



# Mid-America Library Alliance/ Kansas City Metropolitan Library & Information Network

Between the Margins Newsletter

September 2012

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## MALA/KCMLIN Staff

[Susan Burton](#)

Executive Director

[Mary Puhr](#)

Professional Development  
Coordinator

[Kirsten Myers](#)

Special Projects Coordinator/  
Courier Services

[Beth Willis](#)

Technology Services Specialist

## MALA/KCMLIN Announcements

### Job Openings

[Missouri Valley Special  
Collections Associate](#)

[Programming/Marketing](#)

## We Have a Winner!



Congratulations to Susie Scheiderer of the Olathe Public Library who won the iPod in our workshop registration drawing!

We had over 100 registrations through September 1, 2012, for our fall workshops and webinars!

## MALA/KCMLIN Council Meeting



The next MALA/KCMLIN Council meeting date ***has been changed.***

The new date is Friday, November 30, 2012 at 2:00 p.m. at Mid-Continent Public Library.

## ILL/Courier Committee Meets

MALA's September 12th ILL/Courier Committee meeting provided a perfect opportunity to report great news and generate ideas for the courier delivery service.

In the Expanded Service Areas, we reported that during the first two months of our partnership with the Amigos libraries, more than 8,400 pieces have been sent to the members



## MALA/KCMLIN Joins MASL

The Mid-America Library Alliance/KCMLIN has joined the [Missouri Association of School Librarians](#).



MALA/KCMLIN now serves several K-12 school libraries with courier delivery service and continuing education offerings. In joining MASL, we hope to forge new partnerships with the K-12 community and develop new ways to serve them.

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## Kansas City Local Library Exchange

Attention KC Metro librarians! Have you checked out the [Metro Kansas City Professional Development Exchange Program?](#)

The KCLLE (a.k.a. "local library exchange") program allows library staff to spend a day at a local library, and/or host someone at yours. Visit their website to learn more!



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## MALA/KCMLIN Workshops in September and October

### \* [Need a Little Inspiration? Explore the Inspirational Fiction Genre](#)

Sep. 25, 9:30 a.m. to 4:00 p.m.

Mid-Continent Public Library - North Independence Branch

MALA/KCMLIN Member Cost: \$65, Non-Member Cost: \$130

Inspirational Fiction is fast growing and evolving. Join us as we chat with readers, librarians, and authors about the definition of the genre and the variety within it. Whether your readers are looking for gentle romances, murder mysteries, or Amish Christian Vampire fiction... speakers Julie Lessman, Tracey Bateman, Deb Bryan, and Claire Rust have got the titles for you!

Julie Lessman is an award-winning author whose tagline of "Passion With a Purpose" underscores her intense passion for both God and romance. Tracey Bateman receives much of her inspiration for the books she writes from the beautiful Missouri Ozarks and has approximately one million books in print. Deb Bryan has been working at the Topeka & Shawnee

County Public Library since 2000 and is an avid reader and follower of the Christian Fiction genre. Claire Rust is a Mid-Continent Public Library staffer and blogger.

Registration closes Sep. 23, 2012. **Certificate: Reader's Advisory Major Genre.**

\* [Launch Innovation and Entrepreneurship through Your Library's Business Reference](#)

Sep. 27, 9:00 a.m. to 1:00 p.m.

Mizzou Center - Large Training Room 109 (Blue Springs, MO)

MALA/KCMLIN Member Cost: \$35, Non-Member Cost: \$70

In this workshop, you will learn about key resources that are important to small businesses and entrepreneurs. Among the topics covered will be the importance of business plans, library resources for writing business plans, finding business related statistics, marketing tools, and getting the most out of business databases. Presenter Pam Jenkins has an M.A. in Library Science and an M.A. in Economics. In 2009, Pam became manager of the Kansas City Public Library's new H&R Block Business and Career Center.

Registration closes Sep. 25, 2012. **Certificate: Supervisor/Library Paraprofessional Elective.**

\* [Counseling & Discipline: Techniques to Give You Confidence When Dealing With Difficult Situations](#)

Oct. 9, 9:30 a.m. to 4:00 p.m.

Kansas City KS Public Library - West Wyandotte

MALA/KCMLIN Member Cost: \$65, Non-Member Cost: \$130

Some employees never get to the desired level of performance. Others have "off" weeks/months or violate specific rules or policies. Since no one enjoys counseling and discipline, it is often left undone in hopes the employee will improve without intervention. This is rare. Counseling can be the key to turning an employee's performance around. Discover how to analyze performance problems, provide counseling for ineffective performance and effective performance, make the counseling session work for you, and provide discipline as needed. Presenter Jeremy R. Hall, J.D., is a Human Resources Trainer and Consultant.

Registration closes Oct. 7, 2012. **Certificate: Supervisor Required.**

\* [Basic Book Repair](#)

Oct. 11, 9:00 a.m. to 4:00 p.m.

Mid-Continent Public Library - Administrative HQ

MALA/KCMLIN Member Cost: \$45, Non-Member Cost: \$90

This hands-on workshop tackles basic methods of book repair by examining books which are brought by participants as well as the facilitator's examples. All book repair backgrounds (from none to tons) are welcome and encouraged to participate throughout the morning's exercises. Whether your book repair program is extensive or small you will come away knowing the steps you need to have a successful book preservation plan and program. Participants are encouraged to bring a couple of books that need repair for use in the class exercises! Ellie Kohler, Rockhurst University-Greenlease



Registration closes Oct. 25, 2012.

Visit the [workshop registration](#) site for complete details!

**Certificate: Library Paraprofessional Elective (1/2)**

\* [Can't Won't, Don't, Couldn't, Shouldn't, Wouldn't: Combating Negative Nellies in the Workplace](#)

Oct. 30, 9:00 a.m. to 4:00 p.m.

North Kansas City Public Library

MALA/KCMLIN Member Cost: \$45, Non-Member Cost: \$90

Unfortunately for most of us, there are always Debbie Downers and Negative Nellies in every workplace. Even in the best of times, there are those people who are consistently negative about the administrators, administrative decisions, the patrons, and even the amount of work they are expected to do. This session will help you to identify Debbie Downers and Negative Nellies by type and learn techniques on how to lessen their impact on your workplace.

Join Vicky Baker, North Regional Manager for the Mid-Continent Public Library for this illuminating session.

Registration closes Oct. 30, 2012. **Certificate: Supervisor / Paraprofessional Elective.**

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## Upcoming Live Webinars

\* [Navigating the Rapids: Myths and Realities of Intergenerational Workplaces](#)

Oct. 24, 10:00 a.m. to 11:00 a.m.

Online via Go-To-Webinar



Are different generations in the workplace really so different, or is the hype a media creation? You can manage your library without resorting to new stereotypes or fostering unhealthy competition between young and old, new hires and long-timers. Most problems can be solved with good hiring practices and a willingness to reward accomplishment, not just tenure. What about those "village rules" - the workplace unwritten thou-shall-nots - that drive newbies crazy, or those sacred cows that need to be put out to pasture? Learn how to better communicate expectations and create a workplace where employees respect and appreciate each other's points of view.

Join Pat Wagner of [Pattern Research](#) for an informative session in which she will show you how to:

- Better work with and for people from different generations and backgrounds.
- Improve communication regarding workplace expectations.
- Better integrate new hires regardless of their age or work history.

Registration closes Oct. 22, 2012.

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## **On Demand Recorded Webinars for Group Viewing**

**Pick a date/time convenient for your group.**

[Click here](#) for more information.

### **NEW! [Communication Skills for Front Line Library Staff](#)**

Dealing with library users can range from great pleasure to call the cops! What most people don't realize is that the details of their communication style - the look on their faces, the tone of their voices, the words they use, and even how fast or slow they talk - can have a great impact on the behavior of others. Learn some of the secrets that professional communicators use to feel more confident and competent, to show respect, to keep calm, and to stay productive, even when the library user is not at their best. Presenter Pat Wagner has worked as a consultant and trainer for libraries for over 30 years. She is one of our most popular speakers who brings wit, humor and practical know-how to all of her presentations.

#### **Cost:**

1-Hour Webinars: MALA/KCMLIN Member: \$10 and Non-Member: \$20

All: Group Rate MALA/KCMLIN Member: \$100

All: Group Rate Non-Member: \$200

#### **[Pat Wagner Series:](#)**

- Social Media: Pros and Cons (1 hour)
  - How to Break the Rules: Offering Great Customer Service to Everyone (1 hour)
  - Whether You Call it Bullying, Harassing, Intimidation, Stalking, Threatening, Tormenting, Browbeating, Needling or Pushing Around, Make Your Workplace Safe from Bad Behavior (2 hours)
  - Meeting Deadlines When Staff and Resources Are Cut (1 hour)
  - How to Change the Dynamics in the Workplace Culture (1 hour)
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