



# INDIANA LIBRARY FEDERATION

2018 SOUTHWEST REGIONAL CONFERENCE

**05.15.18**

INDIANA STATE UNIVERSITY  
TERRE HAUTE

**ILF**

**INDIANA  
LIBRARY  
FEDERATION**

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

# Schedule

9-9:30 AM  
Registration/  
Networking

9:30 - 9:45 AM  
Welcome/  
Advocacy Update

9:45 - 11:15 AM  
Keynote Speaker

11:25 AM - 12:15 PM  
Breakout Session 1

12:15 - 1:30 PM  
Lunch/Networking

1:35 - 2:25 PM  
Breakout Session 2

2:35 - 3:25 PM  
Breakout Session 3

3:30 - 4 PM  
Networking/Departure

Times are  
EST

## KEYNOTE

### Exercising Your Hospitality Intelligence

Dr. Godwin Charles Ogbeyde 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 Ogbeyde 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

11:25 AM - 12:15 PM

### Using Technology to Entice New Customers

Virtual Reality? PancakeBot? 3D Printing? People have always looked to libraries to fulfill their curiosity about unknown tools and the next media format. Explore these inventive technologies while being exposed to how you can use them at your library. Delve into how technology programming brought people into the library and how the Haute Create's Tech Team brought technology out into the Wabash Valley. Attendees will leave with personalized light up cards using LEDs and circuits.

**Presenter(s):** Bonnie McNair, Heather Rayl and Ashley Wadsworth, Vigo County Public Library

### 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:** Brian Hubbard, Educational Networks of America

### Technology Competencies and How to Exceed 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:** Heather Rayl, Vigo County Public Library

## LUNCH/ADVOCACY UPDATE/NETWORKING

12:15 AM - 1:30 PM

# Regional Conference Planning Team

Stan Campbell  
Alexandrian Public Library

Dara Middleton  
Indiana State University

## BREAKOUT SESSION 2

1:35 PM - 2:25 PM

### Democracy Dies in Darkness

“Democracy Dies in Darkness”: That quote can be found in the *Washington Post*, and it first appeared during the Watergate era. Recently the concept of not being able to trust journalists, newspapers, and news media has become increasingly worrisome, and the quote has reappeared. Libraries, like journalists, have a duty to provide information that is factual and trustworthy. How can library staff transmit to their users the information needed to weigh in on this topic and go forward to be opinioned \_and\_ informed consumers of news? A veteran reference/instruction librarian at Indiana State University, Marsha Miller has prepared an introductory presentation on news, fake news, and factcheckers.

**Presenter:** Marsha Miller, Indiana State University

### 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, and 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:** Heather Rayl, Vigo County Public Library

## BREAKOUT SESSION 3

2:35 PM - 3:25 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.

**Presenter:** Edra Waterman, Hamilton East Public Library

### Answering Medical Reference Questions

Providing medical information for personal consumer health can be intimidating. This session provides a list of free, authoritative, online resources as well as guiding ethics, laws & best practices for answering consumer health questions. Resources for fighting the opioid epidemic, LGBTQ health and health statistics are also discussed. This work is sponsored by a grant from the Greater Midwestern Region of the National Network of the Libraries of Medicine.

**Presenter:** Kacy Allgood, Indiana University School of Medicine, Ruth Lilly Medical 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.

### Technology Competencies and 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!

**Presenter:** Heather Rayl, Vigo County 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 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.

**Bonnie McNair** - After serving nearly 15 years at the Vigo County Public Library, Bonnie McNair is currently the Tech Team Manager. She oversees operations at Haute Create, 950 square feet of awesomeness jam packed with the technologies, programming and innovative tools needed by residents of all ages. Bonnie believes great technology should improve life, not distract from it. Winner of the 2017 ILF Programming Award, the VCPL is committed to giving inquisitive customers the tools they need to develop their own sense of digital wellbeing and to encourage creativity and design skills. Bonnie graduated with her MLS in 2010 from IUPUI and holds a BA in Computer Science from Indiana State University.

**Heather Rayl** - Heather Rayl is the Director of Technology and Special Services at the Vigo County Public Library where she supervises four library departments: Systems, the Technology Training team (and Haute Create), Technical Services, and Special Collections. Her previous gigs include Indiana State University, and the County of Los Angeles Public Library. She has presented at national and regional conferences on topics ranging from technology training, data visualization, assessment, open access, and even a bit of oral history. She has served on various committees through her career including ALA's Feminist Task Force, ILF's Library and Information Technology Division, and the California Library Association's Public Relations Task Force. Rayl has an MLS and MA in Folklore and Ethnomusicology from Indiana University.

**Ashley Wadsworth** - Ashley Wadsworth is a Technology Training Librarian at Vigo County Public Library in Terre Haute, Indiana. She received her MLS from IUPUI in 2014. Basic computer skills are a must in this current environment and Ashley is passionate about making learning new technology a fun experience instead of a scary one. She has worked in libraries for 10 years, and has taught computer, tablet, and other technology classes for the past five years.

**Edra Waterman** - Edra 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.

**Kacy Allgood** - Kacy Allgood is medical librarian for the Indiana University School of Medicine and outreach educator for the Greater Midwestern Region of the National Network of the Libraries of Medicine. She has spent the last decade answering medical questions from health professionals and consumers. She is the author of many & diverse peer-reviewed medical literature. Ms. Allgood holds the professional accreditation of senior member in the Academy of Health Information Professionals (AHIP).