

10-23-2015

# Playing Nice on the Playground: Multi-Type Library Cooperation for Professional Development

Jasmine R. Cieszynski

*Olivet Nazarene University*, [jcieszyn@olivet.edu](mailto:jcieszyn@olivet.edu)

Tracy Conner

*Kankakee Community College*, [tconner@kcc.edu](mailto:tconner@kcc.edu)

Joe Filapek

*RAILS*, [joseph.filapek@railslibraries.info](mailto:joseph.filapek@railslibraries.info)

Lynne Noffke

*Limestone Public Library District*, [lnoffke@limestonelibrary.org](mailto:lnoffke@limestonelibrary.org)

Follow this and additional works at: [https://digitalcommons.olivet.edu/lsci\\_facp](https://digitalcommons.olivet.edu/lsci_facp)



Part of the [Library and Information Science Commons](#)

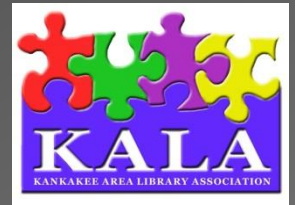
---

## Recommended Citation

Cieszynski, Jasmine R.; Conner, Tracy; Filapek, Joe; and Noffke, Lynne, "Playing Nice on the Playground: Multi-Type Library Cooperation for Professional Development" (2015). *Faculty Scholarship – Library Science*. 24.

[https://digitalcommons.olivet.edu/lsci\\_facp/24](https://digitalcommons.olivet.edu/lsci_facp/24)

This Presentation is brought to you for free and open access by the Library at Digital Commons @ Olivet. It has been accepted for inclusion in Faculty Scholarship – Library Science by an authorized administrator of Digital Commons @ Olivet. For more information, please contact [digitalcommons@olivet.edu](mailto:digitalcommons@olivet.edu).



Jasmine Cieszynski, Olivet Nazarene University  
Tracy Conner, Kankakee Community College  
Joe Filapek, RAILS  
Lynne Noffke, Limestone Township Library District

# Playing Nice on the Playground



Multi-Type Library Cooperation for Professional Development

# Who are we?



Tracy Conner, Kankakee Community College, KALA Secretary

# Who are we?

## Kankakee Area Library Association

Playing Nice on the Playground  
Multi-Type Library Cooperation for Professional Development

---

A Library State of Mind  
2015 Illinois Library Association Conference



Infographic located at: <https://magic.piktochart.com/output/8275975-kala-ila-presentation>  
and on conference website

# What did we need?

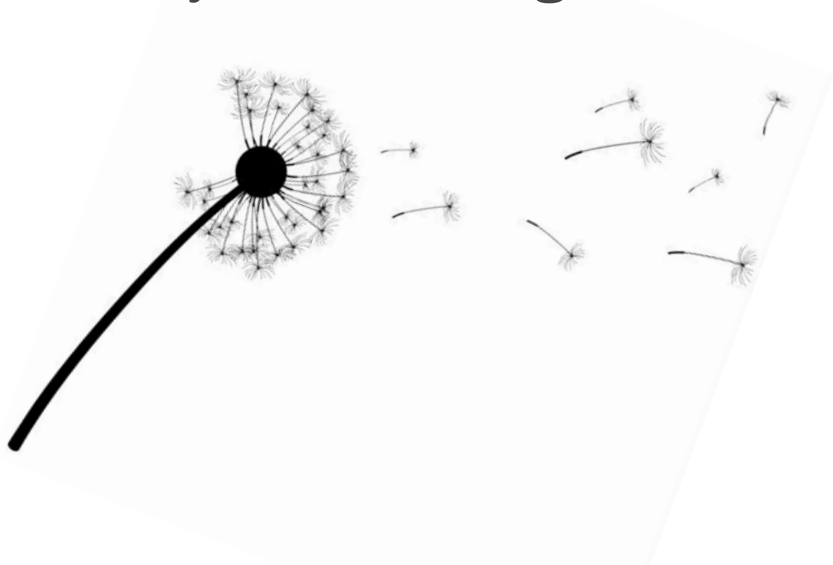


Lynne Noffke, Limestone Township Library District, Past KALA President

# The Seed

## What did we need?

- Professional Development opportunities for KALA Members
- Relevant to all library types
- Very limited budget



## The Idea

- 2013 ILA: Attended Dawn Mushill Session on Customer Service
- Topic relevant to all library types
- BUT...
- Presentation cost was beyond KALA's budget (Sigh...)

# Funding Sources Considered

- ☞ RAILS
- ☞ Sponsorship from local vendors
- ☞ Chamber of Commerce
- ☞ Rotary



# We asked for help

- ☞ RAILS: Membership need for continuing education and professional development opportunities
- ☞ KALA requests consideration of funding for customer service event from RAILS; willing to open registration to all RAILS members and beyond; KALA also willing to host future events
- ☞ RAILS Networking/Continuing Education Group Grant created; KALA first applicant and recipient of grant
- ☞ Local vendor, Children's Plus willing to cover speaker accommodation costs; KPL covered auditorium
- ☞ Attendees covered only the cost of breakfast/dinner



# How did we do it?



Jasmine Cieszynski, Olivet Nazarene University, KALA President

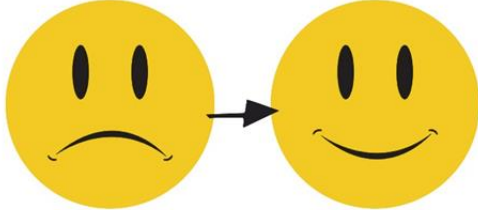
# Leverage Local Expertise

- ∞ Kankakee Public Library: Allison Beasley & staff
  - FREE venue, set-up , tear-down
  - Poster design
  - Connected with local food vendors
  
- ∞ Olivet Nazarene University: Jasmine Cieszynski
  - Registration on L2 and SurveyMonkey
  - Collected payments
  
- ∞ Limestone Public Library District: Lynne Noffke
  - Communicated with speaker
  - Pursued funding-RAILS & Library vendors
  
- ∞ Other KALA Library Directors
  - Advertised session via Illinois academic & public library listservs
  - Registered entire library staff

Kankakee Area Library Association presents

**Dawn Mushill**  
Customer Service Expert and Attitude Changer  
[www.dawnmushill.com](http://www.dawnmushill.com)

**Wednesday, November 5 and Thursday, November 6**  
Kankakee Public Library



Every patron exiting our libraries should say "WOW, now that was great service" and Dawn Mushill is equipped to teach us how to make that happen.

Dawn offers a fun environment for learning. Her training events and keynote speaking events are engaging and keep the audience interested.





Sessions

Wednesday, November 5 from 5pm to 8pm  
5pm-5:30pm: Networking & Meal  
5:30pm-8pm: Workshop  
\$10 Cost for Meal

(Repeat Session) Thursday, November 6 from 9am to noon  
9am-9:30am: Networking & Breakfast  
9:30am-noon: Workshop  
\$10 Cost for Meal

Register on RAILS L2 [www.railslibraries.info](http://www.railslibraries.info)  
Registration deadline is October 27

This event is made possible by a RAILS mini-grant.



# Advertisement of Event

- ✎ RAILS
- ✎ KALA
- ✎ SAILS
- ✎ ATLAS
- ✎ LACONI
- ✎ IHLS
- ✎ CARLI
- ✎ IACRL
- ✎ West on 47
- ✎ LWT
- ✎ SLU
- ✎ RAILS Directors' listserv
- ✎ RAILS Publics listserv

# Workshop Schedule and Participants

- ∞ Evening session -Wednesday
- ∞ Morning session -Thursday
- ∞ 200 registered librarians and staff
- ∞ 25+ libraries



- Bourbonnais
- Bradley
- Central Citizens
- Central High School
- Chenoa
- Coal City
- Dominican University
- Edward Chipman
- Flossmoor
- Gilman-Danforth
- Grant Park
- John L. Nash Middle School
- Kankakee
- Kankakee Community College
- Limestone Township
- Manhattan-Elwood
- Manteno
- Marseilles
- Messenger Public
- Olivet Nazarene University
- Onarga
- Pembroke Township
- Peotone
- Reddick
- University of Illinois-Chicago
- University of Illinois-Urbana-Champaign

# Assessment

- ☞ Participant survey
- ☞ Grant report
- ☞ Individual libraries followed-up
- ☞ Debrief at December 2014 KALA meeting

- ☞ <https://kalamembers.wordpress.com/dawn-mushill/>
  - Things to do in the last 10-minutes of a shift
  - 10 Customer Service Goals



# Problems

∞ Registration on both L2 and Survey Monkey

∞ Went over budget on food

∞ Limited payment options

Planning Guide  
available on  
conference website

## Special Event Planning Guide

### Choose topic

- Pressing need
- Appeal to various library types
- Knowledge of possible presenters

### Speaker

- Expertise
- Popularity
- Have others in target audience seen speaker?
- Fee
- Travel/overnight stay required
- Participant materials-who will prepare?

### Choose date

- Consider weather constraints if travel is

### Promotion

- Poster
- Digital image for email & social media
- Listservs
- Library directors
- RAILS & L2

### Logistics

- Payment types you can accept
- Plan to provide receipts
- Registration method(s) (L2, SurveyMonkey, payment form)
- Decorations
- Document your event (photos)

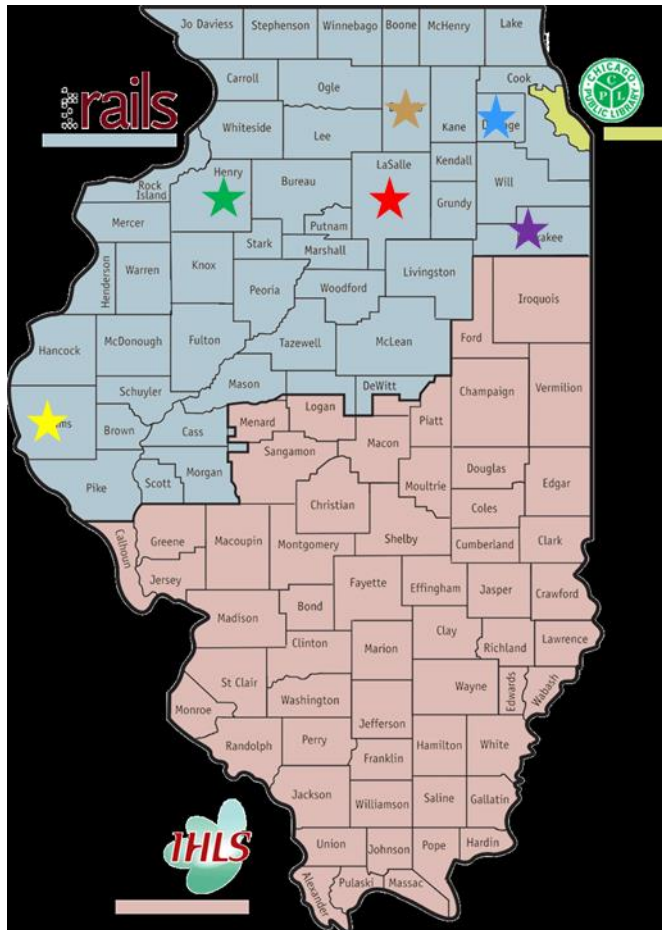
### Assessment

- Participant survey

# You can do it too!



Joe Filapek, Reaching Across Illinois Library System



Long Distance Librarians



Two Rivers Networking Group



Librarians Working Together



West of 47



ATLAS



KALA



# Funded Program Topics



- ☞ Customer Service
- ☞ Library Law
- ☞ Employee Wellness
- ☞ Technology
- ☞ Director's Retreat
- ☞ Programming



- ☞ Space Planning
- ☞ Leadership



Local Training  
Needs

Resource Sharing

Networking  
Groups

Expanding Your  
Network

Better Together

# CE Networking Group Grants

- ☞ Supporting existing groups
- ☞ General topics of interest
- ☞ Accessible to members
- ☞ Promotion

Money doesn't solve problems, but it could solve my money problem.



your  cards  
someecards.com

<https://www.railslibraries.info/ce/ce-grant-form>

Contact us!





Blog - <https://kalamembers.wordpress.com/>

Listserv Subscription - <http://list.railslibraries.info/cgi-bin/mailman/listinfo/kala>

## Jasmine Cieszynski

KALA President 2015-2017

Instructional Services & PR Librarian

Olivet Nazarene University

[jcieszyn@olivet.edu](mailto:jcieszyn@olivet.edu)

815-928-5449

## Tracy Conner

KALA Secretary 2010-2017

Reference & Instruction Librarian

Kankakee Community College

[tconner@kcc.edu](mailto:tconner@kcc.edu)

815-802-8403

## Lynne Noffke

KALA President 2011-2015

Library Director

Limestone Township Library District

[lnoffke@limestonelibrary.org](mailto:lnoffke@limestonelibrary.org)

815-939-1696

## Joe Filapek

Consulting and Continuing

Education Manager

Reaching Across Illinois Library System

[joseph.filapek@railslibraries.org](mailto:joseph.filapek@railslibraries.org)

630-734-5132