

Susquehanna Library Cooperative  
CE Committee Meeting  
July 29, 2005

Meeting Participants:

Mary Jean Woland, Bucknell University  
Salomeh Pourmoghim, Lycoming College  
Beth Schetroma, JVB Library  
Bernadette Heiney, Lock Have University  
Tricia Ulmer, JVB, SLC Chair

Discussion centered on current topics that would be of interest to all types of library staff. Two broad areas emerged. First major topic of interest is technology in libraries and the impact on how services are changing. Second, soft skills such as customer service, increasing productivity, team building.

Committee shared experiences with programs such as FISH, What are our Pickle's?, The Nordstrom Way, Appreciative Inquiry.

Committee decided to plan one program in October during break "time" and one in the spring.

Two topics would be:

October-FISH isn't for the faint of heart. "People are dying to bring their passionate, authentic selves to their jobs. Unfortunately, their jobs often won't let them. Which is crazy. Because the success of any organization is based on the individual success of each person in that organization. Choke personal creativity and you choke that organization's chance to flourish." Fish Philosophy

Tricia Ulmer will be session guide helping us all navigate the choppy water's of life.

May-Millennials are here, how to deal with it? "Millennials are young people born between 1980 and 2000, they're a generation nearly as large as the Baby Boom, and they're charged with potential. They're variously called the Internet Generation, Echo Boomers, the Boomlet, Nexters, Generation Y, the Nintendo Generation, the Digital Generation."- <http://www.generationsatwork.com/articles/millennials.htm>

Their vocabulary includes: IM, iPod, Blog, Skype, and Jybe. If we are going to serve these users we need to not only talk the talk, but walk it by way of offering services on their terms. For example, live reference chat. Desired speaker for this program-Stephen Abram.

Publicity by way of brochures to be mailed and posted to SLC website will be created by Beth Schetroma.