

SWANx2018 Annual Conference Session List and Descriptions

Surviving the Public

*Gene Ambaum, Keynote
Speaker*

Tough customers got you down? Let us teach you how to stop worrying and learn to enjoy difficult people! In this 50 minute keynote we focus on the Unshelved approach to customer service: the customer is seldom right. Most customer service interactions can be enjoyable if you have the right frame of mind. Or, failing that, at least you can have the last laugh.

Employment Law Update and Trends in the Workplace

*Kelly Hayden, Management
Association*

With the #MeToo Hashtag, opioids in the workplace, employee leaves and requests for accommodations, how can you keep up? This session will discuss current employment law trends in the workplace, how to handle certain situations, what's happening with employment law and what you might expect in the future.

Harassment and Discrimination

*Jim Griffin, Management
Association*

With all of the recent high profile cases, the "MeToo" hashtag on social media and the rise in claims before administrative agencies, now more than ever, employers need to make sure that they are training their employees in the prevention of harassment. A professional, knowledgeable and experienced trainer who concentrates in the presentation of these types of programs is preferred. However, employers may not always have the time or budget to bring in an outside professional. If this is the case, what can an employer do to make sure its training program is the best that it can be? What topics should be covered? How can employers create an environment that is conducive to avoiding harassment, yet, encouraging employees to come forward in the event something happens? Jim Griffin, Employment Counsel for the Management Association, will discuss the elements of a good training program and how to create an atmosphere of respect in your workplace.

Serving Those Experiencing Homelessness: Strategies for Library Staff

David Seleb (Oak Park PL), Christine Lees (Downers Grove PL), and Rob Simmons (Oak Park PL)

The American Library Association's Declaration for the Right to Libraries proclaims that libraries are the great equalizer. We serve all, particularly the most vulnerable and the most marginalized in our communities. Learn from leaders at the Downers Grove and Oak Park Public Libraries how we are being intentional about serving those who experience homelessness, how we are supporting our staff members in that important work, and how you might begin or advance that work in your library.

Pushing for Patron Privacy (Even when they don't want to be protected!)

Rudy Host (SWAN) and Molly Bitters (Eisenhower PL)

Eisenhower Public Library walks you through the process of their Privacy Initiative to review best practices and refocus staff attention on discretion and the balance of privacy verses patron convenience. Topics include: the why behind the policy, discretion in staff communication, and how to make it easy for patrons while protecting them.

The Chaos of Change: How to Stay Motivated During Times of Change

Lisa Knasiak (Hinsdale PL) and Brittany Smith (Westmont PL)

Public libraries need to constantly adapt to the world around them in order to serve their communities. Change comes in many forms and can be as small as circulating a new collection to as large as a full-scale remodel. What also comes with change is stress! Whether you are an employee at the circulation desk or the director of the library, change affects everyone. This presentation will outline what change is, how to manage change, and tips and tricks to keep an organization motivated in changing times. Change does not have to be a negative word, as long as you have the right attitude!

Patron-focus, Communication, Customer Service, Marketing

Tina Williams and Jenny Sulva, White Oak PLD

How can you develop a robust Outreach Services model for your library? This presentation explains the importance of focusing on the patron's needs in developing services, the importance of communication and team work within the department and the library, how having a welcoming atmosphere with good customer service skills makes an impact, and discusses how to present marketing materials to patrons.

Real Tiny Progress: How to Start Training Your Staff to Be A Little Bit More Culturally Competent

Izabel Gronski and Ang Romano, Oak Lawn PL

Take the first step on your library's journey towards cultural competence, using this practical and realistic way to train staff in respectful speech to advance cultural competency at your library. Learn how one midsize library taught its staff to demonstrate cultural self-awareness, define cultural competency in a library context, identify microaggressions and verbalize respectful alternative phrases in order to provide excellent customer service for a rapidly diversifying community. Attendees will walk away with an adaptable lesson plan and lesson materials used in staff training.

Reciprocal Borrowing: Behind the Curtain

Michelle Frisque and Laura Gorczyca Hanes, Chicago PL

Panel discussion on reciprocal borrowing between SWAN and CPL.

Illinois Monarch Project: Inspiring the Preservation and Protection of Monarch Butterflies

Andre Copeland, Brookfield Zoo

Andre Copeland, Interpretive Services Manager at Brookfield Zoo, develops all educational programming including children's programs for the zoo. He is on the Illinois Monarch Project's steering committee and also serves as the project's Community Engagement Committee chairperson. He will be presenting on creating community pollinator gardens at your library, and developing nature programs and summer reading programs for children.

A Day in the Life of a Circ Manager

SWAN Member Services and SWAN Circulation Advisory

Come and visit with Circulation Managers to find new tips and tricks while on the front lines. Please bring your questions!

Symphony Acquisitions: Tips and Tricks

Rebecca Bartlett, LaGrange PL

Does your library use the Acquisitions module in Symphony? Do you know how to invoice a credit memo? Or group your funds by selector, type or age group? This session will address ordering, receiving, and invoicing in Symphony Acquisitions. We will discuss "hidden" features such as Fund Levels, reports for fiscal close, as well as special considerations for SWAN libraries. This session is geared towards existing Acquisitions libraries in SWAN, as well as libraries considering using the Acquisitions module in the future.

SWAN's State of the Union

Aaron Skog, SWAN

Get caught up on all things SWAN—what has happened over the past year, and where we're headed in the year to come!

Flying Fox Conservation Fund – Children's and Adult's Programs

Scott Heinrichs, Flying Fox Conservation Fund

We provide a hands on approach to learning about animals that is both fun and safe. Our programs are designed for children and adults to get a more detailed understanding about animal life, behaviour, and conservation through discussion and interaction with the animals and make perfect programs for libraries and their patrons. Our objective is to educate people about conservation and the diverse and unique world of animals. We bring the zoo to you! All learning programs can be tailored to different age groups so everyone will have fun learning and personally experiencing the animals. In SWAN's session, Steve the Sloth (and friends?) will make a guest appearance to demonstrate how fun and interactive these programs can be for your patrons!

Design Thinking Workshop

Michelle Frisque, Chicago PL

Is your library in need of a makeover? As we move to technology rich environments, is your library space meeting the needs of students? By exploring design principles, we can plan a more effective space for our students and staff. Challenge yourself to "rethink library!"

Targeting Autism: Providing Inclusive Learning Experiences

Suzanne Schriar and Mary Pelich, Illinois State Library

Based on the IMLS grant funded project "Targeting Autism: A Comprehensive Training & Education Program for Librarians," the focus of the session will include resources and best practices for providing inclusive learning experiences in the library. We will also discuss how libraries can collaborate with community stakeholders to better serve neurodiverse residents.

IMRF Update: Your IMRF Benefits and How You Can Earn 7.5% with IMRF

Paul Parise, IMRF

Back by popular demand, our IMRF rep will cover the all essential information regarding your pension plan, future planning, and answer any questions that you might have.

How to Prepare for Your Audit

Dan Berg and Krisztina Dommer, Sikich

Preparing for your yearly audit? Join Sikich auditors Dan Berg and Krisztina Dommer as they guide you through tips and pointers for preparing for your yearly audit the right way, to ensure a smooth and pain-free process!

Library Programs: Experimental Musical Instruments

Joe Rauen

Musician Joe Rauen uses brooms, hockey sticks, tennis racquets, flower pots, plumbing and more to make truly one-of-a-kind musical instruments, which he's used to delight patrons of all ages in programs at many libraries around Chicagoland. He will perform his own music using various combinations of his unique musical instruments. Interspersed with the playing will be explanations of how the instruments were constructed and what inspired them. Rauen's performances are fun, funny, informal, and educational; they reflect a deep fascination with the musical instruments of the world and an admiration for the immense potential of everyday objects.

Tech Services Isn't Scary: Working Across Departments to Fulfill Patron Needs

Victoria Akinde (Schaumburg PL) and Lindsay Braddy (Skokie PL)

Are you a public services person who's a little scared of the tech services department at your library? Are you a tech services staff member who wants to convey the importance of your job to the library? We'll discuss strategies for collaboration and communication that can break down silos and ensure your patrons are able to get what they need.

Large and in Charge! Large Scale Programming on a Dime

Nicole Handley, West Chicago PLD

Have ever dreamed of having large, elaborate programming but don't have a large, elaborate budget? Worry no more! In this session you will learn tips and tricks on how to plan and execute haunted houses, Free Comic Book Day, carnivals, and more! Spoiler: cardboard is your friend!

New to or Interested in SWAN? Here's Your Welcome Party!

Aaron Skog, SWAN

Are you a new director in a SWAN library, or a staff member of one of our New 19 libraries? Join us for a fun welcome celebration as we go over what SWAN membership means, how our relationship works, services that we offer, how to get in touch with us, and more!

Cataloging SOS

*SWAN Bibliographic Services
Staff and SWAN Cataloging
Advisory*

A round table cataloging discussion with SWAN cataloging staff and library staff. Bring to the table your cataloging emergencies, oddities and special projects to discuss all things cataloging!

Symphony Serial Control

Joy Anhalt, Tinley Park PL

Not sure how Serials Control works? An overview of how to set-up a serial control record and check-in issues will be given.