

# Loose Change

the newsletter of the **NORTHEAST KANSAS LIBRARY SYSTEM**

@ your library

July/August 2005

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## Tech Day offers something for all

**Brenda Hough**

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Technology. It's a word that causes goose bumps of excitement for some and sighs of exasperation for others. Why do some people love technology while others avoid it? Everett Rogers developed a model that identified five types of technology adopters, from innovators to laggards. What type of technology adopter are you?

1. *Innovators* are adventurous and love to try out new things.
2. *Early adopters* like to try out new technology, but in careful ways.
3. The *early majority* is the group that "keeps up with the Joneses."
4. The *late majority* is more skeptical and waits to adopt until the majority has started using a new technology.
5. The *laggards* embrace the "old ways" and are generally critical of new technologies.

Whatever type of technology adopter you are, NEKLS Tech Day 2005 on August 9, was designed to appeal to a wide range of interests and skill levels. Whether you are a system administrator, a reference librarian, a library director or a board member, Tech Day is certain to provide you with new ideas and information.

Jenny Levine, better known as The Shifted Librarian, will start the day with a presentation about social networking technologies and their implications for libraries. What are social networking technologies? Social networking technologies are those technologies designed to foster and build upon our relationships and connections, from casual acquaintances to close family members. Probably the best-known social networking technology is Friendster, a way to connect with and make friends. Another popular social networking technology is del.icio.us, a way to share favorite Internet sites, and yet another is ConnectViaBooks, a way to connect with people based on the authors and books that you like.

How do these social networking technologies impact libraries? When libraries first started offering Internet access to the public, many were concerned that the computers should only be used for serious research. E-mail was prohibited in many places (the need for email software client installation was also a factor). With the advent of Yahoo Mail, Hotmail and other free web-based email services, however, libraries found that they could not easily restrict patron use of email and now almost all libraries acknowledge that sending and receiving email is one of the most popular uses of library computers. Libraries realized that connecting people to one another could be a valid role. Jenny Levine's presentation will explore this idea of connecting people by talking about social networking technologies in library contexts.

### Calendar

July 6

School Librarians workshop, The Barn

July 14

Infotrac Database Training, NEKLS

July 18-21

Summer Trustee & Librarian workshops

August 9

Tech Day, Topeka

Sept. 15-16

NEST, The Barn

Sept. 22

SEKLS Bus Tour of NEKLS libraries

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# Notes From The Director

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<http://www.nekls.org>

We were fortunate to have some excellent candidates for the position of NEKLS Library Development Coordinator. We looked for someone who would continue to provide new ideas and strive to make working together for excellent library service enjoyable and rewarding for member librarians and trustees. It is a pleasure to announce the appointment of Mickey Coalwell, someone that I believe all NEKLS members will come to enjoy working with just as they have with Patti Butcher. Mickey is creative, enthusiastic, passionate about library service and a thoroughly enjoyable individual to be with. All of the NEKLS staff believe he is just the right person to join the NEKLS team.

Mickey is currently Adult Services supervisor at the North Kansas City Public Library. Before that he worked in the Adult Services Department of the Waldo Branch of the Kansas City, Missouri, Public Library while completing his M.L.S. degree from the University of Missouri-Columbia. Mickey also has a Master's in Arts with a concentration in management from Baker University.

Before entering the library profession, Mickey had an extensive career that included development and presentation of management training for the Padgett-Thompson Division, American Management Association and a variety of book and music retail positions, most recently as Merchandising Manager for the Overland Park Borders Books and Music Store.

Mickey will join NEKLS on July 18, and is eager to visit and learn about member libraries.



**Queen for a day...**Patti Butcher thoroughly enjoyed her "roasting" May 25. Patti is now the South Carolina State Librarian and we wish her the very best.

*Photo provided by NEKLS staff*



Mickey Coalwell comes on board July 18 and is eager to begin his duties as NEKLS Library Development Coordinator.

*Photo provided by NEKLS staff*



## Focus on Trustees

### How well does your board delegate? To delegate well, you have to evaluate well

One of the toughest parts of being a board member is letting someone else do much of the job for you. The board is responsible for everything about the library. But the board doesn't have the time, expertise or the duty required for the day-to-day operation of the library. So the board hires a library director and delegates all management to that professional. That's the hard part—and the part about which most boards get a little uncomfortable.

Accept that it's all right to be a little uncomfortable about delegating board responsibility to a director. You pay better attention when you're a little uncomfortable, and conversely, you fail to oversee well when you get too comfortable. And that's the key to all delegation – delegate and then watch the signs to make sure your delegation is working.

You have to establish benchmarks from which you can measure the effectiveness of delegation, such as:

- Monitor the long range plan—the best benchmark the board has. (You do have one, don't you?) It's the board's direction to management about where the board wants the organization to go by a particular date. Although the board must be part of carrying out organizational goals, the library director will have the greatest responsibility for completing the plan.
- Understand the budget well – it's your benchmark for financial stability of the organization. You track appropriate spending within your budget plan by careful study of the monthly financial statements.

- Know what you expect as defined in the library director job description – it's a benchmark measured through annual evaluation of the director's performance. Establishing expected performance goals at the beginning of each year will give you even more measurable benchmarks when you get to the annual performance evaluation.
- Patron/ community surveys are good benchmarks if you do them regularly. A loud complaint last year that turned to praise this year indicates change and progress. You don't know if you don't ask.
- Explore what other libraries are doing. Attend state, regional or national library conferences to identify your strengths and weaknesses. Visit other libraries to compare their success to yours.
- Watch for variances from the norm. For example, a normal 20% staff turnover rate that suddenly takes a dramatic jump could signal a serious problem. Unexplained changes in spending lines could indicate mismanagement. Ask the library director for an explanation. Follow up.

Any one of the above isn't enough to draw conclusions about how well board delegation is working. Put these and other benchmarks together and take the time to watch them closely. Evaluate how well your delegation is working and find a comfort level to continue to be an oversight board, not a hands-on, micromanaging board.

[Article adapted from "Nonprofit Board Leader" Vol. 3, No. 5, published by Cain Consulting Group Inc.]

NEKLS staff are always available for consultation with boards regarding library administration and management, board roles, budgets, technology and personnel issues. Contact the NEKLS office to schedule a visit at 866-296-6963.

Has your board registered to attend the July Summer Trustee and Librarian workshops? See the back page of *Loose Change* for information.



# Spotlight on System Services Architectural Consulting: Hans Fischer

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What is the most popular service offered by the NEKLS? According to the library staff and trustees attending this year's Spring Assembly, it may well be architectural consulting.

Many NEKLS libraries seek advice regarding their building needs. This may be a redesign of the space used by the public, an addition to an existing building or plans for a new library facility. In each circumstance, the advisor that many NEKLS libraries turn to is Hans Fischer. The feeling expressed by Kay Lassiter, Director of Delaware Township Library in Valley Falls, is shared by all who have worked with him, "If any of you need help with a building or renovation project, you couldn't possibly beat Hans Fischer."

A retired architect with a dedication for serving libraries, Hans shares his expertise in libraries both large and small. His willingness to travel throughout Kansas consulting with libraries regarding their building needs is evidenced by a partial list of communities he's advised: Fowler, Hays, Parsons and Erie. Among his current projects are libraries in Chanute and Pittsburg.

Hans shares his expertise with schools in northeast Kansas in addition to public libraries. He guided projects at Hayden High School in Topeka and Bishop Ward High School in Kansas City. The school districts that have utilized his services include Burlingame, Osage City, Shawnee Heights and Valley Falls.

Advice in planning a new facility has been especially valuable to NEKLS member libraries. Hans drew preliminary plans for Winchester's new building and his advice was highly valued during the grant preparation process. Carla Kaiser, Director of Basehor Community Library, describes Hans as "invaluable to our process of creating a needs assessment, building program timeline and working with (and choosing) the architects for our future project. We would truly have been lost without his guidance. He imparted wisdom that would have taken innumerable hours (and mistakes) for our group to acquire."

Barbara Dew, Director of Ottawa Library comments, "We're just getting started in working with Hans. He visited a board meeting last year and provided an overview for the board and staff on planning the building process. This spring he reviewed some potential sites in Ottawa for a new building and is currently working with us on a plan to better use our existing space. It is great to work with an architect who already 'speaks library!'"

Many of the suggestions Hans shares with libraries are for specific improvements. Space needs were addressed in Oskaloosa where Hans' suggestions provided 30% increase in shelving for fiction titles. Tonganoxie Library Director, Sharon Moreland comments about their circulation desk. "Hans not only worked with us to find out what we wanted, but he also met with the carpenter to go over the plans. Our new desk should accommodate current and future needs, and will be handicapped accessible." Candee Jacobs, Director of Beck-Bookman Library describes benefits of his advice. "Hans Fischer was a great help to the Beck-Bookman Board of Trustees and staff in planning for a new circulation desk and computer carrels for the main room of the library in Holton. He provided drawings and listened to both the staff and board in making the space workable and affordable. Hans also suggested different utilization ideas to maximize the existing space. This was a wonderful way to receive professional advice from a library advocate for NEKLS members."

Occasionally Hans has been a long-term partner in library projects. Cathy Newland of Hiawatha gives the following summary of his assistance to Morrill Public Library. "Hans provided a facility use study for our library in 1999 through the architectural consulting service offered by NEKLS. The results of the study led us through the renovation of the Children's Library. Hans subsequently was the architect for the project. We appreciated his expertise in library planning." Kiersten Allen, Director at Louisburg adds, "Hans guided Louisburg Library through a renovation project that ended in March 2004. Hans worked with two different directors and our entire board for approximately two years. The project has been an overwhelming success, thanks to his expertise, patience and persistence."

This fall when the Public Library Association meets in Wichita, Hans will lead a panel discussion on the subject of space planning. He's an expert on making the most of a facility, and envisioning the design of new construction.

## Are you reading with Kansas?

The book has been chosen for “Kansas Reads...to Preschoolers,” the One Book, One State project! Kansans will all be reading *No Matter What* written and illustrated by Debi Gliori. This book is a beautiful children’s story about Small, a little fox, who seeks assurance that Large will always provide love, no matter what.

“Kansas Reads...to Preschoolers” is a project of the Kansas State Library created to highlight the importance of reading to children, and also to highlight the library as a renewable resource of reading material. The goal is that every Kansas child between the ages of 0–5 (all 226,453 of them!!) will be read to during National Children’s Book Week, November 14–20, 2005. Governor Sebelius is the honorary chair of the project.

A website is currently under construction for the “Kansas Reads” project at [www.kansasreadstokids.org](http://www.kansasreadstokids.org). This site will eventually include reproducible bookmarks and posters; information about the book and the author; ideas for story times and programs based on the book; tips for reading to children; and many other helpful ideas to aid parents, caregivers and librarians.

Don’t forget to order *No Matter What* by Debi Gliori today!



**Library groundbreaking...**Derek Schmidt, state senator; David Link, volunteer coordinator; Hans Fischer, project architect; Ed Taylor, county commissioner; Debbie Hahner, library board president; Becky Kester, KAN-STEP Grant Field Rep.; David Staley, Williamsburg city councilman; and Charles Gilkey, Williamsburg Mayor. If all goes well, the new Williamsburg Library will be completed in the spring of 2006.

*Photo provided by the Williamsburg Library*

## Johnson County Library adds wireless access

Johnson County Library offers wireless access for library patrons with laptops, PDAs or Tablet PCs and network cards at several library locations:

- Antioch Library, 8700 Shawnee Mission Parkway, Merriam
- Blue Valley Library, 9000 W. 151st St. Overland Park
- Central Resource Library, 9785 W. 87th St., Overland Park
- Corinth Library, 8100 Mission Road, Prairie Village



Hats off to Hans Fischer for his help designing the new, functional and attractive circulation desk for Holton’s Beck-Bookman Library.

*Photo provided by Beck-Bookman staff*



NEKLS welcomes Milt Jorgesen as our new courier. Milt is a retired teacher who lives in Winchester.

*Photo by NEKLS staff*



**Our 2 Cents is a column presented by the staff of the Northeast Kansas Library System. This column's featured writer is Diana Weaver, Office Manager.**

One of the little known resources in the NEKLS professional collection is our magazine section, which we are more than willing to share with our member libraries. NEKLS subscribes to more than twenty-five professional magazines with information on current library trends, collection development, new technologies in libraries, marketing ideas and issues of specific interest to school librarians. We keep a backfile of two years on most of our magazines, since many are available with full text articles on the Kansas State Library's online databases. And, as we all know, magazines with information about technology become obsolete not too long after they are published!

To keep current on that cutting edge new technology, NEKLS subscribes to *Computers in Libraries* and *Wired*. For articles that focus on technology in schools, we subscribe to *Technology and Learning*. All three of these serials are indexed on the InfoTrac database, and specific articles can be requested through Interlibrary Loan. Another technology magazine we receive that is targeted toward schools is *Multimedia and Internet at Schools*. A good source for new websites is the newsletter *Info to Go*, and information about software for children can be found in *Children's Software Revue*. We also look into the crystal ball with *Futurist* magazine, which is published by the World Future Society.

General library periodical subscriptions include *Library Journal* and *School Library Journal*, and through our membership in the American Library Association, we receive *American Libraries* and *Public Libraries*. Less well known, but containing very valuable information, are the *Rural Libraries Newsletter* and the *Unabashed Librarian*. *Teacher Librarian* offers interesting ideas to school librarians, and *VOYA* is a must have tool for librarians, teachers, and other professionals who work with teens. The list of serials we subscribe to also

includes titles of particular interest to administrators, such as *Knowledge Quest*, *Library Administrator's Digest* and *Executive Leadership*.

While we do not have our magazines cataloged on our NExpress online catalog, we do have a link to our title list available on the NExpress homepage at <http://www.nekls.org/nexpress/nexpress.html>. If you want to borrow a particular issue, or want a copy of a specific article, call or email us with your request. And, of course, you are always welcome to come in and browse our small but mighty professional collection.

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In the afternoon, Tech Day 2005 participants choose from three breakout sessions. An email survey was sent out on the NEKLS-I mailing list earlier this summer and three topics were selected.

1. Liz Rea, NEKLS Technology Specialist, will lead the "Wireless technology and libraries" session. What are the technical aspects involved in offering wireless access for your patrons? What are the benefits? Are there security risks?
2. "Your place on the web: Best practices for your library website" will be presented by Erica Reynolds, Web Content Manager for Johnson County Library, and Kiersten Allen and the team from the Louisburg Library. What can you do to make your library website useful and dynamic?
3. "If you offer it, they will come: Providing technology training for patrons" will be structured as a panel discussion facilitated by Brenda Hough, NEKLS Technology Coordinator. Panel members are experienced technology trainers: Jeremy Blanton, automation technician/network administrator at the Atchison Library; Becky Hinton, technology trainer from the Topeka & Shawnee County Public Library; and Carla Kaiser, director at the Basehor Community Library. The panel participants will talk about the technology training they do in their library. They will also share their thoughts about the essentials for a successful patron technology training program.

In addition to the keynote presentation and the breakout sessions, we will have a technology training focus group and exhibits and displays. Registration is \$10 and includes morning snacks and a lunch. Registration details are available on the NEKLS website <http://www.nekls.org>. Please also check out these referenced websites: <http://www.friendster.com>, <http://del.icio.us>, <http://www.connectviabooks.com> and <http://www.theshiftedlibrarian.com>.

# Meeting community needs: computer classes in Basehor

**Brenda Hough**

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**Carla Kaiser, Director**

Basehor Community Library recently received help from the NEKLS technology staff to install new computer equipment. With the help of LSTA grant funding, the library purchased a Dell wireless notebook computer, a wireless InFocus data projector and a SmartBoard. The new setup will allow the library to offer some pretty nifty computer training for its patrons.

The Basehor library began providing basic computer classes for their patrons in September 2004. Using eight public access computers, classes were targeted to those “born before the personal computer.” The sessions were taught by library staff and included “Meet Your Computer,” “We Do Windows,” “My Word!” and “Cruising the Internet.” The classes were so popular that a waiting list was created that stretched the training into March of 2005.

Future training with the new equipment will expand to include classes in MS PowerPoint, Excel and intermediate Word to appeal to the business crowd. Staff members are excited about using all this high-tech hardware and hope that patrons will be impressed with the library’s services. All of this training now takes place in a cramped area due to the library’s limited space, but it is hoped that students who complete the classes will support a new building program that includes a computer lab for even better training opportunities.

Many libraries are providing technology training for their patrons. There’s no need for everyone to start from scratch when putting together lesson plans or creating handouts. If you are providing (or thinking about providing) technology training, you may find the following resources useful. We link to all of them from the NEKLS Tech Site <http://tech.nekls.org>.

- WebJunction’s Leading Training section includes a guide for planning training, lesson plans, presentation aids and suggestions to make your training sessions more effective. <http://www.webjunction.org>
- InfoPeople is a library organization in California, which provides great workshops for librarians. The handouts and materials from those workshops are archived on their website. <http://www.infopeople.org>
- The Johnson County Library right here in Kansas has various technology class handouts available on their website. <http://www.jocolibrary.org>

- Need to help someone create a resume in Word or a greeting card in Publisher? The southwest and north central library systems in Iowa have worked to create some handy computer help sheets. <http://www.swilsa.lib.ia.us/helpsheets/helpsheets.htm>
- The handouts on the Hibbing, Minnesota library computer training page include instructions on the basics, plus special topics like using eBay and doing stock market research. <http://www.hibbing.mn.us>



Amy Schaffer, Basehor Library, demonstrates the library’s new technology.

*Photo taken by Carla Kaiser*

## NEKLS Tech Update

In an effort to stay, as we like to say, “50 feet from the cutting edge,” your friendly NEKLS Technology staff has started the NEKLS Technology weblog. The NEKLS Technology weblog contains quick articles and links to interesting things that we find in our web wanderings that pertain to library technology. You can find it at <http://blog.nekls.org>.

Also coming from NEKLS Tech in the next few months, is a new and improved web based email system. The new system does everything the old one did (and eliminates that yellow interface in favor of a much nicer blue-ish one), but at a much lower cost to NEKLS, which means more funds for services for you! We’ll keep you updated so check your NEKLS email.

## 2005 Trustees' and Librarians' Summer Workshops

"Library Director Evaluation" with  
Kathy Tooker, Nebraska

**5– 8:30 p.m.**

July 18: Seneca

July 20: Osawatomie

July 19: Winchester

July 21: Osage City

**1– 2:30 p.m.**

NEKLS office and video conference web  
sites

Register online at:

<http://www.nekls.org/apps/signup/index.cgi>

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### NEKLS Executive Board

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## Thanks for the Memories!

I want to say a big, public "thank you" to my friends and co-workers at NEKLS for the wonderful "Toast and Roast" they hosted on May 25. Many, many colleagues from the library community took time to join us for the festivities.

The stories were plentiful, the cakes were beautiful and the gifts were "priceless." I was so glad that my mother and sister could join in the fun—and the roasting.

I will miss each and every one of you. Thank you for your friendship and support. I know you will enjoy getting to know and work with the new Development Coordinator, Mickey Coalwell.

I hope you'll stay in touch as time allows. Here is my new contact information.

Patti Butcher

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