Welcome to the 18th Annual Ohio Library Support Staff Institute

Castle OLSSI

July 28 – 30, 2019
Heidelberg University
Tiffin, Ohio
GREETINGS AND SALUTATIONS!

It is my honor to be this year’s Chair and welcome you to the Eighteenth Annual Ohio Library Support Staff Institute here on the beautiful campus of Heidelberg University. Providing relevant and engrossing subjects in an environment that is comfortable and convenient is what the Steering Committee members strive for each year.

Throughout this past year, volunteer Steering Committee members have coordinated sessions for all areas of support staff from behind the scenes technical services to front line public services staff. The diversity in our members, from all types of libraries throughout Ohio, provide us with a vast range of knowledge. With this knowledge, we can provide sessions for any support staff at any library no matter if it is K-12, academic, public, special, or government libraries.

Beyond just attending sessions, the institute offers opportunities for you to network and make connections with other support staff, learn what other types of libraries are doing, and exchange ideas for the mutual benefit of all libraries in Ohio.

The historic architecture of Heidelberg University lent itself to this year’s institute theme of ‘Castle OLSSI’ but the class sessions offered are anything but Medieval. Take advantage of the knowledge and networking gained these next three days back to your libraries to better serve your communities.

Welcome and enjoy your time at ‘Castle OLSSI’ 2019!

Rachel Mathie
Rachel Mathie
OLSSI Chair 2019
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Schedule of Events

SUNDAY – 7/28/19

3:00 – 5:00 PM: Check-In

5:00 – 6:00 PM: Meet & Greet – Human Library Activity

6:00 – 8:00 PM: Dinner – Whiteboard Trivia / Opening Ceremony

8:00 PM: Readers Advisory Roundtable – Kara Pennella
9:00 PM: Movies

MONDAY – 7/29/19

8:00 AM: Breakfast – Whiteboard Trivia

9:00 – 10:15 AM: Classes
   A) Chair’s Class: Connecting Ohio’s Local History with the Digital Public Library of America – Jen Johnson, State Library of Ohio
   B) Courtly Conversations: Hosting a Human Library Program – Amee Sword, Wornstaff Memorial Public Library and Andy Bartlett, Delaware County District Library
   C) Cyber Security – Matt Motes, SEO Library Center

10:30 – 11:45 AM: Classes
   A) Libraries Lending Hope: Responding to the Opioid Crisis in the Community – Dr. Meghan Harper, Kent State Univ.
   B) Flipping the Script: Program Planning from Patron Perspectives – Robin Heintz, Piqua Mainstreet Association
   C) Preservation Tips & Tools: An Introduction to Analog and Digital Preservation for Library Staff – Joy Bennett, Hancock Historical Museum; Findlay, Ohio

Noon: Lunch – Whiteboard Trivia

1:15 – 2:30 PM: Classes
   A) Bed Bugs and Broomsticks – Molly Meyers LaBadie, Delaware County District Library
   B) The Truthful, the Fake, and the Biased: Evaluating News Sources – Jessie Long, Miami University
   C) Website Building with Divi – Colleen Sandusky, Loudonville Public Library

2:45 – 3:45 PM: Library Snapshot & Class
   A) Library Snapshot - Gerald R. Ford Presidential Library – Geir Gunderson
   B) Page to Screen: A Discussion on Books Transposed to Film & Television – Michael Bradshaw, Supreme Court of Ohio Law Library & Dr. Paul Heintz, Edison State Community College

4:00 – 4:45 PM: Beeghly Library Tour – Laurie Repp, Director
4:00 – 4:45 PM: Gentle Yoga and Meditation – Kara Pennella, RYT-200

5:00 PM: Dinner (on your own – discover Tiffin!)

8:00 PM: Bingo, Games – Brian Humphreys
9:00 PM: OLSSI Book Club – Michael Bradshaw
TUESDAY – 7/30/19

8:00 AM: Breakfast – Whiteboard Trivia

9:00 – 10:15 AM: Classes
   A) We Have a Makerspace, Now What? Ways to Take Your Makerspace Programming to the Next Level – Jennifer Hicks, Miami University
   B) So You Spit in a Tube: an Introduction to Genetic Genealogy – Kellen Freeman, Delaware County District Library
   C) Running Teen Advisory Boards – Sarah Rust, the Public Library of Cincinnati and Hamilton County

10:30 – 11:45 AM: Classes
   A) Escaping the Monotony: Escape Rooms as Collaborative Information Literacy – Kristin Cole, Otterbein Univ., Alaine Kay, Muskingum Univ., Drew Balduff, University of Findlay
   B) Grant Writing 101 – Cindy Boyden and Evan T. Struble, State Library of Ohio
   C) The Good, the Bad, the Medieval: Cataloging Tips & Tricks to Keep our Castles Orderly! – Brian Humphreys, Cedarville University and Sarah Schaff, Denison University

Noon: Lunch – Whiteboard Trivia

1:15 – 2:30 PM: Keynote: Unpacking Customer Experience: A CX Toolkit – Justyn Rampa, the Public Library of Cincinnati and Hamilton County

2:30 PM: Closing Ceremony / Grand Prize Giveaway (Must be present to win).

3:00 – 4:00 PM: Check-Out
Congratulations to our 2019 Scholarship Winners

Corazon Britton
– The Ohio State University

Sidnie Reed
– Xavier University

Corrie Schuster
– The Public Library of Cincinnati and Hamilton County
Drew Balduff
University of Findlay
Findlay, Ohio
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Drew Balduff is the Electronic Resources Librarian at the University of Findlay in Findlay, Ohio. In addition to managing the library’s e-resources, Drew also manages the library’s social media accounts, coordinates library programs & events, and provides reference services, as necessary.

Cindy Boyden
State Library of Ohio
Columbus, Ohio
cboyden@library.ohio.gov

Cindy Boyden has worked for the State Library of Ohio since December of 2014. In December of 2015, she was promoted to LSTA Coordinator / Library Consultant within the Library Programs and Development Department. Prior to joining the State Library, Cindy worked for eight years at Worthington Public Libraries as a Circulation Assistant.

Cindy received her Master of Library and Information Science degree from Kent State University School of Library and Information Science in 2013, and completed her Cumulative Experience (practicum) within the Government Documents Collection of the State Library of Ohio. She graduated cum laude from Otterbein University with a Bachelor of Arts in English Literature in 2008.

Cindy has also co-published several articles and a book chapter on topics including Customer Orientation and Soft Skills. She participated in the 2015 ILEAD USA Ohio cohort and was the Instructor Corp Coordinator for the 2017 and 2019 ILEAD USA Ohio cohort.
Michael Bradshaw
Supreme Court of Ohio Law Library
Columbus, Ohio
Michael.Bradshaw@sc.ohio.gov

Michael Bradshaw is a two-time Chairperson of OLSSI: the Ohio Library Support Staff Institute, and is the only person to have served in every Officer position of the organization. He has worked at the Supreme Court of Ohio Law Library for nearly 25 years. A writer of poetry and fiction, he is also a book reviewer for the Ohioana Quarterly, a four-time judge of the Piqua Public Library Youth Poetry Contest, and two-Time judge of the Mount Vernon Public Library’s Young Adult Poetry Coffeehouse Contest, where he also taught a poetry workshop for adults. When not working at the Supreme Court of Ohio Law Library, he coordinates blood drives for the American Red Cross, and reads to the blind at VoiceCorps, a radio station that provides reading of daily newspapers and books for the blind, visually impaired, and elderly. He has been a speaker at OLSSI, ALAO, SWON, and Southern State Community College.

An aspiring grown-up, Michael has been contributing to entropy since 1968. He has taught and took part in NaNoWriMo (National Novel Writing Month), and has been writing one or more of seven books for most of his life. He is recommended by 4 out of 5 people that recommend things. Unlimited movies on Netflix will be his downfall. He is currently ‘Chair Emeritus and Consigliere’ of OLSSI.

Kristin Cole
Courtright Memorial Library, Otterbein University
Westerville, Ohio
cole1@otterbein.edu

Kristin Cole is the Assessment and Special Projects Librarian at Otterbein University. In addition to coordinating assessment activities, she also serves as the library liaison to Biology & Earth Sciences; Chemistry; Engineering; Environmental Studies; Mathematical Sciences; and Physics. She teaches credit-bearing courses in information literacy, and for the senior year experience program. Before coming to Otterbein, Kristin was a Reference-Instruction Librarian at Muskingum University.

Kellen Freeman
Delaware County District Library
Delaware, Ohio
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Kellen Freeman is the Technology Training Specialist at the Delaware County District Library, where he teaches computer and technology classes, as well as runs their upcoming STEAM Lab where patrons will have access to various maker equipment, from 3D printers to sewing machines. Kellen has a wide education background earning several degrees, the most recent of which is a Master of Library and Information Science degree from Kent State University in 2016. He is active in the Ohio Library Council, serving as Chair of the Professional Development Committee in 2018. He also regularly appears as a speaker at libraries, conferences, and service clubs instructing interested listeners about board games and genetic genealogy.
Geir Gundersen
Gerald R. Ford Presidential Library
Ann Arbor, Michigan
geir.gundersen@nara.gov

Geir Gundersen serves as Supervisory Archivist at the Gerald R. Ford Presidential Library where he manages the Ford Library’s archival programs and assists with the administration of the Library. He joined the Ford Library in 1989 and worked previously at the National Archives in Washington, DC. Geir is a graduate of Jamestown College and North Dakota State University.

Dr. Meghan Harper
Kent State University
Kent, Ohio
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Meghan Harper, Ph.D., has been an iSchool faculty member since 2001. She currently serves as the MLIS program coordinator, as well as the school library media concentration coordinator. Harper is co-director of the Virginia Hamilton Multicultural Literature Conference, the longest running national conference of its kind. She is a member of several International Associations, and serves on the Reading and Literacy committee of the International Federation of Library Associations (IFLA), and the International Association of School Librarianship (IASL). Nationally, she is active in the American Library Association (ALA) and its divisions, the American Association of School Librarians, (AASL), Association for Library Service to Children (ALSC), and Young Adult Library Services Association (YALSA). She also serves on multiple national and state committees, including the Buckeye Children’s and Teens Book Award. Her interest in assessment and accreditation have led to her professional service for the Council for the Accreditation of Educator Preparation (CAEP) and the Committee on Accreditation for the American Library Association.

Harper has published numerous articles, chapters, manuscripts and reviews relating to her research interests, which include school library administration, facility design, multi-literacies, care-based practices, electronic portfolios, cataloging, evaluation and assessment. Harper is also the author of Reference Sources and Services for Youth, and has two more books slated for publication. She received the Presidential Award from the Ohio Educational Library Media Association in 2013. Harper has been an invited speaker and presenter both nationally and internationally. Prior to joining Kent State, Dr. Harper held administrative positions of Assistant Curriculum Director, Director of Technology and Libraries, and worked as a school librarian at the elementary, middle, and high school levels. Harper holds a Ph.D. in curriculum and instruction, Masters in Library Science (with K-12 Library Media Certification), and Bachelors of Science in elementary education (with K-8 certification), all from Kent State University.
Dr. Paul Heintz  
Edison State Community College  
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Dr. Paul Heintz is an I/O Psychologist specializing in both teamwork and motivation. He has presented psychological research at numerous national conferences, been published in peer-reviewed journals, and has been quoted in a nationally recognized newspaper. Furthermore, Dr. Heintz has taught at Wright State University, Wittenberg University, and Edison State Community College for over a decade and has served as a consultant for numerous organizations. Currently, he is Dean of Arts and Sciences at Edison State Community College, as well as a Professor of Psychology and Sociology there.

Robin Heintz  
Mainstreet Piqua, Inc.  
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It all began with a degree in Marketing Design, which led to seventeen years of designing and writing copy for catalogs and magazines. My creative forces were then used for the public good as a Marketing Specialist and Programming Chair for the Piqua Public Library for ten years. I’ve recently become the Marketing & Events Coordinator for the Mainstreet Piqua organization, hosting community-wide events ranging from Holiday Horse Parades, to weekly Farmers Markets downtown.

Jennifer Hicks  
Miami University  
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Jennifer Hicks is the Circulation & Reserves Supervisor for Miami University-Middletown Campus. She holds an M.L.I.S. from Kent State University. Along with circulation, reserves, and student worker supervision, she also creates and runs programming in the library makerspace. Jennifer has presented at various state, national, and international conferences on the topics of student training, makerspaces, and fake news. Her most recent presentation covered fake news and was presented at the LILAC conference in Nottingham, U.K. Jennifer’s co-edited upcoming publication, tentatively titled: *Makerspaces for Adults: Best Practices and Great Projects*, will be released by Rowman & Littlefield in early 2020.

Brian Humphreys  
Cedarville University  
Cedarville, Ohio  
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Brian Humphreys has been around OLSSI for 15 years, serving in a variety of roles. He is currently the Staff Cataloger for Cedarville University, and has previously worked in both tech services and public services positions at the Bluffton Public Library, and Ohio Northern University. He enjoys singing in choir at church, playing board games, amusement parks, and indoor rock climbing.
Jen Johnson
State Library of Ohio
Columbus, Ohio
jjohnson@library.ohio.gov

Jen Johnson was promoted in 2016 to Library Consultant within the Library Programs and Development Department. Jen’s primary responsibilities focus on the DPLA Service Hub for Ohio. She acts as Project Manager for the Ohio Digital Network. In that capacity, Jen serves as liaison between the participating libraries and DPLA, works with the DPLA working groups and Community Engagement Centers on metadata, harvesting, and documentation, and provides training to Ohio libraries and cultural heritage organizations on digitization in general as well as DPLA specifically. The Ohio Digital Network is a statewide initiative, and Jen has a key role in its development and implementation.

Jen joined the State Library staff in 2013 as a Librarian in Research & Catalog Services, and was promoted to Electronic Resources Librarian in 2014. She was selected to participate in Library Leadership Ohio 2014, and spent the year working with a team focused on digitization. She was also selected to participate and completed ILEAD USA Ohio 2013, an immersive one-year continuing education program that develops library leaders through projects based on community needs using technology.

Prior to joining the State Library, Jen worked at the Ohioana Library and Worthington Libraries. She has a Master of Library and Information Science degree from Kent State University, and a Bachelor of Fine Arts in Photography from the Ohio State University.

Alaine Kay
Muskingum University
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Alaine Kay is the Reference/Web Resources Librarian at Muskingum University in New Concord, Ohio. She is the liaison librarian for the Arts and Humanities Division, teaches one-shot instruction sessions and the library’s research methods course, provides reference services, and manages the library's online holdings. In addition to her librarian position, Alaine works one-quarter of her week with the campus IT department as the Faculty Liaison for Blackboard.

Molly Meyers LaBadie
Delaware County District Library
Delaware, Ohio
mlabadie@delawarelibrary.org

Molly Meyers LaBadie has worked in public libraries for over 17 years. She is currently the Deputy Director at the Delaware County District Library. Before becoming a Deputy Director Molly started to learn about her passion for customer service as a Children’s Librarian, Lead Librarian, and a Trainer.
Jessie Long
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Jessie Long is the Public Services Librarian at the Middletown regional campus of Miami University (OH). She received an M.L.I.S. from Kent State University, and a B.A. in anthropology from the University of New Mexico. She has presented at various regional, state, and international conferences, and co-authored articles on a variety of topics related to information literacy and library programming, including online learning courses and tools, gamification and game-based learning, makerspaces, and teaching students from diverse cultures. She has also served as co-coordinator for the Center for Teaching and Learning at Miami, co-chair of the Distance Learning Interest Group of ALAO, and works closely with both students and faculty in the English Language Center (ELC) on the Middletown campus.

Matt Motes
SEO Library Center
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Matt Motes is an information technologist for the SEO Library Consortium. He holds a Bachelor’s degree in Computer Science. Matt is the trainer for the On-Demand Training Program through the State Library of Ohio. He also serves as a library trustee at Guernsey County Public Library, Ohio Digital Library advisory committee, and primarily supports ODL for the SEO Library Consortia.

Kara Pennella
Ivy Tech Community College
Indiana

Kara Pennella earned her Masters of Information in Library Sciences from Florida State University in 2011. Kara spent four years working at the Tipp City Public Library in a variety of positions, including Interim Director, Public Services Manager, and Adult Services Specialist. Prior to becoming a librarian, Kara earned a J.D. from Indiana University in 2004, worked for Legal Services Corporation of Virginia, and Free Enterprise Forum, a public-policy think tank. Currently, she is an Adjunct Professor at Ivy Tech Community College. Kara has been an active member of OLSSI since 2010 and served as Secretary/Treasurer from 2012-2013. She would like to thank the OLSSI Steering Committee for all of their hard work, and for the opportunity to talk about her favorite subject...books!
Justyn Rampa
Public Library of Cincinnati and Hamilton County
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Justyn Rampa has worked in public libraries for over twenty-two years. In addition to working in libraries, he has experience in retail, food service, child care, medical, and theater education. Justyn is currently the Customer Experience Manager for the Public Library of Cincinnati and Hamilton County, where he identifies all the touch points and pain points across 41 locations as well as online, and works to improve the overall customer experience, and oversees all matters related to community engagement. Justyn is an INFJ (Myers- Briggs), a primary C (DISC), a Hufflepuff (Harry Potter), and according to StrengthsFinder, his number one strength is empathy.

Sarah Rust
Public Library of Cincinnati and Hamilton County
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Sarah Rust is a Teen Librarian at the Public Library of Cincinnati and Hamilton County. She has been in the library system for over 13 years, working as a shelver, in Circulation Services, the Virtual Information Center, the TeenSpot, and now at a neighborhood branch. Sarah is actively involved in teen services and is the coordinator for the Southwest Ohio Network of Libraries Mock Printz Award, as well as the teen social media team leader for PLCH. As an attendee of many professional conferences, Sarah is excited to present for the first time at OLSSI.

Colleen Sandusky
Loudonville Public Library
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Ms. Colleen Sandusky is the Network Administrator, Public Relations Coordinator, and Adult Programming Coordinator for the Loudonville Public Library. Colleen has been working to improve digital literacy in rural Loudonville and surrounding communities since 2001.

In 2009, the library partnered with Connect Ohio and added a new dimension of training to the area with Every Citizen Online Program. In 2014, Colleen was a speaker at the Rural Broadband Association Convention in Cleveland, Ohio. For Expenditure Range $400K-$999.9K, the Library Journal Star Library Index 2018 rated the Loudonville Public Library #1 in Ohio for Public Internet Use Per Capita.

Colleen’s artistic background has helped her create notable library exhibitions, such as ‘World War I and America’ in 2018. She is currently preparing for a new exhibition, Legendary Creatures: Where Once Upon A Time Meets Reality in 2020. Website development is a natural fit for her art and technology experience.
Sarah Schaff
Denison University
Granville, Ohio
schaffs@denison.edu

Sarah Schaff has been working in Ohio libraries since 2003, involved with OLSSI since 2006, and has been a part of the Denison Library Staff since 2007. With a background in philosophy and library science, Sarah brings the esoteric side of her Discovery Librarian role to life. Outside her 9-5, Sarah can be found working with the great team at the Market Street Pantry (FoodPantryNetwork.net), with anti-hunger advocates at TeamVittles.org, with narrative journalists at BetweenCoasts.org, and trying to catch up on sleep.

Evan T. Struble
State Library of Ohio
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Evan T. Struble is the Associate State Librarian for Library Development at the State Library of Ohio. Prior to assuming that role, Evan worked as a Library Consultant with the State Library for more than six years. Additionally, he continues to work part-time for the Upper Arlington Public Library. Evan has previously worked for the library membership organization OHIONET, Westerville Public Library, Otterbein University’s Courtright Memorial Library, and the Meigs County District Public Library. In addition to serving on various councils and committees within the Ohio Library Council, Evan also volunteers his time with the Ohio Historical Society.

Amee Sword
Wornstaff Library
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Amee Sword graduated from Otterbein College in 1993, and earned her Master’s in Library and Information Science from Kent State in 2016. In 2007, Amee accepted what she thought would be another part-time position as a page with the Delaware County District Library. The job allowed her to continue to stay home with her children, but leave in the evening when her husband arrived so she could have adult conversation. Amee remained with DCDL for eleven years, with her last position as Assistant Manager of Adult Services at the Orange Branch Library. Then, the opportunity arose to apply for the position of Director at the Wornstaff Library in Ashley, Ohio. To her delight, Amee was hired in July 2018, and every day attempts to learn the ropes of the position.
Event Staff

Camp Counselors

Cindi Bardash
Beth Carter
Tiffany Dogan
Karen Douglas
Paula Kutcher – Conference Liaison/Head of Camp Counselors
Heather Riddick

OLSSI Officers

Chairperson – Rachel Mathie
Vice-Chair in charge of Programming – Brian Humphreys
Vice-Chair in charge of Site Coordination – David Sharp
Treasurer – Tanya Ellenburg-Kimmet
Secretary – Paula Kutcher
Immediate Past Chair – Jennifer Hicks

Chair Emeritus & Consigliere – P.M. (Michael) Bradshaw

*** Staff members are those wearing the green shirts.
Please feel free to ask any staff member any questions to help make your time at OLSSI the best it can be!
OLSSI Steering Committee

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Nationwide Children’s Hospital Medical Library
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Seneca County Visitors Bureau
Friends of the Loudonville Public Library
Academic Library Association of Ohio (ALAO)
Public Libraries of Cincinnati and Hamilton County
Northeast Ohio Regional Library System (NEO-RLS)
Southwest Ohio & Neighboring Libraries Consortium (SWON)
Date: Sunday, July 28, 5:00-6:00 PM during the Meet & Greet

Location: Willard Basement Rec Room

Synopsis: As an opportunity to experience a Human Library before the Monday morning class on Hosting a Human Library, several OLSSI personalities are able to be checked out for 5-10 minute time slots during the meet and greet. Topics include but are not limited to Reading to the Blind, Body Acceptance, Nature Lover, Bipolar Depression, Caregiver, Life Coach, Roman Catholic, Photographer, and the OLSSI Chair Emeritus. Time slots are limited, one per person please. If you don't get a chance to check out the human/topic you are interested in, they will be around for the rest of the conference and are willing to share their interests with you.
Readers Advisory Roundtable

Kara Pennella
Ivy Tech Community College

Date: Sunday, July 28, 8 PM

Location: Adams 101

Synopsis: Share and hear about good reads for your patrons, book clubs and yourself.
Chair’s Class: Connecting Ohio’s Local History with the Digital Public Library of America

Jen Johnson
State Library of Ohio

Date: Monday, July 29, 9:00-10:15 AM

Location: Adams 204

Synopsis: The Digital Public Library is a free online portal to millions of digitized items from across the U.S., and a valuable tool for library patrons. Ohio has been adding items to DPLA since March of 2018, and continues to add more – over 100,000 items to date! We’ll talk about what exactly DPLA is, how it all works, both online and here in Ohio, and why you’d want to use it.
Courtly Conversations: Hosting a Human Library Program

Amee Sword - Wornstaff Memorial Public Library
Andy Bartlett - Delaware County District Library

Date: Monday, July 29, 9:00-10:15 AM
Location: Adams 101

Synopsis: Have you ever wanted to provide a program for your patrons which allows open conversation between people of different backgrounds and viewpoints? The Delaware County District Library did just that by holding a “human” library event. The events allowed individuals to participate by sharing their stories with others. Join our instructors as they discuss the planning and implementation of the “human” library.
**Cyber Security**

**Matt Motes**
SEO Library Center

**Date:** Monday, July 29, 9:00-10:15 AM

**Location:** Adams 104

**Synopsis:** This course focuses on the introduction to security threats and will help develop an active understanding of what to look for when determining if you are being exposed to an attack. We will define terms such as Vishing, Malware, and Ransomware and look at examples of how you have been exposed to this already and how to improve the safety of the environment we work in.
Libraries Lending Hope: Responding to the Opioid Crisis in the Community

Dr. Meghan Harper
Kent State University

Date: Monday, July 29, 10:30-11:45 AM

Location: Adams 104

Synopsis: Dr. Harper's presentation will focus on how libraries can respond to the opioid crisis using a trauma informed care foundation to provide sources and services in their communities.
Flipping the Script: Program Planning from Patron Perspectives

Robin Heintz
Piqua Mainstreet Association

Date: Monday, July 29, 10:30-11:45 AM

Location: Adams 101

Synopsis: Too often, program planning starts with the program itself. Let’s step back and look at our patrons and their needs. Patron-based planning informs every aspect of the process, from naming the event, to choosing the best marketing channels. Flipping the script will have a huge impact on your programming process. Useful information included for all library types. Prepare for challenges!
Preservation Tips & Tools: An Introduction to Analog and Digital Preservation for Library Staff

Joy Bennett
Hancock Historical Museum; Findlay, Ohio

Date: Monday, July 29, 10:30-11:45 AM

Location: Adams 204

Synopsis: Attendees of this workshop will become familiar with several types of basic analog repairs for collection materials. Demonstrations and learning opportunities will include: tip-ins and basic page repairs, hinge tightening, a variety of spine repairs, and examples of protective treatments for special collections materials. In addition, basic workflows for digital preservation will be discussed including the proper handling of rare and/or fragile materials during the digitization process.
Bed Bugs and Broomsticks

Molly Meyers LaBadie
Delaware County District Library

Date: Monday, July 29, 1:15-2:30 PM

Location: Adams 104

Synopsis: In this session we will address the creepy crawly and gross things that we find in our libraries. We are going to discuss how to prevent, treat and manage unexpected guests and messes at the library, while protecting your staff and your property. Though this presentation will get dirty I promise you will come out spic and span in the end.
The Truthful, the Fake, and the Biased: Evaluating News Sources

Jessie Long
Miami University

Date: Monday, July 29, 1:15-2:30 PM
Location: Adams 101

Synopsis: In today’s 24/7 news cycle, fake news, misinformation, bad reporting, and false claims can run rampant. For library patrons, assessing the quality of online news content is crucial to understanding whether what they are viewing is, in fact, true. In this session, Jessie Long will share how to synthesize resources to help teach patrons better evaluation skills. Participants will leave better informed on tested strategies and tools that they may adopt in their own efforts to link the library and the fight against misinformation.

Website Building with Divi

Colleen Sandusky
Loudonville Public Library

Date: Monday, July 29, 1:15-2:30 PM

Location: Adams 204

Synopsis: Never heard of Divi? Divi is a third-party plugin that when added to WordPress makes building feature rich websites a dream. Learn what Divi is, where to get it and why Divi is becoming the tool of choice for professional and novice website builders. You will learn basic site construction, using elements and more importantly, where to find an impressive collection of tutorials to help you on your quest for the perfect website.
Library Snapshot
Gerald R. Ford
Presidential Library

Geir Gunderson

Date: Monday, July 29, 2:45-3:45 PM

Location: Adams 204

Synopsis: The Gerald R. Ford Presidential Library in Ann Arbor, Michigan, is one of fourteen presidential libraries administered by the National Archives and Records Administration. Join Geir Gunderson for an overview of the presidential library system and the Ford Library’s collections, archival programs, education and outreach activities, resources, and partnerships.
The Gerald R. Ford Presidential Library collects, preserves, and provides public access to a rich body of archival materials on U.S. domestic issues, foreign relations, and political affairs from the Cold War era, with a primary emphasis on the Ford administration.

The presidential papers and files of Gerald Ford and his White House staff comprise the core of the Ford Library’s holdings. These materials are supplemented by Ford’s congressional, vice presidential, and pre- and post-presidential papers; the papers and files of Betty Ford and her White House staff; and donated papers from former government officials, Ford family members, and others associated with President and Mrs. Ford and the issues and events related to their lives and years of public service.

The Ford Library is part of the presidential libraries system administered by the National Archives and Records Administration, a Federal agency. Unlike other presidential libraries, the Ford Library is a split facility with its archives component located in Ann Arbor, Michigan and the museum component in Grand Rapids, Michigan, a geographical separation of 130 miles.

Presenter – Supervisory Archivist Geir Gundersen
Michael Bradshaw — Supreme Court of Ohio Law Library
Dr. Paul Heintz — Edison State Community College

Date: Monday, July 29, 2:45-3:45 PM
Location: Adams 101

Synopsis: Dr. Paul & Michael will discuss successful and not so successful film and television adaptations of written works.
300
Book (graphic novel): 1998, Frank Miller
Film: 2006 (directed by Zack Snyder)

The Big Sleep
Book: 1939, Raymond Chandler
Film: 1946 (directed by Howard Hawks, starring Humphrey Bogart, Lauren Bacall)

Black Klansman / BlacKkKlansman
Book: 2014, Ron Stallworth
Film: 2018 (directed by Spike Lee, starring John David Washington, Adam Driver)

The Body / Stand by Me
Book: 1982, Stephen King
Film: 1986 (directed by Rob Reiner, starring Wil Wheaton, Jerry O'Connell, River Phoenix)

The Color Purple
Book: 1982/83, Alice Walker
Film: 1985 (directed by Steven Spielberg, starring Whoopi Goldberg & Oprah Winfrey)

Congo
Book: 1980, Michael Crichton
Film: 1995 (starring Laura Linney, Tim Curry, Joe Don Baker, Ernie Hudson)

Do Androids Dream of Electric Sheep? / Blade Runner
Book: 1968, Philip K. Dick
Film: 1982 (directed by Ridley Scott, starring Harrison Ford)

Doctor Zhivago
Book: 1957, Boris Pasternak
Film: 1965 (starring Omar Sharif, Julie Christie, Alec Guinness, Rod Steiger)

Eaters of the Dead / The 13th Warrior
Book: 1976, Michael Crichton
Film: 1999 (directed by John McTiernan & Michael Crichton, starring Antonio Banderas)

Empire of the Sun
Book: 1984, J.G. Ballard
Film: 1987 (directed by Steven Spielberg, starring Christian Bale, John Malkovich)
**Fight Club**  
Book: 1996, Chuck Palahniuk  
Film: 1999 (directed by David Fincher, starring Brad Pitt, Edward Norton)

**First Man**  
Book: 2005, James R. Hansen  
Film: 2018 (starring Ryan Gosling as Neil Armstrong)

**The Front Runner**  
Book: 1974, Patricia Nell Warren  
Film: 2018 (directed by Jason Reitman, starring Hugh Jackson as Gary Hart)

**The Girl with the Dragon Tattoo**  
Book: 2005 (U.S. 2008), Stieg Larsson  
Film: 2009 (not the 2011 American film)

**The Godfather**  
Book: 1969, Mario Puzo  
Film: 1972 (directed by Francis Ford Coppola, starring Marlon Brando, Al Pacino…)

**Gone Girl**  
Book: 2012, Gillian Flynn  
Film: 2014 (directed by David Fincher, starring Ben Affleck, Neil Patrick Harris, Tyler Perry)

**Gone with the Wind**  
Book: 1936, Margaret Mitchell  
Film: 1939 (starring Clark Gable, Vivien Leigh)

**Great Expectations**  
Book: 1860-1861, Charles Dickens  

**The Hate U Give**  
Book: 2017, Angie Thomas  
Film: 2018 (starring Amandla Stenberg, Common, Anthony Mackie)

**Heart of Darkness / Apocalypse Now**  
Book: 1899, Joseph Conrad  
Film: 1979 (directed by Francis Ford Coppola, starring Martin Sheen, Marlon Brando)

**The Infinity Gauntlet / Avengers: Infinity War & Endgame**  
Book: 1991, Jim Starlin  

**Jaws**  
Book: 1974, Peter Benchley  
Film: 1975 (directed by Steven Spielberg, starring Roy Scheider, Richard Dreyfuss, Robert Shaw)

**Jurassic Park**  
Book: 1990, Michael Crichton  
Film: 1993 (directed by Steven Spielberg, starring Jeff Goldblum, Sam Neill, Laura Dern)
L.A. Confidential
Book: 1990, James Ellroy
Film: 1997 (starring Guy Pearce, Russell Crowe, James Cromwell)

The Life of Pi
Book: 2001, Yann Martel
Film: 2012 (directed by Ang Lee, starring a tiger)

The Maltese Falcon
Book: 1929-1930, Dashiell Hammett
Film: 1941 (directed by John Huston, starring Humphrey Bogart)

Moby Dick
Book: 1851, Herman Melville
Film: 1956 (directed by John Huston, starring Gregory Peck, Orson Welles)

No Country for Old Men
Book: 2005, Cormac McCarthy
Film: 2007 (directed by the Coen Bros., starring Javier Bardem, Tommy Lee Jones)

One Flew Over the Cuckoo’s Nest
Book: 1962, Ken Kesey
Film: 1975 (starring Jack Nicholson)

(Rita Hayworth and) the Shawshank Redemption
Book: 1982, Stephen King
Film: 1994 (directed by Frank Darabont, starring Tim Robbins, Morgan Freeman)

The Runaway Jury
Book: 1996, John Grisham
Film: 2003 (starring John Cusack, Gene Hackman, Dustin Hoffman)

Schindler’s List
Book: 1982, Thomas Keneally
Film: 1993 (directed by Steven Spielberg, starring Liam Neeson, Ben Kingsley)

The Shining
Book: 1977, Stephen King
Film: 1980 (directed by Stanley Kubrick, starring Jack Nicholson, Shelley Duvall, elevator of blood)

A Simple Favor
Book: 2017, Darcy Bell
Film: 2018 (directed by Paul Feig, starring Anna Kendrick, Blake Lively)

The Silence of the Lambs
Book: 1988, Thomas Harris
Film: 1991 (directed by Jonathan Demme, starring Jodie Foster, Anthony Hopkins)

Silver Linings Playbook
Book: 2008, Matthew Quick
Film: 2012 (directed by David O. Russell, starring Bradley Cooper, Jennifer Lawrence)
**Tinker Tailor Soldier Spy**  
Book: 1974, John Le Carré  
Film: 2011 (starring Gary Oldman, Benedict Cumberbatch, John Hurt)

**To Kill a Mockingbird**  
Book: 1960, Harper Lee  
Film: 1962 (starring Gregory Peck, Robert Duvall)

**True Grit**  
Book: 1968, Charles Portis  
Film: 1969 (starring John Wayne, Glen Campbell)  
Film: 2010 (directed by the Coen Bros., starring Jeff Bridges, Matt Damon)

**Watchmen**  
Film: 2009 (directed by Zack Snyder, starring Jeffrey Dean Morgan, Jackie Earle Haley)

**Wiseguy / Goodfellas**  
Book: 1985, Nicholas Pileggi  
Film: 1990 (directed by Martin Scorsese, starring Ray Liotta, Robert De Niro, Joe Pesci)

**Wuthering Heights**  
Book: 1847, Emily Bronte  
Film: 1939 (starring Laurence Olivier)
Beeghly Library Tour

Laurie Repp

Date: Monday, July 29, 4:00 PM

Location: Meet on the lower floor of Adams
Gentle Yoga and Meditation

Kara Pennella

Date: Monday, July 29, 4:00 PM

Location: Campus Center 120

Synopsis: Take time for some self-care while at Castle OLSSI. Join RYT-200 Kara Pennella for some gentle yoga and meditation. This class will incorporate elements of Hatha Yoga, gentle stretching, breath work and meditation to promote relaxation. Please wear loose comfortable clothing. Bring a yoga mat and/or beach towel if you have one available. This class is appropriate for beginners with no major medical restrictions.
OLSSI Book Club:  
*The Bad-Ass Librarians of Timbuktu*

Michael Bradshaw

**Date:** Monday, July 29, 9:00 PM

**Location:** Willard Basement Rec. Room

**Synopsis:** Michael will moderate a live book club, discussing the above book.
Jennifer Hicks
Miami University

Date: Tuesday, July 30, 9:00-10:15 AM

Location: Adams 204

Synopsis: Makerspaces in academic and public libraries offer a designated space with a variety of technical and physical tools and materials, which provide patrons with new and varying creative outlets. But how do you keep interest and expand beyond the basics? By building connections both in and out of the library. Through these stronger relationships, we can meet the needs of the community and make connections with classroom assignments through makerspace service learning projects. This class will cover best practices on service learning projects as well as information on creating community connections for programming.
Makerspaces in academic and public libraries offer a designated space with a variety of technical and physical tools and materials, which provide patrons with new and varying creative outlets. But how do you keep interest and expand beyond the basics? By building connections both in and out of the library. Through these stronger relationships, we can meet the needs of the community and make connections with classroom assignments through makerspace service learning projects. This class will cover best practices on service learning projects as well as information on creating community connections for programming.

Jennifer Hicks, M.L.I.S.
Hicksjl2@miamioh.edu
So You Spit in a Tube: An Introduction to Genetic Genealogy

Kellen Freeman
Delaware County District Library

Date: Tuesday, July 30, 9:00-10:15 AM

Location: Adams 101

Synopsis: Companies specializing in personal DNA kits promise to show you who you are inside by analyzing your genetic code, but are they really everything they promise to be? What do we do when patrons come to us with questions about these services? Can that little tube of spit really tell you everything about your ancestry? This session will aim to answer those questions by introducing you to the basics of genetic genealogy, detailing the differences between the two main testing companies, covering concerns and considerations, and introducing resources that can help turn these tests into a valuable genealogical resource.
Running Teen Advisory Boards

Sarah Rust
The Public Library of Cincinnati and Hamilton County

Date: Tuesday, July 30, 9:00-10:15 AM

Location: Adams 104

Synopsis: This class will discuss the importance of placing teens at the center of decision-making in the library, as well as strategies for getting teens more involved and invested in your library.
Running Teen Advisory Boards

Placing teens at the center of decision-making in the library

Presented by

Sarah Rust
Public Library of Cincinnati and Hamilton County
Mt. Healthy Branch
Sarah.Rust@cincinnatilibrary.org
(513) 369-4469
Background

- Middle Childhood Education undergrad
- Seven years at the TeenSpot
- Current Teen Librarian

⇒ Approximately 14 million middle and high school students are on their own after school.

⇒ 8 in 10 Americans want all children and teens to have some type of organized activity or safe place to go after school.

⇒ The hours between 3 and 6 p.m. are the peak hours for juvenile crime and experimentation with drugs, alcohol and cigarettes.
There are more public libraries in the U.S. than McDonald’s restaurants or Starbucks.

Students make 1.3 billion visits to school libraries in a given year, about the same as nationwide attendance at movie theaters.

Research shows that as an age group teens (ages 12 – 18) receive the least financial support. Government, philanthropic and nonprofit spending directed at teens lags far behind what is invested in children (birth through 11 years) and young adults (19 and up).

**YALSA Teen Programming Guidelines**

- Create programming that reflects the needs and identities of all teens in the community
- Facilitate teen-led programs
  - Involve teens in every step of the programming process, including design, marketing, hosting, and evaluation
- Engage in youth-driven, evidence-based evaluation and outcome measurement

**Why?**

- Sense of ownership
  - Name of the teen area
  - Layout/furniture
  - Programming
  - Collection development
- Directly meeting teen needs
- Strengthens bond between teens and staff
“Although you can get feedback from teens in numerous informal ways, a teen advisory board creates a specific role for teens in the library and formalizes their inclusion into the decision-making processes. Teen advisory boards should be influential in the types of programs that you offer and contribute leadership, promotion, and insight. It is essential to involve new teens in the teen advisory board; since it is at the top of the pyramid, it is usually the first indicator that the process of recruiting and reinventing needs to begin again.” (Houston, 2011)

Running a Meeting

- Facilitated by staff but teen-driven
- Regular date and time
- Food/ activity
- Take notes/ votes
- Allow time for socialization
Gathering Information

- Surveys/Questionnaires
- Prepared questions vs. brainstorming sessions
- Short term vs. long term plans
- Get to know your core group of teens

Sample Teen Survey

Name:

What are some of your interests?

What are some things you would like to do at the library?

What was the last book you read that you liked?

Any other thoughts?

Procedures

- Formal/Informal
  - Application to join or open to anyone
  - Making attendance required or just when available
  - Having a set agenda or just a casual conversation
- Stay flexible!
- Listen
  - Stay open-minded
  - Allow for any and all ideas (and then let them down gently when they ask for the impossible)

Challenges

- Fluctuating schedules and attendance
- “Teen programming has a cycle of recruiting, retaining, and reinventing”
Ways to Grow

- Projects/volunteering
  - Decorating/displays
  - Extra help for large events
- Shift focus to inclusion and advocacy

JOIN YOUTH ADVOCATING FOR YOUTH!

Success Stories

- Stories from the Stacks - Teen Advisory Board
- Clayton Library Teen Advisory Board - Making a Difference
- Teen Advisory Group (TAG) Music Video
- We All Belong @ Our Library
Further Reading

YALSA Teen Programming Guidelines:
http://www.alala.org/yalsa/sites/ala.org/yalsa/files/content/TeenProgrammingGuidelines_2015_FINAL.pdf

YALSA Teen Advisory Groups Wiki:
https://wikis.ala.org/yalsa/index.php/Teen_Advisory_Groups

YALSA “Teens Need Libraries”
http://www.alala.org/yalsa/teens-need-libraries

Teen Services Underground:
https://www.teenservicesunderground.com/teen-advisory-groups/
https://www.teenservicesunderground.com/tips-for-a-successful-teen-advisory-board/

Articles/Studies


http://www.afterschoolalliance.org/documents/2012/Essentials_4_20_12_FINAL.pdf


http://www.pewinternet.org/2013/01/23/teens-and-libraries/
Escaping the Monotony: Escape Rooms as Collaborative Information Literacy

Kristin Cole – Otterbein University
Alaine Kay – Muskingum University
Drew Balduff – University of Findlay

Date: Tuesday, July 30, 10:30-11:45 AM

Location: Adams 101

Synopsis: As libraries begin to seek more creative methods of teaching information literacy, three academic librarians share their experience with using escape rooms to instruct on information literacy and make connections with other campus departments. Learn some tips and tricks to starting your own escape room, what to avoid, and how it can strengthen the lessons libraries strive to teach.
Escaping the Monotony: Escape Rooms as Collaborative Information Literacy

As libraries begin to seek more creative methods of teaching information literacy, three academic librarians share their experience with using escape rooms to instruct on information literacy and make connections with other campus departments. Learn some tips and tricks to starting your own escape room, what to avoid, and how it strengthens the lessons libraries strive to teach.

Tips and Tricks:

How do I start my own escape room?

- If possible, visit an escape room. If you do not have an escape room locally, you can search for videos of escape rooms on YouTube.
- Brainstorm ideas for themes. Popular themes include alien invasion, murder mysteries, and pandemics. Themes also may be tied to a book, such as Harry Potter or Game of Thrones.
- Write out the story.
- Collaborate with another organization on campus to get the word out.

What common pitfalls should I avoid when creating my escape room?

- Not testing the room. Testing is important to identify weak points in the story or issues with the puzzles.
- Making the room too big or too difficult; remember that your players may not be familiar with escape rooms or the concepts you’re trying to teach.
- Know the space and props you have to work with. If you’re struggling to solve something or find an area, perhaps you should rework the game.

How do escape rooms strengthen library instruction programs?

- They “gamify” the instruction session, which is proven to solidify the lessons learned.
- By creating a fun experience in the library, escape rooms will help students and other participants view the library as a fun space.
- Escape rooms provide a way for library employees and patrons to interact in a non-formal way, which can lead to stronger professional relationships.
Grant Writing 101

Cindy Boyden
Evan T. Struble
State Library of Ohio

Date: Tuesday, July 30, 10:30-11:45 AM

Location: Adams 104

Synopsis: Whether applying to Target, the State Library, Rotary, or one of the many other funding opportunities out there, the required parts to a proposal are almost always the same! Join us for a relaxed, informal session where you will learn the elements of a proposal, what information to include in each element and hear first-hand experiences of grant writers and reviewers.
The Good, the Bad, the Medieval: Cataloging Tips & Tricks to Keep our Castles Orderly!

Brian Humphreys — Cedarville University
Sarah Schaff — Denison University

Date: Tuesday, July 30, 10:30-11:45 AM

Location: Adams 204

Synopsis: For those of us involved in cataloging at an intermediate level, it’s common to see unusual items, questions, fields, and issues come across our desks. Join Brian and Sarah, two catalogers at small academic libraries, to share our best tips, our best practices, and our best finds in the stacks. Feel free to bring questions and books with you!
Keynote: Unpacking Customer Experience: A CX Toolkit

Justyn Rampa
The Public Library of Cincinnati & Hamilton County

Date: Tuesday, July 30, 1:15-2:30 PM

Location: Adams 101

Synopsis: Customer experience (CX) is the perception that customers have of their interactions with an organization. This applies to customers in the broadest sense of the word, meaning both internal and external customers are considered within Customer Experience. EVERYONE has a role to play in crafting a strong and impactful Customer Experience. In order to understand everyone's role in crafting CX, organizational alignment is a necessity. Everyone in the organization should have some level of awareness around what everyone else in the organization is doing. By developing a robust CX Toolkit, you will learn how to better manage emotional impact on every step of the customer journey and how to begin facilitating organizational alignment from within your organization. After attending this session, you will have a better understanding of what Customer Experience is, how to begin crafting your own customer experience, and get hands on experience with practical and meaningful CX tools.
Thanks for joining us!

That wraps up this year’s Ohio Library Support Staff Institute! We hope you polished up some old skills, learned a few new things, made some new friends, and had time to relax while you were here! If you’d like to contact an OLSSI staff member or a fellow attendee, you can find their e-mail address at the front of this binder.

We hope we see you next year for OLSSI 2019 at Otterbein University in Westerville, Ohio
July 26 - 28, 2020

If you enjoyed your time at OLSSI, we hope you will consider joining the Steering Committee, and help us plan next year’s conference.

Drop us a line at: OLSSI.Chair@gmail.com

New people and new ideas are what keeps OLSSI going! Join us! We’ll be finishing up business on this year’s event, and start the planning the 2020 Institute at our next meeting:

**OLSSI Steering Committee Meeting**

*September 27, 2019*

*State Library of Ohio*
*Columbus, Ohio*
*10:30 AM – 3:30 PM*