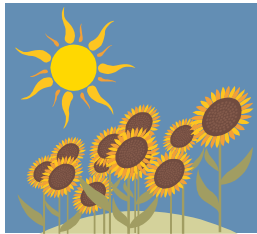


# NCLS @ ccess

North Country Library System - 22072 County Route 190 - Watertown, NY 13601 - [www.ncslweb.org](http://www.ncslweb.org)



Summer  
2009

*Access to knowledge is the superb, the supreme act of truly great civilizations. Of all the institutions that purport to do this, free libraries stand virtually alone in accomplishing this mission."*

~Toni Morrison, Nobel Prize Winning Author and Professor

## Central Library Advisory Committee

The newly formed Central Library Advisory Committee held their first meeting on June 2<sup>nd</sup>. The purpose of the group is to insure that member libraries have input into Central Library services. The meetings, which will be held twice a year provide a forum for this input.

At this meeting the committee agreed that:

- Central Library reference books may be loaned to member libraries for one week in-library use.
- NCLS will conduct a survey to determine adult non-fiction subjects that require collection development attention at the Central Libraries.
- NCLS will investigate the use of SIRSI reports to discern the number of adult non-fiction requests by subject, summarize the holdings of Central Library requests by Dewey category and create a list of duplicate reference titles found in Central Library collections.
- Member libraries need easier email access to Central Library reference services.

The committee will meet again in the fall. See page 4 for a list of Central Library Advisory Committee members.

## NYLA Scholarship Deadline Extended

The deadline for New York Library Association Annual Conference scholarship applications has been extended to August 21<sup>st</sup>. Five scholarships in the amount of \$400 are available to first time conference attendees. The NYLA conference is a great way to keep abreast of trends in the library profession. It provides the opportunity to network with others in the library community, participate in organized discussions, attend workshops, develop new skills and see the latest products, services and technology available to the libraries.

Just a few of the workshops that will be offered at the NYLA Conference in October:

- Personnel Policy Development
- Battles: Books, Games and Bands
- Intellectual Freedom Inside the Wire
- 100 Friends Ideas in 50 Minutes
- Greening Your Library



2009 Annual Conference  
October 14th - 17th  
Niagara Falls

Consider membership in the Rural Libraries Roundtable. Help create a voice for the smaller, rural libraries in NYLA. Join the Rural Libraries Roundtable membership meeting. For more scholarship information visit the NCLS home page or contact Joan Pellikka at NCLS.

## Customer Service and Stress on the Job

Dealing with the public can be a challenge. The current economic climate and increased demand for limited library resources can lead to stressed-out staff and patrons. We strive to provide good customer service, but may find that easier said than done when faced with angry patrons, inappropriate behavior, and unreasonable demands.

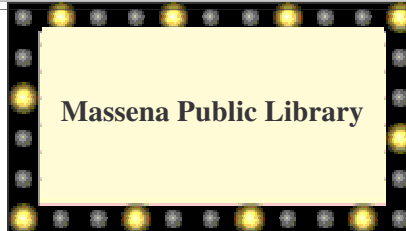
Join us Tuesday, September 1st for *Successful Patron Interaction* and find out how good communications skills, negotiation techniques and solid library policies can help prevent conflict and turn a negative experience into a positive interaction.

Daun Burk, Executive Director of the Mental Health Association in Jefferson County, will teach you how to identify difficult behaviors and strategies for addressing potentially tricky situations. You will gain confidence to maintain composure and deal effectively in a variety of situations.

This workshop is a must for anyone who deals directly with the public. Register today at the NCLS web site.



*Clever 3D timeline with children's book titles throughout the years above entrance to children's room*



Massena Public Library was initially chartered in 1897 and was housed at various sites until 1962 when it moved to its current location. Funds for the building were a gift from Victor A Warren in memory of his father, Henry H. Warren.



*Library Director, Paul Schaffer*

The mood at this spacious library is one of artistry and creativity. The structure itself is impressive with beautiful marble walls in the foyer that extend down the staircase into the lower level. Thoughtful consideration was used in designing the library and is evident by the fine attention to every detail such as the curve of the bottom step.



*Colorful corner of the children's room with one of two quilts hanging on wall*

The children's room is a burst of color drawing kids in. There are books and activities available to keep little ones occupied for hours. The children's room is also home to Charlotte and Bella, two adorable Guinea Pigs.



*Striking windows allow in plenty of natural light and create a wonderful sense of openness*

The library maintains a very strong collection of art books in memory of Erin Feigin Mueller. Most of this collection is situated with the periodicals in a room with an inviting fireplace and walls painted in a rich shade of gold.



*Library patrons enjoy the gorgeous fireplace in the periodical section*



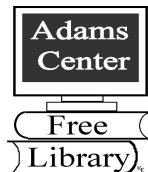
*Teen Place with aquatic-themed mural above book shelves*

Throughout the library there is artwork in various forms: paintings, photographs and quilts on the walls and a grand piano. Interesting relics like an old Remington typewriter, a Smith Corona adding machine and a telephone booth bring back memories of a different era.

Among their many programs, the library hosts author visits, concerts and art shows making the Massena Public Library a vital cultural center to the community.

## Adams Free Library Annual Book Sale

The Adams Free Library will hold its Annual Book Sale at Knapp's Hardware on the corner of Route 11 & Route 17.



Friday and Saturday  
August 7th and 8th  
8:00 am - 3:00 pm

The bag sale will begin at noon on Saturday.

There will be a wide selection of materials available including older and newer fiction and non-fiction in both hardcover and paperback, children's books magazines, videos and more.

For information, contact  
Adams Center Free Library  
at  
583-5501

## NCLS Calendar of Events

[www.nclsweb.org/events](http://www.nclsweb.org/events)



### August

- 4th- Utilizing the NCLS Web Template for Libraries, 9:30 am - 12:00 pm, NCLS Training Lab
- 6th- Utilizing the NCLS Web Template for Libraries, 9:30 am - 12:00 pm, NNYLN, Potsdam
- 11th- SIRSI Report Training, 9:30 am - 12:00 pm, NCLS Training Lab
- 12th- SIRSI Report Training, 9:30 am - 12:00 pm, NNYLN, Potsdam
- 18th- What's My Job?: An Orientation for Library Trustees, 6:30 pm - 8:00 pm, NCLS
- 24th- What's My Job?: An Orientation for Library Trustees, 6:30 pm - 8:00 pm, Pulaski Public Library
- 25th- Adults Love to Read Too!: Expanding Your Summer Reading Program to Include Adults, 1:00 pm - 3:30 pm, NCLS
- 25th- What's My Job?: An Orientation for Library Trustees, 6:30 pm - 8:00 pm, Lowville Free Library
- 27th- What's My Job?: An Orientation for Library Trustees, 6:30 pm - 8:00 pm, Potsdam Public Library

## Meet the Authors Night

at

### Hawn Memorial Library, Clayton



Tuesday, August 4th  
5:30 pm - 7:30 pm

Authors appearing:

John Briant  
Skip Couch  
Roger Fulton  
Judyann Grant  
Christopher Hopper  
Jean Kenney  
Dr. Peter Ladd

Audrey LaShomb  
Hope Marston  
Marcus Mastin  
Anthony Mollica  
Vivian Pike  
Ellen Potter  
Michael Ringer  
Susan Smith

Refreshments will be served.

For more information, contact  
Hawn Memorial Library  
at  
686-3762

## Photos Wanted!

Looking for pictures of teen spaces at member libraries for special insert of October *NCLS @ccess* newsletter.



Teen Space  
at Flower Memorial Library

In recognition of **Teen Read Week**, show off the Teen/YA sections of your libraries. Inspire others or get inspired to create spaces of your own.

Remember today's teens are tomorrow's voters!

Send your pics with descriptions to Joan Pellikka at NCLS.

## Environmental Education at Ogdensburg Public Library



Regan DeFranza of Community Energy Services recently conducted a Climate Change Program at the Ogdensburg Public Library to educate kids on the impact of global warming.



### Central Library Advisory Committee Members:

- Sally Brown, Director, Lowville Free Library (Lewis County)
- Carol Ferlito, Director, Oswego School District Public Library (Oswego County)
- Sandra Lamb, Director, Sally Ploof Hunter Memorial Library (Jefferson County)
- Wayne Miller, Director, Ogdensburg Public Library
- Stella Todd, Director, Heuvelton Free Library (St. Lawrence County)
- Barbara Wheeler, Director, Flower Memorial Library
- Steve Bolton, Director, North Country Library System

If your library has newsworthy information to share in *NCLS Access*, please contact Joan Pellikka at NCLS: 782-5540 or [jpellikka@ncls.org](mailto:jpellikka@ncls.org)

### Automation Update

Congratulations to Hepburn Library of Waddington! The library “went live” on June 22<sup>nd</sup> and is fully automated using SIRSI!

The following libraries are currently barcoding their collections and preparing to automate using the SIRSI circulation system:

- Sally Ploof Hunter Memorial Library of Black River
- Hepburn Library of Hermon
- Williamstown Library



If your library is interested in automation, please contact your Consultant at NCLS.