

# Missouri Library Association 2009 Pre-Conference Workshop Descriptions

**Tuesday, October 6, 2009**  
**1 to 4 pm**

*How to Talk About 'Elephants' Without Getting Stomped On...Using Words That Matter*  
Tuesday, 1-4 pm, Parliament II

Inspired by the research of Chris Argyris on how people work together to get things done, this workshop provides a framework for discussing how 'elephants' continue to exist in organizations, how employees contribute to the situation at the individual level, where positive change needs to occur, and concludes with a look at how individuals can positively affect change in work relationships, processes, and the work environment.

**Speaker:** Leo Agnew, MU (University of Missouri Columbia) Libraries Human Resources Manager

**Sponsor(s):** Missouri Association of College & Research Libraries Division (MACRL) Professionalism, Education, Employment & Recruitment (PEER SIG) Special Interest Group & Public Libraries Division (PLD)

**Target Audience:** Administrators, supervisors and managers in academic, public, and special libraries.

*Book Repair Triage*  
Tuesday, 1-4 pm, Windsor II

Participants in this practical, hands-on pre-conference workshop will be provided with customized solutions for their book repair needs. Attendees may bring specific items in need of repair (and should bring their own supplies) for personal consultation on book repair technique and handling.

**Speaker:** Dr. Robert Hallis, Director of the Harmon Computer Commons and Associate Professor of Library Services at University of Central Missouri

**Sponsor(s):** Technical Services Special Interest Group (Tech Svcs SIG)

**Target Audience:** Technical Services staff, Materials Processing staff, Rare Books staff, Preservation staff

**Wednesday, October 7, 2009**  
**9 am to Noon**

*Breaking Down Focus Groups: A Step-By-Step Workshop on Conducting Effective Focus Groups*  
Wednesday, 9 am–Noon, Parliament I

This interactive session will demonstrate how to develop a focus group plan including how to determine the goals, what types of questions to ask, how to train the focus group facilitators, and how to maintain control during the focus group. The presenter will use hands-on examples and mock focus groups to demonstrate the basics and the power of focus groups in the library setting.

**Speaker:** Christina Pryor, Research Librarian at Covidien (formerly Mallinckrodt) in Hazelwood, Missouri working in the areas of Respiratory Care and Monitoring

**Sponsor(s):** Public Relations Committee

**Target Audience:** All conference attendees

### ***Music Collection Development/Acquisitions Workshop***

Wednesday, 9 am-Noon, Parliament II

Participants in this pre-conference workshop will learn the basic tools and skills for purchasing, selecting and deselecting music materials for their library based on the needs of their user community. The workshop includes a discussion of music vendors, music approval plans/standing orders, and collection development policies. This is one of the Music Library Association's Educational Outreach Programs, and we welcome John Wagstaff as one of the organization's official instructors for it.

**Speaker:** John Wagstaff, Head of the Music and Performing Arts Library, University of Illinois at Urbana-Champaign

**Sponsor(s):** Technical Services Special Interest Group (Tech Svcs SIG)

**Target Audience:** Acquisitions and collection development staff (from both public and academic libraries) who are not music experts but need to order/select/deselect music materials.

### ***How to Deal With Difficult Customers***

Wednesday, 9 am-Noon, Windsor II

Ken Werne will present the three hour training that all employees of the Johnson County (KS) Public Library receive on the topic of dealing with difficult external and internal customers.

**Speaker:** Ken Werne, Manager of the Antioch Neighborhood Library of the Johnson County (Kansas) Library system.

**Sponsor(s):** Support Staff/Paraprofessional (PARA SIG) Special Interest Group; Circulation & Interlibrary Loan (CIRCILL SIG) Special Interest Group

**Target Audience:** All conference attendees