

NLLN Continuing Education Scholarship Reports for 2008/2009

Dianne Schmidt 18th Annual Interlibrary Loan Conference May 19, 2009

This year's conference had two speakers, Marshall Breeding and Ray Wilson.

Marshall Breeding was the keynote and spoke on "Next Generation Library Automation and its Implications for Resource Sharing". He said many are not happy with the automation systems they have, including the majority attending the conference. Many of today's library automation systems came when libraries dealt with only print collections. Some still lack the basic automation infrastructure. Now they have both print and electronic collections to deal with. People want more of a one step system, like Amazon.com offers. Libraries now and in the future will have to figure out how to offer a more efficient, user friendly system to their patrons. Libraries are facing new challenges, financial pressures, being one. Libraries will need a system that will manage their diverse collections and still be user friendly.

Ray Wilson's topic was "Seven Quality Improvement Tools for Your Workplace". He was fast paced, interacted with the audience. Some of his points were

- Always have an agenda for a meeting and set the time and date of the next meeting before ending it.
- If you see a problem in the office gather data showing where and how things are done before asking for a change of procedures or that you need a new piece of equipment.
- Continuous improvement in Libraries;
 - Driving Libraries
 - Budget
 - Technology
 - Competition
 - Service expectations
 - Restraining Libraries
 - Budget
 - Lack of staff
 - Space
 - Lack of vision and/or knowledge
 - Fear of change
 - Insufficient training

I thought Ray's session was very good; he did a very hands on session and there was good audience participation. One of the many things we learned was "Treating everything equally is more efficient than prioritizing everything!" and "Change is not always bad!" Thank you for giving me the opportunity to attend this conference. This is a conference I loving going to. You get to connect with old friends and meet new ones.

Thank you for the scholarship!

Dianne Schmidt
MSU Moorhead
Library, ILL Services

6/1/2009