

In January prior to the mid-winter meeting, I assumed the duties as the President of LSSIRT. I appreciate all the kind comments received at the midwinter meeting and also through e-mail. I will try my best to serve this Round Table and trust that I can count on your help. We need the continued support of our members with participation in activities for our group to grow through new ideas, suggestions, or even perhaps potential pro-



A Call for LSSIRT Volunteers! (cont.)

ALA or ALA-APA COMMITTEE	VOLUNTEER STATUS	POTENTIAL DUTIES
ALA Advocacy Coordinating Group Assembly	Vacant - Susan Hinds (?)	To exchange information & share ideas for programming & training of advocacy.
ALA Awards	Sue Knoche (current Pres. only)	
ALA Diversity	Vacant	To provide a forum to communicate the needs & concerns of diverse groups within ALA (?)
ALA Education Assembly	Vacant - Denita Hampton (?)	To provide an opportunity to exchange information, share ideas, express concerns pertaining to education for library service.
ALA Committee on Education	Vacant	
ALA HRDR Advisory Committee	Jim Hill (2005-2007) / 2 others may be able to be appointed (?)	To advise the office of HRDR on activities, problems, procedures related to library concerns.
ALA Membership Committee	Nina Manning (2005-2007)	Membership initiatives.
ALA Orientation, Training & Leadership Committee	Vacant	To plan and coordinate training & leadership development for member leaders at all levels.
ALA-APA Standing Committee on Salaries & Status of Library Workers	Meralyn Meadows (2005-) (?)	To guide ALA-APA activities in support of better salaries, comparable worth, pay equity and similar programs related to the status of librarians and other library workers.
ALA Recruitment Assembly (highly recommended by Lorelle)	Vacant	To facilitate communications about activities

**ALA LIBRARY SUPPORT STAFF
INTERESTS ROUND TABLE
STEERING COMMITTEE MEET-**

The most exciting discussion we had during the morning was about the importance of circulation. To me, circulation is the heart of the Library, but sometimes it's difficult for me to explain why I feel this way even after working twenty seven years there. Our discussion led us to discover that most patrons assume if you work the desk in front of a door, you should know the answer to every question they might ask. The majority of the time, the first desk is the circulation desk. This means that circulation staff will see more people than any other library staff member. Circulation staff are the front line for moving materials. They are the first in line to do problem solving. Circulation staff make a first impression on patrons as they walk into a building, thus setting the tone for the remainder of the visit. It takes a person with good self esteem, energy, organizational skills and one whose dependability is unquestionable. The ability to "like" people is also one important trait for someone working at a circulation point.

Debra led the group in listing skills a good circulation employee should possess. Some of these included, be-

ing able to put yourself in their place; great smile; being able to think about what you say before you say it; understanding that there are no "stupid" questions;

being a creative problem solver along with many others. One platinum rule that came out of this session was, "to be attuned to customers in order to treat them like they wanted to be treated."

After a great lunch we discussed ways we could do a better job as a teacher of customer service skills. One of the most important statements we heard was to remember to NEVER say to a patron, "our policies state" or the "computer says." This may automatically set you up for failure when dealing with a problem patron.

One of the goals we identified as a group was to be consistently flexible. This is difficult at times because we do have to work within certain parameters. As a co-worker you have to find your voice. According to Debra we all have "choices and voices." We have to consistently offer good feedback to our staff and encourage them to use their "voice." Everyone in the

ALA Mid-
Winter
Exhibit
Hall



Sue Knoche, LSSIRT President



Darlena Davis and Lorelle Swader, ALA Liaisons.



Jim Hill, Jennifer S. Kutzik & Leslie Monsalve-Jones.



Jenifer Grady, ALA-APA Director.



Teri Switzer, ALA Treasurer.

ALA Midwinter Meeting: People and Places (cont.)

(L-R) LSSIRT member Susan Hinds, Steering Committee Member-at-Large Carol Thomas, President Sue Knoche, and Member at Large & Membership Chair Nina Manning.



Dinner with Jennifer Kutzik, Teri Switzer & Fran Buckley (ALA Executive Council), and Jim Hill.



LSSIRT Member Dorothy Morgan, John Chrastka (ALA Manager for Membership Development) and Jack Fitzpatrick (Steering Committee Member at Large).



Colleague dinner at Boudros.

Our mission is to provide an arena within ALA for programming, communication and networking for library support staff.