ACRL Continuing Education Courses Cincinnati

How to register

Register by completing the registration form in the preliminary program. All courses will be held at the Albert B. Sabin Cincinnati Convention Center. Confirmations and badges will be sent in advance.

About the courses

These courses provide opportunities for academic librarians to enhance their professional development, acquire new knowledge and skills and update existing competencies. ACRL Continuing Education Courses are taught by library practitioners well known for their expertise in specific areas.

Cancellation policy

Written notice of cancellation received by March 6, 1989, will be honored subject to a $15 cancellation charge. No refunds for cancellation after March 6, 1989. ACRL is not responsible for any airfare penalties incurred as a result of a course being cancelled.

CEU's

A certificate of completion for each course will be issued. Every successful completion of 10 hours of continuing education is equal to one Continuing Education Unit (CEU). ACRL maintains a CEU record for each participant.

Refreshments

Refreshments will be provided at breaks. Participants are responsible for their own lunch.

Questions?

Contact ACRL/ALA, 50 East Huron Street, Chicago, IL 60611; or call toll-free (800) 545-2433; in Illinois, (800) 545-2444; in Canada, (800) 545-2455.

THE BOTTOM LINE IN FINANCIAL MANAGEMENT

CE 011. Would you like to advance your library's mission, goals and objectives? This two-day workshop will provide you with the skills and techniques to develop a practical financial plan that will further your mission and implement your objectives. If you are a librarian, library trustee, or friend of the library of any type with limited knowledge of, or experience in financial management you will benefit from this workshop. You will learn how to:

•Understand and use the basic vocabulary and documents of financial management.
•Use productivity and unit cost measurement as well as priority setting to prepare current service cost projections.
•Prepare budgets using line item, program performance, and zero base techniques.
•Identify sources for investment and their levels of risk.
•Write a financial plan that can be implemented upon return to your library or institution.

You will examine case studies, participate in discussions and lectures, and receive valuable materials, including the *Action Workbook for Developing a Financial Plan.*

This course is being cosponsored with the Library Administration and Management Association (LAMA) and offers a discounted registration fee to LAMA members.

Instructors: Betty Turock, Rutgers University School of Communication, Information and Library Studies; Patricia Glass Schuman, Neal Schuman Publishers, Inc.

Dates: April 3-4, 1989, 8:30 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 253.

Fee: LAMA or ACRL Members, $195; Non-members, $250.

CEU credit: 1.5.

Course limited to the first 75 registrants.

UNDERSTANDING CONFLICT WITHIN THE LIBRARY

CE 116. Have you ever had a conflict with another person or group while working in your library? This workshop will help you understand why conflict occurs in the work environment. Management theory will be applied to conflict incidents which typically arise in academic libraries. Strategies for managing conflict will be examined along with conflict resolution techniques. Special attention will be devoted to meetings as a source of conflict and cooperation within the library. Various types of meetings will be reviewed. Topics include the common pitfalls of meetings, how to effectively manage meetings, and the role of the meeting participant.
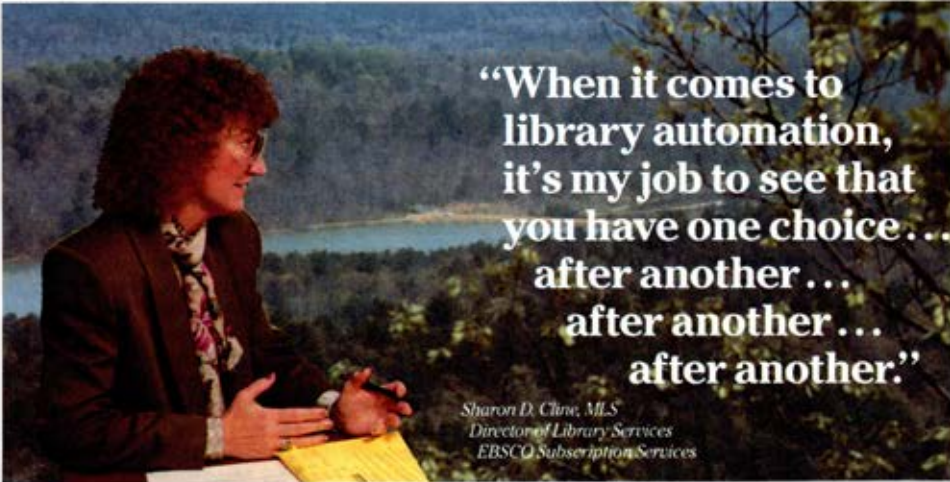
Instructors: Michael D. Kathman, St. John's University; Jane M. Kathman, College of St. Benedict.

Date: April 4, 1989, 8:30 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 254.

Fee: ACRL Members, $95; Non-members, $135.

CEU credit: .7.

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Sharon D. Cline, MLS
Director of Library Services
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Course limited to first 30 registrants.

APPROACHES TO MANAGING THE PROBLEM PATRON

CE 117. Have you ever had to interact with individuals in your library who exhibit anger, deviant activity or criminal behavior? These "problem patron" situations can be stressful, emotional, tension packed episodes in the life of any library employee.

This course will prepare you to approach these situations in a professional manner. You will learn techniques to reduce, eliminate or channel the anger and frustration some library users display. At the end of this course you should feel confident that you can approach these difficult situations, quickly determine the problem, and resolve the situation in a manner acceptable to the patron and the library. Discussions will deal with specific public and technical service activities such as circulation, reference, acquisitions and cataloging.

You also will learn strategies to deal with deviant or criminal behavior. You will receive materials and suggestions appropriate to establishing an effective security program in an academic library. Building checklists, staff manuals, patron awareness programs and legal considerations will be covered in practical terms.

Instructor: Thomas McNally, Ohio State University.

Date: April 3, 1989, 9:00 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 240.

Fee: ACRL Members, $75; Non-members, $135.

CEU credit: .7.

Course limited to first 40 registrants.

IMPROVING ORGANIZATIONAL COMMUNICATION

CE 118. Would you like to increase your organizational effectiveness? Remarkable changes occur in organization when communication is improved. This course will:

• Enhance your understanding of the various communication patterns, mechanisms and structures that exist in libraries.

• Help you identify barriers to effective communication and ways to eliminate or reduce these barriers.

• Increase your understanding of the critical role you as a supervisor or manager play in both the formal and informal communication process.

• Improve your interpersonal communication skills.

• Assist you to become more aware of how your own supervisory style influences communication with staff and colleagues.

• Identify specific steps that you can take to improve communication in your library and work unit.

The course will provide you with simple, practical skills that can benefit you and your work environment immediately.

Instructor: Maureen Sullivan, Yale University Library.

Date: April 4, 1989, 9:00 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 240.

Fee: ACRL Members, $95; Non-members, $135.

CEU credit: .7.

Course limited to first 40 registrants.

MANAGING REFERENCE SERVICES IN A TIME OF TRANSITION

CE 119. There are many challenges currently facing reference managers today. Would you like an opportunity to explore and reflect on the current state of the art? This course offers an integrated approach to the complex problems facing today's reference managers. You will have an opportunity to increase and improve your management skills and have greater insight into many of the current complexities of managing the reference function.

You will have an opportunity to discuss with working reference managers, aspiring reference managers, and other professionals with an interest in this area:

• The integration of new technologies.

• Client-centered instruction and service vs. generalized reference work.

• Budgeting for CD-ROM and other collection development challenges.

• Burn-out and other personnel issues.

• The dilemma of the reference service manager as middle manager.

This course is being co-sponsored with the Reference and Adult Services Division (RASD) and offers a discounted registration fee to RASD members.

Instructor: William Miller, Florida Atlantic University.

Date: April 4, 1989, 9:00 a.m.–4:00 p.m.

Location: Cincinnati Convention Center, Room 241.

Fee: RASD or ACRL Members, $95; Non-members, $135.

CEU credit: .6.

Course limited to first 30 registrants.

BUSINESS LITERATURE FOR LIBRARIANS

CE 207. Reference librarians, do you get questions about business literature that take too much of your time to answer? Learn to quickly identify a core of business materials, clarify the role of commercially available databases in business research, and increase your effectiveness in this rapidly growing area of reference. Identify research strategies for many types of business questions and understand the limitations of the information available in libraries. Maximize your time by familiarizing yourself with these important resources.

This course is being co-sponsored with the

School of Library and Information Studies, University of Wisconsin-Madison.

Instructor: Gerald Gillian, James Madison University.

Date: April 3, 1989, 9:00 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 241.

Fee: ACRL Members, $95; Non-members, $135.

CEU credit: .7.

Course limited to the first 35 participants.

COVERING THE BASES:
TECHNIQUES FOR INSTRUCTING THE DATA USER

CE 304. Librarians are being challenged daily with the increased access to data files through library catalogs, new storage technologies and on-line databases. Become more comfortable assisting users with these new and sometimes obscure formats. You will:

• Observe demonstrations of techniques for retrieving, manipulating and evaluating data resources.

• Learn new ways to make data analysis more accessible for users.

• Discuss public and private sources of data availability.

• Learn to help participants make informed decisions about integrating computer-based data into the reference collection.

• Discuss the impact of technologies for the data provider with an emphasis on optical disk technology.

The techniques and ideas you will be exposed to can be used immediately in your library to help data users.

Instructors: Melanie Dodson, New York University; George Sharrard, New York University.

Date: April 4, 1989, 9:00 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 243.

Fee: ACRL Members, $95; Non-members, $135.

CEU credit: .7.

Course limited to first 40 registrants.

THE LIBRARIAN-FRIENDLY PC: TAKING CONTROL OF YOUR IBM MICRO FOR PUBLIC SERVICES

CE 305. Are you finding that your IBM creates more problems than it solves? Are you feeling frustrated because you would like your PC to do more? You will:

• Learn to deal with some of the problems created by having the PC available to staff.

• Gain solutions to problems created by multiple online search systems.

• Understand full new service possibilities.

• Streamline use of many PC functions.

• Fully utilize this "Universal Machine."

Participants will review elements of DOS and hard disk management techniques, concentrate on two types of simple programming which have broad applications to public services—writing batch files and communication script files. You will consider the changing role and responsibilities for service delivery, research, and teaching related to the new technology.

Participants should have some familiarity with at least one IBM-compatible word processing or communications software package.

Instructor: Brian Nielsen, Northwestern University.

Date: April 3, 1989, 9:00 a.m.–5:00 p.m.

Location: Cincinnati Convention Center, Room 243.

Fee: ACRL Members, $95; Non-members, $135.

CEU credit: .7.

Course limited to first 25 registrants.

RTSD Pre-Conference Workshop

AACR2 REVISED: A PRACTICAL UPDATE

Whether you need a quick refresher course on cataloging rules and practices or a practical review of the major changes in the *Anglo-American Cataloging Rules*, this program is for you! General sessions will summarize the changes between the 1978 edition of *Anglo-American Cataloging Rules* and the revised edition; describe the revision process; and provide tips to contributing to the ongoing revision process. Workshop sessions will cover specific points in the rules for description and explain the changes in rules for entry (including uniform titles).

Presenters include: Michael Gorman, California State University at Fresno; Olivia M.A. Madison, Iowa State University; Richard P. Smiraglia, Columbia University School of Library Service; and Edward Swanson, Minnesota Historical Society.

Date: Workshop begins at 9:00 a.m., Monday, April 3, 1989, and ends at 12:30 p.m. on Tuesday, April 4, 1989.

Location: Cincinnati Convention Center.

Fee: RTSD or ACRL Members, $195; ALA Members, $225; Non-members, $255.

Registration will be strictly limited to 100, on a first-come, first-serve basis.

For additional information on this pre-conference course, contact the RTSD Office, (312) 944-6780.

Post-Conference Workshop

INSPIRING ENTHUSIASM FOR RESEARCH:
AN ACRL EVENT

What keeps you from starting the research that will promote your professional growth and career? As an academic librarian you are faced with expectations to carry out research. Explore the barriers that inhibit you from addressing questions and issues that face you and your institution. Learn new skills to facilitate effective thought and decision-making within your organization.

Three experienced librarians will draw on theoretical as well as practical and administrative experience to address the crucial first steps that must be taken when embarking on research.

• "Psychological Barriers to Research," Brian Nielsen, Northwestern University.
• "Creating a Supportive Environment for Research," Maureen Pastine, Washington State University.
• "Taking the First Step to Research," James Neal, Pennsylvania State University.

A panel of five librarians, each with diverse research interests and publication experience will cover an array of personal considerations you need to work through before beginning research.

• "Identifying a Research Problem," Margaret Porter, Notre Dame.
• "Making the Transition from Library School to the Profession," Bart Clark, University of Illinois.

• "The Advisability of Selecting a Professional Network and Finding Time and Funds to Complete Projects," Mary M. Huston, Brainerd Community College.
• "The Appropriate Timing for Consultation to Refine Methodologies for Presenting Results to Audiences and Publications," Tim Richards, Vanderbilt University.
• "The Benefits of Research to Daily Professional Activities," Beth Sandore, University of Illinois.
• "Putting the Pieces Together," JoAn Segal, ACRL Executive Director, and Tim Richards, Vanderbilt University.

Betsy Baker, Northwestern University, will moderate the workshop.

Date: April 8, 1:30 p.m.–5:00 p.m.; April 9, 9:00 a.m.–12:00 p.m.

Location: Cincinnati Convention Center.

Fee: ACRL Members, $155; Non-members, $195.

Travel and Hotel Information

Getting to Cincinnati is easy

Whether you fly or drive to Cincinnati, it couldn't be easier. The Greater Cincinnati International Airport (GCIA) is one of the most efficient airports in the country. Don't be surprised when you hear the pilot welcoming you to Kentucky, because the GCIA stretches over 5,000 areas of land in Northern Kentucky. Major national and regional airlines schedule flights through GCIA and it serves as a major hub for Delta Air Lines, the official conference carrier. While catching your breath upon arrival, take a peek at the famous Mosaic murals, sprinkled throughout the airport. They depict the historical influence of industry on Cincinnati.

After you arrive at the airport, you will find taxi and bus service available for the 15-minute trip into downtown Cincinnati. Jetport Shuttle Express buses go to and from downtown hotels every 30 minutes on the hour and half hour between 5:30 a.m. and 11:00 p.m., Monday through Friday; every hour between 6:30 a.m. and 11:30 p.m. on Saturday; and every 30 minutes until 11:00 p.m. on Sunday. The fare is $7 one way, $11 round trip. The Airport Taxi Cab Company provides service at a rate of $18 per cab (1–4 people) to downtown Cincinnati. Rental car agencies are located in the baggage claim area in each of the three terminals.

Discounted airfares to Cincinnati

T.V. Travel, Inc., the official travel agency for the American Library Association for the past eleven years, is offering special fares for travel to Cincinnati. All attendees traveling round trip to the conference between April 3 and April 10, 1989,

are eligible for special fares on Delta Air Lines. You will receive a 40% discount off the coach fare, or a 5% discount off the lowest fare. You must purchase tickets within 24 hours of booking for the lowest fares and at least seven days in advance for the 40% discount.

The lowest fares are non-refundable and do not allow any changes once issued. Penalty charges for changing or canceling also apply on the seven-day advance tickets.

In addition to the special airfares, you will receive $150,000 in free flight insurance when booking your trip with T.V. Travel, Inc.

Call T.V. Travel for reservations and further information, toll free (800) 826-9682; in Illinois call collect, (312) 899-1112, Monday through Friday, 7:45 a.m.–6:30 p.m., CST. Ask for ACRL Conference reservations.

Arriving by car, train or bus

Cincinnati is an easy day's drive for about 60% of the nation's population. The city is served by four interstate highways and is a hub for numerous other large roadways as well. Amtrak trains arrive and depart on a daily basis going east or west at the River Road station. Greyhound serves as the cross country bus service for Cincinnati.

Getting around in Cincinnati

Once you arrive in Cincinnati, you will find the Convention Center, shopping, fine dining and cultural attractions all within a five-minute walk. And for one thin dime you may board the "Downtowner," a service of Queen City Metro, and get off and on at any spot along its central downtown