



INDIANA LIBRARY FEDERATION

2018 NORTH CENTRAL REGIONAL CONFERENCE

05.18.18

INDIANA UNIVERSITY
KOKOMO

**\$40 MEMBERS /
\$50 NONMEMBERS**

ILF

**INDIANA
LIBRARY
FEDERATION**

Schedule

8:45 - 9:15 AM
Registration/
Networking

9:15 - 9:30 AM
Welcome

9:30 - 11 AM
Keynote Speaker

11:15 AM - 12:05 PM
Breakout Session 1

12:05 - 1:20 PM
Lunch/Advocacy
Update & Networking

1:25 - 2:15 PM
Breakout Session 2

2:25 - 3:15 PM
Breakout Session 3

3:15 - 3:30 PM
Networking/Departure

KEYNOTE

Exercising Your Hospitality Intelligence

Dr. Godwin Charles Ogbeide will teach us the elements of hospitality intelligence and best ways to exercise hospitality intelligence in the library. What is hospitality and how does it differ from customer service? How does your hospitality intelligence come through your natural personality and passion for libraries? Learn what the research shows and how we can serve our communities through hospitality.

About The Presenter

Dr. Godwin Charles Ogbeide is an Associate Professor in the Department of Tourism, Conventions, and Event Management at IUPUI. His research has focused on Hospitality and Tourism Leadership, Destination Competitive Advantage Strategy, Hospitality Complaint Management, as well as the implications of leadership policies and marketing strategies on stakeholders' behavior and satisfaction in the hospitality and tourism industries.



BREAKOUT SESSION 1: 11:15 AM - 12:05 PM

Interacting with Patrons with Mental Health & Addiction Issues

Nearly 1 in 5 Americans suffers from mental illness each year. These issues can include major depression, anxiety, schizophrenia and substance use disorders. Kimble Richardson will provide an overview of each of these categories and how librarians can recognize the signs and symptoms. Participants will be invited to ask questions about the treatment process and helpful ways to interact with patrons.

Presenter(s): Kimble Richardson, Community Health Network - Behavioral Health

How to Help Keep Your Staff and Patrons Safe From Cyber Threats

With the recent influx of cybersecurity threats and attacks, it is imperative that library staff and patrons understand the steps they need to take to keep their data safe. This workshop is designed to provide libraries with the information needed to assist their digital security planning and training. Attendees will receive a checklist they can use to help identify gaps in their planning and prevention processes.

Presenter(s): Brian Hubbard, Educational Networks of America

Literary Tours

Inspired by literature, partnering with a travel agent we offer tours of our favorite places around the globe as a fundraiser. In England: Harry Potter, Shakespeare, and Jane Austen. In Ireland/Scotland: Sir Walter Scott, Gabaldon's Outlander, and Robert Burns, to name just a few. We mix the history of each land with their literary and sightseeing musts. 2018 offers a trip into the world of Anne of Green Gables and 2019 - German Fairy Tales.

Presenter(s): Jane Weisenbach, Greenwood Public Library & Becky Squires, Tilson Travel

Technology Competencies & How to Implement Them (for management/IT)

This is a hands-on computer lab session. Attendees will use the provided Technology Competency Checklist - a general list of potential technology skills expected from all library staff - to create a personalized plan for their own library. Attendees may discuss how to implement the competencies and create realistic training for all levels of your staff. *Audience: All are welcome to attend!* However, this session is geared more toward directors and managers who are able to implement new policies and technology experts who can assist with training within their own library.

Presenter: Katherine Huddle, Carmel Clay Public Library

LUNCH/ADVOCACY UPDATE/NETWORKING

12:05 AM - 1:20 PM

Regional Conference Planning Team

Ashley Meyers
Kokomo-Howard County
Public Library

Meg Galasso
Indiana University Kokomo
Library

BREAKOUT SESSION 2: 1:25 PM - 2:15 PM

DIY STEM for your library

The Kokomo-Howard County Public Library hosted a three month long traveling exhibit focused on Engineering in 2017. We have compiled our steps of what we learned from the community partnerships, funding resources, to budget friendly programs and passive play ideas that can be implemented without a traveling exhibit.

Presenter(s): Trina Evans and Lori Hughley, Kokomo-Howard County Public Library

Assessing information literacy on a regional campus

Attend this session to learn about outcome-based assessment of information literacy at IU-Kokomo. Librarians collaborated with program directors in speech communication and writing programs to assess information literacy in the general education curriculum in preparation for an upcoming accreditation visit. The presentation will describe the strategies for forming collaborations across campus and methods for implementing survey-based outcomes assessment, as well as the successes and challenges related to planning and implementing a large-scale survey.

Presenters: Yan He, IU-Kokomo

So, What's the Cloud Anyway?

New to G Suite or need a refresher? Join us for hands-on learning of Google Drive, including exploring Google Docs, Sheets, Slides, and a discussion of the benefits of using this cloud-based software in your library. *Audience: All are welcome to attend!* This session will range from beginner (new to Google Drive) to moderate (familiar with Google Drive, looking to learn more about collaboration approach).

Presenter: Devon Henderson, Huntington City-Township Public Library

BREAKOUT SESSION 3: 2:25 PM - 3:15 PM

Suffering is Optional

Does the library sometimes bring you down? Are you feeling trapped in your job or in your life? Have you and your supervisor missed communications? What do you do when you don't feel supported in your job or library? In this interactive session, participants will learn techniques for identifying what you can and cannot control and ways to respond. Learn techniques for turning a negative into a positive.

Presenters: Edra Waterman, Hamilton East Public Library

Meeting of Public Library Directors

The ILF Strategic Vision and Work Plan set goals for communications and advocacy in addition to our traditional work in professional development and member services. Public Library Directors are invited to a conversation about ILF's strategies toward long-term sustainability of libraries.

Human Library

At a Human Library, issues of discrimination and prejudice are explored. These events address topics related to sexual, gender, racial, cultural, and religious diversity. By having a one on one conversation with individuals who have experienced oppression first-hand, human library participants gain empathy and understanding. During this interactive session, presenter will provide participants with event-planning tips as well as an opportunity to participate in a mini Human Library session.

Presenter: Trisha Shively, Kokomo-Howard County Public Library

Technology Competencies & How to Exceed Them (for all)

Test yourself! Attendees will use the provided Technology Competency Checklist to determine their own technology proficiency and receive hands-on help working through your own technology roadblocks. Resources will be shared on how to become your own trainer and discover opportunities where you can increase your skills. *Audience: All are welcome to attend!* This session will range from beginner to moderate. Technology experts are welcome to attend and assist!

Presenters: Katherine Huddle, Carmel Clay Public Library

Speaker Bios

Dr. Godwin Charles Ogbeide - Dr. Ogbeide is an Associate Professor in the Department of Tourism, Conventions, and Event Management at IUPUI. His research has focused on Hospitality and Tourism Leadership, Destination Competitive Advantage Strategy, Hospitality Complaint Management, as well as the implications of leadership policies and marketing strategies on stakeholder's behavior and satisfaction in the hospitality and tourism industries.

Brian Hubbard - Brian Hubbard joined Education Networks of America Indiana Sales Team in June of 2005 and worked with K-12 schools and public library customers for over a decade throughout northern and northwest Indiana to help them meet their technology integration and delivery goals. Technology is the foundation of Brian's career, with sales, management, customer service and programming roles along the way. Today, he is the manager of customer services in Indiana and leads a seasoned team of account service managers that meets regularly with their customers to learn more about what their technology goals are and to share information about ENA's services that will help meet those objectives.

Devon Henderson - Devon Henderson is the Marketing & Web Services Specialist at the Huntington City-Township Public Library. Her day-to-day duties include managing the library's website, online catalog, and social media accounts, as well as creating print & digital marketing and advertising materials. She is passionate about bringing technology skills to both library staff and patrons, and is currently helping roll out a technology training initiative for Huntington Library staff.

Jane Weisenbach - Jane Weisenbach is currently in her 18th year at the Greenwood Public Library. She began her service as a part-time marketing/PR manager and has transitioned to the Director of Development. With Jane's guidance the Friends of the Greenwood Public Library raised \$100,000 in 2017 to assist the Library with materials, equipment and programs that are outside of the Library's operating budget. Since 2010 the Friends have paid for all programming done at the Library (which had 1,767 programs in 2017 with 99,582 participants). Jane works with community groups, corporate sponsors, and individual donors, to develop lasting relationships with those investing in the Greenwood Public Library. She writes grants for funding and is active in the local Chamber of Commerce and Habitat for Humanity. She is married to a High School Principal and has three grown children, one dog and one new grandbaby!

Kimble Richardson - Kimble Richardson is licensed as a mental health counselor, clinical social worker, marriage and family therapist and clinical addiction counselor. He holds an appointment by the governor to the Behavioral Health and Human Service licensure board. Kimble is a former president of the Indiana Mental Health Counselors Association and in 1996 was named "Mental Health Counselor of the Year." He currently works in business development with Community Health Network.

Becky Tilson - Becky Tilson founded Tilson Travel in 2013 and immediately began working with a wide range of clientele who were seeking stimulating and engaging travel experiences. She's created a unique niche by offering literary tours to destinations such as Ireland & Scotland, the German Fairy Tale Route, and England. Other group travel programs have been designed to offer unique customer engagement and fundraising opportunities for wineries, museums, and social clubs. She holds a bachelor's degree in Hospitality, Travel and Tourism from Indiana University - Bloomington.

Katherine Huddle - Katherine Huddle serves as the Computer Training and Support Specialist in the IT Department at the Carmel Clay Public Library. Katherine began her library career as a volunteer in her high school library before attending Herron School of Art and Design, where she was a Chancellor's Scholar. Katherine began working at the Carmel Clay Public Library while working on her undergraduate degree in Art History. She received her Master of Library Science from IUPUI in 2015 and has been with the library for five years.

Lori Hugley - Lori Hugley is the Head of KHCPL Branches, overseeing KHCPL South and KHCPL Russiaville. She's served the community through her 25 years at the Kokomo-Howard County Public Library, including being a bookmobile supervisor, Head of Circulation, and Head of South. She serves on the leadership team of the library, helping KHCPL fulfill its strategic plan.

Trina Evans - Trina Evans is the Branch Assistant at the Kokomo-Howard County Public Library. She recently was named an Innovator when the Library Journal announced its 2018 Movers & Shakers for helping bring Discover Tech, the Nature Explore Outdoor Classroom, and Banksy to the library.

Yan He -

Edra Waterman - Edra Waterman has been an Indiana library professional since graduating with her MLS from IU in 1997. A passionate advocate for high-quality library service, she has spent her public library career working to create exceptional experiences for community members as well as for library staff. Edra believes that libraries play a foundational role in the quality of life of every community, and that respect and understanding are critical to creating thriving environments of discovery, innovation and excellence. Edra is currently Director of Hamilton East Public Library serving the communities of Noblesville and Fishers, and the current president of the Indiana Library Federation Board of Directors.

Trisha Shively - Trisha Shively is the Head of Adult and Teen Services at the Kokomo-Howard County Public Library. Previously she has worked in an, circulation, outreach and an academic library. She received her MLS from Indiana University.