



A bi-monthly newsletter for members of **NOLA** Regional Library System

# NOLA

## NOTES

### GOVERNOR TAFT SIGNS BIENNIAL BUDGET BILL

July/August, 1999

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Susan Weaver, President,  
NOLA Board of Trustees

Millie Fry, Executive Director

On June 30, 1999, Governor Taft signed HB 283, the biennial budget, which includes increased state funding for the seven Regional Library Systems (RLS) in Ohio.

In fiscal year 2000, the bill will add \$1,009,881 to the current level of state funding. These additional dollars will "replace federal dollars that will be eliminated due to the expiration of the Library and Services Construction Act."

These replacement dollars will account for about 90% of the LSCA funding previously received by the RLS.

The NOLA Regional Library System submitted a state funding proposal to the State Library of Ohio (SLO) on June 11, 1999 for \$340,856 for SFY 2000. The SLO Board will vote on the proposals at their July 29<sup>th</sup> meeting.

The NOLA Board, the Legislative Committee, and member libraries worked hard this past year to increase state funding. In February, librarians met with their legislators to explain the need for additional funding and describe the benefits received by participating in a Regional Library System. They gave legislators the new RLS brochure and their library's 1998 Return on Investment report showing the benefits in financial terms. Members also

wrote letters to their legislators and members of the House Finance Committee's Primary and Secondary Education Subcommittee which was chaired by Representative Kerry Metzger (District 97).

On March 23<sup>rd</sup> Susan Hagloch, the Director of the Tuscarawas County Public Library in New Philadelphia, testified before this Committee and described how her library uses the MOLO Regional Library System.

After the House passed HB 283, the Senate Finance Committee then considered the biennial budget bill.

(continued on page 2)

## GOVERNOR TAFT SIGNS BIENNIAL BUDGET BILL

(continued from page 1)

Mike Snyder, the Director of the Cleveland Area Metropolitan Library System, and I met with the Senator Roy Ray (District 27), the Chair of this Committee, on March 24<sup>th</sup>. On May 18<sup>th</sup> Stephen Hedges, the Director of the Nelsonville Public Library, described the services that his library receives from the Ohio Valley Area Libraries (OVAL) to the Committee. Once again NOLA librarians wrote letters.

The Senate did not make any changes to the State Library's budget when they passed HB 283.

It was the duty of the Joint Conference Committee to work out any differences between the House and Senate versions of HB 283. This was completed on June 24<sup>th</sup> and then the Senate and the House both voted to approve the bill. On June 30<sup>th</sup> Governor Bob Taft signed the budget bill - the first general budget bill of his 6-month administration.

*By: Millie Fry,  
Executive Director*

## NOLA Receives LSTA Grant Funds

A Library Services and Technology Act (LSTA) grant of \$4,900 was recently received from the State Library of Ohio to help with the costs associated with the construction of a plan to develop a Distance Learning Network among Ohio's Regional Library Systems.

The development of this system is critical to delivering cost-effective continuing education programs on a state-wide basis in the future. The Regional Libraries will work closely with Kent State University to ensure that our plan will complement the OhioLEARN project.

The monies received from this grant, along with a pool of money from each Regional Library System, has allowed us to secure the services of Dr. Susan Golden, a professional fundraiser, who will work diligently to secure both start-up funds and ongoing corporate support for this project.

Initial plans are underway and it is estimated that by the end of this year, we will have secured the corporate support to begin this project and be well on our way to purchasing the equipment necessary to make this very important dream come true for Ohio's libraries!

## YOU did it!

Members of the seven Regional Library Systems have worked hard to obtain increased state funding this past year. Now it is time to write letters to your local legislators – Representatives and Senators – thanking them for their support. Please don't wait – do so **TODAY!**

And now it is time for NOLA to move forward with our Strategic Plan...developing solutions to problems (services, programs and products) for our member libraries.

**1999-2000**

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Board of Trustees**

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## Get "On Track" with NOLA!

### NOLA's CE Tracks

- 1. Management**  
(Directors and Supervisors)  
48 contact hours  
required
- 2. Technology**  
48 contact hours  
required
- 3. Public Service  
Youth Services**  
36 contact hours  
required
- 4. Public Service  
Adult Services**  
24 contact hours  
required
- 5. Support Staff**  
24 contact hours  
required

To sign up for  
NOLA's CE Track  
Program, click on  
"Continuing  
Education"  
on the Desktop!

NOLA will tabulate,  
on a twice yearly ba-  
sis, the total amount  
of contact hours you  
have accumulated  
and will provide this  
information to you  
for your records.

If you have any  
questions regarding  
the CE Tracks,  
please call Melissa  
Lattanzi at:

**(330) 847-7744**  
**Ext. 12.**

In the Spring of 1999, NOLA began to offer Continuing Education Credits for all course participants on a *voluntary* basis. To this point, we have over 20 people taking advantage of the Continuing Education Tracking System.

This project was instituted with the thought that we know that "down the road" the State of Ohio could begin a credentialing program for Ohio's library directors and perhaps other library staff. NOLA's CE Tracking program allows us to get a jump on this process and set up a system whereby we can accurately track all continuing education programs attended by our members.

Realizing the limited time available to some library staff, we determined the hours required for each track based on past history of attending NOLA courses, as well as evaluating the skills required to reach completion of each track.

Throughout our CE catalog and our online registration information, you will notice information on which continuing education tracks each course qualifies for. All programs and workshops are included in the tracking process, except for Interest Groups, Quarterly Meetings, and Book Look. On-site Microsoft Office Product Trainings and our new "Team Up for Success" on-site team building programs will qualify for Continuing Education hours.

*By: Lori Putt  
CE Consultant*

## What's New?

### News from Geauga County:

Congratulations goes out to Mrs. Isabelle Gardner, the volunteer administrator of the Amish Book Delivery Program at the Geauga County Public Library, who is one of seven recipients in a three county area of the J.C. Penney Company "Golden Rule" award.

Sarah Prueter of Chesterland was recently appointed to the position of Head of Adult Services at the Geauga West Library. She replaced Linda Yanko, who was promoted to manager at the same library. Congratulations to both of you!

### News from Trumbull County:

Congratulations to Mona Stevenson, Assistant Director of the Warren-Trumbull County Public Library. She is a recent grad of Leadership Mahoning Valley (Class of '99), a non-profit corporation created to identify individuals with diverse backgrounds and experiences who demonstrate leadership talent and community commitment.

Warren-Trumbull County's Brookfield Branch is now a work in progress. Ground was broken in April for a 2,800 square foot addition. Scheduled for completion in August, the branch will be more than double its size!

### News from NOLA:

Susan Weaver, Director of Kent State University's East Liverpool Campus Library, and incoming President of NOLA's Board of Trustees, was recently accepted to the Leadership Institute at Harvard University. Congratulations goes out to her on this wonderful achievement!

Information will be sent soon regarding **NOLA's Fall Membership Meeting**, to be held on Tuesday, September 21st at noon at the beautiful Lock 24 Restaurant in Lisbon (Columbiana County). Our special guest will be Sarah Long, ALA President!

## Ultra Cheap Computers and the Impact on Your Library

By: Brad Stephens,  
Technology Coordinator

A few months back I gave a speech at a NOLA Quarterly Meeting discussing interesting trends in technology. One of the trends I discussed was the development of the “free” PC. At that time a company, FreePC, was the first to start a service where users could sign up for and receive a free computer. There was one condition - you had to agree to let them monitor your web surfing and purchasing decisions, but thousands of users thought this was a good trade and signed up, making the concept an instant success.

Well, here we are six months later, and it seems that everyone is giving away PC's. Companies that have recently or will soon announce PC's for free include AOL, Circuit City, Best Buy, Prodigy, and CompuServe. Most of these companies have taken the concept developed by FreePC and combined it with the strategy of cellular phone companies – give away the technology, sell the service – in this case it's online services through AOL, CompuServe, or Prodigy.

Where is this headed? It's a good bet that in two years the majority of your patrons will have access to a computer at home, they will be on the web, and they will be using Internet information services. With the change in the way that patrons access information and the information that is available to them, the way that they use the library and the services that they expect will change.

Here are some trends to think about as users become more technically literate.\*

- Users want more sophisticated web resources and services from their library. Can users get information they need from your web site? Is it current? What else could you be doing? New services?
- The way that patrons will want to communicate and interact with the library staff will be different. Do you provide email reference? How about online renewals and reserves?
- The role of librarian as evaluator or gatekeeper of information will continue to grow in importance. Users will have access to hundreds of millions of documents found on the Internet, but will they understand how to determine the good from the bad?
- Users somewhere in the world will want your unique resources (developing web accessible collections of local history or other resources is a great way to increase access to these resources).
- Users will place an increasing importance on authentication and access management. Libraries are just beginning to deal with the need to develop systems that allows users to access to library specific resources from anywhere in the world.
- Don't hang onto a technology that has outlived its useful life span! Plan on ways to avoid or migrate away from dying technologies!

\*Many of the concepts listed in these trends were developed by the LITA Top Technology Trends Committee.

For a more detailed look at these trends see: [Technology and Library Users: LITA experts identify trends to watch](http://www.lita.org/committe/toptech/trendsmw99.htm)  
<http://www.lita.org/committe/toptech/trendsmw99.htm>

### **NOLA TO OFFER PRESENTERS FOR STAFF INSERVICE DAYS**

**Beginning in the Fall,  
1999, NOLA will  
provide a listing of  
possible presenters and  
speakers for member  
library in-house staff  
inservice programming.**

**Here's a sampling of  
what will be available...**

*Effective  
Communication Skills -  
Dealing with the Public*

*Conducting Effective  
Meetings*

*Management Skills  
for New Supervisors*

*Stress Management*

*Time Management  
and Organizational  
Skills*

*Team Up for Success...  
Team Building*

Also available for  
on-site training:  
Microsoft Office Product  
training including:  
MS Word  
MS Excel  
MS Access  
MS Publisher  
MS Power Point

Additional information on  
the availability of these  
programs and presenters  
will be available on the  
NOLA Desktop and will  
be sent to our members  
soon!

### **VISIT THE NOLA SUITE AT OLC IN DAYTON**

NOLA will host a hospitality suite at the Ohio Library Council's Conference in Dayton this fall. Stop by the Crowne Plaza Hotel (33 East Fifth St) on Thursday, September 30<sup>th</sup>, between 5:00 – 8:00 p.m. to visit with old friends. Check with the hotel registration desk for the location of the suite - we promise to have some good munchies!

### **NOLA ANNUAL REPORT**

Staff is working on a NOLA Annual Report that will be distributed during the summer. This is another way that we can market NOLA to members and they can see the benefits of membership.

### **Check out our latest addition to NOLA Notes...**

An article geared specifically towards our public library's Board of Trustee members!

### **This month's focus?**

***"The Four Silent Sins  
of New  
Board Members"***

*See Page 7 of this issue!*

## **Summer Update Information**

### **TERMINATION OF NOLA MEMBERSHIP**

There is some confusion about how to terminate membership in NOLA. Last January a couple of members inquired whether the Letter of Intent that we send to members each fall was a membership renewal form. No, it is not. The Letter of Intent simply informs you what your membership fee will be for the next year and allows you to select any optional services that NOLA offers to members.

To terminate your membership, you must send a letter to the NOLA Office. The NOLA By-laws state that "membership may be terminated on the first day of July in any year, providing that notice of intent to withdraw has been received at least eighteen (18) months prior to the date of withdrawal.(Ohio Revised Code, Section 3375.93)." NOLA's fiscal year begins on July 1<sup>st</sup> of each calendar year so a letter of withdrawal must be received at least 18 months prior to that date. Please feel free to contact the Executive Director if you have any questions.

### **SALARY SURVEY**

NOLA will conduct our annual Salary Survey during the summer so libraries will have the results before October. We will send a memo to area libraries during July with instructions for completing the online survey. Once the deadline for participation has passed, NOLA will tabulate the results and give a password to participating libraries. Then these libraries can access the results online since we do not anticipate printing the Survey this year.

### **PROPOSED CHANGES TO NOLA BY-LAWS**

The By-laws/Long Range Planning Committee has recommended two changes to the current NOLA By-laws.

**Please check our By-laws on  
The NOLA Desktop -  
[http://www.nolanet.org/  
information/bylaws.htm](http://www.nolanet.org/information/bylaws.htm)**

for these proposed changes. Scroll down to Article V (Board of Trustees) for Sections B and G. Contact Phyllis Cettomai (cettomph@oplin.lib.oh.us), the Chair of the Committee, before August 1, 1999 if you have any comments. The NOLA Board will vote on the Bylaws at their August 17, 1999 meeting.

### **PROPOSED NOLA STRATEGIC PLAN FOR 1999 - 2002**

The By-laws/Long Range Planning Committee studied all of the information contributed by participants during the May 6th Planning Retreat and has proposed an updated NOLA Strategic Plan for 1999 - 2002.

**Please check out the Updated Plan  
on The NOLA Desktop:  
[http://www.nolanet.org/  
information/stratplan99.htm](http://www.nolanet.org/information/stratplan99.htm)**

and contact Phyllis Cettomai (cettomph@oplin.lib.oh.us), the Committee Chair, before August 1, 1999 if you have any recommendations or comments. The NOLA Board will vote on the revised Strategic Plan at their August 17, 1999 meeting. We always welcome your input!



# Continuing Education

July thru Mid-September , 1999

## **Excel Basic**

Wednesday, July 14, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. – 4:00 P.M. at NOLA Training Center.

Participants will be able to create and format spreadsheets, create graphs, and link files.

## **Microsoft Word Basic**

Tuesday, July 20, 1999

Registration begins 8:30 A.M.

Training 9:00 A.M. – 4:00 P.M. at NOLA Training Center.

Participants will have a full understanding of Microsoft Word and will be confident working with this software.

## **Windows NT Administration**

Monday, July 26, and August 2, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. – 4:00 P.M. at NOLA Training Center.

Learn the basics of configuring, administering and managing a Windows NT 4 server.

## **Microsoft Access**

Tuesday, August 10, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 4:00 P.M. at NOLA Training Center.

Learn the basics of how to create data tables, forms, queries, and reports and understand the relationships between databases and what all of this terminology really means!

## **Everything You Wanted to Know About Networking... But Were Afraid to Ask!**

Thursday, August 19, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 3:00 P.M. at NOLA Training Center.

This workshop, geared specifically towards Directors and Supervisors, will provide a high level of understanding of how computer networking happens...the concepts, issues, terminology, and trends, plus hardware and software basics...answers to all of those "unasked" questions you have been saving up!

## **Microsoft Excel Intermediate**

Thursday, August 26, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 4:00 P.M. at NOLA Training Center

Did you know that Microsoft Excel can be used as a database, where items can be sorted and subtotaled? Find out how! This class will also cover some basic creation of macros to make tasks more efficient and will also review formulas and editing graphs.

## **Web Development and Maintenance**

Wednesday, September 1, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 4:00 P.M. at NOLA Training Center.

Need a dynamic, dazzling Web Page? Learn how to conceptualize, design, layout, create and maintain an effective, eye-catching library homepage.

## **Legal Aspects of Personnel Management**

Thursday, September 2, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 3:00 P.M. at Newton Falls Public Library.

Presented by Christine Schneider-Smith of CASS Enterprises, this workshop will review the most up-to-date employment laws and regulations, including legal termination practices in Ohio.

## **Genealogy on the Internet**

Wednesday, September 8, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 4:00 P.M. at NOLA Training Center.

Presented by Gail Junion-Metz and Carol Bell of the Warren Trumbull Public Library, this workshop will present the basic principles and review answers to the most requested questions regarding family history and then you will learn how to apply these principles in conducting research on the internet! The latest websites will be reviewed and critiqued for you to take back to your library patrons who are seeking the most comprehensive data available today!

## **Windows 95/98**

Thursday, September 9, 1999

Registration begins at 8:30 A.M.

Training 9:00 A.M. - 4:00 P.M. at NOLA Training Center.

Learn how to customize Windows 95 to be more productive. You will learn how to manage files, become efficient in locating them, how to customize the desktop and taskbar, and how to create shortcuts. In Windows 98, you'll learn how to use the active desktop.

## **Public Relations Interest Group**

Friday, September 10, 1999

10:00 A.M. - 12:00 Noon at the Girard Free Library.

Come and take a look at the latest, greatest desktop publishing software available for producing flyers, newsletters, and other promotion materials for your library! Also, we will start to plan for National Library Week!

## **Children's and Young Adult Interest Group**

Friday, September 10, 1999

1:00 P.M. - 3:00 P.M. at the Girard Free Library.

Join this discussion of the special needs of children and young adults who are home-schooled and want to utilize the resources of your departments.

## The Four Silent Sins of New Board Members!

High school English teaches that tragedy results either from sins of omission or commission, and that certainly holds true for the tragic mistakes that are made by quite well-meaning Board members.

Oftentimes, the most damaging action a Board Member can make is by failing to speak up regarding their opinions on a particular matter. These "sins of silence" on the part of Board members usually occur because they incorrectly assume that there is a logic to the discussion or action being undertaken that they simply do not understand, but others do.

Here are the four most common "silencing" statements Board members make to themselves that can harm any library:

**1. *"It's not my area of expertise, so I won't say anything."***

All too often, Board members overlook the fact that they can—and should—be participating in discussions outside of their area of expertise because, as a non-expert, they ask obvious questions...the kind that experts overlook!

**2. *"I'm new, so I shouldn't interrupt the discussion with a question everyone else knows the answer to. When I am here longer, I'll understand why this is being done."***

Remember...one of the greatest values of new Board Members is their newness—and that value disappears if they remain silent when decisions are being made that make no sense to them.

**3. *"Everyone else seems to think this is a good idea, so why voice my objection?"***

The consensus style of much Board decision making can be dangerous if it results in a board culture where disagreement is taboo. Yet many Boards—even those with high level executives from corporate, political and other worlds—often fall into this trap!

**4. *"Everyone says the Board debates this issue perennially, with no resolution. There's no point in adding my thoughts if they have discussed it so thoroughly before."***

The previous fruitless discussions are exactly why a new Board member should chime in on any discussion of a Board issue that seems to surface repeatedly and never go anywhere. The best question the new Board member can ask in this situation is usually, "What problem are we trying to solve by doing this?"

**Remember...**Board Members who have served on a Board for many years provide an important institutional memory and depth to any consideration. However, their contribution is only different—but surely not more significant than the contribution of new Board Members!

## New In The Professional Collection

**1. *101 Fingerplays, Stories, and Songs to use with Finger Puppets***

If you are looking for a simple, time-effective way to liven up your programming for young children, check out this book! You'll meet Busy Bugs, Teeny Tiny Dinosaurs, and Funny Ducks. Also appearing are such storytime celebrities as Five Little Monkeys and the Eensy Weensy Spider.

**2. *The Librarian's Guide to Homeschooling Resources***

It is estimated that there are approximately 1 million home-schoolers in the United States! They and their families are big library users and can be your allies in your local community. Contains tips and resources for homeschoolers, traps to avoid, as well as a detailed directory of state, regional, and national home-schooling organizations in the U.S. and Canada.

**3. *Library Security and Safety Handbook***

This eye-opening, yet practical guide describes the major risk factors to libraries, explains security problems to various types of libraries, reviews preventive measures and discusses the legal and ethical issues involved in library security.

**4. *The Web of Inclusion.. New Architecture for Building Great Organizations***

A compelling case for a core re-thinking of how we structure our organizations. The managerial webs the author describes make for durable organizations in which information flows effectively for maximum collaboration and flexibility.

**5. *Writing Resumes That Work.. A How-To-Do-It Manual For Librarians***

Includes tips on how to write the perfect resume for various positions within a library system. Also available to Order from the Publisher: "Writing Resumes that Work Disk", containing templates for 28 sample resumes in WordPerfect 5.1 format that can be imported into your own word processing programs.

**July/August, 1999**

Name: \_\_\_\_\_ Library: \_\_\_\_\_

I would like to reserve the following items:

1      2      3      4      5

Please circle the number which corresponds to your requested title. If the requested title is in use, it will be reserved for you and sent as soon as it becomes available.

**Fax your request to: (330) 847-7704 or mail to:  
NOLA Regional Library System  
4445 Mahoning Ave., NW, Warren, Ohio 44483**

NOLA Regional Library System  
4445 Mahoning Avenue NW  
Warren, Ohio 44483



## Calendar of Upcoming Events

For a listing of all NOLA events, workshops and continuing education, see our full calendar on the desktop at:

<http://www.nolanet.org/calendar.htm>

To receive your copy of NOLA's Fall, 1999 Continuing Education Catalog, call Melissa Lattanzi, CE Coordinator (330) 847-7744 Ext. 12

### JULY, 1999

Tuesday,  
**July 20, 1999**  
NOLA Board Orientation

Tuesday,  
**July 20, 1999**  
NOLA Board Meeting

### AUGUST, 1999

Tuesday,  
**August 17, 1999**  
NOLA Board Meeting

Tuesday,  
**August 31, 1999**  
Reflinks Meeting

### SEPTEMBER, 1999

Monday,  
**September 6, 1999**  
NOLA Office Closed

Tuesday,  
**September 21, 1999**  
NOLA Board Meeting  
9:30 am - 11:30 a.m.  
Wellsville Carnegie  
Public Library

Tuesday,  
**September 21, 1999**  
NOLA Membership  
Meeting, 12:00 noon,  
Lock 24 Restaurant,  
Lisbon, Ohio, featuring  
**Sarah Long, ALA Pres.**