



Kansas Libraries

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Highlights in this issue

ILL Survey,
p. 1

FoKL Outstanding
Group Award,
p. 1

PLS Section News,
p. 3

Conference Wrap-up,
p. 4

Mental Health Infor-
mation Resources,
p. 5

Dorothy Bramlage PL
Gives Back,
p. 6

Moving Beyond Thank You, Chocolate, and Satisfaction Surveys: Listening to our Patrons' Stories

"Thank you" are words everyone has heard from patrons. You did something to make the person happy (or maybe they are just naturally pleasant all the time?) It makes you feel good either way. We need positive feedback but is this enough? "Thank you. That was fast!" Even better, you received compliments and can likely assume that speed had something to do with it. Useful but still not enough.

You review survey results that show 95% of your patrons were satisfied with your service. That's great and helps one feel good and know most people are "satisfied". Good to have some numbers but it still isn't providing you with all the information you need.

"I would have been forced to look for employment elsewhere, because without ILL my job here would be next to impossible."

"My work as a professor would be impossible without the interlibrary loan system"

"I am trying to economically homeschool my son. I have a recommended book list I am trying to follow. Our local library does not have all of these books available. I am grateful to be able to get them for free via interlibrary loan!

"Living in small communities, interlibrary loan is a lifeline"

Continued on p. 7

Teen Group Wins FoKL Award

Hamilton County Library's 2016-2017 Library Leadership Group received the Outstanding Friends Group Award from Friends of Kansas Libraries (FoKL) at the FoKL luncheon at the Kansas Library Association Conference in October. The Library Leadership Group is a teen library group, and the award is given in recognition of a friends group that has completed a project that benefits the community, has a positive influence, and creativity of the project chosen.

(starting lower middle left and going clockwise) Emily Finlay, Jaren Luebers, T.J. Montes, Hannah Lampe, Daniel Lopez, Mercedes Andazola, Ryan Thompson, Macey DeWeese, and Kate Plunkett.



From Our KLA President

Looking forward to 2018!

My fellow Kansas Librarians and members of KLA:

2018 holds some amazing opportunities for the Kansas Library Association. Laurel Littrell, the KLA 1st Vice President, has begun preparations for the KLA/MPLA Joint conference in Wichita, which will bring in more presenters and greater networking opportunities. The KLA Executive Committee and Council are currently in the process of adding a School Library Section, which will bring members of KASL under the umbrella of KLA, and bring more librarians together. Robin Newell, the KLA 2nd Vice President, is working on changes to the KLA bylaws that would adjust the structure of sections and roundtables. We are looking to change the sections to divisions, and roundtables to communities of practice. With these changes to the bylaws, we are also looking to adjust the membership dues and have one flat fee for everyone. Please be assured we wish to provide details of any possible changes to everyone that has a vested interest in KLA. We look forward to your continued support as we work to make KLA a flexible, simplified, and interactive professional organization.

Thank you,

George Seamon

We need you!!

Kansas Library Association is seeking volunteers to help serve on the following committees: Publications, Promotions, and Publicity Committee, Membership Committee, and Strategic Planning Committee. If you have any interest in serving on a KLA committee, please contact George Seamon at director@nwkls.org.



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From the Public Libraries Section

Interested in getting involved in KLA?

KLA provides sections, roundtables, and advocacy issue support.

Use these links or visit the KLA website at kslibassoc.org.

[CULS \(College and University Libraries\)](#)

[GODORT \(Government Documents\)](#)

[RIAT \(Information Access and Technology\)](#)

[KILR \(Kansas Interlibrary Loan\)](#)

[KLIRT \(Information Literacy\)](#)

[PALS \(Private Academic Libraries\)](#)

[Public Libraries Section](#)

[Technical Services](#)

[Youth Services](#)

A season of giving can seem like a strange thing to a public librarian. Isn't that what we do all year long? We advocate and give to our public, from on the spot computer tutoring to the older generation, supporting the literary lives of toddlers screaming through our doors, and yes even reminding overworked business-people of our hours and restroom locations. The smallest libraries among our Kansas neighbors can become involved in the most intimate details of their patrons' lives, while our larger libraries are tackling bigger social issues in their communities. The size of the community or the degree of educational degree of the librarian does not change the impact in their community, but without support on all levels librarians are less effective at their job. This is where professional associations come into play. At a regional level tireless consultants in our seven Kansas library systems provide updated education, perform specialized tasks, and most importantly

an inside friend in the public library world. However what does that support look like at the state level? Allow me to finally introduce myself. I am your 2017 - 2018 Public Library section president. If you haven't heard

much from our section of the Kansas Library Association lately, it's partially because we are still trying to find out how best to help you. As you're gathering and shopping for Christmas lists, maybe take a few moments to think how a state-level association for public libraries could help you. And, the best way to provide that feedback is to find our Facebook page and drop us a line. (Search: Public Library Section of the Kansas Library Association.) If there is a bit of news, a bit of encouragement, or the latest method to deal with that one annoying parton (you know the one!) please let us know!

-submitted by Rachel Malay, PLS President



Photo credit: Rachel Malay, Port Library, Beloit

From the Editor's Desk

Conference Recap: KLA & KASL: Libraries Transform Learning

In October, I was pleased to attend my first KLA Conference. I'd like to send a huge thank-you to Conference Co-Chairs Lucas Loughmiller and George Seamon, the Conference Arrangements Committee, and all of the speakers, presenters, exhibitors, participants, and sponsors for putting on an excellent event.

Two sessions were particularly interesting to me due to their focus on communication in academic libraries, especially in regard to breaking out of the library silo. I was really impressed with Nathan Elwood and Robin Hartman's presentation "The Next Step: an introduction to the scaffolding information literacy education model". They drew on instructional design theory, specifically the IDEA model (interview, design, embed, assess), to pilot a scaffolded instruction program for the political science department at Fort Hays State University. The program necessitated a deep collaboration with the department chair and individual faculty members, and as someone who is often intimidated by this type of communication, I appreciated their graceful and outcomes-based approach.

I was also fascinated by Jeanette Parker's presentation, "Professional Development, Campus Staff and the University Library", on the creation of professional development workshops at Newman University. As a member of the Staff Assembly group, Jeanette organized a popular series of professional development workshops that invited participation and attendance from staff, faculty, and administration. It was refreshing and inspiring to see how these workshops allowed for cross-departmental networking, ultimately helping to build the reputation of the library and help promote its services across campus.

Both of these presentations deal with the sometimes challenging relationship between librarians and faculty. There can be many barriers to collaboration: time constraints, full schedules, institutional turnover, and miscommunication between departments. But when we open lines of communication, we make way for improving our instruction, improving our opportunities for professional development, and improving the ways we serve our students.

-Lindsay Taggart, Kansas Libraries co-editor



Caring for the Mind: Providing Mental Health Information at Your Library

Editor's note: the following is excerpted from Alicia Lillich's presentation at the 2017 Kansas Library Association Conference. Please see the end of the article for contact information if you would like to learn more on this topic.

Interacting with Emotional Patrons

Michele Spatz outlines a four step approach to regain self-control in tense situations. The approach some from "**THE WELLNESS BOOK: THE COMPREHENSIVE GUIDE TO MAINTAINING HEALTH AND TREATING STRESS-RELATED ILLNESS.**" She shares this information in her book, "**ANSWERING CONSUMER HEALTH QUESTIONS.**" (Neal Schuman 2008)

STOP

"Cut off the craziness in your mind. Tell yourself to stop any anxious thoughts or negative self-talk

BREATHE

"Take a deep breath to release tension and calm yourself..."

REFLECT

"Ask yourself, what is really going on here? What am I protecting? Do I need to?... What personal buttons of mine are being pushed? Do I need to distance myself emotionally from this situation in order to handle is responsibly? In reflecting, we are taking a moment to put the situation into perspective, briefly weighing whether our personal feelings are distorting the situation while asking a central question: "How important is this?"

CHOOSE

"Choose to respond rather than simply react. Now that you are calm and have more clarity about the situation, communicate that you are willing to find common ground to resolve the situation. "I'd really like to hear what you have to say" or "You're right; how can we work this out?" or "What do you need right now?"

Another resource with tips for handling situations where emotions are rising is [The Concise Guide to Assessment and Management of Violent Patients](#) which gives the following advice, which could be applied to any situation where inappropriate behaviors were escalating.

- Present a calm appearance.
- Speak softly.
- Speak in a nonprovocative and nonjudgemental manner.
- Speak in a neutral concrete manner.
- Put space between yourself and the patient.
- Show respect for the patient.
- Avoid intense eye contact and authoritarian stance.
- Facilitate the patient's talking.
- Listen to the patient.
- Avoid early interpretation.
- Do not make promises you cannot keep. (Johnson ME 1997)



Continued on p.6

Giving back this season at Dorothy Bramlage Public Library



The Dorothy Bramlage Public Library (DBPL) in Junction City is playing Santa this year! Well, there's no big guy in a red suit but we do have our own little library elves hard at work. This winter, our elves have worked hard to put together two giving programs to help those in need. It's always better to give than to receive, right?

First, during the month of November, we kicked off a fundraiser called Float the Boat. We were heartbroken over the devastation caused by Hurricane Harvey and wanted to do our best to make a difference. Through research, we discovered the William Ellis Memorial Library in Port Aransas, Texas. Port Aransas is a popular tourist destination and has a population of just over 4,000 residents. The Ellis Memorial Library opened its doors in 1996 and broke ground on an expansion project this year. The hurricane left the library with only a shell of a building. Like most libraries, the Ellis Memorial library is a sense of community and a place to go to obtain free and all-inclusive education. A building where a children's storybooks are transformed into a fun educational event. A place where reading inspires generations, resumes are developed to help create new beginnings, and enlightening programs are offered to stimulate thought, encourage change, and perhaps even have a little fun! During November, all fines collected at DBPL along with monies left in the donation container were set aside for the Ellis Memorial Library. Named for the popular boat building contest in Port Aransas, the library put up paper sailboats each time a patron made a donation. DBPL was able to send a donation of \$1200 to help Ellis Memorial Library rebuild and once again stack their shelves.

Another little elf project is the Cocoa for Christmas & Soup for the Season fundraiser to help raise funds for DBPL @ DBPL-Donating Books to Promote Literacy. This nonprofit project, raises funds through grants, community events, and donations. Monies help place books into the hands of both individuals and groups in Geary County, including local schools and education organizations, families of newborn babies, nursing home residents, community youth, and others. As proponents of literacy, it is the library's goal to put books, and thus opportunities to read, in the hands of as many community members as possible. This strengthens and supports not only the recipients of the books but the community itself. Literacy empowers communities. During the fundraiser, patrons were able to order specialty cocoa mixes or soup mixes ready for gifting!

Dorothy Bramlage Public Library fully embraced the season of giving through these two projects. We believe in community, both near and far, and the power of reading!

- submitted by Donna Porter, Dorothy Bramlage Public Library



Continued from p. 4

Web Resources

NAMI – National Alliance on Mental Illness

www.nami.org

Empowers consumers to take action, find social support for their illness and fight stigma.

BringChange2Mind

<http://bringchange2mind.org>

Includes conversation guides, resources, and reading lists

American Psychological Association Help Center

<http://helping.apa.org>

Includes information on mind/body health and locating a psychologist.

Clinical Trials

www.clinicaltrials.gov

The National Library of Medicine/ National Institutes of Health's resource to search for Clinical Trials in the various stages throughout the country.

SAMHSA's National Mental Health Information Center

<http://www.samhsa.gov/>

The Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services is a helpful site for information on substance abuse, mental illness and coping with disaster.

National Center for PTSD

<http://www.ptsd.va.gov/>

The National Center for Posttraumatic Stress Disorder, from the US Department of Veteran Affairs, provides information for Veterans and the general public.

Bazelon Center for Mental Health Law

<http://www.bazelon.org>

A national legal advocate for people with mental illnesses and developmental disabilities

American Academy of Child & Adolescent Psychiatry

www.aacap.org

Helpful Facts for Families Guide includes information about talking with kids about sex and child/ media health.

Mental Health First Aid

<http://mentalhealthfirstaid.org>

Mental Health First Aid is an internationally recognized program. Mental Health First Aid is the help provided to a person who is developing a mental health problem or in a mental health-related crisis, until appropriate professional treatment is received or the crisis resolves. The courses help community members learn how to recognize the signs and symptoms of mental health problems, understand the possible causes or risk factors, learn about evidence based medical, psychological and alternative treatments, and gain skill to give appropriate initial help and support, and skill to take if a crisis situation arises. The courses are open to anyone age 18 years or older.

The Mental Health First Aid Action Plan includes the ALGEE plan:

A – Approach, assess and assist with any crisis

L – Listen non-judgmentally

G – Give support and information

E – Encourage appropriate professional help

E – Encourage other supports

Continued on p. 8

Continued from p. 1

These four statements were submitted by patrons of Kansas libraries who received material via inter-library loan in a survey for a research project currently underway. The purpose of this project is to develop a collective understanding of the values placed on our interlibrary loan services across the state of Kansas. In addition, if there are enough responses for a specific library, then it can help that library develop some local understanding of multiple values placed on their interlibrary loan service. For years now, leaders in the library field have been calling for the need to understand the values placed on our services by our patrons. We can affirm current practice that is impactful as well as gain insight on some future directions to explore as a community.

I am still accepting submissions for this research project. I appreciate all of my Kansas interlibrary loan colleagues who have been able to share an invitation to participate with their interlibrary loan patrons. We have received over 310 responses to date but can use more. If you have not shared this opportunity with your interlibrary loan patrons please consider doing so. You can find more at <http://guides.lib.ku.edu/c.php?g=731246> . I will begin deep analysis of the data early in 2018. One key action will be to identify common themes.

There is starting to be interest in understanding our patrons' "stories". I believe that many of the values gathered in this research project can begin to give us insight into some elements of our patrons' stories. More needs to be done but it is a start. The excitement in this study is in both seeing the unique stories as well as what is common across patrons from a number of Kansas libraries.

Thank yous and boxes of chocolate are nice. However, it is the intentionality of seeking out the values placed on our services from many of our patrons and then qualitatively assessing their responses that lead to impactful use. Seeking to understand the values placed on libraries' services can easily be extended into areas beyond interlibrary loan. In fact, that will help us develop a more complete insight into those important stories by our patrons.

For more information, you can contact Lars Leon (lleon@ku.edu). Information on a values study specific to patrons of the University of Kansas Libraries can be found at:

Micquel Little , Lars Leon , (2015) "Assessing the value of ILL to our users: a comparative study of three US libraries.:", *Interlending & Document Supply*, Vol. 43 Iss: 1. <http://dx.doi.org/doi:10.1108/ILDS-10-2014-0051> Available in KU ScholarWorks <http://hdl.handle.net/1808/16369>

Continued from p. 6

Drug Information Portal

<https://druginfo.nlm.nih.gov/drugportal/>

The NLM Drug Information Portal gives users a gateway to selected drug information from the National Library of Medicine and other U.S. governmental agencies like the FDA and CDC. Information is provided from NLM sources including: DailyMed, MedlinePlus, PubMed, TOXNET, AIDSInfo, LiverTox, PubMed Health, Pillbox beta, ClinicalTrials.gov, LactMed and ChemIDplus.

Alicia Lillich, MLS is the Kansas Outreach Coordinator for the National Network of Libraries of Medicine MidContinental Region. She can be reached at alillich@kumc.edu.



Join the Kansas Library Association!

KLA Mission Statement

The Kansas Library Association is the common bond, public voice, and collective for the Kansas library community.

KLA Vision Statement

Dynamic libraries and librarians serving all Kansans.

Kansas Library Association

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#2 Washington Square
Norton, KS 67654

Website: kslibassoc.org

Email: kansaslibraryassociation@yahoo.com

Name: _____

Street: _____

City, State, Zip: _____

Institution: _____

Street: _____

City, State, Zip: _____

Telephone: _____

Email: _____

Position: _____

Preferred Mailing Address (check one):

Home Institution

Payment:

Check (payable to KLA)

VISA MasterCard

Card No: _____

Expiration Date: _____

Signature: _____

Membership dues: _____

Sections and Roundtables: _____

Total Enclosed: _____

Individual Memberships

Library Employee's Annual Salary	Dues
\$0-24,999	\$35.00
\$25,000-34,000.....	\$45.00
\$35,000-44,999.....	\$60.00
\$45,000-54,999.....	\$75.00
\$55,000-64,999.....	\$90.00
\$65,000-74,999.....	\$105.00
\$75,000-84,999.....	\$120.00
\$85,000-94,999.....	\$135.00
\$95,000-104,999.....	\$145.00
\$105,000+.....	\$165.00
Student, Friend, Inactive or Retired	\$30.00
Trustee.....	\$35.00
(includes membership to both KLTA and KLA)	
Institutional Memberships	\$500.00

Sections and Roundtables

(check the groups you would like to join)

- Youth Services Section — \$10.00
- College & Univ. Libraries Section (CULS) — \$10.00
- Private Academic Libraries Section (PALS) — \$10.00
- Public Libraries Section (PLS) — \$10.00
- KS Lib. Trustee Association Section (KLTA) — \$15.00
- Govt. Doc. Roundtable (GODORT) — \$10.00
- Info Access & Tech Roundtable (RIAT) — \$10.00
- Interlibrary Loan Roundtable (KILR) — \$5.00
- Library Instruction Roundtable (LIRT) — \$6.00
- Tech Services Roundtable — \$10.00
- Church Library Roundtable — \$8.00

Mail this page to Kansas Library Association, c/o NWKLS, #2 Washington Square, Norton, KS 67654



Online Membership and Renewal

<http://kslibassoc.org/home/join/>