

**Ohio Library Support Staff Institute (OLSSI)**  
**“Growing Together to Improve the Future”**  
**August 3 – 6, 2003**

**Sunday, August 3, 2003**

- 2:30 p.m. – 5:00 p.m.            **Registration**  
   **Caples Residence Hall – 1<sup>st</sup> Floor**
- 5:15 p.m. – 6:30 p.m.            **Dinner, Welcome & Introductions**  
   **Gund Commons Large Activity Room**
- 7:00 p.m. – 8:30 p.m.            **“Haunted Kenyon” Tour**  
   ***Daniel P. Turner***

**Monday, August 4, 2003**

- 7:45 a.m. – 8:45 a.m.            **Breakfast**  
   **Gund Commons Dining Area**
- SESSION 1**
- 9:15 a.m. – 11:45 a.m.            **What to Check Before You Call a Tech!**  
   **Samuel Mather Hall, Room 201**  
   ***Instructor: Corey Seeman, University of Toledo Libraries***
- 9:15 a.m. – 11:45 a.m.            **Just for Copy Cats**  
   **Samuel Mather Hall, Room 206**  
   ***Instructor: Donna Schroeder, OHIONET***
- 12:00 p.m. – 2:00 p.m.            **Lunch**  
   **Gund Commons Dining Area**
- SESSION 2**
- 2:15 p.m. – 4:45 p.m.            **Effective Web Searching**  
   **Pierce/Dempsey Hall**  
   **Roth Lab, Room 1**  
   ***Instructor: John Burke, Miami University Middletown***
- 2:15 p.m. – 4:45 p.m.            **Support Staff as Supervisors**  
   **Samuel Mather Hall, Room 206**  
   ***Instructors: Susan Weldon & Bonnie VandenBos***  
   ***Wright State University***
- 5:30 p.m. – 6:30 p.m.            **Dinner**  
   **Gund Commons Dining Area**
- EVENING SESSION**
- 7:00 p.m. – 9:00 p.m.            **Education Opportunities for Support Staff:**  
   **State & National Levels**  
   **Hayes Lecture Hall**

*Instructors: John Burke, Miami University Middletown  
Linda S. Dobb, Bowling Green State University*

**Tuesday, August 5, 2003**

7:45 a.m. – 8:45 a.m.                      **Breakfast**  
Gund Commons Dining Area

**SESSION 1**

9:15 a.m. – 11:45 a.m.                      **EBSCO Database Training**  
Pierce/Dempsey Hall  
Roth Lab, Room 1  
*Instructor: Dorrie Sacksteder*

9:15 a.m. – 11:45 a.m.                      **Ohio Authors, Literature and Resources**  
Samuel Mather Hall, Room 201  
*Instructor: Linda Hengst, Ohioana Library*

12:00 p.m. – 1:00 p.m.                      **Lunch**  
Gund Commons Dining Area

**SESSION 2**

1:30 p.m. – 4:00 p.m.                      **Beyond EBSCO: A Hands-On Review of  
Ohio's Other Library Database Resources**  
Pierce/Dempsey Hall  
Roth Lab, Room 1  
*Instructor: Jay Burton, State Library of Ohio*

1:30 p.m. – 4:00 p.m.                      **Dealing with Difficult Patrons**  
Hayes Lecture Hall  
*Instructors: Officers Dave Ferimer & Robert Wood  
Ohio State University Police*

**EVENING FREE**

**Wednesday, August 6, 2003**

7:45 a.m. – 8:45 a.m.                      **Breakfast**  
Gund Commons Dining Area

**SESSION 1**

9:15 a.m. – 11:15 a.m.                      **Changing Roles of Support Staff**  
Hayes Lecture Hall

*Panelists: Linda S. Dobb, Bowling Green State University  
Sarah Brown, Mason Public Library  
Priscilla Ratliff, Ashland, Inc.  
Glenda Thornton, Cleveland State University Libraries*

11:30 a.m. – 12:00 p.m.                      **Closing Ceremony**