

Summer 2005

SOLINET Offers IACET - Certified Continuing Education Units

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By providing online tutorials, librarians are able to teach complex software and online database searching in a much better way than simply providing handouts or teaching in a classroom environment. However, even with experience in creating online tutorials, it can be a time consuming and frustrating endeavor.

Have you created and implemented online tutorials for your library? The SELA Continuing Education and Professional Development Committee invites you to present how you created and implemented online tutorials so that other librarians might learn from your expertise.

Customer Service in Libraries

Customer service is at the very heart of what librarians are trying to provide. If it were not for our patrons, there would be no need for libraries. However, training staff and librarians to provide excellent customer service can be difficult. It is not always easy for librarians to apply business principles like customer service to patron interactions that happen at libraries everyday.

Do you have examples of how you presented customer service principles to your staff? Do you have a program or presentation on customer service? The SELA Continuing Education and Professional Development Committee invites you to present your experience with library customer service.

Coping With Problem Patrons

Problem patrons are a major issue facing all types of libraries today. From a management point of view, problem patrons require special policies and appropriate action. How does your library handle this problem? Do you have special policies and procedures that might help other librarians? The SELA Continuing Education and Professional Development Committee invites you to present your ideas and programs for dealing with problem patrons.

Submission Guidelines: The deadline for submitting a proposal is **September 30, 2005**. Proposals must include an abstract (35 words or less) and a proposal (300 words or less). Submit each presentation proposal with a separate cover sheet attached, including the proposal title, presenter (s) name (s), mailing addresses, phone numbers, e-mail addresses, and institutional affiliation of each presenter. Send abstract and proposal through email to: jjphilip@deltastate.edu.

Sponsored by: Southeastern Library Association, Continuing Education and Professional Development Committee

For more information, contact Joi Jones Phillips at jjphilip@deltastate.edu or Laura Slavin at lslavin@troy.edu. Online version located at <http://library.deltastate.edu/proposals.html>.

SOLINET OFFERS IACET – CERTIFIED CONTINUING EDUCATION UNITS

One of SOLINET's finest services has just become better! Classes offered by SOLINET's Educational Services now offer Continuing Education Units (CEUs), a major benefit to library staff needing to enhance or maintain their professional credentials.

SOLINET applied in 2004 to the International Association for Continuing Education and Training (IACET), the organization that develops the standards and monitors the programs certified to offer authorized CEUs. Through a lengthy evaluation process, including a site visit by IACET, SOLINET successfully demonstrated its adherence to all IACET criteria and guidelines. SOLINET is now linked to the IACET website and is recognized as offering the highest quality continuing education and training programs.

SOLINET NEWS

At the Annual Membership Meeting in Atlanta in May, SOLINET member libraries elected two members to the Board of Directors and three delegates to the OCLC Members Council.

The first action of the new Board was to elect **James A. Nelson**, State Librarian and Commissioner of the Kentucky Department for Libraries and Archives, to serve as Board Chair for 2005-2006. Nelson has been a member of the Board since 2002 and served as Secretary in 2003; he has also served on SOLINET's Bylaws and Governance Committee.

Newly elected to the **SOLINET Board of Directors** were

- **Carol Pitts Diedrichs**, Dean of Libraries, University of Kentucky, since 2003.
- **William Miller**, Director of Libraries, Florida Atlantic University, since 1997.

In addition to Nelson, the newly seated Board of Directors elected these **officers** as well:

- Vice Chair: **Robert Vaughan**, President, Virginia Foundation for the Humanities
- Secretary/Treasurer: **Pat Pickard**, Director of Educational Media Department, DeKalb County School System, GA.

Elected as **SOLINET Delegates to OCLC Members Council** were

- **Barbara Dewey**, Dean of Libraries, University of Tennessee-Knoxville, since 2000.
- **John Ulmschneider**, University Librarian, Virginia Commonwealth University Libraries, since 1999.
- **Lamar Veatch**, State Librarian, Georgia Public Library Service, since 2001.

PEOPLE NEWS

Alabama

Jill Grogg has joined the UA Libraries as the Electronic Resources Librarian as of May 9, 2005. **Jonathan Darby** joined the UA Libraries in January 2005 as Government Documents Librarian.

Katy Ginanni was recently elected to the NASIG (North American Serials Interest Group) Board as a Member-at-Large for a two-year term.

Jeff Luzius, Head of Document Delivery at Auburn University, graduated May 13th with a Doctor of Education degree from Auburn University with a major in Higher Education Administration.

Arkansas

Carolyn Ashcraft has been named the new associate director of the Arkansas State Library. Ashcraft has been with the State Library since 1993. She received a bachelor's degree in English at the University of Arkansas at Monticello and a master's degree in library science at the University of Alabama.