



ECU

JOYNER LIBRARY

2019 PARAPROFESSIONAL CONFERENCE

Celebrating 15 Years of Paraprofessional Development

8:15am – 9:00am Preconference Activities

Entrance/Lobby Registration

Faulkner Gallery Breakfast

9:00am – 10:15am Welcome and Keynote

Faulkner Gallery Keynote

Presented by Timothy Owens, North Carolina State Library

A native of Harbinger, N.C., Owens began his library career at Neuse Regional Library in Kinston, followed by service at Perkins Library at Duke University and in Library Development at the State Library of North Carolina. He has served as President of the Association for Rural & Small Libraries. Owens served as a senior program officer at the Institute of Museum and Library Services in Washington, D.C., before returning to North Carolina to become Assistant State Librarian in 2017. He was appointed the State Librarian in January 2019.

10:30am – 11:20am Morning Session One

Faulkner Gallery **How to Ask Better Questions (and Get Better Answers)**

Presented by Amanda McLellan, East Carolina University

In this hybrid presentation/workshop, learn some tips on how to ask better questions, practice active listening, and get better answers. The focus will be on team communication at work, but these tips could be applied to family, friends, and patron interactions as well.

Room 1415 **Sharing Content with Google Drive**

Presented by Mike Clendenen & Ken Peel, Pitt Community College

Attendees will be shown how to take advantage of Google Drive to share just about any type of digital content with anyone with internet access. The presenter will share years of experience and best practices in the use of Google Drive on both desktop and mobile platforms. Attendees will take away practical knowledge that can be immediately put to use wherever they may need shared digital content.

Room 1418 **Expanding, Learning and Building with Diverse Communities through Collection Development and Programming**

Presented by Brittany Champion, Wayne County Public Library

This presentation will focus on how collection development, reading advisory and programming can be used to mend the relationship between the library and underrepresented populations.

JOYNER LIBRARY PARAPROFESSIONAL CONFERENCE

10:30am – 11:20am

Morning Session One (Continued)

Room 2409

Building Teams & Becoming Librarians

Presented by William Gee & Pam Evans, East Carolina University

Recruiting the right staff and mentoring them are among the top priorities of every manager. The Circulation & Interlibrary Loan Department of Joyner Library at East Carolina University and has had many staff over the years who have earned an MLS while employed here and become librarians. This session discusses staff recruiting, supporting staff in MLS programs, and the challenges and benefits of such arrangements.

Room 2508

Organization Storytelling in Libraries

Presented by Monica Colon-Aguirre, East Carolina University

Storytelling is a way to communicate an organization's mission, lead and motivate employees. It aids organizational members to tackle change and complexity. This presentation provides library employees with the tools needed to guide their evaluation of their organizations' practices, self-assess their role as leaders in their capacity of communicators in an era of change and uncertainty.

10:30am – 11:20am

Poster Sessions

Adjacent to the
Faulkner Gallery

Claims Returned Process Improvement

Presented by Erika Boardman, UNC Charlotte

Through collaboration among Collections Maintenance, Circulation, and Technology and Digital Strategies, an online Claims Returned Form was established and has drastically improved the process for claims returned items. Featuring a unique API component, the online form is user friendly and efficient for both patrons and staff members. The result is an enhanced library service experience.

Print DDA: the First 5 1/2 Years

Presented by David Wilbourne, East Carolina University

Demand Driven Acquisitions: A type of approval plan that allows patrons to initiate acquisitions of titles with records that are discoverable in the catalog.

11:30am – 12:20pm

Morning Session Two

Faulkner Gallery

Mentoring: Successes and Pitfalls

Presented by Andrew Miller, East Carolina University Brody School of Medicine

This presentation will discuss:

- What is mentoring?
- Individual development plans
- Mentoring Pitfalls
- How does academic mentoring differ from corporate mentoring?
- Role and characteristics of outstanding mentors and mentees, and what promotes a healthy and successful relationship
- Types of mentoring relationships
- Mentoring Pitfalls
- Creating a cu

Room 1415

Diversi-TEAM (Through Education, Accomplish More)

Presented by Joselyn Williams & Christopher Robinson, Cumberland County Public Library and UNCW Randall Library

"Just because we're all from different walks of life does not mean we can't all work well together as one TEAM. TEAM is an acronym which means, Through Education, Accomplish More. TEAMS are groups that are created to reflect the society we live in. TEAMS are made up of different people despite differences of gender, race, age, religion, political views, native language, or sexual orientation. Members of these TEAMS will work through a project together while learning and respecting each other differences by understanding the value of what diversity in the workplace can achieve.

JOYNER LIBRARY PARAPROFESSIONAL CONFERENCE

11:30am – 12:20pm Morning Session Two (Continued)

Room 1418 Aiding with the Final Piece of the Puzzle: Libraries Hosting Undergraduate Internships, Capstones, and Practicum Projects

Presented by Zachary Ashton & Katy Webb, East Carolina University

Libraries host interns in MLS programs, but what about undergraduates? Joyner Library has partnered with ECU's University Studies program to offer support for people taking their final course, which includes completing a practicum. This will be a case study of one library's experience supporting student success, but attendees will also leave with tips for supporting internships and practicums.

Room 2409 Strength in Numbers

Presented by Janelle Barbour, Moye Library

The goal of this presentation is to offer professional development organizations and personal support groups to be the best you possible!

Room 2508 Prepping To Go M.I.A.

Presented by Vanessa Steffen, Davis Memorial Library

What happens when key personnel need to be on extended leave? Does the department have someone already trained to take on those responsibilities? What happens when it is one person department; responsibilities will need to be given to someone. This presentation will show the importance of having procedures, a current manual, and hands-on training in place when key personnel goes MIA.

12:30pm – 1:30pm Lunch, Networking, and Yoga

1st floor Vending (See Map)

Lunch will be provided by Sam Jones BBQ and Great Harvest Bread

Seating areas are designated on the conference map.

Room 1418 1:00pm – 1:20pm

Lunchtime Yoga Break

Patricia Dragon, Katy Webb, and Eleanor Cook, East Carolina University

We could all use a little more energy and focus in our day. Please join us for this easy, 20 minute yoga break to get revived and refreshed for the afternoon! We will dim the lights and follow a video of a gentle practice suitable for just about anyone. No special clothes or accessories needed.

1:30pm – 2:20pm Afternoon Session One

Room 1415 Generating and Maintaining Motivation and Teamwork in Culturally Diverse Groups

Presented by Jane Canfield, Pontifical Catholic University of Puerto Rico

Working in culturally diverse groups with speakers of different languages, different generations, and different gender perceptions can be challenging. This presentation will concentrate on offering tips and tricks for working with those groups. Our cultural backgrounds and identities can help us shape a new dynamic in the workplace or paralyze our ability to work together.

Room 1418 Are You Sure There's an App for That?

Presented by Sana Moulder & Bryson Kopf, Cumberland County Public Library and Information Center

Sometimes it seems as though there's an app for nearly everything you can think of (and some things you probably haven't). Never fear; we've rounded up and tested some of the best and have them organized into categories such as time management, health, travel, and simply too cool to not use. Best of all, they're all free and are on both the iOS and Android platforms.

JOYNER LIBRARY PARAPROFESSIONAL CONFERENCE

1:30pm – 2:20pm Afternoon Session One (Continued)

Faulkner Gallery

Vanderbilt University Libraries: Creating New Energy and Motivating Support Staff

Presented by Machel Keen & Shore Griffin, Vanderbilt University Libraries

Vanderbilt University Libraries has had an influx of motivation & energy within the last 3 years as a result of new leadership, which believes in empowering all staff. As part of this new mindset, support staff are beginning to explore more involvement in teamwork, expressing & developing ideas, making suggestions toward improvements & creating new energies. We want to share our findings

Room 2508

Self-Advocacy: Using your Voice and Presence to Better Your Environment

Presented by Jazmyne Baylor, North Carolina Central University

This presentation/workshop will explore self-advocacy, speaking up, and putting one's ideas into action when working in a team environment. Attendees will learn how they can use their voice and presence to benefit their coworkers, the community they serve, and themselves.

2:30pm – 3:20pm Afternoon Session Two

Faulkner Gallery

How We Talk, How We Work

Presented by Lucy VanderKamp, Duke University

Using information I've gathered in various workshops and settings, I'd like to guide participants to better understand themselves so that they may better contribute to a healthy work environment. Topics will include Emotional Intelligence, soliciting and providing constructive feedback, understanding different communication styles, active listening, and how to be your whole self at work.

Room 2409

Getting Patrons More Involved with Your Library

Presented by Kelsie Hagan, Davis Memorial Library

This presentation will focus on creative ways to get patrons more involved with your library, and help build patron relationships with the library.

Room 2508

Academic Libraries as a Third Place for University Students

Presented by JoAnna Rohrbach, East Carolina University

The campus library university students frequent can be a "third place." This term, sociologist Ray Oldenburg coined for a building perceived as a "home away from home." For students, it can happen from the collaboration of librarians and libraries to offer a welcoming atmosphere; create a living and learning community; and encourage students to be regulars for social as well as academic reasons.

3:30pm – 4:00pm Closing Remarks and Door Prizes

Faulkner Gallery

Must be present to win.

Have a great summer and we hope to see you again next year!