



The 15th Annual OLSSI
July 24th – 26th, 2016



OHIO NORTHERN UNIVERSITY
ADA, OHIO

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Welcome!

It is my honor as the 2016 chairperson to welcome you to the Fifteenth Annual Ohio Library Support Staff Institute!

Many people have worked hard to make this the best OLSSI ever: Steering Committee members and officers – volunteers from *all* varieties of Ohio libraries (school, special, public, government, and academic). Our goal was to put together an event that is both educational and a retreat. So we hope you enjoy the time!!

We are including many fun classes, including Makerspace workshops, grant writing, the ‘bookstore model’ for libraries, National Novel Writing Month, Strategies for Social Media Success, and more! We hope that everyone is able to find multiple ideas to take back to your libraries and apply at your workplace.

OLSSI believes that library support staff play a valuable role within the library system. We hope this year’s Ohio Library Support Staff Institute is a rejuvenating and exhilarating environment away from the everyday pressures of the job. We hope it is instructive, enlightening, and entertaining, releasing your creativity and ingenuity.

So, welcome, good luck... and *Go Team OLSSI!*

- *Anjanette Hook*, OLSSI Chairperson



Schedule of Events

SUNDAY – 7/24/16

3:00 – 5:00 PM: Check-In, University Terrace apartments

5:00 – 6:00 PM: Meet & Greet, Hospitality Suite &/or courtyard of University Terrace apts

6:00 – 8:00 PM: Dinner / Opening Ceremony, McIntosh Center (Wishing Well dining room)

8:00 / 8:30 PM: Entertainment, games, movies

8:00 PM: The Chair's Class: Book Store Model Roundtable- Anjanette Hook, Green County Public Library – Beavercreek Community Library Branch, and Kim Lehman, Akron-Summit County Public Library. (Wishing Well dining room)

MONDAY – 7/25/16

8:00 AM: Breakfast (cafeteria, McIntosh Center)

9:00 – 10:15 AM: Classes

How to Create New Revenue Streams for Your Library – Ed Rossman, Adult Services Librarian, Shaker Heights Public Library; Room 301

Grant Writing – Dawne Dewey, Head of Special Collections and Archives, Wright State University Libraries; Room 200

InstaMarketing – Alena Burroughs & Jane Whitehurst, Adult Services Librarians, Kent Free Library; ‘Open Study Area – Floor 2, North.’

10:30 – 11:45 AM: Classes

Uncovering the Meaning of Good Communication Skills – Andrew Mangels, Director, Westlake Porter Public Library; ‘Open Study Area – Floor 2, North.’

Growing a Campus and Community Bond through Makerspace Workshops – Jennifer Hicks, Circulation and Reserves Supervisor, Gardener-Harvey Library, Miami University, Middletown Campus; Room 200

Unleash the Olympic Spirit: Games to Energize Your Team – Kristen Lindsay, Directory of Advising and Student Success, Terra Community College; Room 301

Noon: Lunch (cafeteria, McIntosh Center)

1:15 – 2:30 PM: Classes

Increasing Your Work Engagement with Resources – Miriam Matteson, Kent State University; ‘Open Study Area – Floor 2, North.’

Familiar vs. Friendly – Kate Porter, Assistant Director, Upper Arlington Public Library, & Pam Cole, Manager, Upper Arlington Public Library - Lane Road Branch; Room 301

Workplace Civility – Katrina Plourde, Human Resources Manager, Westerville Public Library; Room 200

2:45 – 3:45 PM: Library Snapshots

Columbus Zoo & Aquarium Library – Sheila Campbell, Library Media Specialist, Columbus Zoo & Aquarium; ‘Open Study Area – Floor 2, North.’

Lincoln Collection Library – Jane Gastineau, Lincoln Collection, Allen County Public Library; Room 200

2:45 – 3:45PM- Water Aerobics – Tanya Ellenburg-Kimmet, Digitization Specialist, Wright State University Libraries; ONU Sports Center Pool

3:45 – 4:45PM- Open Swim – ONU Sports Center Pool

4:15 – 4:45 PM: Library Tour – Taggart Law Library, Ohio Northern University

5:00 PM: Dinner (on your own! Check out what Ada & the area has to offer.)

6:00 – 7:30PM: Open House at Easter House Bed & Breakfast, 508 N. Main St., Ada, OH 45810. Built in 1900 in the Queen Anne Victorian style, hosts Mark Hilan & Amy Eddings will provide a tour this Ada, Ohio treasure.

8:00PM: Entertainment, games, Crochet/Knitting Circle

8:30PM White Elephant Bingo

TUESDAY – 7/26/16

8:00 AM: Breakfast (cafeteria, McIntosh Center)

9:00 – 10:15 AM: Classes

Visual Content: Level Up Your Social Media – Laura Solomon, Library Services Manager, Ohio Public Library Information Network (OPLIN); ‘Open Study Area – Floor 2, North.’

National Novel Writing Month –Tanya Ellenburg-Kimmet, Digitization Specialist, Wright State University Libraries, and P.M. (Michael) Bradshaw, Supreme Court of Ohio Law Library; Room 301

Copyright – Ran Raider, Government and Legal Information Coordinator, Wright State University Libraries; Room 200

10:30 – 11:45 AM: Classes

Guiding Ohio Online – Mandy Knapp, Library Consultant, State Library of Ohio, and Evan Struble, Library Consultant, State Library of Ohio; Room 200

Going for Your Goals – Dr. Paul Heintz, Professor of Psychology and Sociology & Interim Vice President of Academic Affairs, Edison Community College; Room 301

Does Not Compute: When Catalog Errors Matter – Shelly Miller, Continuing Education Coordinator, OhioNET, and Misty Alvaro, Cataloger Librarian, Upper Arlington Public Library; ‘Open Study Area – Floor 2, North.’

Noon: Lunch (cafeteria, McIntosh Center)

1:15 – 2:30 PM: Final Class/Motivational – Shawn Beem, Assistant Dean for Professional Development, Capital University Law School; ‘Open Study Area – Floor 2, North.’

2:30 PM: Closing Ceremony / Grand Prize Giveaway (same room).

3:00 – 4:00 PM: Check-Out

Attendees

Beth	Anderson	Wright State University Libraries	beth.anderson@wright.edu
Gretchen	Avery	Bowling Green State University	gavery@bgsu.edu
Cindi	Bardash	Delaware County District Library	cbardash@delawarelibrary.org
Vicki	Bernieri	Clinton Macomb Public Library	vbernieri@cimpl.org
Emma	Boddie	Wright State University	emma.boddie@wright.edu
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Sandy	Burwell	Miami University	burwelsb@miamioh.edu
Dana	Carlsen	Miami University	mille854@miamioh.edu
Lori	Chapin	Miami University Libraries	pheanila@miamioh.edu
Nancy	Dehoff	Delaware County District Library	ndehoff@delawarelibrary.org
Tiffany	Dogan	Miami University-BEST Library	dogantl@miamioh.edu
Denise	Downing	Miami University	downindl@miamioh.edu
Danielle	Drummond	University of Nebraska Medical Center Library	danielle.drummond@unmc.edu
Christina	Duffy	Wright State University	christina.duffy@wright.edu
Lori	Dunlap	Delaware County District Library	ldunlap@delawarelibrary.org
Nicole	Dunn	Miami University King Library	dunnsn@miamioh.edu
Ellen	Franks	Akron Children's Hospital Mary Hower Medical Library	efranks@chmca.org
Hayley	Fuhrer	Heidelberg University	hfuhrer@heidelberg.edu
Brenna	Godin	Clinton-Macomb Public Library	bgodin@cimpl.org
Brian	Hanna	Kelvin Smith Library, Case Western Reserve University	bph2@case.edu
Linda	Hatfield	Muskingum University	lhatfiel@muskingum.edu
Jennifer	Jones	Franklin County Law Library	jdjones@franklincountyohio.gov
Becky	Kellum	Muskingum University	rkellum@muskingum.edu
Katie	LeBlanc	Clinton-Macomb Public Library	kleblanc@cimpl.org
Lisa	Lynch	Supreme Court of Ohio Law Library	Lisa.Lynch@sc.ohio.gov
Pamela	Magelaner	Denison University Library	magelaner@denison.edu
Elizabeth	Maurer	Miami University Archives	maurere@miamioh.edu
Ruth Ann	McCray	Jerome Library/ Bowling Green State University	ruthann@bgsu.edu
Don	Morner	Miami University/King Library	mornerdc@miamioh.edu
Vern	Morrison	Michael Schwartz Library, Cleveland State University	vern.morrison@gmail.com
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Aaron	Oates	Franklin University	aaron.oates@franklin.edu
Caitlin	O'Sullivan	Upper Arlington Public Library	cosullivan@ualibrary.org
Peggy	Rector	Denison University	rector@denison.edu
Dusty	Smeller	Supreme Court of Ohio Law Library	dusty.smeller@sc.ohio.gov
Bill	Stoddard	Courtright Memorial Library/Otterbein University	wstoddard@otterbein.edu
Amber	Stout	Kelvin Smith Library - CWRU	axs1308@case.edu
Dominic	Tortelli	Cleveland State University Library	d.tortelli@csuohio.edu
Thomas	Tully	Miami University	tullytv@miamioh.edu
Derick	Yara	D'Azzo Research Library/Air Force Institute of Tech	derick.yara@afit.edu

Instructors

Misty Alvaro

Cataloger Librarian
Upper Arlington Public Library
Upper Arlington, OH
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Misty Alvaro received her MLIS from Kent State University in 2010 after getting her start in public libraries a few years earlier. Recently, however, Misty served as a cataloger and project coordinator with OSU's Special Collections Description and Access department. Misty has experience cataloging a variety of formats and languages, including Japanese, all Romance languages, and a little German. In addition to her work with us here at OhioNET, Misty has rejoined the public library landscape with a new gig at Upper Arlington Public Library, where she now serves as the Cataloger Librarian.

Shawn Beem

Assistant Dean for Professional Development
Capital University Law School
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Shawn M. Beem is the Assistant Dean for Professional Development at Capital University Law School where he assists students and alumni with individual career and professional development. He is a frequent developer of innovative programs, presentations, and articles on the subject of career and professional development. Dean Beem served as a Director on the Board of NALP – The Association for Legal Career Professionals, a national organization dedicated to professional development and legal recruitment. Dean Beem earned a Bachelor of Arts in French and International Studies from the University of Dayton, and a Juris Doctorate from Capital University Law School. He spent a year studying at the Université de Strasbourg in France earning a Diplôme d'Etudes Françaises.

P.M. (Michael) Bradshaw

Supreme Court of Ohio Law Library
Columbus, OH
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Michael is a two-time Chairperson of the Ohio Library Support Staff Institute. He worked at the Moritz Law Library while a student at the Ohio State University, and has now worked at the Supreme Court of Ohio Law Library for more than twenty-one years. He is a two-time judge of the Mount Vernon Poetry Coffeeshouse contest, an instructor at the adult poetry workshop there, a three-time judge of the Piqua Youth/Teen Poetry Contest, and a reviewer/contributor to the Ohioana Library's *Ohioana Quarterly*. He is an unrequited author, an out-of-work villain, and hasn't slept since 1972. https://twitter.com/goodfella007_me + https://twitter.com/olssi_michael

Alena Burroughs

Adult Services Librarian
Kent Free Library
Kent, OH

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Alena Burroughs is an Adult Services Librarian at Kent Free Library in Kent, Ohio. She holds an MLIS from Kent State University, and has a total of nine years public library experience. When she's not leading her ever-growing book group, or teaching a Pinterest-inspired craft, she enjoys reading dark literary fiction and taking pictures of her boyfriend's cat.

Sheila Campbell

Library/Media Specialist
Columbus Zoo & Aquarium
Powell, OH

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Sheila Campbell has been the Library/Media Specialist at the Columbus Zoo & Aquarium since January 1, 1997, when she was hired to develop & maintain a library and to set up an online catalog of items owned by the Columbus Zoo. With a B.A. in English Literature and fifteen years of public library experience, this sounded like a great adventure, and it has been. She enjoys connecting our animal caretakers, administrative staff, docents, volunteers, researchers, students, staff at 'the Wilds' and the general public to information about the natural world. As the solo librarian, she is responsible for all aspects of zoo librarianship. While the Zoo Library is only open to the public by appointment, they do provide reference services to all, via e-mail, snail mail, or phone. Zoo libraries are a great resource for information about wildlife, habitats, endangered species, conservation, and careers working with animals!

Pam Cole

Manager, Lane Road Branch
Upper Arlington Public Library
Columbus, OH

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Pam Cole is the Manager at the Lane Road Branch of the Upper Arlington Public Library in Columbus, Ohio, and previously held positions of Library Assistant and Programmer at the UAPL. Branch library work involves lots of direct customer service, and there was a need to give staff tools to manage conversations when they start to get uncomfortable. When not at the library, Pam enjoys bringing home more books than she can read, cooking, and road trips.

Dawne Dewey

Head, Special Collections & Archives
Wright State University Libraries
Dayton, OH

dawne.dewey@wright.edu

Dawne Dewey is Head of Special Collections and Archives for the Wright State University Libraries in Dayton, Ohio and has been with the university since 1989. She received her B.A. in History and Anthropology with Honors from Wright State University in 1980, and her M.A. in Public History from Wright State in 1984. Her duties include strategic planning, fundraising and grant writing, donor relations, outreach, and administration for Special Collections and Archives. Dawne has written numerous articles, delivered presentations, and created exhibits on a variety of Wright Brothers related topics.

In addition to her duties as Head of Special Collections and Archives, she is a graduate adjunct faculty member, teaching courses in public history. Dawne was recognized with the Outstanding

Alumni Award from the Department of History and the Department of Anthropology in the College of Liberal Arts at Wright State University in 2003. She was awarded the Society of Ohio Archivists Merit Award in 2004 for her contributions to the archival profession. She was inducted into the Phi Beta Delta Honor Society for International Scholars in 2006. She is currently a member of the Ohio Historical Records Advisory Board.

Tanya Ellenburg-Kimmet

Digitization Specialist
Wright State University Libraries
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Tanya Ellenburg-Kimmet is a Digitization Specialist at the University Libraries at Wright State University. She is the servant of her eternal kitten, Ghostie... who helps her write by purring out story bits while they sleep. In her spare time, she reads graphic novels, rides her motorcycle, and knits weird things. Mrs. Ellenburg-Kimmet has a BA in English Literature with a focus on English Romantic Poets, because Lord Byron is king, and no one wants to read the run-on sentences of Gertrude Stein more than once – after all, it's not Shakespeare. After publishing a handful of poems, she was coerced by her best friend into joining in on NaNoWriMo in 2004. Mrs. Ellenburg-Kimmet has managed to write a decade worth of novels, and is still in the process of editing the first for submission to publishers. When she became chair of OLSSI, she used that as an opportunity to trick the Secretary/Treasurer of OLSSI, Michael Bradshaw, into joining NaNoWriMo in 2010 for the reason that if he was too busy to work, he would not ask *her* to do too much. Tanya still works for OLSSI and is already getting ready for NaNoWriMo in November of 2016. <http://cyberwildstar.weebly.com/>

Jane Gastineau

Human Resources Manager
Westerville Public Library
Columbus, OH
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Jane Gastineau is a Wisconsin native, transplanted to Indiana via DePauw University in Greencastle, where she received her B.A. in 1975. She earned her M.A. in women's history from SUNY Binghamton (1981) and is ABD in American history and American studies at IU Bloomington. She taught American and women's history at Indiana University-Purdue University Fort Wayne and Earlham College before earning her MLS degree in 2004 from the Indiana University School of Library and Information Science at IUPUI. She was Archives Supervisor in Archives and Special Collections at Ball State University from January 2005 through May 2007. Since June 2007 she has worked with the Lincoln Financial Foundation Collection, first as Collections Manager at The Lincoln Museum and since July 2009 as Lincoln Librarian at the Allen County Public Library.

Dr. Paul Heintz

Professor of Psychology and Sociology
Edison Community College
Piqua, OH
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Dr. Paul Heintz is an Industrial/Organizational Psychologist specializing in teamwork, leadership, 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. He has served as a consultant for numerous organizations (public and private). A Professor of Psychology and Sociology at Edison Community College, he is currently Interim Vice President of Academic Affairs. He and his wife Robin have been actively involved with OLSSI for several years.

Jennifer Hicks

Circulation and Reserves Supervisor
Gardner-Harvey Library
Middletown Regional Campus
Miami University
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Jennifer Hicks is the Circulation and Reserves Supervisor at the Gardner-Harvey Library on the Middletown regional campus of Miami University (OH). She received an M.L.I.S. from Kent State University, and a B.A. in English/Literature from Miami University (OH). She has presented on a variety of subjects, including information literacy, gamification, and makerspaces at LOEX, ALAO, ECIL, and the IFLA Satellite conference in Limerick, Ireland. Her research interests include mobile technology use in libraries, makerspace programming, and how to support non-traditional college students in the library.

Anjanette Hook

Young Adult Librarian
Green County Public Library – Beaver Creek Community Library Branch
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Anjanette Hook is finishing her tenth year at Greene County Public Library. During this time, she has had the chance to work with both adult and children through the reference department.

Currently she is the Teen Librarian at Beaver Creek Community Library. Anjanette will be sharing information during the Sunday night roundtable about how to make best use of the 'Book Store Model' in your library. Anjanette is also the current chairperson of OLSSI.

Mandy Knapp

Library Consultant
State Library of Ohio
Columbus, OH
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Mandy Knapp is a library consultant for the State Library of Ohio. She serves as project manager for the Ohio Digital Library, an 85+ library e-book consortium, and Guiding Ohio Online, a program designed to help every Ohioan strengthen their digital literacy skills. In 2010, Mandy was named a Mover & Shaker by *Library Journal* for her work on SaveOhioLibraries.com, a grassroots campaign to save state funding for Ohio libraries.

Kimberly Lehman

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Firestone Park Branch Library
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Kimberly attended Youngstown State University. She was employed at the Stark County District Library from 1995-2001, as a Library Technical Assistant. She has been working at the Firestone Park Branch Library since March of 1999, as a Public Service Assistant. Kimberly has been a member of the OLSSI Steering Committee for four years, and thoroughly enjoys working with everyone, and planning the best conference in the state of Ohio for library support staff!

Kristen Lindsay

Director of Advising and Student Success
Terra State Community College
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Kristen Lindsay has been motivating professional teams on college campuses for nearly twenty years. Currently she energizes a group of academic advising colleagues as Director of Advising and Student Success at Terra State Community College. Get ready to engage in a session that will stimulate your brain and invigorate your attitude!

Andrew Mangels

Director
Westlake Porter Public Library
Westlake, OH
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Andrew Mangels has served as Director of Westlake Porter Public Library for the past ten years, and has worked in libraries for over twenty-five years. Andrew began as a page at the University of Missouri-Kansas City, became a circulation supervisor, worked in Government Documents, came to public libraries as a Branch Manager, and finally landed in Westlake in 2006. Working with the public and being involved in the community has always been his favorite part of the job. Andrew serves on the OLC Board of Trustees and will be president in 2017. He is also the president of the board of *Connecting for Kids*, a local non-profit that assists families who have a concern about their child's development.

Miriam Matteson

Director of Advising and Student Success
Kent State University
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Miriam Matteson, Ph.D., focuses her research on library management, groups and teams in libraries, information literacy, and academic libraries. She obtained her Ph.D. in information studies from the University of Maryland, and her M.L.S. from Indiana University. Before coming to Kent State, Matteson worked as a reference and instruction librarian at UMUC, University of Maryland University College, as adjunct instructor at the Catholic University of America School of Library and Information Science, assistant to the director at Universidad Simon Bolivar, Caracas, Venezuela, librarian at A.T. Kearney de Venezuela, and sound recordings cataloger at Indiana University Music Library.

Shelly Miller

Continuing Education Coordinator
OhioNET
Columbus, OH
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Shelly Miller got her start in libraries at the tender age of 13, as an aide in her junior high library, but didn't realize she was supposed to actually BE a librarian until many years (and two other masters degrees) later. Despite her late start in the field, she couldn't be happier having finally discovered what she was supposed to be when she grew up. Shelly received her MLIS from Kent State in 2011, and has worked in both public and academic library settings. She currently serves as the Continuing Education Coordinator for OhioNET, and firmly believes that librarians are, in fact, superheroes in disguise.

Katrina Plourde

Human Resources Manager
Westerville Public Library
Columbus, OH

kplourde@westervillelibrary.org

Katrina Plourde has over twenty years of experience in Human Resources as an HR Director, Manager, Educator, and Consultant specializing in aligning Human Resources with organizational goals. Katrina blends business acumen and human resources expertise, making her a trusted advisor for leadership at all levels. She has been instrumental in several successful change management initiatives, and has extensive experience in labor relations, employee relations, training & development, conflict resolution, and problem solving. Katrina is currently the Human Resources Manager for the Westerville Public Library. She is also an adjunct professor in Human Resources at Franklin University in Columbus, Ohio.

Katrina holds a Masters' degree in Human Resources from the Ohio State University, and is certified as both a Senior Professional in Human Resources (SPHR), and a SHRM Senior Certified Professional (SHRM-SCP). Katrina was awarded the 2013 Teaching Excellence Award from Franklin University. She served on the Conference Committee of the Ohio SHRM State Council for fourteen years. Katrina is currently the Coordinator of the Ohio Library Council Human Resources & Trainer Division, and a member of the 2015-2016 class of Leadership Westerville.

Kate Porter

Assistant Director
Upper Arlington Public Library
Upper Arlington, OH

kporter@ualibrary.org

Kate Porter is the Assistant Director at the Upper Arlington Public Library in Columbus, Ohio. Previous positions held at UAPL include Circulation Manager, and Media Services Manager. Prior to that she was a Public Services Team Leader at the Washington-Centerville Public Library in Centerville, Ohio. During that time she had the chance to be a staff member caught in uncomfortable situations, and also be the supervisor helping other staff out of them. Kate enjoys travel and film festivals in her spare time.

Ran Raider

Government and Legal Information Coordinator
Wright State University Libraries
Dayton, OH

ran.raider@wright.edu

For the last sixteen years, Ran Raider has been the local representative for the United States Patent and Trademark Office's Patent and Trademark Resource Center (PTRC) program. The PTRC is housed in the Wright State University Libraries. There are over 80 PTRCs in the U.S. and its territories. Support from the USPTO includes access to EAST and WEST patent search tools, and an annual training seminar for staff. Raider is a past president of the PTRC Association. He conducts over eighteen intellectual property (IP) research workshops a year. In addition, he has conducted IP workshops for the local Inventors Council of Dayton, Dayton Metro Public Library, the Wright Brothers Institute, and regional Small Business Development Centers. Raider has worked in the Reference and Instruction Department of University Libraries for twenty-four years.

Ed Rossman

Adult Services
Shaker Heights Public Library
Shaker Heights, OH
ed.rossman@shakerlibrary.org

Ed Rossman has been involved with libraries and broadcasting since 1980. He holds Masters Degrees in Communications from Ohio University, and the School of Library and Information Science at Kent State University. Currently he is an Adult Service Librarian in Shaker Heights, Ohio, and member of the Business Reference in Public Libraries committee of BRASS. His earlier book, *Castles Against Ignorance: How to Make Libraries Great Educational Environments*, is in over 70 libraries and consortia throughout the world. As a business manager of radio stations in two major markets, he coordinated dozens of sponsorship campaigns, as well as produced over 200 hours of sponsored, specialty programming.

Laura Solomon

Library Services Manager
Ohio Public Library Information Network
Columbus, OH
laura@oplin.ohio.gov

Laura Solomon is the Library Services Manager for the Ohio Public Library Information Network (OPLIN). She has been doing web development and design for over fifteen years, in both public libraries and as an independent consultant. She is a 2010 *Library Journal* Mover & Shaker. She's written two books about social media, specifically for libraries, and her newest book, *The Librarian's Nitty-Gritty Guide to Content Marketing*, was just published by ALA this year. As a former children's librarian, she enjoys bringing the "fun of technology" to audiences, and in giving libraries the tools they need to better serve the virtual customer.

Evan T. Struble

Library Consultant
State Library of Ohio
Columbus, OH
estruble@library.ohio.gov

Evan T. Struble is a library consultant for the Library Programs and Development Department of the State Library of Ohio. Additionally, he continues to work part-time for the Upper Arlington Public Library. Evan has previously worked for the library membership organization OHIONET, and the Westerville Public Library. In addition to serving on various committees within the Ohio Library Council, Evan also volunteers his time with the Ohio History Connection.

Jane Whitehurst

Adult Services Librarian
Kent Free Library
Kent, OH
jane.whitehurst@kentfreelibrary.org

Jane Whitehurst is an Adult Services Librarian at Kent Free Library, where she has been since 2014. Prior to Kent, she served as Young Adult Librarian in the Akron-Summit County Public Library system for four years. She received her MLIS from Kent State University in 2010. Her current job responsibilities include creating marketing materials, ordering for the adult audio-visual and graphic novel collections, and adult program planning.

Event Staff

Camp Counselors

Laura Birkenhauer

Dr. Paul Heintz

Jennifer Hicks

Brian Humphreys

Rachel Mathie

Sue Smith

Robin Heintz– Conference Liaison/Head of Camp Counselors

OLSSI Officers

Anjanette Hook – Chairperson

Matthew Heller – Immediate Past Chair

Gina Maida – Vice-Chair of Site Coordination

Jennifer Ziegler – Vice-Chair of Programming

Tanya Ellenburg-Kimmet – Secretary/Treasurer

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

*** Staff members are those wearing gold 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

Teri Ballard
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Bookstore Model Roundtable



Instructors:

Anjanette Hook, Green County Public Library
Kim Lehman, Akron-Summit County Public Library

Date: Sunday, July 24th

Time: 8:00 - 9:00PM

Location: Wishing Well dining room

Synopsis: Does your library currently use the Bookstore Model? Are you looking to use the Bookstore Model in your library? Join this panel discussion about the Bookstore Model lead by Anjanette Hook and Kim Lehman.

How to Create New Revenue Streams for Your Library



Instructor:
Ed Rossman, Shaker Heights Public Library

Date: Monday, July 25th

Time: 9:00 - 10:15AM

Location: Room 301

Synopsis: What you need to know before developing any new revenue streams, and a review of 40+ potential money-makers.

Grant Writing



Instructor:
Dawne Dewey, Wright State University

Date: Monday, July 25th

Time: 9:00 - 10:15AM

Location: Room 200

Synopsis: Learn techniques to help you write successful grants to support your library.

InstaMarketing: Free Online Design Tools for Librarians



**Instructors:
Alena Burroughs & Jane Whitehurst, Kent Free Library**

Date: Monday, July 25th

Time: 9:00 - 10:15AM

Location: Open Study Area – Floor 2, North

Synopsis: No marketing department? No problem. We will introduce you to several free online tools to help you create original marketing materials for your library.

instamarketing

Free online design tools for the librarian. *source list*

FREE SITES FOR THE CREATION OF MARKETING MATERIALS:

Canva	www.canva.com
Poster My Wall	www.postermywall.com

free online images sources

Pixabay	www.pixabay.com
Open Clip Art	www.openclipart.org
The Noun Project	www.thenounproject.com
Library of Congress Prints & Photographs Online Collection	www.loc.gov/pictures/collections
British Library Flickr	www.flickr.com/photos/britishlibrary
NYPL Digital Collection	digitalcollections.nypl.org
Piktochart	www.piktochart.com
Vecteezy	www.vecteezy.com
Face Your Manga	www.faceyourmanga.com

Google Image Search with Fair Use Parameters
-when conducting an image search, click
"usage rights" and choose "labeled for reuse,"
labeled noncommercial use," etc...

Flickr search with "no known copyright
restrictions" search tool

free photo editing websites:

Pixlr
or pixlr.com/editor
pixlr.com/express

Picmonkey
www.picmonkey.com

FREE DOWNLOADABLE FONTS:

DaFont
www.dafont.com

Google Fonts
<https://fonts.google.com/>

Misc. Sources

MangoSigns <https://mangosigns.com/>
ScreenCast-O-Matic <http://www.screencast-o-matic.com/>

sources for physical display materials

Clip-On Shelf Label Holders Available from most suppliers Price: Varies	Clip-On Shelf Display Available from Demco Price: \$7.64 each	Shelfwiz Shelf Sign Holders Available from Brodart Price: \$85.10-\$97.85 per dozen.
Track/Rail Display System Available from Nova Display, Inc. Price: Varies		

ANY QUESTIONS? FEEL FREE TO EMAIL US!



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Growing a Campus and Community through Makerspace Workshops



Instructor:
Jennifer Hicks, Miami University - Middletown Campus

Date: Monday, July 25th

Time: 10:30 - 11:45AM

Location: Room 200

Location: Learn the basics of starting a makerspace in your library, as well as how to plan workshops that get students and the community in the door and working together to make fun projects.

Unleash the Olympic Spirit: Games to Energize Your Team



Instructor:
Kristen Lindsay, Terra State Community College

Date: Monday, July 25th

Time: 10:30 - 11:45AM

Location: Room 301

Synopsis: Short on time, but still want to energize and motivate your staff through teambuilding? Achieve teambuilding success by carving out 10 minutes, and implementing one of the simple activities demonstrated in this session.

Increasing Your Work Engagement with Resources



Instructor:
Miriam Matteson, Kent State University

Date: Monday, July 25th

Time: 1:15 - 2:30PM

Location: Open Study Area – Floor 2, North

Synopsis: Work engagement is the experience of feeling vigor, dedication, and absorption in work, and can lead to many positive outcomes for employees and for the organization. In this session, participants will explore the job demands and job resources that contribute to (or take away from) a sense of engagement with their work. Strategies for maximizing engagement will also be discussed.

Familiar vs. Friendly



Instructors:

Kate Porter & Pam Cole, Upper Arlington Public Library

Date: Monday, July 25th

Time: 1:15 - 2:30PM

Location: Room 301

Synopsis: Our job requires us to be friendly and keep conversation strictly on library-related issues. If we wish to share more, that is our choice, but we need to keep in mind our own comfort zone and personal boundaries. If someone becomes too familiar, avoiding them or hiding in the back room does not solve the problem. We will provide tips on how to avoid bad situations, and help on how to get out of one if things have gone too far.

Ohio Library Support Staff Institute, July 25, 2016, Ohio Northern University

Familiar vs. Friendly: Where to Draw the Line When Helping Patrons

Introduction

Our goal when working in public services is to provide excellent and consistent customer service. This can happen in person, over the phone and via email or text. Over time we get to know people who come into our libraries on a regular basis. In a public service environment we will learn personal details about our patrons and they will learn personal details about us. That is to be expected.

However, it is up to us as individual staff members to decide if we want to remain on a “friendly” basis with someone or choose to become more “familiar” to them. Our job only requires us to be helpful and friendly and to keep conversations strictly on library related matters. This includes making recommendations to them on library materials or helping answer a reference question.

Practice

Of course our first priority is to our job and to serve our customers equally. We need to keep in mind that we are in a public setting and need to use good judgment on what to discuss with someone and for how long. Personal conversations should be kept to a minimum so they do not interfere with our work. If we wish to get to know someone better or become more familiar with them that is our choice. If we want to talk baseball with someone every time we see them that is our choice. If we share personal information about ourselves or our family, that is our choice. As long as both parties are fine with this then there is not a problem. We need to keep in mind our own comfort zones and personal boundaries. We need to keep in mind what we are sharing and how someone may interpret or misinterpret it.

However, if the familiar conversation becomes uncomfortable at a future time it is also our role to back away from it and put a stop to it immediately. It is our responsibility to communicate that a line has been crossed or that the relationship has become uncomfortable. Hiding in the back room (also known as avoiding the problem) does not solve the problem or fix the situation. We can be professional yet firm in dealing with something that has crossed the line. It is in fact our responsibility to do so since we had a role in creating the situation. This can be hard for us because this goes against our friendly and helpful natures which is why we were hired for public service positions in the first place!

Talk with your Supervisor

If you find yourself faced with a difficult situation the first thing to do is talk with your supervisor. Your supervisor wants to know what’s going on and should be there to support you and provide guidance on how to best approach the situation. In most cases it is helpful to talk through your course of action with someone before acting on it. Supervisors may also have had other staff have similar experiences with this patron and would want to be able to see a pattern. Supervisors can help advise you on matters of procedure or policy as well.

If a situation has truly gone beyond a misunderstanding and you feel in danger of immediate harm or think this person may harm others we tell our staff to call 911. Police are trained to deal with dangerous situations. And, of course, adhere to your library’s policies. Many libraries have staff write up incident reports to keep a record of difficult situations.

Things you should **avoid** that can lead to misunderstandings:

- Do not help someone take care of a personal matter. If someone asks for advice on a legal or medical question say no. Instead you can provide information on the topic to

- them and leave them to make their own interpretation or decision. This is the limit of your role as a library staff member. You should not be making calls for them or recommending doctors to them.
- Do not help someone enter their credit card number into a website or type their email for them or proofread their personal data. Again this crosses the line of our role which is to provide information or basic computer assistance. We can provide instruction and show them how to get started but should not do it for them.
- Do not agree to do something that you do not want to do as a way to escape an uncomfortable situation. If someone pushes you give them extra time for their hold and this is against policy then explain why you cannot do this. Saying yes and giving them extra days this one time sends the wrong message and does not solve the problem.
- Do not agree to go out with someone if you do not want to just to get rid of them. This obviously sends the wrong message and does not solve the problem. It is not a good idea to give out a fake phone number for the same reason.

Things you can **do** that can help you send the right message:

- Say you have “things to get ready for the next shift” (no doubt you really do).
- Avoid answering personal questions and ask if they “have any other library related questions” you can answer for them.
- Say “I think I have answered your question” in a tone that tells them your interaction is finished—try to be more firm and less friendly in your tone. You may need to repeat this phrase if you are not getting through the first time.
- Be aware of your body language. Non-verbal cues can say one thing while your voice is saying another. Also be aware of your tone. Are you being too friendly? It is OK to not to be friendly when trying to get out of a bad situation or end an interaction.
- Say you are “busy and need to get back to work” (because you do). Do not let them monopolize your time to the detriment of other patrons who need assistance.
- Maintain physical boundaries. This is where service desks or another piece of furniture can create a natural barrier.
- Get your supervisor involved right away. Ask their advice on how to handle the situation. Let them know what is going on and communicate with fellow staff. More times than not other staff have had uncomfortable situations with this same patron as well.
- Be careful when accepting gifts. If you do wish to accept a gift, make sure you are accepting something like cookies that can be enjoyed by the whole department not something to be enjoyed individually. Be careful of the message that accepting a gift sends to someone. Also be aware of Ohio Ethics Laws and remember that monetary gifts, like cash or gift cards, should be turned over to your administrative offices to be accepted on behalf of the library itself.
- Be aware of your privacy settings on social media sites because patrons can see you there too and might want to connect with you in the virtual world.
- Last resort—leave the area and remove yourself from the situation. This only works one-time.

Variations on the Same Theme

What if your coworker is playing favorites and setting up an expectation for exceptions to the rules?

Maybe a coworker is always too friendly with a particular patron and lets them keep their holds a few days longer on the holds shelf? Of course this patron will expect this same exception from the rest of the staff too. If you can you should talk with your coworker first. Let them know that what they are doing is having a negative effect on the whole team. They may think they are giving great customer service and not realize that their actions are negatively affecting the whole team? It is best to say something to them instead of going home upset every day. Your family will tire of hearing how what this one coworker does is causing everyone a big problem! If talking to your coworker does not solve the problem then you will need to make your supervisor aware of the issue so they can get involved in the situation.

How to step in and help your colleagues caught up in a difficult situation?

Yes, you should step in and give them some guidance if you observe that your coworker may be sending the wrong message to a patron. Maybe they think they are being their helpful, friendly self but the patron is reading this as something more? Or, you may notice that your coworker might be inviting unwanted questions or attention? Again, you should make them aware of the situation to head off something before it gets too complicated. You may notice that a coworker is consistently being asked awkward or too personal questions by a particular patron? Remind your coworker that they do not have to answer every question that someone asks and that there are some catchphrases that they can use to extricate themselves from those unwanted questions.

What if your coworker is the one being too friendly to you?

Most of the same rules apply here. You are under no obligation to share personal information that you do not feel comfortable sharing, even with your coworkers. It can be harder to deal with in this case because you see this person every day and want to maintain a productive and professional relationship with them. They may not be even be aware that their questions are making you dread working with them. Here are a few tips that we found (alexafischer.com) that could be the first step in trying to send the message that you are not interested in sharing all of your personal details with them:

- Politely deflect the question--when asked something that you do not wish to answer change the subject of the conversation
- Withhold details--for example, if asked about what you did on your day off just give the basics and go on with your work
- Ask “what would you say if someone asked you that?” as a way to have them reflect on the nature of their question

If these lighter tactics do not work then you may have to take them aside and share that their constant personal questions are affecting your working relationship. You can always ask your supervisor for tips in how to have this conversation.

Tips for productive conversations

- Be respectful
- Stick to the facts
- Hold your conversation in private or in a place as private as possible
- Clarify expectations
- Do so in a timely manner so the issue can be addressed promptly
- Share possible solutions to the problem

Contact us:

Kate Porter, Assistant Director, Upper Arlington Public Library, kporter@ualibrary.org
Pam Cole, Lane Road Branch Manager, Upper Arlington Public Library, pcole@ualibrary.org

Workplace Civility: Respectful Habits That Enhance Productivity



Instructor:
Katrina Plourde, Westerville Public Library

Date: Monday, July 25th

Time: 1:15 - 2:30PM

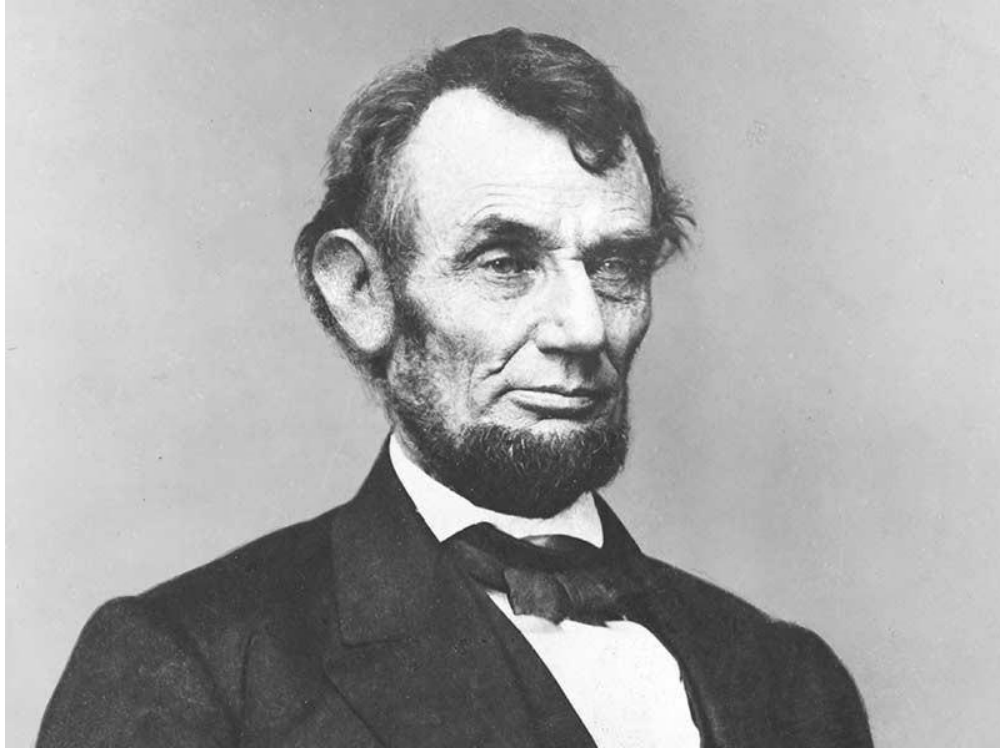
Location: Room 200

Synopsis: As our society seems tilted toward uncivil speech and actions, our organizations are realizing the tremendous cost of incivility in the workplace. A loss of civility leads to a culture of bullying. Civility is more than just politeness. It is about disagreeing without respect, seeking common ground, and listening past one's perceptions. These skills are essential to keeping our workplaces running smoothly.

Library Snapshot:

All Abe All the Time:

A Snapshot of the Lincoln Financial Foundation Collection at Allen County Public Library



Instructor:
Jane Gastineau, Allen County Public Library

Date: Monday, July 25th

Time: 2:45 - 3:45PM

Location: Room 200

Synopsis: The Allen County Public Library in Fort Wayne, Indiana, holds an internationally known collection of Abraham Lincoln materials - books, documents, photographs, newspapers, and ephemera. The ACPL is working full-time to make this collection freely accessible to the public on-site and online.

Library Snapshot:
Columbus Zoo & Aquarium



Instructor:
Sheila Campbell, Columbus Zoo & Aquarium Library

Date: Monday, July 25th

Time: 2:45 - 3:45PM

Location: Open Study Area – Floor 2, North

Synopsis: Sheila will share a little about what is behind the scenes at the Columbus Zoo & Aquarium Library.

Water Aerobics



Instructor:
Tanya Ellenburg-Kimmet, Wright State University

Date: Monday, July 25th

Time: 2:45 - 3:45PM

Location: ONU Sports Center, Pool

Synopsis: Come participate in water aerobics for all skill levels.

Library Tour: Taggart Law Library



Date: Monday, July 25th

Time: 4:15 - 4:45PM

Location: Taggart Law Library

Synopsis: Enjoy a walking tour of Ohio Northern University's Law Library.

Visual Content:

Level Up Your Social Media



Instructor:
**Laura Solomon, Ohio Public Library Information Network
(OPLIN)**

Date: Tuesday, July 26th

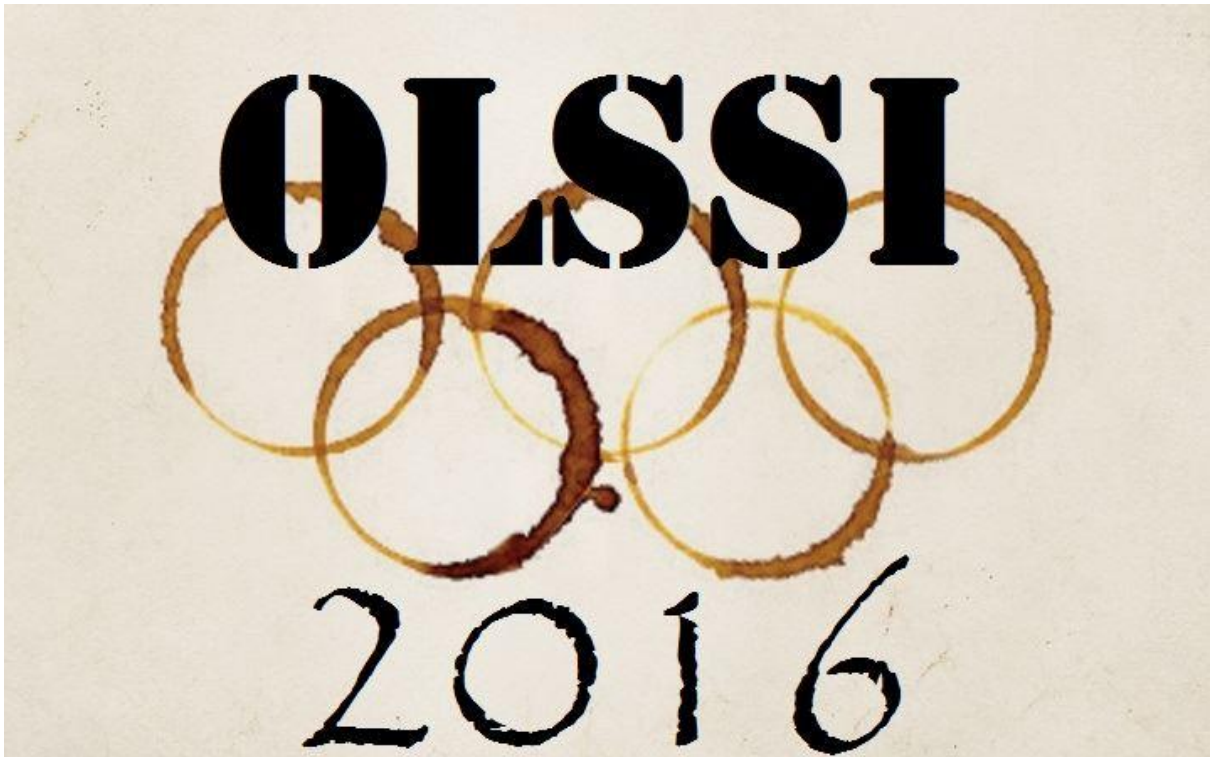
Time: 9:00 - 10:15AM

Location: Open Study Area – Floor 2, North

Synopsis: Social media is fast becoming a primarily visual medium. Get best practices and new ideas for telling your library's story, as well as tricks and tools that can boost engagement, and make your library's visuals stronger.

NaNoWriMo 2016:

A 30-DAY MARATHON TO
THE FINISH LINE



National Novel Writing Month

P.M. (Michael) Bradshaw & Tanya Ellenburg-Kimmet

Supreme Court of Ohio Law Library

Wright State University Digital Services

Date: Tuesday, July 26th

Time: 9:00 - 10:15AM

Location: Room 301

Synopsis: Michael & Tanya discuss (& will begin writing - *live*) National Novel Writing Month; explaining what it is, how it's done, and their own personal adventures in doing it. Then follow their website daily as they post their novel in progress!

<http://olssi-novel.weebly.com/>

“One day, I'd like to write a book...”

That's what so many of us have said - again and again. Now's the time to change that!

On Tuesday, July 26, 2016, Michael Bradshaw & Tanya Ellenburg-Kimmet will co-present their class at the 15th annual OLSSI: the Ohio Library Support Staff Institute.

That class is NaNoWriMo.

NaNoWriMo is the National Novel Writing Month.

Michael & Tanya will explain what that is, (writing a 50,000-word novel in one month), and how to do just that - with a twist!

As one of them is speaking, the other will be writing; then they'll switch - over and over again for the duration of the class. To make sure there is nothing prepared ahead of time (no tricks up their sleeves, if you will), the class audience will create the 2 main characters, names, places, and situations at the start. Michael & Tanya will have to start with that and write from there, one writing while the other instructs the class.

Then, starting August 2nd, they will proceed just like the annual NaNoWriMo event – trying to write that elusive 50,000-word novel in one short month.

Whatever they write will be posted, daily, on this webpage:

<http://olssi-novel.weebly.com/>

Follow along with their attempt to write the Great American Novel!



What is NaNoWriMo? (excerpts from <http://nanowrimo.org/en/whatisnano>)

National Novel Writing Month is a fun, seat-of-your-pants approach to novel writing. Participants begin writing on November 1. The goal is to write a 50,000 word novel (approximately 175-200 pages) in one month.

As you spend November writing, you can draw comfort from the fact that, all around the world, other National Novel Writing Month participants are going through the same joys and sorrows of producing the Great Frantic Novel. Wrimos meet throughout the month to offer encouragement, commiseration, and—when the thing is done—the kind of raucous celebrations that tend to frighten animals and small children.

In 2015, 431,626 participants began the journey of writing a novel. They started the month as library assistants, auto mechanics, out-of-work actors, middle school English teachers...

They walked away *novelists*.

Over 250 NaNoWriMo novels have been traditionally published.

Novels of about 50,000 words:

- *The Great Gatsby* by F. Scott Fitzgerald (50,061 words)
- *The Hitchhiker's Guide to the Galaxy* by Douglas Adams (46,333 words)
- *The Invisible Man* by H. G. Wells (46,200 words)
- *Lord of the Flies* by William Golding (59,000 words)
- *The Notebook* by Nicholas Sparks (52,000 words)
- *Of Mice and Men* by John Steinbeck (28,300 words)
- *The Old Man and the Sea* by Ernest Hemingway (27,000 words)
- *The Red Badge of Courage* by Stephen Crane (50,776 words)
- *Slaughterhouse-Five* by Kurt Vonnegut, Jr. (49,459 words)
- *Fight Club* by Chuck Palahniuk (49,962 words)
- *Kiss Me Deadly* by Mickey Spillane (52,500 words)

Noir/mystery novels of about 50,000 words:

- *The Big Sleep* by Raymond Chandler
- *The Body in the Library* by Agatha Christie
- *Double Indemnity* by James M. Cain
- *I, the Jury* by Mickey Spillane
- *Kiss Me Deadly* by Mickey Spillane
- *The Maltese Falcon* by Dashiell Hammett
- *The Postman Always Rings Twice* by James M. Cain

How NaNoWriMo Works in 10 Easy Steps, <http://nanowrimo.org/faq/how-nanowrimo-works/>

- 1) Sign up for the event by clicking the "Sign Up Now" link at <http://NaNoWriMo.org>
- 2) Check & read the email from NaNoWriMo. (Check your Spam folder just in case.)
- 3) Log into your new account and use the links on the "My NaNoWriMo" page to set your time-zone, region, etc., and tell us a little bit about yourself for the author profile
- 4) Begin procrastinating by reading through all the advice and funny stories in the forums. Post questions & stories of your own. Try to rope friends into doing this with you. Add Michael & Tanya to your "Buddy" list so you can urge each other on.
- 5) On November 1, begin writing your novel! Your goal is to write a 50,000-word novel by midnight, local time, on November 30th. You write on your own computer, using whatever software you prefer. Or by typewriter. Or hand-writing on paper. Whatever you choose!
- 6) Update your word count every day you write in the box at the top of the NaNoWriMo site.
- 7) Write. Every. Day.
- 8) Find "Write-Ins" in your region on the NaNoWriMo site. Schedule your own writing parties with your friends, co-workers, and Frenemies! Write when you get up an hour earlier than usual. Write at lunch. Write after dinner. write! Write!! WRITE!!!
- 9) If you write 50,000 words of fiction by midnight, local time, November 30th, you can upload a scrambled version of your novel for official verification! You'll get a digital winner's certificate and web badge! And bragging rights for the rest of your life.
- 10) We'll post your name on the OLSSI Facebook page & Twitter feed!

The basic NaNoWriMo rules:

- Write a 50,000-word (or longer!) novel, between November 1 and November 30.
- Start from scratch. None of your own previously written prose can be included in your NaNoWriMo draft (though outlines, character sketches, and research are all fine).
- Write a *novel*, not a short story collection. We define a novel as a lengthy work of fiction.
- Be the sole author of your novel. Apart from those citations mentioned two bullet-points up.
- Write more than one word repeated 50,000 times.
- Upload your novel for word-count validation to our site between November 25 and November 30.

If you have any questions, just ask Tanya or Michael, or check the NaNoWriMo [FAQ](http://www.nanowrimo.org/eng/faq) at <http://www.nanowrimo.org/eng/faq>. And best of luck in November!

Summary of NaNoWriMo History in a Nutshell

Reference: History By Chris Baty

No Plot? No Problem!

<http://www.nanowrimo.org/eng/history>

NaNoWriMo began July of 1999 in San Francisco with 21 novelists and aspiring novelists. They did it to have something to do, but were surprised when reflecting back, they had found it unexpectedly fun. They compared it to watching TV, “you get a bunch of friends together, load up on caffeine and junk food, and stare at a glowing screen for a couple hours [...] and a story spins itself out in front of you.” The effort revealed to Chris Baty and his friends that if they could write a passable novel in a month, anyone could.

By 2012, NaNoWriMo had increased to the point of having a website with database in cloud storage, 501 (c) (3) non-profit status, school programs, podcasts, radio programs, separate Script writing and young adult writing programs, partnerships with bookstores and public libraries for community writing zones. Participant numbers have increased beyond 250,000 people participating worldwide. Check out the stats below.

How does this apply to a library?

- **Host a write-in for your local NaNoWriMo Chapters**
- **Set aside a night in November for a word war competition and invite the community**
- **Ask local English teachers and professors if they would like to include NaNoWriMo in their lesson plans and offer up library space for their writers**
- **Order packets, stickers, and other fun items from NaNoWriMo.org to hand out to your novelists**
- **Offer to track word-counts in a display for your local NaNoWriMo Chapters**
- **Make book displays of quick reference sources and writer guides during November to catch the attention of the wandering NaNoWriMo novelist while they're taking a break**

STATS

Founded by: Freelance writer Chris Baty and 20 other overcaffeinated yahoos in 1999.

Now run by: The Office of Letters and Light, an august 501(c)(3) nonprofit based in Oakland.

How NaNoWriMo got from there to here: It's a funny story, actually:

www.nanowrimo.org/history

Published NaNoWrimo authors, etc.: [http:// nanowrimo.org/published-wrimos](http://nanowrimo.org/published-wrimos)

Highlights of Annual Participant/Winner Totals

1999: 21 participants and six winners

2005: 59,000 participants and 9,769 winners (the year Tanya joined)

2010: 200,500 participants and 37,500 winners (the Year of the Michael)

2012: 452,095 participants, 580 regions, 3 billion+ words total written

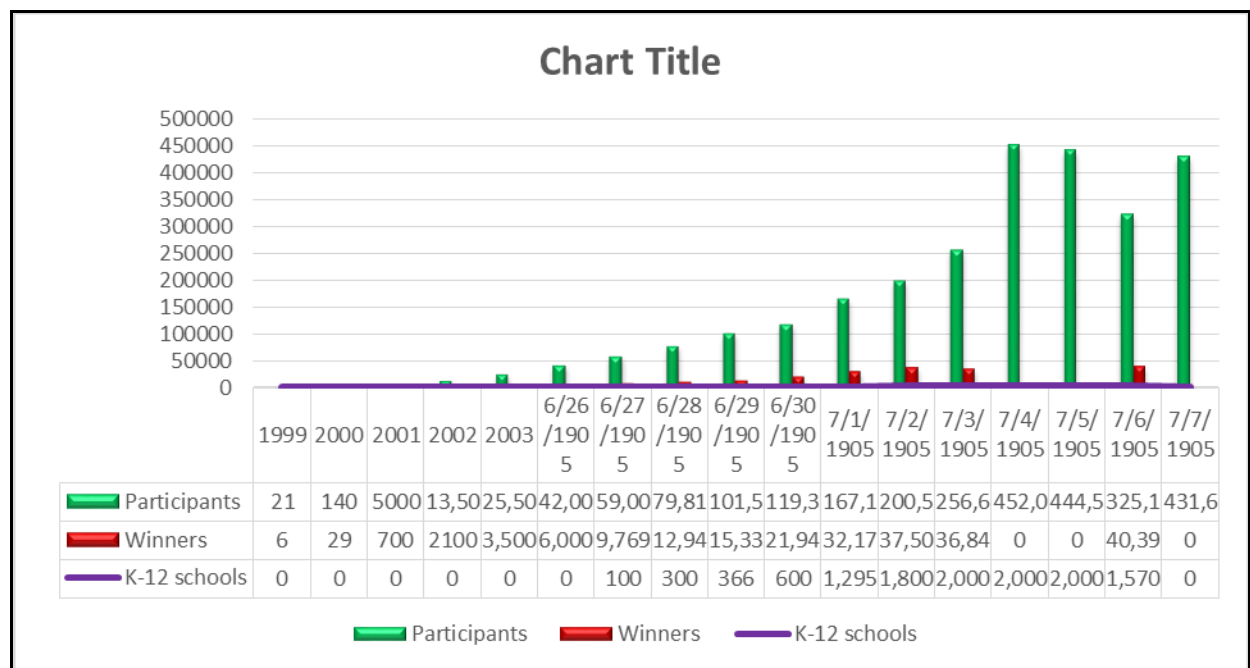
2013: 444,514 participants, 209 countries, 3.5 billion words total written

2014: 243,831 participants and 40,396 winners, 222 countries

2014: Number of K-12 students participating 81,311 in 1570 classrooms

2015: 431,626 participants in 633 regions

2015: Number of K-12 students participating 80,137



Number of NaNoWriMo manuscripts that have been sold to publishing houses: 250 novels (not counting self-publishing, e-books, lulu, amazon books, etc) including Sara Gruen's *Water for Elephants*, Erin Morgenstern's *The Night Circus*, Hugh Howey's *Wool*, Rainbow Rowell's *Fangirl*, Jason Hough's *The Darwin Elevator*, and Marissa Meyer's *Cinder*.

2012 Write-ins: 615 libraries and 68 bookstores participated

2013 Write-ins: 650 libraries and community centers

2014 Write-ins: 849 libraries and community centers

2015 Write-ins: 1,012 libraries, bookstores, and community centers participated

Why 50,000 words? And how do you define "novel"?

Our experiences over the past nine years show that 50,000 is a difficult but doable goal, even for people with full-time jobs and children. The length makes it a short novel. We don't use the word "novella" because it doesn't seem to impress people the way "novel" does.

We define a novel as "a lengthy work of fiction." Beyond that, we let you decide whether what you're writing falls under the heading of "novel." In short: If you believe you're writing a novel, we believe you're writing a novel too.

Can I write one word 50,000 times?

No. Well... No.

Can I share writing duties with a partner?

No. But we would like to take this opportunity to plug our Script Frenzy event. Script Frenzy participants write a 100-page stage play or screenplay in April, and for Script Frenzy you are welcome to work with a partner.

Do I have to start my novel from scratch on November 1? Can I use an outline?

Yes. This sounds like a dumb, arbitrary rule, we know. But bringing a half-finished manuscript into NaNoWriMo all but guarantees a miserable month. You'll care about the characters and story too much to write with the gleeful, anything-goes approach that makes NaNoWriMo such a creative rush. Give yourself the gift of a clean slate, and you'll tap into realms of imagination and intuition that are out-of-reach when working on pre-existing manuscripts.

Outlines and plot notes are very much encouraged, and can be started months ahead of the actual novel-writing adventure. Previously written prose, though, is punishable by death.

If I'm just writing 50,000 words of crap, why bother? Why not just write a real novel later, when I have more time?

There are three reasons.

1) If you don't do it now, you probably never will. Novel writing is mostly a "one day" event. As in "One day, I'd like to write a novel." Here's the truth: 99% of us, if left to our own devices, would never make the time to write a novel. It's just so far outside our normal lives that it constantly slips down to the bottom of our to-do lists. The structure of NaNoWriMo forces you to put away all those self-defeating worries and START. Once you have the first five chapters under your belt, the rest will come easily. Or painfully. But it will come. And you'll have friends to help you see it through to 50k.

2) Aiming low is the best way to succeed. With entry-level novel writing, shooting for the moon is the surest way to get nowhere. With high expectations, everything you write will sound cheesy and awkward. Once you start evaluating your story in terms of word count, you take that pressure off yourself. And you'll start surprising yourself with a great bit of dialogue here and a ingenious plot twist there. Characters will start doing things you never expected, taking the story places you'd never imagined. There will be much execrable prose, yes. But amidst the crap, there will be beauty. A lot of it.

3) Art for art's sake does wonderful things to you. It makes you laugh. It makes you cry.

It makes you want to take naps and go places wearing funny pants. Doing something just for the hell of it is a wonderful antidote to all the chores and "must-dos" of daily life. Writing a novel in a month is both exhilarating and stupid, and we would all do well to invite a little more spontaneous stupidity into our lives.

What if I start and don't finish? Or hit 50,000 words but I'm only halfway through my novel?

The 50,000-word goal is a threshold, not necessarily a stopping place. Reaching 50k and realizing you still have a lot of wrapping up to do is a good thing---it gives you something to come back and work on later. You will still win if you reach 50k, done or not

How do I verify if I'm writing by hand?

Invoke the Luddite Clause! What you do is write your 50,000 words, then have someone you trust verify that it is, indeed, 50,000 words. Then using something like the Lorem Ipsum generator, submit a file of the exact number of words of your handwritten manuscript to our word count validator.

What genres are okay? Can I write fan fiction? How about a memoir?

Any genre of novel is okay for NaNoWriMo. Yes, really, any genre. Fan fiction is okay. Steamy adult content is okay (as long as you are careful about where you post it!). Memoir is a sticky one; as long as it is fictionalized, it is okay, too. We just want you to be excited about writing.

Can I scramble my novel before submitting it to your untrustworthy word-counting goons?

If you are using Microsoft Word it is very easy to scramble your novel in a way that will not affect its word count.

Open the file and make a new copy of your novel using 'Save As...'

Open the Find and Replace dialog box (Edit -> Replace).

Find something & replace with something else, like find CH and replace with xyz, or find TH and replace with BALONEY, or find "e" and replace with "baltimore."

Save As version 2 and send that in as your word count!



What's All the Fuss About? The Business of Copyright



Instructor:
Ran Raider, Wright State University

Date: Tuesday, July 26th

Time: 9:00 - 10:15AM

Location: Room 200

Synopsis: You post a family picture on your blog. The next thing you hear is that your picture is on a billboard in Prague! This session will cover ownership of copyright and fair use, the never-ending battle.

**Digital strife - The list of songs from the trial of Jammie Thomas-Rasset
222K:**

- Guns N Roses *Welcome to the Jungle; November Rain*
- Vanessa Williams *Save the Best for Last*
- Janet Jackson *Let's Wait Awhile*
- Gloria Estefan *Here We Are; Coming Out of the Dark; Rhythm is Gonna Get You*
- Goo Goo Dolls *Iris*
- Journey *Faithfully; Don't Stop Believing*
- Sara McLachlan *Possession; Building a Mystery*
- Aerosmith *Cryin'*
- Linkin Park *One Step Closer*
- Def Leppard *Pour Some Sugar on Me*
- Reba McEntire *One Honest Heart*
- Bryan Adams *Somebody*
- No Doubt *Bathwater; Hella Good; Different People*
- Sheryl Crow *Run Baby Run*
- Richard Marx *Now and Forever*
- Destiny's Child *Bills, Bills, Bills*
- Green Day *Basket Case*

Comping and Infringement

by *Linda Joy Kattwinkel, Esq.*

Q. I am a freelance graphic designer and I am struggling with ad agency clients who wish me to use copyrighted images from other companies as parts of their conceptual marketing layouts without permission. I know this is illegal and have told my client such. They wish to proceed anyway and take responsibility for this action. If I have this in writing, does that protect me if I do the work as they want it?

A. “Comping” refers to the use of a photograph or illustration in a comprehensive layout for a new project, which is shown to a designer’s client in order to suggest the proposed direction for the new work. Although this is common practice in our industry, you are correct that reproducing an image for such comping without permission is illegal. Under copyright law, any person or entity involved in the unauthorized use of a copyrighted work, from the initial copying through publication and distribution, is liable for infringement. The only exceptions are for fair use.

For a use to qualify as “fair use,” it must survive a multi-factor balancing test:

1. The purpose and character of the use, including whether you’ve made a new transformative work, and whether your use is commercial.
2. The nature of the original work, such as whether it is highly factual or imaginative.
3. How much of the original work was used.
4. Whether the new use affects the potential market for the original work

Many designers believe that comping is legally acceptable, but this is incorrect.

When the four factors are evaluated, courts have consistently determined that comping does not qualify as fair use:

1. Comping is a commercial use of the image—it uses the image to promote the designer’s business. This is deemed to be the case even if the image is cropped or distorted.
2. Comping uses highly creative original works of art, which receive the strongest protection.
3. Comping uses the entire image or a significant amount of the original. Again, this is deemed to be the case even if the image is cropped or distorted.
4. Comping directly affects the potential licensing market for the original image, that is, the artist’s right to grant or deny permission, and to charge a license fee for comping.

Comping is a dangerous practice, especially if another artist is selected to do the final work. The comp is what the client sees and approves. As a natural consequence of comping, the final artist must necessarily emulate the comp. It is very likely that the final artwork will be “substantially similar” to the comped image, and thus vulnerable to a copyright infringement claim. If the original artist is commissioned for the final work, she will generally forgive the unauthorized comping.

However, if another artist receives the assignment, the situation is ripe for a lawsuit for multiple counts of copyright infringement.

An exemplary case from over fifteen years ago is *Curtis v. General Dynamics Corporation*

(W.D.Wash. 1990). In 1982, the plaintiff Melvin Curtis had created a dramatic photograph of an empty wheelchair on his porch while he was a student at Ohio University. He published the photo, entitled *Wheelchair on a Porch in Athens, Ohio*, in self-promotional materials. In 1985, it was selected for inclusion in the Communication Arts Photography Annual, along with three other of Curtis' photos.

Meanwhile, General Dynamics, which was involved in defense procurement controversies, decided to do some corporate advertising to improve its image. Wyse Advertising competed with three other advertising agencies for the project. One of Wyse's ideas was a "subordinate values" campaign to associate General Dynamics with universally held values such as education and patriotism. As part of that campaign, Wyse presented a rough layout about President Franklin Delano Roosevelt, showing a drawing of an empty wheelchair with the headline, "His legs were crippled, but he carried the weight of the free world on his shoulders." Wyse won the account based on that layout.

Thereafter Wyse looked for photographs of wheelchairs to use for the final comp for this piece. Wyse found Curtis's photo in Communication Arts. Wyse photocopied the photograph and used a cropped version of it for the next comp of the Roosevelt ad. The comp was approved, and Wyse sought bids for the final photography. Curtis submitted a bid. However, Wyse selected another photographer, Martin Reuben, to do the final shoot. Predictably, Reuben's final photos were very similar to the comped copy of Curtis's photo. They showed a similar wheelchair on a similar porch, with the same lighting, composition, and viewpoint. Curtis sued for copyright infringement.

The court held that the comping and the final photographs were two separate infringements of Curtis's copyright. He was awarded \$2,750 in actual damages (the fee Curtis would have charged had he been given the final assignment), \$57,358 for Wyse's net revenue earned from the project, and his attorneys' fees, as well as an injunction and recall of the infringing ads. A currently pending case, *Mannion v. Coors Brewing Company*, 377 F. Supp. 2d 444 (S.D.N.Y. 2005), involves a similar situation, only this time the comping was done with the original photographer's permission. Photographer Jonathan Mannion had taken a photo of NBA player Kevin Garnett for the basketball magazine *Slam*. Mannion posed Garnett and took the photo from below, so that the viewpoint is up and across Garnett's body, as if he is towering above. The photo highlights Garnett's hands crossed over his belly, and his abundant jewelry (as the court stated, commonly known as "bling-bling" or "ice").

The ad agency for Coors, Carol H. Williams Advertising, got permission from Mannion's rep to use the photo in a comp for a Coors billboard they called "Iced Out." On one side, the comp used a cropped and manipulated mirror image of Mannion's photo showing Garnett's torso, hands, and bling-bling. A can of Coors Light was on the other side. Coors approved the "Iced Out" comp, and the ad agency solicited bids for the final photography. Again, like Curtis did, Mannion submitted a bid but was not selected. The final photo created for the billboard imitated the pose, clothing, bling-bling, and viewpoint of Mannion's original photo.

Mannion sued for copyright infringement after he saw the final billboards on display in Los Angeles. The defendants attempted to get the case thrown out on summary judgment, but the court refused. The court held that there are enough similarities in artistic expression to allow a jury to find that the Coors billboard photo infringed Mannion's copyright.

While these two examples happen to involve photographs, the same rules apply for illustrations. Reproducing artwork for a comp without permission is automatically infringement. Having another artist imitate the comped artwork may also be infringement, depending upon how closely the second work imitates the first. The test will be “substantial similarity of artistic expression.” (See Legalities #25 for more about “substantial similarity” at <http://norcal.gag.org/>.)

As noted above, every person and entity involved in the copying, publication, and distribution of a copyrighted work is liable for infringement. That’s why, in the cases discussed above, General Dynamics and Coors were sued along with their advertising agencies. In your situation, you would also be liable as the independent contractor participating in creating the comp. (In contrast, employees of a design agency would not be individually liable—their conduct is attributed to their employer). So you are correct; you need the agency to indemnify you against any infringement claims. Without such indemnification, you are at risk of being named for willful infringement in a copyright lawsuit. While most plaintiffs go after the advertising agency and their ultimate clients, such as General Dynamics or Coors, they are also entitled to recover damages from the individual who actually created the infringing comp.

The best way to be protected is to have a written agreement stating that in exchange for your agreement to follow its instructions, the ad agency will indemnify you against any claims of infringement. The agreement should also state that the agency has sufficient insurance to defend an infringement claim, and you will be an additional named insured.

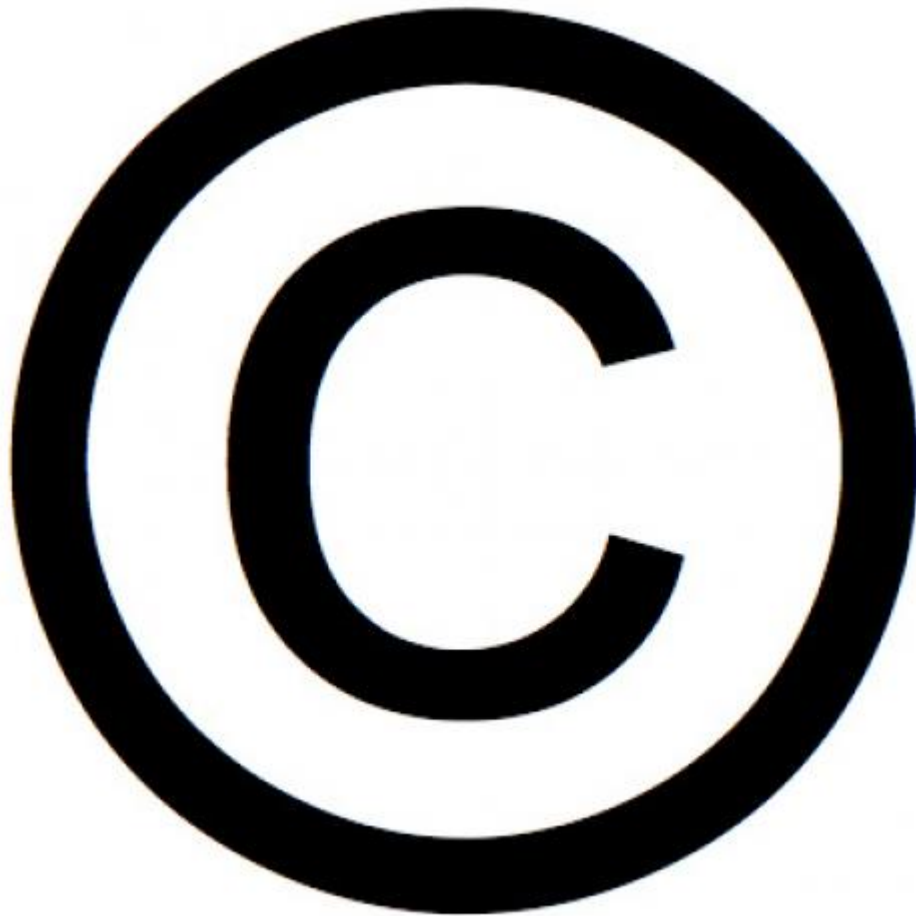
Here is some sample language:

Warranties and Indemnification: Agency hereby warrants that any materials or creative authorship provided by Agency or which Agency instructs Designer to include in the work product shall be original to Agency, or are in the public domain, or are used under permission from the respective copyright or other intellectual property rights holders, and shall not infringe the copyright, trade dress, patent, trade secret, or other property rights of any third party. Agency shall defend, indemnify, and hold harmless Designer from any damages, costs, expenses, and attorneys’ fees, incurred by reason of any breach of Agency’s warranties provided herein; or any acts or omissions of Agency, its agents, contractors, or employees, arising out of this Agreement. If any action or proceeding is brought against Designer by reason of any such claim, Agency (upon notice by Designer) shall defend the same at Agency’s expense by counsel reasonably acceptable to Designer. Insurance. Agency shall maintain, during the period of this Agreement, at its expense, product liability, general business liability, and advertising injury insurance from a recognized insurance carrier in the amount of at least five million dollars (\$5,000,000) per occurrence. Such insurance shall name Designer individually as an additional named insured. Agency shall provide a copy of said insurance policy to Designer at Designer’s request.

Editor’s Note: The Graphic Artists Guild endorses a policy called “Ask First,” stating that comping of artwork should be done only with the creator’s permission.

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This article originally appeared in “Legalities,” Ms. Kattwinkel’s regular column for the Northern California Chapter of the Graphic Artists Guild. It is intended to provide the reader with an awareness of copyright law and not legal advice. Linda Joy Kattwinkel is a visual artist and former professional graphic artist. Currently she practices intellectual property law, arts law, and mediation in San Francisco, where she also paints and occasionally shows her artwork as part of open studios.



Copyright Basics

The U.S. Copyright Act, [17 United States Code, Section 101 - 810](#), is Federal legislation enacted by Congress under its Constitutional grant of authority to protect the "writing" of authors. The evolution of technology has led to an ever expanding understanding of the word "writings", expressions. The Copyright Act now reaches architectural design, software, the graphic arts, motion pictures, sail boat hull designs, and sound recordings.

A copyright gives the owner the exclusive right to reproduce, distribute, perform, display, or license his expressions. The owner also receives the exclusive right to produce or license derivatives of his or her expressions. Limited exceptions to this exclusivity exist for types of "fair use." To be covered by copyright an expression must be original and in a concrete "medium of expression." Under current law, expressions are covered whether or not a copyright notice is attached and whether or not the work is registered.

It is illegal for anyone to violate any of the rights provided by the copyright law to the owner of copyright. These rights, however, are not unlimited in scope. [Sections 107 through 121](#) of the 1976 Copyright Act establish limitations on these rights. In some cases, these limitations are specified exemptions from copyright liability. One major limitation is the doctrine of "fair use," which is given a statutory basis in [section 107](#) of the 1976 Copyright Act. In other instances, the limitation takes the form of a "compulsory license" under which certain limited uses of copyrighted expressions are permitted upon payment of specified royalties and compliance with statutory conditions.

Certain materials generally cannot be copyrighted. These include standard calendars, height and weight charts, tape measures and rulers, schedules of events taken from common sources, and expressions consisting entirely of information from common property and containing no original authorship. Unless original subject matter is included, the following cannot be copyrighted: blank forms, account books, score cards, titles, names, slogans, and ingredient lists.

No publication or registration is required to secure a copyright under present law. Prior to 1978, this was not the case. Currently a copyright is secured automatically when the expression is created and fixed in a concrete medium of expression for the first time. Publication is no longer a key to obtaining statutory copyright. A copyright is claimed when a copyright notice is included on the item. A copyright notice has three elements:

1. The copyright symbol is a Circle C, ©, or the word copyright or the abbreviation COPR, or the symbol Circle P, P, for photo records.
2. The year of the first publication.
3. The name of the copyright owner or abbreviation, for example, John Doe, 1989.

A copyright notice can appear any place in or on the expression, as long as it can be readily seen. In writings, it is usually on the first page or two.

No copyright restrictions apply if:

- The item was published before January 1, 1978 and was never copyrighted. (Both must be documented.)
- The item has an expired copyright. (All copyrights prior to 1923 have expired.)
- The item is a U.S. Government publication containing no copyrighted materials from other sources.
- Permission to copy has been received from the copyright owner.
- You are the copyright owner.

Copyright Glossary

- Agency: This legal term is used by the courts to describe a relationship where one party (the principal) has the right to control the actions of another party (the agent). For purposes of copyright law, the author of the work of expression may be considered a hiring party's employee if an agency relationship exists between them, even if there is no formal employment relationship. Under copyright law, a work of expression created by an employee in the course of his or her work is considered a work made for hire, which means that the copyright in the expression belongs to the hiring party.
- Archival Copies: The Computer Software protection Act of 1980 defines archival copies as copies of software made by a software owner strictly for backup purposes. The Act permits a computer program owner to make archival copies of the program as long as the owner retains the original copy of the program. If the original is sold or given to a new owner, all archival copies must either be included in the transfer or destroyed.
- Author: The "author" of a work of expression subject to copyright protection is one of the following:
 - the person(s) who creates the expression.
 - the person(s) or business that pays another to create the expression in the employment context, or
 - the person(s) or business that commissions the work under a valid expression made for hire contract.

The creator of any copyrightable work, whether that work is a book, photograph, painting, poem, play, musical composition, or other sort of work. The exception to this is a work-for-hire; if a work-for-hire, the employer of the creator of the copyright owns the copyright from the inception of the work and is considered the author of the work for the purposes of copyright.

- Certificate of Registration: When the United States Copyright Office approves a copyright application for registration, it mails the author (or other owner) a certificate of registration. This certificate consists of the copyright application stamped with a copyright registration number, the registration date and the U.S. Copyright Office seal at the top.
- Copyright: Copyright is an exclusive right granted by a government to "authors" to copy, adapt, distribute, rent, publicly display, their works of authorship, such as literary works, databases, musical works, sound recordings, photographs and other still images, motion pictures, and other audiovisual expressions.
- Copyright Notice: A copyright notice is an identifier placed on copies of a work to inform the world of copyright ownership that generally consists of the symbol or word "copyright," the name of the copyright owner, the year of first publication, e.g., ©2005 Jane Doe. The copyright notice was once required as a condition of copyright protection, it is now optional.

- Digital Millennium Copyright Act of 1998: This federal statute addresses a number of copyright issues created by the increasing use of the Internet for commerce in expressions protected by copyright. The Act outlaws attempts to get around technological devices used by publishers to keep their expressions from being copied. The Act also prohibits the production, marketing or sales of a device or service to circumvent these technological protections.
- Fair Use: Fair use is a limited doctrine providing for certain exceptions when permission is not required to use portions of copyrighted works. NOTE: Using software usually requires copying the entire program, fair use in this case is rare. The Copyright Act of 1976, as amended in 1992, authorizes any person to make "fair use" of a published or unpublished copyrighted expression in these contexts:
 - in the connection with criticism of or comment on the expression
 - in the course of news reporting
 - for teaching purposes, or
 - as part of scholarship or research activity.

Whether or not a particular instance of copying without permission qualifies as a fair use is decided on a case-by-case basis and depends on four basic factors:

- the purpose and character of the use, including whether such use is of a commercial nature or for nonprofit, educational purposes
 - the nature of the copyrighted expression
 - the amount and substantiality of the portion used in relation to the copyrighted expression as a whole, and
 - the effect on the use upon the potential market for, or value of, the copyrighted expression.
- First Sale Doctrine: The purchaser of a legal copy of a copyrighted expression is generally entitled to treat that copy in any way he or she desires, as long as the copyright owner's exclusive copyright rights are not infringed. This means the copy can be destroyed, sold, given away or rented. Computer software is an important exception to the first sale doctrine.
 - Infringement: In a general sense, copyright infringement occurs when a copyrighted expression is reproduced, distributed, performed, publicly displayed, or made into a derivative work without the permission of the copyright owner. Any unauthorized use of a copyrighted expression (other than fair use) that violates the copyright owner's exclusive rights in the work constitutes an infringement. Copyright infringement is judged by a three part circumstantial test:
 - Did the accused infringer have access to the work that is said to have been infringed, in order to make copying possible?
 - Is the defendant actually guilty of copying from the plaintiff's work part of the plaintiff's protectable expression?
 - Is the accused work substantially similar to the work the plaintiff says was copied?
 - Public Domain: "Public domain" is not a place, but rather a concept where a work of authorship is no longer under copyright protection or the author "releases" the work to the general public to use without compensation.
 - TEACH Act : On November 2nd, 2002, the "Technology, Education and Copyright Harmonization Act" (the TEACH Act), part of the larger Justice Reauthorization legislation (H.R. 2215), was signed into law by President Bush. TEACH redefines the terms and conditions on which accredited, nonprofit educational institutions throughout the U.S. may use copyright protected materials in distance education-including on websites and by other digital means--without permission from the copyright owner and without payment of royalties.
 - Works Made for Hire: see *Agency*.

- **Copyright – Online Resources**

United States Copyright Office

www.copyright.gov

American Bar Association Section of Intellectual Property Law

<http://www.abanet.org/intelprop/home.html>

American Library Association – Copyright, Washington, DC Office

<http://www.ala.org/advocacy/advleg/federallegislation/copyright>

Association of Research Libraries – Copyright Resources

<http://www.arl.org/focus-areas/copyright-ip>

The CONFU Documents Page – Conference on Fair Use

<https://copyright.lib.utexas.edu/confu.html>

Copyright Clearance Center

<http://www.copyright.com/>

Cornell University Law School Legal Information Institute - Copyright

<http://www.law.cornell.edu/topics/copyright.html>

Library Law

<http://www.librarylaw.com/>

Stanford University Libraries Copyright and Fair Use

<http://fairuse.stanford.edu/>

University of Texas – Copyright Crash Course

<http://copyright.lib.utexas.edu/>

Creative Commons – Open Source Resources

Creative Commons

<http://creativecommons.org/>

A flexible copyright resource.

Guiding Ohio Online



Instructors:
Mandy Knapp & Evan Struble, State Library of Ohio

Date: Tuesday, July 26th

Time: 10:30 - 11:45AM

Location: Room 200

Synopsis: Learn about the "Guiding Ohio Online" program, and the benefits to both your library and your community.

Going for Your Goals



Instructor:
Dr. Paul Heintz, Edison Community College

Date: Tuesday, July 26th

Time: 10:30 - 11:45AM

Location: Room 301

Synopsis: Do you arrive at the starting line just to turn around and go back to bed, or maybe go buy a box of donuts? Maybe you're the one who starts, but just can't make it to the finish line? Regardless of the issue, Dr. Heintz will coach you on not only how to *start* the race, but *finish* it to win the gold. Goals are not as simple as they seem, and this session will explore how to create obtainable goals.

Does Not Compute: When Catalog Errors Matter



Instructors:
Shelly Miller, OhioNET
Misty Alvaro, Upper Arlington Public Libraries

Date: Tuesday, July 26th

Time: 10:30 - 11:45AM

Location: Room 301

Synopsis: Misty and Shelly are back with a surprisingly fun cataloging overview, and lots of helpful tips! They'll share free sources for cataloging information, and explain the most common mistakes in catalog records.

Going for the Gold: Training for Your Professional Olympics



Instructor:
Shawn Beem, Capital University Law School

Date: Tuesday, July 26th

Time: 1:15 - 2:30PM

Location: Open Study Area – Floor 2, North

Synopsis: Successful professionals prepare and train to be the best in their field. They actively assess their progress, identify areas for improvement, seek coaching and education, and implement strategies to take their success to the next level. And through it all, successful professionals train to stay focused, motivated, and positive.

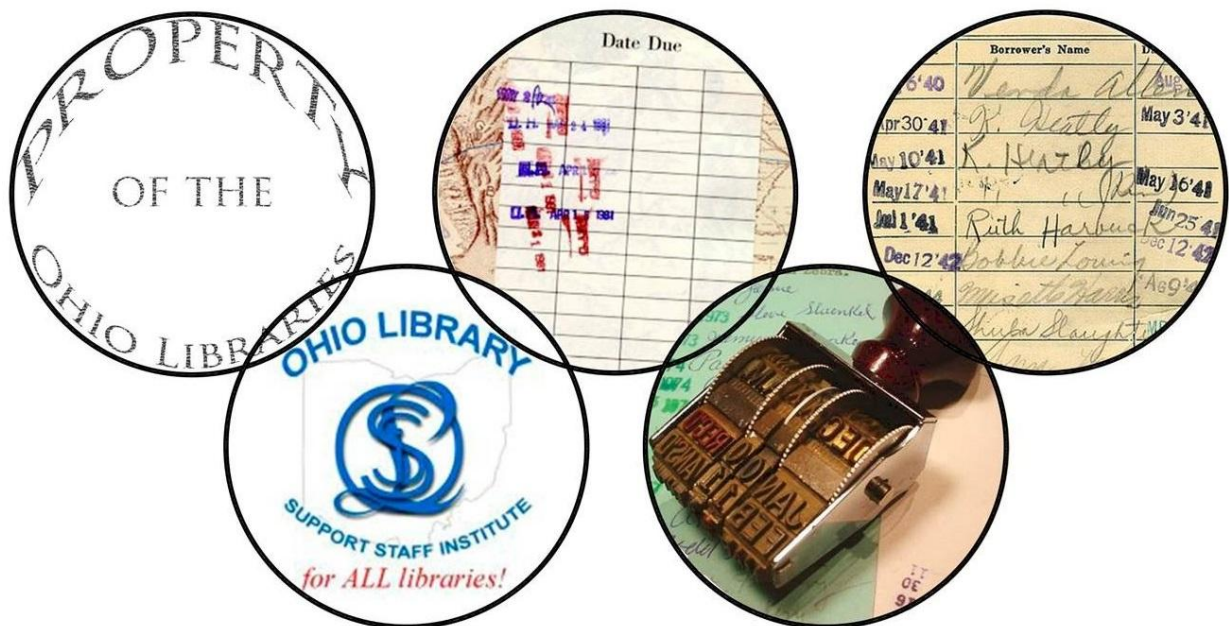
Throughout their training, professionals find success at every level because they have a reputation that makes others want them on their team. A professional reputation employs the following five concepts:

- Cultural Fit
- Likeability
- Persuasiveness
- Communication
- Networking

By linking these five concepts together, a professional builds a solid, winning reputation that creates success in the workplace.

Through a lively, entertaining, and insightful program, participants will be inspired to develop their professional reputation further. Participants will actively learn how to assess cultural fit and likeability, how to persuade others, how to present with confidence, and how to network with poise.

At the end of this program, participants will take back to the office ideas, strategies, and motivation to go for the gold in building their professional success.



Donors

The OLSSI Steering Committee would like to thank all of our donors for their support of this year's Ohio Library Support Staff Institute...

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- Backstage Library Works
- Baker & Taylor
- Barnes & Noble Bookstore at ONU
- Better World Books
- Bookmasters
- Columbus Zoo & Aquarium
- COSI
- Easter House in Ada, OH
- Elsevier
- Heterick Memorial Library at Ohio Northern University
- Imagination Station
- International Geek Girls Pen Pals
- Jalapeno's Mexican Grill
- Lima Allen County Convention & Visitors Bureau
- Mal Macabre
- Mill Ridge Village; Union, OH
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- Orange Frazer Press
- OverDrive
- ProQuest Pivot
- Rusty Harden Art Studio
- Shirley's Popcorn in Bluffton OH
- SPACE (Small Press & Alternative Comics Expo)
- Stephen Hines/ALB Books
- Studio Akumakaze
- The Inn at Ohio Northern University
- Upper Valley Career Center
- Valiant Entertainment
- Viva Maria

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 ones, 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 2017 at
Wright State University in Dayton, Ohio
July 29 - August 1, 2017**

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! We'll be finishing up business on this year's event, and start the planning the 2017 Institute at our next meeting:

OLSSI Steering Committee Meeting

September 2, 2017

State Library of Ohio

Columbus, Ohio

10:30 AM - 3:30 PM

2016 OLSSI binder created by: P.M. (Michael) Bradshaw

Binder format created by: P.M. (Michael) Bradshaw