

## Cooperating Raleigh Colleges (CRC) Library Staff Workshop

### **“Beyond Books and Computers: The Importance of Working the Frontlines”**

**Thursday, July 17, 2008 8:30 a.m.-4:30 p.m., D. H. Hill Library, NC State**

#### Schedule

- 8:30-9 a.m. – Coffee and check-in (Second floor, West Wing)  
**Welcome from** Carolyn Argentati,  
Associate Vice Provost and Donald E. Moreland Deputy Director of Libraries
- 9-10:30 a.m. – **“Effective Communications for Frontline Staff”**  
**Duane Y. McClure**, Consultant, Training & Organizational Development,  
Human Resources, NC State University
- 10:30-11 a.m. – Break (**Afternoon panel leaders meet to organize**)
- 11-12:30 – Break-out groups:
  - 1) **“Using Technology for Effective Communications”** – Maurice York,  
Interim Director of IT, D.H. Hill Library, NC State
  - 2) **“Effective Customer Service”** – Mary Chimato, Head, Access and Delivery Services,  
NC State
- 12:30-1:30 p.m.– **lunch**  
**Welcome from CRC and the organizing committee**
- 1:30-3 p.m.– **Panel on “Managing the Realities of Professional Expectations”**
  - **Lenai Butterfield**, HR Administrator for Recruitment and Staffing, Shaw University
  - **Alpha Howze**, Public Service Assistant, Saint Augustine’s College
  - **Tripp Reade**, Media Resources Librarian, NC State
  - **Wendy Scott** (moderator), Assistant Director of Organizational Design and Learning, NC State Library
  - **Jill Triana**, Assistant Director of the Counseling Center, Meredith College
- 3-3:15 p.m. Break
- 3:15-4:30 p.m.– Break-out groups
  - 1) **“Supervising Student Workers”** – Alpha Howze and Jill Triana
  - 2) **“Navigating the Professional-Personal Divide”** (interaction among all staff members) –  
Tripp Reade, Media Resources Librarian, NC State
  - 3) **“Hiring Effective Library Staff and Student Employees”** – Lenai Butterfield

*(A special thanks to the organizing committee: Musette McKelvey of Shaw University, Mary Chimato of NC State University, Linda Henry of Saint Augustine’s College, Donna Garner of Meredith College, and Kim Hocking of Peace College and to our hosts at NC State University’s D.H. Hill Library.)*