLAA-L) and follow us on Facebook

To subscribe or unsubscribe to the NYSLAA listserv simply go to nyslaa.org, click on “Join Our Email List” and follow the instructions.

To follow us on Facebook search for
New York State Library Assistants' Association



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2012 NYSLAA Annual Reports

President

This is my third year as NYSLAA President. My responsibilities include scheduling meetings, preparing the agenda and running the Executive Council meetings.

We started the year off welcoming our newly elected Treasurer Kathryn Riedener, from the Pioneer Library System, and thanking our former Treasurer, Dawn Burnett. Dawn is no longer working for a library so was not eligible to run. All the Standing Committee Chairs and the NYSLAA Ambassador were re-appointed for two-year terms.

The NYSLAA-L listserv was successfully moved from Cornell to the University of Rochester. At this time we currently have 259 subscribers.

The Executive Council awarded two educational Scholarships. The Continuing Education Scholarship went to Lindsey Kaufman, Jamestown Community College. The Degree Scholarship was awarded to Laurie Fortino, DeWitt Community Library.

I accompanied Michele Matthews to Port Jervis on February 17, 2012 to give a presentation to the Orange County Library Directors. Michele spoke about our Certificate of Achievement and I gave the history of NYSLAA.

The NYSLAA Membership Contest, was unveiled this year. The winner of a free registration for the conference was Diane Hunt, Nioga Library System. The 2nd place winner was Karen Kuta, SUNY Buffalo, receiving a free membership.

Heidi Jensen approached EC about forming a committee to investigate the possibility of NYSLAA becoming a section of NYLA. The EC agreed to the formation of the committee with the understanding that a report would be given at the 34th Annual Conference. The committee was made up of members from Public, Private, Academic and Special Libraries.

The special committee reported their findings to the membership at the conference and a mailing was sent to members who did not attend. A discussion was on NYSLAA-L with people giving their opinions, both for and against the merger.

EC continues to use Skype for our meetings. We have had a couple members Skype in and have had some lively discussions. We are also investigating other online meeting software.

The 34th Annual Conference at Niagara Falls' was another success. It was great to see the return of the New York City group. Ruth Oberg and her committee did an outstanding job. The University of Buffalo donated \$2000 to the 2012 Conference, helping to keep the cost of the Conference around the same price as the year before. A donation jar for the New York State libraries that were damaged in the flooding of 2011 and boxes for the WNY food bank were set-up at Conference Registration. Both philanthropic events were a success. Kim Barbato from the Truro Law Library was this year's winner for "Why I want to attend the 34th Annual Conference." Unfortunately Kim was unable to attend.

This year's Craig Koste Award went to Michele Guiffre, Bethlehem Public Library. The Ray Murray Award recipient was Kathy Metz, University of Rochester.

Kathryn Riedener, resigned the Treasurer's position due to family issues. Ruth Oberg and I updated the books before a new Treasurer was appointed. Lindsey Kaufman from the Jamestown Community College was approved as Treasurer by EC and I appointed her in August 2012.

Elections were in October with Donna Hanna, Membership Secretary and Coleen Hopkins, Recording Secretary running unopposed. Heidi Jensen, Pioneer Library System and Kathy Rossello, East Greenbush Community Library ran for the position of Vice President. Heidi Jensen won the election, but resigned from

NYSLAA before taking office. Kathy Rossello agreed to take the position of Vice President. Ruth Oberg did not opt to run for re-election this year. Thank you, Ruth, for your many years of service on the Executive Council. Ruth will continue to serve as Conference Coordinator. (Thank goodness)

This past year has had many ups and downs in being President of NYSLAA. We have had some challenges and hope to heal and continue the growth of NYSLAA. I hope you will continue to support NYSLAA as I am.

I look forward to working with the members of the Executive Council in the last year of my term. The 35th Annual Conference to be held in Lake Placid is shaping up to be another success. As we all on EC state, it is your organization and we need you to continue to make NYSLAA successful in the future.

Respectfully submitted,
Sally McMaster



(2012 Thursday dinner at the Top of the Falls)

Vice President

As Vice President I attended every Executive Council meeting during 2012, I participated in discussions and helped where I was needed. I have been the liaison between Executive Council and our printer and the vendor for conference supplies and apparel. I maintain the Archives by filing minutes and all other association documents.

I was thrilled that members stepped up to run for this position when nominations were requested. I have not run for this office for the last two terms, but have accepted the appointment from the Executive Council to fill the vacancy. This office provides a great opportunity to bring fresh ideas to NYSLAA. Attending meetings, helping with the conference, and filing the Archives are the specific duties, but working for this organization and with the rest of the Executive Council is very rewarding. I have really enjoyed my tenure serving the association and will truly miss that part. Good luck to Kathy Rossello as our new Vice President!

Respectfully submitted,
Ruth V. Oberg



(2012 Attendees gathering in the lobby)

Treasurer

Since the newsletter is now only being posted online, the Treasurer's Annual Report will *not* be included as part of this newsletter. The Official Treasurer's Report will be printed and filed in the NYSLAA Archives. A copy is available to any member by submitting a request to NYSLAA's Treasurer (see nyslaa.org for contact information.) The Executive Council apologizes for any inconvenience but does not feel that it is appropriate to post the organization's financial information on the web site. Thanks to Kathryn Riedener for running for office. Unfortunately she had to resign in July due to family medical issues. Thanks to Lindsey Kaufman for volunteering to take over in August.

Recording Secretary

I feel honored to have the opportunity to serve NYSLAA as your Recording Secretary and am pleased that 2012 has brought two new items in our effort to be “green” and move forward. We will now be putting the NYSLAA Meeting Minutes and the *Network Connection* newsletter on our web site, nyslaa.org.

As a member of the Executive Council, I have worked to make this organization one that we can all be proud of and offer services focused on the careers of library assistants in all types of libraries. It is also my desire to promote the happenings of our members, member libraries and the regional organizations. The newsletter is published four times a year and I am happy to accept articles and/or reports at any time to print in the next edition. I am only an email away.

My thanks go out to Donna Hanna and Ruth Oberg for their assistance in proofreading, publishing and mailing the newsletter, and to everyone who has contributed articles. I look forward to continuing my service to the NYSLAA membership for 2013-14 by being an active participant on the Executive Council, recording all minutes and publishing the newsletter.

Respectfully submitted,
Coleen L. Hopkins



Deep discussions at the 2012 conference!

Corresponding Secretary

In conducting my correspondence I notify the winners of the drawings to attend conferences in Virginia and New Jersey. The winner for Virginia was Holly Hamm from Binghamton University Libraries. The New Jersey winner was unable to attend due to prior commitments at the last minute. If interested in attending one of these conferences simply check mark the appropriate box on the Membership Application/Renewal Form.

It is also my pleasure to notify the recipients of the Craig Koste and Ray Murray Awards. This year I was happy to announce Michele Giuffre of the Bethlehem Public Library as the winner of the Craig Koste Award for Outstanding Service. The winner of the Ray Murray Award was Kathy Metz, Head of Access Services of the University of Rochester. Congratulations to two very deserving women. If you know of someone who is deserving of one of these awards, submit your nomination this year.

NYSLAA also has two distinct scholarships that are offered each year. The Continuing Education Scholarship was awarded to Lindsey Kaufman of Jamestown Community College. The Degree Program Scholarship was awarded to Lori Fortino of the DeWitt Community Library. Again, congratulations to these two women.

In even years I preside over the election of officers for NYSLAA. Our new officer for 2013-2014 is Vice-President: Kathy Rossello, East Greenbush Library. Returning to office are Membership Secretary: Donna Hanna, and Recording Secretary: Coleen Hopkins, both from SUNY Geneseo. Congratulations to all.

Thank you for the opportunity to serve as your Corresponding Secretary. I'm happy to be a part of an organization that is dedicated to its members and their purpose.

Respectfully Submitted,
Donna Kuhner

Membership Secretary

The 2012 membership year ended at 356 members. Years with our organization for members are: 16 twenty-three year, 7 twenty-two year, 4 twenty-one year; 2 twenty year; 9 nineteen year, 10 eighteen year, 8 seventeen year, 18 sixteen year, 13 fifteen year, 9 fourteen year, 10 thirteen year, 9 twelve year, 11 eleven year, 10 ten year, 16 nine year, 12 eight year, 11 seven year, 19 six year, 22 five year, 26 four year, 27 three year, 22 two year, and 71 of our members were new. Associate status is held by 36 of our members.

The regional distribution of members is:

- (1) Capital District Library Council—23 (21, 20, 35, 23, 20, 19)
 - (2) Central New York Library Resources Council—28 (28, 31, 39, 53, 49, 49)
 - (3) Long Island Library Resources Council—33 (12, 23, 19, 26, 33, 42)
 - (4) Metropolitan New York Library Council—67 (31, 36, 62, 82, 84, 75)
 - (5) Northern Country Library Council—14 (15, 17, 15, 18, 20, 25)
 - (6) Rochester Regional Library Council—77 (79, 85, 88, 94, 91, 101)
 - (7) South Central Research Library Council—48 (56, 63, 63, 62, 66, 53)
 - (8) Southeastern New York Library Resources Council—20 (19, 27, 22, 25, 30, 24)
 - (9) Western New York Library Resources Council—48 (26, 27, 28, 34, 34, 35)
- Out of state members—9 (8, 10, 11, 11, 12, 13)

**Numbers in parenthesis are 2011, 2010, 2009, 2008, 2007, and 2006 totals.*

Types of institutions represented by this year's membership are:

- College and University—102 (90, 103, 120, 131, 128, 130)
- Junior College—15 (14, 18, 20, 26, 26, 19)
- Law—9 (6, 9, 12, 26, 41, 40)
- Medical—5 (3, 8, 8, 10, 11, 12)
- Non-library—19 (18, 17, 13, 17, 20, 15)
- Public—195 (151, 165, 187, 206, 197, 193)
- School—5 (6, 7, 9, 10, 10, 11, 11)
- Special—6 (7, 11, 11, 6, 6, 16)

**Numbers in parenthesis are 2011, 2010, 2009, 2008, 2007, and 2006 totals.*

I'm pleased to say that we were able to add 61 members over last year. I believe the conference was a major factor in this growth. The conference was held in Niagara Falls and you'll see that region 9's numbers reflect a jump from its proximity to the conference. Also, because of the chartered bus from downstate, region 3 and 4 also increased.

The 2011 Directory was compiled and is in electronic format. The 2012 Membership directory is in the works and should be ready for online viewing shortly. Printed copies will only be available upon request.

I would like to thank Beverly Murphy, SUNY Geneseo, for her assistance in processing the registrations for the 2012 conference.

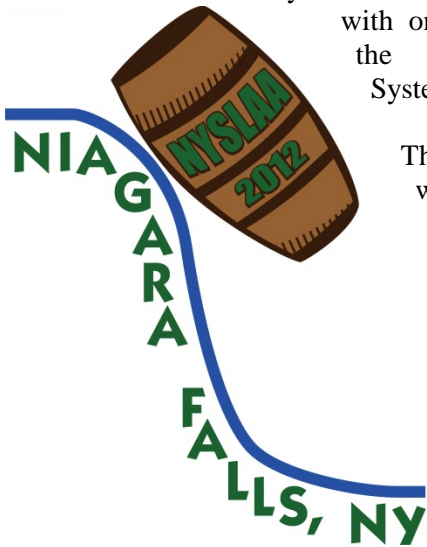
Respectfully submitted,
Donna Hanna



Standing Committees

Conference Coordinator

The first half of 2012 was spent working on the conference planning that was started in 2011. I wore two hats, one as Conference Coordinator and the other as Conference Chair. I had a great committee working with me and they were all from the University at Buffalo Libraries along with one member from the Nioga Library System.



The conference was held at the Seneca Niagara Casino and Hotel in Niagara Falls, NY. We offered a 'stay dry' historic walking tour of the town of Lewiston and

a 'get wet' tour of the Maid of the Mist and/or the Cave of the Winds. There was a wonderful selection of workshops.

Thursday dinner was overlooking the Horseshoe Falls with a meal of local Buffalo area favorites. The staff was a little overwhelmed by the large group, but the food was good and the view fantastic. The keynote address was given by author Patty Gelman on her experience dealing with and overcoming breast cancer. We offered over 70 baskets for the raffle, which is the most ever. The conference received good reviews on the evaluation forms and was rated a success. One major complaint was the smoking at the venue. We did a poll on the listserv prior to booking the casino and everyone who responded was in favor. The dining room and our workshop space were smoke-free and except for time spent in the lobby or the casino, it was not a problem. A large thank you goes to the local planning committee for all their commitment and hard work putting together another great NYSLAA conference.

Also in 2012, I began the planning for the 2013 conference to be held in Lake Placid, NY. I had no host so I just began planning and looking for a venue. Darlene Strack from SUNY Plattsburgh approached me at the Niagara Falls conference about

hosting a future conference. She didn't even know I had already been working on holding the conference in her neck of the woods! I arranged a site visit in August with the



Executive Council. Since Lake Placid is 50 miles away from Plattsburgh, I have been making all the venue arrangements while Darlene is handling workshops and donations. The conference will be held at the High Peaks Resort. Come for a unique experience watching ski jumping in June while enjoying a BBQ dinner at the Olympic Center! The planning continues and we expect to have a great conference for all. Watch the web site for more information.

Help Wanted! This is one of the most taxing jobs for NYSLAA. It never really ends. Before you finish one conference, you are working with the next group to get started on the planning for following year. I am looking for someone I can work with on the next couple conferences so they can get a feel for the job. I hope to retire in two or three years and it would be nice to mentor someone now to take over. The conference coordinator does the brochure and program typing, selects venues, menus, watches the expenses and sets the registration fee with Executive Council's approval. If you are interested, please contact me.

Respectfully submitted,
Ruth V. Oberg

Certificate of Achievement

Current Committee Members are Michele Matthews, Coordinator, Carrie (Oberg) Goetz, Michele Giuffre, Kathy Rossello, Melissa (Cody) Tidd, and Sheila Tshudy. The Certificate of Achievement Review Board would like to thank Debra Curry and Karen Ricketson for serving on the committee.

Michele Matthews presented a workshop for the Capital Area Library Assistants in April. Michele Matthews and Melissa Tidd presented a workshop at the Florida Public Library in August at the request of the library director. The Review Board presented at NYSLAA's Annual Conference in Niagara Falls.

Four people were awarded their certificate at this year's conference. They are:

Susan Hansen – Level IV – Public Services
Diane Hunt – Level IV – Automation
Gail Merian – Level IV – Technical Services
Priscilla Miller – Level IV – Public Services

The CAP Committee is currently reviewing packets using Google Drive thanks to Carrie Goetz. Google Drive enables reviewers to make multiple comments on a single submission, thereby streamlining the process of screening CAP applicants' documents. Thank you, Carrie!

Respectfully submitted,
Michele Matthews

Public Relations

Arrangements were begun in January with the office of New York State Assemblyman Bob Reilly to have Thursday, April 12, 2012 proclaimed as New York State Library Assistants' Day. This year we received two copies of the proclamation from Albany in late April. The proclamation was displayed at the NYSLAA annual conference information table.

A NYSLAA-L listserv message was sent reminding everyone to celebrate NYS Library Assistants' Day. Members did respond and shared the activities that were planned in their libraries. Festivities ranged from luncheons and special snacks, gifts of appreciation, a workshop day, and several public open houses.

Regional Representatives were asked to provide a brief written report of events in their region, and a quick verbal report at the annual conference which was held in Niagara Falls.

The Associates online journal featured Kim Barbato, Central Islip, NY, as their "Spotlight" for the March 2012 issue. The "Spotlight" in the November 2012 issue featured Ruth V. Oberg, Buffalo, NY. Also published in the November issue, was an article by NYSLAA Ambassador Heidi Jensen, outlining the 34th Annual NYSLAA Conference in Niagara Falls.

Respectfully submitted,
Ruth A Mason

End of Annual Reports



Executive Council Announces the Return of the Membership Contest.

Whichever member brings in the most new members, five or more, from February 1 to May 31, 2013 wins a free conference registration for the 2013 NYSLAA conference in Lake Placid, NY. The member who brings in the second highest number will win a free one-year membership. In the event of a tie, the winner will be chosen by a drawing. (If you had already registered for the conference you would receive a refund.) The winners will be introduced at the conference.

On the person's membership application please put REFERRED BY _____
Executive Council and Committee members are not eligible.

NYSLAA/NYLA Survey Results

Sally McMaster, President

A special Committee was formed in February 2012 to investigate the possibilities of NYSLAA becoming a section of NYLA. The committee members came from all parts of the State and a variety of different libraries, Academic, Public, Special, etc. The committee was headed by Heidi Jensen, Pioneer Library System. The committee presented their report at the Annual Conference in Niagara Falls. A printed report was given to all attendees at the conference. For members who were not in attendance, a copy was either emailed or mailed via U.S. Mail.

A discussion followed on NYLSAA-1. The Executive Council listened and kept all the emails from this discussion. We also received several private messages from members that wanted to remain anonymous.

After much Executive Council discussion, it was decided to create a survey using Survey Monkey. Each member was mailed a letter which included the link to the online survey. Members needed to login using their membership number, which was included on the mailing label. Some problems did arise but they were quickly corrected. The survey ran for the month of December.

A small sampling from the survey:

After reading the information provided, I feel that NYSLAA would be losing a lot more than it would be gaining. That being said, I really liked the idea of a Library Assistant's Section in NYLA for those who want to join NYLA. I, for one, cannot afford to join NYLA at this time.

Personally I like having a separate organization. 2 of the 3 directors I have worked for in the past 20 years really separate anyone with an MLS from the rest of the staff no matter what work you do and how good a job you do. They would never do anything for Library Assistants Day or Library Workers Day. My current director has

made it very hard to attend the NYSLAA Conference and I haven't attended since she has been here. She always goes to NYLA so I certainly wouldn't be able to go if the conferences were at the same time. Topics at the conference and on the listserv should be geared to what we do and are interested in instead of the librarians and directors.

I believe enough information has been provided, however I would have liked to have seen the Executive Council take this more seriously and at least opt to have a conversation with the NYLA representative and perhaps the special committee who researched this.

I just feel that we would lose our independence. We wouldn't have control of issues pertinent to Library Assistants. We would be the little slice of a big organization.

And stop bringing it up! If I wanted to be a member of NYLA, I would have joined NYLA. Let the people who want to be a member of NYLA start their own section as someone suggested.

We need to hear from more members. Actually, I have all the information I need and would just like to vote on this topic, but that is not a choice here.

Out of 365 members, we had 75 respond to the survey. Of those 75, 59 responded to take the topic off NYSLAA's Agenda, 16 responded to get more information and put it to a vote.

All comments can be seen on our web site through March 31, 2013.

Go to: www.nyslaa.org/membertools.html

After tallying the results, the Executive Council is removing the option of becoming a section of NYLA from its agenda. If you have any further questions, please contact me directly.

Membership Update

Donna Hanna

Membership for 2013 is at 136 with 14 new members. Renewal reminders for the 247 members from 2012 who have yet to renew will be mailed along with the 2013 NYSLAA Conference brochures at the end of February. Members who have renewed will receive their membership letter and card with this mailing.

If you move, please be sure to alert me that you have a new address. This will help avoid unnecessary delays in receiving your mail.

Are you on NYSLAA-L? This is a great avenue to share information. Why not take a minute to sign up? Go to NYSLAA.org, click on NYSLAA-L listserv, and follow the instructions.

As always, if you have a question regarding your membership or if you need a letter verifying your years of NYSLAA membership for the Certificate of Achievement Program please let me know.

Welcome New Members!

Ashley Baroch
Taylor Fiores
Holly Heller-Ross
Dorene Hess
Megan Kortemeier
Laura Mandell
Donna McKernan
Joyce Neal
Marina Potter
Toni Rosario
Susan Saladyga
Eileen Stelljes
Margaret Stewart
Martha Sullivan

Florida Public Library
Jamestown Community College, Hultquist Library
SUNY Plattsburgh, Feinberg Library
Jamestown Community College, Hultquist Library
SUNY Plattsburgh, Feinberg Library
Guernsey Memorial Library
University of Buffalo, Office of the Vice Provost for University Libraries
Guernsey Memorial Library
Paul Smith's College, Joan Weill Library
Wagner College, Horrman Library
SUNY Brockport, Drake Memorial Library
Florida Public Library
SUNY College at Plattsburgh
Florida Public Library



NYSLAA Conference Contest



The Executive Council will present one NYSLAA member an award allowing them to attend the 2013 conference for free! The recipient will receive full conference registration and one night's lodging. (Tours, mixer and apparel are on your own.)

To qualify you must be a current NYSLAA member and will NOT be receiving any funding from your library to attend the conference. Write a statement of 150 to 300 words on "What

NYSLAA means to me and why I would love to attend this year's conference in Lake Placid."

Please send your essay to:

Sally McMaster
NYSLAA President
University of Rochester Library
755 Library Rd
Rochester, NY 14627
smcmaster@library.rochester.edu

Deadline is April 1, 2013.

NYSLAA Awards

Craig Koste Award for Outstanding Service

In 1992, the Executive Council created “The NYSLAA Award for Outstanding Service” specifically for New York State library assistants who are members of NYSLAA. In 1997, its name was changed to honor Craig Koste, a library assistant who passed away in 1995 and bequeathed an endowment to NYSLAA. The award recognizes those library assistants who have distinguished themselves by their service to our organization and to the library assistants of New York on either a state or local level. A stipend of \$100 will be given to the library of the winner for collection development.



Ray Murray Award

In 1989, the Ray Murray Award was created to honor Ray Murray, a librarian who opened the door for creation of the annual library assistants’ conference, thereby laying the groundwork for NYSLAA. The Ray Murray Award is given to librarians, library directors, trustees, board members, and others who have contributed to the recognition and/or professional growth of library assistants.

Supporting letters and documentation are encouraged along with the nomination letter for either award. For the Craig Koste Award, please include the name of the nominee’s supervisor for notification. The deadline for nominations is March 31, 2013. If you have any questions, please contact Sally. Awards will be presented at the 2013 Conference in Lake Placid. Find the nominating form at nyslaa.org.

To nominate:

Send a letter of nomination for *either* award to:

Sally McMaster

University of Rochester

Rush Rhees Library

775 Library Road

Rochester, NY 14627

FAX: (585) 273-5309

smcmaster@library.rochester.edu



*Kathy Metz, University of Rochester Libraries
2012 Ray Murray Award winner*



Ontario Library Association Super Conference, Toronto, Canada

Sally McMaster, President



I attended the OLA Super Conference, January 31-February 2, 2013, held at the

Metro Center in Toronto, Canada. Four library assistants from the University of Rochester made the trip on the recommendation of our Dean, Mary Ann Mavrincac. Mary Ann is the former University Librarian at the University of Toronto at Mississauga.

The four of us made the trip by train which took longer than anticipated due to an accident on the rails. We were up bright and early on Thursday morning to register. OLA gave us bags with our registration material.

My first workshop of the day was on the Library and Archives of Canada. With budget cuts they have suspended Interlibrary Loans. They are digitizing many items in the Collection making it unmediated access. The Archives hopes to resume ILL service to the Canadian Libraries in September. No decision has been made yet regarding ILL to the rest of the world. The second workshop of the morning was very interesting. It was the Evolution of the Revolution: Customer service at the Markham Public Library. They have removed Librarians from Branch Libraries and the branches are run by Library Managers and Library Technicians (Library Assistants). They have launched the Customer Service Revolution, a unique staff-driven initiative reframing how customer service is delivered.

I attended the All Conference Plenary; Thomas Frey spoke on the Future of Libraries. Thomas Frey is the Executive Director and Senior Futurist at the DaVinci Institute, and is currently Google's top-rated futurist speaker. He said that the Library will continue to play an essential role as people are looking for information.

The first afternoon workshop was "What do Patrons ask when they know nobody's listening." Several Canadian Libraries implemented an online FAQ knowledge base that empowers patron to find immediate

answers. They also discussed a coordinated effort of several Libraries' using "Ask the Librarian" chat reference service.

Much like NYLA, they had an area for vendors to show off their products and new technologies. It was also a great area to get some "freebies." We did have an opportunity to wander around Toronto after the first day's workshops. We didn't wander far because it was cold and windy, but we did make our way to Eaton Center.

On Friday morning the workshop I attended was "Integrated Public Service Models: Challenges and Opportunities." Panelists shared their experiences, challenges and philosophy on training, scheduling, and supervision.

The next All-Conference Plenary was held featuring Susan Cain author of "Quiet: The Power of Introverts in a World that Can't Stop Talking" She was both informative and funny. I am looking forward to reading her book.

One of my afternoon sessions, was on Interlibrary Loan Cost Study. Oakville Public Library had a 75% increase since instituting patron initiated Interlibrary Loan three years ago. The Interlibrary Loan Coordinator undertook the study. She explained the steps she took and how she was able to streamline procedures to match the demand.

My final workshop for the day was "Beyond Google: A Collaborative Approach to Research" A Librarian and teacher from a High School collaborated to embed strategies into planned assignments. Students learned to search databases efficiently moving beyond Google. They hoped to develop a meaningful approach to research for learning.

I found the people that attended the conference very cordial and happy that we came across the border to participate in the Conference. OLA is structured like NYLA and the cost of the conference does not cover food. NYSLAA is still the best bargain for the money!