

FOURTH QUARTER 2012
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Ohio

Libraries Quarterly

Libraries as Government
Information Access/Technology
Centers



Thomas Frey, Executive Director and Senior Futurist at the Da Vinci Institute, says, "Libraries are here to stay because they have a survival instinct. They have created a mutually dependent relationship with the communities they serve, and most importantly, they know how to adapt to the changing world around them." I agree with Frey and continually marvel at just how much libraries have changed since I entered the profession twenty-some years ago. Libraries have adapted to the changes around them, providing new services, programs, technology, and formats to meet the ever-changing needs of the communities they serve.

One important way they have done this is by embracing the important role they play in connecting people with government services through e-government. A few years ago, an unemployed worker needed to go to the local unemployment office, stand in line, and fill out reams of paper forms to apply for unemployment benefits. Today, many unemployed workers go to their local library to submit their

benefits applications online using a public computer. This service has become increasingly important as many local Job & Family Services offices have been closed.

Libraries have become an essential link in connecting people with government services, which have increasingly gone digital. Many people now use libraries to apply for passports, file taxes, and connect with a host of other local, state, and federal government programs. Although I am not aware of any instances in Ohio, some public libraries are now doubling as post offices in areas where post offices have closed.

As more government services become available electronically, libraries will continue to define and expand their role in linking people in their communities to these services. It's become part of Ohio libraries' continual effort to provide information and resources to the communities they serve.

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[Beverly Cain](#)

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The Ohio Libraries Quarterly contains links to websites from a variety of information resources. These resources are provided as a courtesy and do not constitute an endorsement by the State Library of Ohio.

State Library Board



Left to Right: Stephen Wood, President; State Librarian Beverly Cain; Krista Taracuk, member; John Myles, Vice-President; Melissa (Missy) Hendon Deters, member; and Jennifer Thompson McKell, member

Online Resources @ Ohio.gov

The State of Ohio website was recently updated with new navigation tools. Of particular interest is the new link for finding online services at <http://www.ohio.gov/services/>. The following includes options for finding services:

Business

- OBG electronic filing for reporting, payments, and vendor licenses
- State procurement opportunities
- Employer unemployment compensation accounts
- Workers' compensation online services
- Business search by name
- *and more*

Government

- Find your polling location
- Find your Ohio state representative
- Find your Ohio senator
- *and more*

Jobs

- Search for jobs (Ohio Means Jobs)
- Search for state government jobs
- *and more*

Justice and Law

- Search for an adult offender
- Search for sex offenders in your area
- Submit a law enforcement tip
- *and more*

Money & Finance

- Apply for money assistance
- Rent an apartment or house
- Check lottery numbers
- Search unclaimed funds
- *and more*

Boats, Cars, and Traffic

- Renew boat registration
- Renew vehicle registration
- Check current traffic conditions and road closures (Buckeye Traffic)
- Request crash reports from the State Highway Patrol
- *and more*

Taxes

- File your business taxes online
- File your income taxes online
- Check the status of your state tax refund
- Pay your income taxes online
- Find your local taxes
- *and more*

Travel, Tourism, and Shopping

- State park reservations
- Create your Ohio itinerary
- Search for events in Ohio
- Statehouse gift shop
- *and more*

Vital Records

- Birth certificates
- *and more*

Welcome to OhioHeretoHelp.com

For additional help finding information on the State of Ohio website there is a Help Center with a Live Help chat feature. Live Help is available Monday through Friday from 8:00 am to 5:00 pm, excluding state holidays. At other times the link can be used to send a request or inquiry via email.

Ohio Here to Help provides direct links to job openings via Ohio Means Jobs, as well as to training and education resources via the State Library of Ohio. It also has information on such topics as

money, food assistance, health care, housing, transportation, child care, veterans' services, legal services, clothing assistance, youth employment and much more.



connect² COMPETE

Are You Ready?

In the early spring of 2013, Connect2Compete will launch a National Ad Council campaign aimed at helping individuals find and attend digital literacy classes in their community. WebJunction, the Institute of Museum and Library Services and the State Library of Ohio want to make sure that you are ready for this initiative and that your library is represented on the Connect2Compete site. The Connect2Compete site offers individuals a place to input their zip code and search for organizations in their community that offer digital literacy classes and internet access. They are also working on developing a Literacy Finder App which will help people find free local training opportunities on the go.

Connect2Compete is a national nonprofit that aims to bring together leaders from communities, the private sector and leading foundations to ensure that all individuals have access to the technology they need and understand how to use it effectively. Connect2Compete was an organization founded to offer discounted computers and internet services to families whose children receive free school lunches. Now, they are expanding their mission by working with libraries to make sure that all Americans have access to resources which will allow them to develop their digital literacy skills.

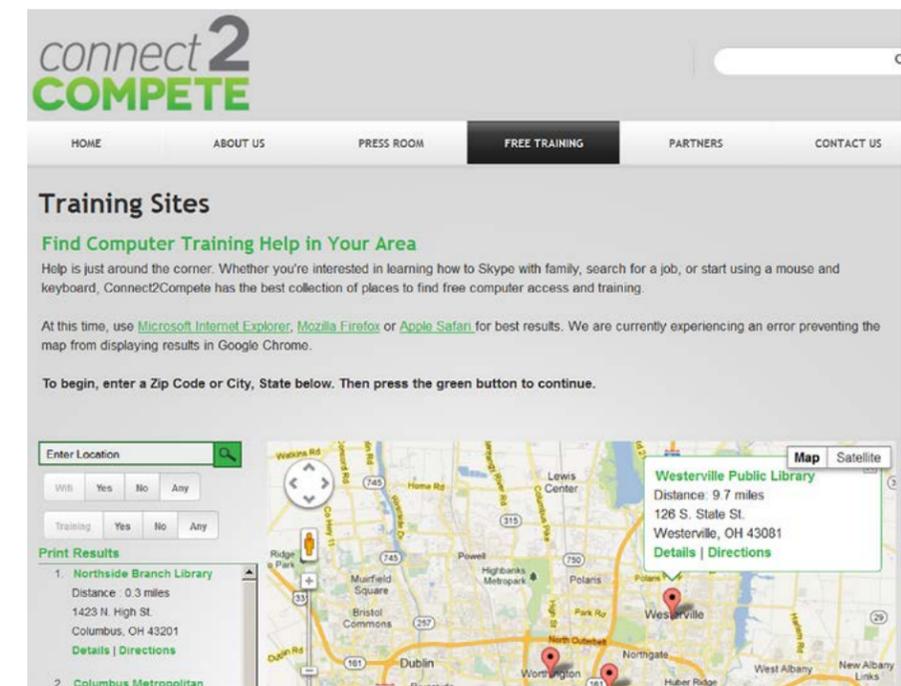
In June of 2012, WebJunction received grant money from the Institute of Museum and Library Services to work with state libraries in Illinois, Mississippi and West Virginia and Connect2Compete to help libraries plan for and deliver digital literacy training. The hope is that this program will serve as a

model for partnerships with libraries to meet public demand for digital literacy training. WebJunction and Connect2Compete will be using what they have learned in these states and the information gathered from a survey conducted earlier this fall to make sure that libraries are prepared to meet the challenge of helping their communities. "This grant will help libraries identify and test scalable models for digital literacy training across the U.S.," said Cathy De Rosa, OCLC Global Vice President of Marketing. "We are pleased to partner with C2C and our state library colleagues to ensure that the substantial public library infrastructure and services for digital inclusion help advance this important national initiative."

You can make sure that your library is represented accurately on both the Connect2Compete website and the Literacy Finder App by adding your information to: http://bit.ly/C2C_trainingsites. If you need help with your digital literacy



trainings, let the State Library of Ohio know how we can help you. We are always looking for ways that we can help libraries help their patrons. You can find sample templates for digital literacy classes like "Internet 101" and "The Ohio Web Library" on the State Library of Ohio's WebJunction page. We are happy to develop additional templates for your use.



On the Road with eReaders @ your library

By Mandy Knapp
Library Consultant
State Library of Ohio

Since June of 2012, I've been traveling around Ohio, talking with and training library staff on eReaders, tablets and other neat devices. If you haven't met me yet: Hello! I'm Mandy Knapp, Library Consultant for Technology at the State Library of Ohio. I'm that lady you call when the Ohio eBook Project breaks or when E-Rate forms leave you completely baffled. I also present a program I call the Technology Petting Zoo. Just like a regular petting zoo with nanny goats and easy-going llamas, the Technology Petting Zoo is so named because none of the devices will bite!

Any library in the State of Ohio is welcome to request a Technology Petting Zoo by filling out this form: <http://library.ohio.gov/lpd/technology-petting-zoo-request>. This program is best suited for no more than 20 participants per hour, although it can be modified for a larger audience. Sessions are scheduled on a first-come, first-served basis. Please submit your request at least three weeks in advance; the more in advance your request is received, the more likely it is that it will be able to be scheduled. At this time I can accommodate three requests per month. Right now, I'm scheduling for spring 2013.

It's my pleasure to visit with library staff and talk about the rapidly changing world of eReaders and eBooks. I bring a number of devices including Kindles, Nooks, Android tablets, iPads and more. Together we play with the devices in a relaxed and supportive environment. It's an opportunity for staff to ask questions and discuss the issues of publisher restrictions, Digital Rights Management (DRM), and other restrictions. There are no incorrect questions!

I'm always interested to see the exciting, innovative programs different libraries are doing, from circulating eReaders, to eBook programs, to iPad programs for our youngest patrons. Through conversations with librarians throughout the state and across the U.S., I've created a number of tip sheets on these topics. I'm happy to share them with any library staff member who asks. Also, if your library is trying something new, don't be shy. Brag about it a



little! I'd love to come and see the exciting programs you've been cooking up.

Often new technology can be daunting. Just when I think I know everything there is to know, someone will ask me a question I've never considered or a major change will happen to the industry. It can be difficult for staff to keep up with changes, so taking a moment to stop and learn about changing technology is an important part of your library's development. Please let me know what I can do to assist. You can contact me at aknapp@library.ohio.gov.

LearningExpress Library Learn More

By Katie Sabol Campbell
Library Consultant
State Library of Ohio

By now, most librarians know that LearningExpress Library is a great place to direct your patrons when they need eBooks or when kids need help in school or preparing for tests. We direct patrons to the Job & Career Accelerator and may even show them the workplace skills improvement sections. But did you know that LearningExpress Library is a great source of information for your patrons' digital literacy development? The Popular Software Tutorials section provides in-depth tutorials that can help your patrons understand how to effectively use some common computer programs.

Microsoft tutorials. You can also review the tutorials on using both Mac and Windows operating systems. The great thing about these tutorials is that they offer tutorials on several of the most recent versions of the software (for example, Microsoft Word 2003, 2007 and 2010). In addition, for most of the versions, they offer a beginning, intermediate and advanced tutorial. This division makes the information you want to find easy and accessible.

LearningExpress Library is one of the great databases in our collection that every Ohioan can and should access. The computer program tutorials can be accessed by logging in and selecting "Popular Software Tutorials" from the menu along the left side of the page. From here, you can choose from a wide range of Adobe and

Many of our patrons now know how to use Microsoft Word and probably Excel. However, LearningExpressLibrary offers tutorials on more advanced Microsoft products like Access, Publisher and Project. Additionally, the classes on the Adobe products (Dreamweaver, Flash, Illustrator and Photoshop) can be very expensive when paid for out of pocket. Learning Express Library provides this amazing benefit to Ohioans as a part of their library

service. The courses developed by LearningExpress Library are visually stimulating and also allow you to hear the lesson. Each of the courses also provides a table of contents which will enable you to skip right to the specific section of the course you want to learn. The tutorials also incorporate self-assessments, quizzes, hands-on practice and interactive video content. All of these elements combine to create a powerful learning environment for your patrons.

The next time you have a patron (or staff member) seeking information on common computer applications, remember to check out the Popular Software Tutorials from LearningExpress Library. Be sure to remember that you can get a flyer for the Learning Express Library Popular Software Tutorials on the State Library of Ohio's website.

Popular Software Tutorials

The screenshot shows the LearningExpress Library website. On the left is a navigation menu with categories like 'Job & Career Accelerator', 'Learning Centers' (Elementary School, Middle School, High School, College Preparation, College Students, GED Preparation, Workplace Skills Improvement, Occupation Practice Tests, Skill Building for Adults, U.S. Citizenship, Recursos para Hispanohablantes), 'Popular Software Tutorials', and 'Workplace Skills Improvement'. The main content area has a 'Welcome to LearningExpress Library!' message and a 'Get Started Now!' section with instructions to choose a Learning Center or browse the complete list of LearningCenters or eBooks. On the right, there is a 'What Do You Want to Do?' section with links for 'Help Center: Center', 'Guided Tour: LearningExpress Library', 'Learning Center: the Learning Center resources', and 'eBooks: Browse eBooks'. Below the screenshot is a vertical list of software tutorial categories:

- Adobe Dreamweaver Courses
- Adobe Flash Courses
- Adobe Illustrator Courses
- Adobe Photoshop Courses
- Corel WordPerfect Courses
- Microsoft Access Courses
- Microsoft Excel Courses
- Microsoft Outlook Courses
- Microsoft PowerPoint Courses
- Microsoft Project Courses
- Microsoft Publisher Courses
- Microsoft SharePoint Designer Courses
- Microsoft Visio Courses
- Microsoft Word Courses
- Windows and Mac Operating Systems Courses

State Library of Ohio Department Spotlight: Library Programs & Development



L to R: Missy Lodge, Associate State Librarian for Library Development; Julia Ward, Grants Coordinator; Lisa Hickle, State Data Coordinator; and Library Consultants Janet Ingraham Dwyer, Katie Sabol Campbell, Mandy Knapp, Steve Cassel, and Audrey Hall

The Library Programs and Development (LPD) department at the State Library of Ohio is charged with providing leadership and partnership in the development of library services throughout Ohio. The three main areas in the department are: Consultant Services, Library Services and Technology Act (LSTA) grant administration, and Data Coordination. The LPD staff coordinates statewide projects and programs such as the Summer Reading Program, Choose to Read Ohio, the Ohio eBook Project, and Connecting to Collections.

2013 eTech Ohio Educational Technology Conference

The eTech Ohio Commission exists to enhance learning across Ohio through the use of technology. It was created as a state agency in 2005 to provide leadership and support in extending the knowledge of the citizens of Ohio by promoting access to and use of all forms of educational technology. eTech Ohio supports the telecommunications infrastructure that links classrooms and public broadcasters to each other and the Internet. eTech Ohio also offers technical assistance, funding support, and telecommunications services to its customers. It offers professional development, training, and educational resources to help educators learn how to successfully integrate technology.

Each year, eTech Ohio hosts a large conference in Columbus featuring over 500 sessions, workshops, and displays and 225 vendors, drawing over 6,500 educational innovators

to gather, network, learn, and share their successes and challenges with each other. This conference is a great opportunity for school and academic librarians, as well as public librarians and others who work with students at any level or are interested in technological innovation.

The 2013 eTech Ohio Educational Technology Conference takes place February 11-13 at the Greater Columbus Convention Center. Registration is open now. To learn more or to register, see the eTech Conference website at <http://www.etech.ohio.gov/conference>. Monitor this site for announcements of keynote speakers, conference sessions, and vendors. eTech Ohio also encourages prospective attendees to follow the conference on [Facebook](#) and [Twitter](#) (#OETC13) for updates:

Full conference fees range from

By Janet Ingraham Dwyer
Library Consultant
State Library of Ohio



\$100 for full-time students through \$325 for on-site registration, with lots of options in between. There are also special rates for one-day and two-day attendance. eTech Ohio relies on volunteer assistance to produce an excellent event, and offers free full conference registration to volunteers who work six hours at the conference. The volunteer application and details are here: <http://www.etech.ohio.gov/conference-2013-volunteer-guide>.

Consider taking a few days in the middle of the academic year in the coldest, grayest season to meet other innovators, re-energize, and take inspiration at the eTech Ohio Conference. Hope to see you there!

Snapshot Day 2012



Between October 7 - 13, 2012 public, school, academic, and special libraries across Ohio participated in the American Library Association's Snapshot Day initiative. Each participating library selected one day during the week to take photographs, collect stories and comments

from their patrons. OPLIN and OhioLINK, and INFOhio provided online resources usage statistics. Participating libraries uploaded photos and video to a Ohio Library Snapshot Day 2012 Flickr group and filled out an online survey through Survey Monkey.

104 Ohio Libraries participate by either completing the survey or uploading photos to Flickr, or both.

We are in the process of selecting photos to feature on Pinterest, reviewing comments and stories, and analyzing usage data.

Survey Participants

Academic – 6
Public – 15
School – 16
Special – 2
Total - 39

Flickr Participants

104 Snapshot Day 2012 *Flickr Group Members* contributed 2,695 pictures. Link to photos at <http://www.flickr.com/groups/ohiolibs-snapshotday2012/pool/>

Academic – 15
Public – 64
School – 19
Special – 6

eGovernment for Librarians

Webinar

On November 7th, the State Library of Ohio's Government Document Consultant, Audrey Hall offered an hour long webinar discussing eGovernment for Public Librarians. The webinar recording is available on the State Library of Ohio's website (<https://vimeo.com/53687938>). Questions about the information covered in the webinar can be directed to Audrey at ahall@library.ohio.gov.

Toolkit

ALA Washington Office E-Government (<http://www.ala.org/advocacy/govinfo/egovernment>) has a **toolkit** in development. According to the ALA website, "As government agencies at the local, state, and federal level increasingly move to the online world to directly provide services, tremendous opportunities and demands have been created for libraries. As part of continuing discussions within the library community, COL and it's E-Government Services Subcommittee will continue to work with other partners and stakeholders on this important issue, to seek recognition and resources for libraries providing E-Government Services."

Further Reading (OhioLINK)

Bishop, B. W., McClure, C. R., & Mandel, L. H. (2011). [E-Government Service Roles for Public Libraries](#). Public Libraries, 50(3), 32-37.

Garvin, P. (2011). [Government information management in the 21st century: international perspectives](#). Farnham, Surrey, England ; Burlington, VT : Ashgate Pub.

Jaeger, P. T., & Bertot, J. C. (2011). [Responsibility Rolls Down: Public Libraries and the Social and Policy Obligations of Ensuring Access to E-government and Government Information](#). Public Library Quarterly, 30(2), 91-116

Kumar, S.L. (2006). [The changing face of government information : providing access in the twenty-first century](#). New York : Haworth Information Press.

Morrison, A.M. (2008). [Managing electronic government information in libraries : issues and practices](#). Government Documents Round Table. Chicago : American Library Association.

Norris, Donald F. (2007). [Current issues and trends in e-government research](#). Hershey, PA : Cybertech Pub.

Library patrons using computers at Ohio Libraries

Top Row - L to R: Heterick Memorial Public Library, Public Library of Mount Vernon and Knox County, Martins Ferry Public Library
Bottom Row - Xavier University Libraries, Stark County Public Library, Wausen Public Library
Photos taken during Snapshot Day 2012. If you are viewing online - click on the photos to link to Snapshot Day 2012 Flickr group.

Libraries as Community Technology Centers

The State Library of Ohio is often contacted by state and federal government agencies and programs to assist in their outreach efforts. We have helped distribute informational posters and brochures, created Find Help in Tough Times, and encouraged libraries to include links to services on their websites. Printing and distributing government information and forms continues, but has slowed as electronic distribution becomes the norm. The need for access to computers and the internet has grown as the

trend escalates toward online-only government information, registration for services, downloading and submitting forms, and direct deposit for payments.

Unfortunately many in Ohio have not bridged the digital divide and depend on libraries for computer and internet access. Libraries share the role of community technology centers, also known as public computer centers, with other social service organizations by providing access and computer skills instruction to those that need

By Masha McDevitt-Stredney
Director, Marketing & Communications
State Library of Ohio

it the most.

The State Library is collaborating with the U.S. Treasury's GoDirect program to help raise awareness about major changes for those who receive Social Security, VA or other federal benefits by paper check. Your help is needed to share this information. The GoDirect.org website has detailed tips and instructions for spreading the word and switching to electronic payments by March 1, 2013.

GoDirect® Campaign

The Deadline is less than 100 Days Away!

There are less than 100 days left until the March 1, 2013, deadline and we need your help! The Go Direct® campaign is urging partners to pull out all the stops in the final months to ensure all federal benefit check recipients switch to electronic payments before the deadline.

A list of easy activities you can do from now until the deadline is available to help remind the people you serve that they are required by law to make the switch. It's easy to inform them how to sign up for direct deposit or the Direct Express® Debit MasterCard® card.

The final Go Direct Month is January and will be filled with a flurry of media outreach and partner activity across the country. A new Go Direct Month tool kit is available for financial institutions and community-based

organizations on www.GoDirect.org and includes free materials to help you get involved. Materials include newsletter copy, social media posts, talking points and more. Fliers and posters also are available to order. Order materials soon to ensure you receive them in time for Go Direct® Month activities.

Join Go Direct® for this last push to help those still receiving paper checks see the advantages of electronic payment and ensure they experience a smooth transition ahead of the deadline. Get involved today!

When you talk to people about making the switch to electronic federal benefit payments, do they mention concerns that switching by phone is an automated and lengthy process? If so, there are materials that dispel this myth and may help people feel more comfortable about making the switch by phone.



People who call the U.S. Treasury Electronic Payment Solution Center can expect to speak to a knowledgeable and friendly staff member who will answer their questions, discuss their electronic payment options and help them make the switch. The process usually takes less than 10 minutes.

Check out the call center web page on www.GoDirect.org, which features staff profiles and tips for ensuring callers experience a smooth enrollment process.

Please consider sharing a link to this page in your communications or on your website. Spread the Word with Free Materials!

Fliers & Posters at: <http://godirect.org/partners/order-materials/>

Text from GoDirect website:
<http://godirect.org/>

Bridging the Digital Divide

Connect Ohio seeks to expand "broadband to underserved and unserved Ohioans"

As the director of the Kate Love Simpson Morgan County Library, I thought long and hard about applying for a Connect Ohio grant. Part of the Ohio Middle Mile Consortium, Connect Ohio seeks to expand "broadband to underserved and unserved Ohioans." Morgan County certainly qualifies as underserved!

The opportunity to obtain ten desktop and ten laptop computers for our meeting and training room seemed irresistible, but was I willing to complete all of the paperwork required by this federal stimulus program? With only six of ten working computers available for classes in our meeting room, I could be willing to jump through all of the required hoops. Fortunately, our library had staff members willing and able to provide the instruction.

However, Connect Ohio personnel expected us to train at least 16 adults per class. The main library would have both a morning and evening class with three two-hour sessions. Our branch, located in a village of 360 people, would have one class per month. Would we really have 48 adults per month take the classes each month for two years? The possibility seemed absurd in our sparsely populated, rural county.

I also questioned the wisdom of folks who expected success with 16 or more adults in a beginning computer class. Beginning computer adults may not be able to find the "e" on the keyboard, know how to make a capital letter, or use a mouse, much less hold the mouse still enough to keep the cursor in the right place.

Ultimately, I knew that the purposes of the Connect Ohio

Grant were admirable: To bring broadband to underserved areas and to ensure a demand for that broadband service by educating adults in computer skills and uses of the internet. Ultimately, I could not justify not applying. Morgan County must cross the digital divide.

So how's it going, you ask.

We did receive 20 computers. We invited the high school electronics class to set them up. In less than an hour, all 20 computers were installed and the boxes recycled. The Morgan County Herald took pictures of the students and a wonderful article in the paper providing great publicity. Connect Ohio had a drawing for ten free laptops for Ohio ECO students. Two of our Morgan County adults received one!

Even with Connect Ohio's class number requirement dropping to six to obtain partial reimbursement, we do not always have enough students registered for a class, especially in the summer. We contracted for 360 training hours; as of July 2012 we have provided 248.

Students who have taken the ECO classes are varied. Some are fairly proficient, self-taught with gaps in their ability to use a computer. Others are truly beginners with absolutely no keyboard skills. A few give up after the first session, too frustrated or embarrassed to continue. Most are delighted with the classes and the curriculum.

We have enjoyed our regional meetings with other ECO providers. Our regional manager Heather Dulaney has been very supportive and provided us with resources and publicity. Our adult ECO graduates are enrolling in other computer classes and urge their friends to take classes also. Tara Sidwell, our Reference Librarian and ECO instructor, was asked to conduct a webinar for Connect Texas.

However, after two years, the digital divide has not been bridged. Morgan County does have many folks who want broadband service. However, broadband providers find our sparse population and hilly terrain an economic barrier.



<https://www.facebook.com/ConnectOhio>

Connect Ohio Classes

The Martins Ferry Public Library has participated in the Grant from ConnectOhio which teaches basic computer skills to the public. The library began teaching classes in March 2011 and so far approximately 300 people have completed this six-hour class. Participants learn the parts of a computer, how to use a mouse, how to get on the internet and search for various sites, and how to request and use email.

As part of the grant with a match of 20%, the library purchased 16 laptops for a new computer lab and 4 new desktop computers for public use after they have learned basic computer skills. The library found space in the basement, purchased desks, an overhead projector, and created a new computer lab. This lab is also available for other training and was recently used by the SEO Consortium for Symphony training as libraries migrated to the new automation system. After classes are completed with a minimum of six people, ConnectOhio reimburses the library for 70% of the training costs for six hours.

The library advertises the classes on their web site, uses flyers in the library, a ConnectOhio poster and



Photo from Ohio Library Snapshot Day 2012 at Martins Ferry Public Library



signs. Flyers and posters have been distributed to the five branches. The local newspaper has run several articles about the classes and in addition, ConnectOhio has run articles in the newspapers and created television public service announcements to advertise the classes all around the state. ConnectOhio provided bookmarks that the library customized by adding local information and distributed these all around town and county, including senior centers, stores and restaurants.

A variety of people have taken the class, including retired people who managed to avoid the computer revolution. One man took the class because he lost his job after 16 years and did not know how to apply for a new one due to online methods and a different way of doing applications.

By Yvonne O. Myers
Director
Martins Ferry Public Library

He actually took the class twice and by the end of it, had an email address, an updated resume and could apply online.

As part of each class, the instructor, Russell Reed, asks the students what they wish to use the computer for and includes their wishes, if possible, during practice time. For example, some wanted to send pictures to grandchildren, or print pictures they received; others were curious about all the sites mentioned on television and wanted to know how to see them. Since the lab is wireless, some students actually bring their own laptop that relatives had purchased and had questions on how to work them.

The library has packed up the computer lab and taken it to four of the branches to teach those in other parts of Belmont County. The community reaction has been a positive one since everything is free. The library includes a handout with each class and has a drawing to win flash drives. The grant has been extended to July 2013 and the library has been pleased to participate in this grant.



CONNECT



SOUTHERN STATE
COMMUNITY COLLEGE

Fayette Campus Learning Resource Center Serves Two Communities

By Louis Mays
Librarian
Southern State
Community College

The Fayette Campus LRC (Learning Resource Center) in Washington Court House is unique. It serves a dual role in the community. The LRC serves the college community and is also the location for the FayetteWorks One Stop Center. Library staff not only performs the duties common in academic libraries, but they also provide assistance to the Fayette County community in terms of job training and job placement.

We have one full-time LRC manager (Kari Jones) and she is assisted by two part-time library aides and various student work study assistants. In addition, she works closely with Bob Brown, director of the One Stop Center. They use library resources such as the Job & Career Accelerator.

The LRC and One Stop Center also provide equipment and assistance for users with disabilities. Library staff often helps visitors from the community with resumes, cover letters, and to establish online accounts for seeking employment at both OhioMeansJobs and the Job & Career Accelerator. The LRC also provides a variety of workshops, job fairs and seminars for the job seeker, in collaboration with the One Stop Center.

More information about the LRC can be found at our Facebook site: <http://www.facebook.com/ssccclrc>.

Information about FayetteWorks and the One Stop Center can be found at this web site: <http://www.fayetteworks.com/>.

Information and hours of operation for the Fayette LRC can be found here: <http://lrc.sccc.edu/#lrc-locations>.



After 35 years of dedicated service to Southern State Community College, Louis Mays will retire effective December 31, 2012.

Connect Ohio is working to bring the benefits of universal broadband to Ohio. Technology, especially widespread access, adoption, and use of broadband, improves all areas of life. Connect Ohio works together with the State of Ohio to advance broadband issues in communities across the state and invites you to join us in



changing communities and lives.

Connect Ohio is a subsidiary of Connected Nation and operates as a nonprofit in the state of Ohio. At Connect Ohio, we work to blanket Ohio with broadband Internet access and dramatically improve the use of related technology. This comprehensive initiative works across all sectors of the state economy to accelerate the

availability and use of broadband in order to create:

- Affordable broadband availability for all of Ohio
- Better business environment
- More effective community and economic development
- Improved healthcare
- Enhanced education
- More efficient government

Staffing Changes at the State Library of Ohio in 2012

New Hires

12/03/12 Andrew Ingraham Dwyer
 10/09/12 Judith Cosgray
 06/04/12 Amanda Knapp
 02/13/12 William "Jamie" Price

Promotions

01/15/12 Melissa Lodge, promoted to Associate State Librarian for Library Development
 01/15/12 David Namiotka, promoted to Associate State Librarian for Library Services
 05/20/12 Eric Maynard, promoted to Infrastructure Specialist 3
 03/11/12 Patrick Fitzer, promoted to IT Supervisor 2
 05/06/12 Sharon Garrett-Hayes, promoted to Computer Operations Supervisor 1
 12/31/12 Ashlee Tominey, promoted to Library Consultant

Resignations

04/07/12 Katrina Miday, Library Consultant
 11/01/12 Esther Chung, Library Assistant
 12/21/12 Katie Campbell, Library Consultant

Retirements

02/01/12 Diane Fink, Head of Fiscal & Business Services
 05/01/12 John Bittel, Reference Librarian
 12/28/12 Bob Kelly, Library Assistant



State Library of Ohio Administration & Staff

Lighter Side

By Matthew Dyer
 Head, Employee Services
 State Library of Ohio

When the State Library newsletter committee met about this issue of Ohio Libraries Quarterly and the topic turned to the lighter side, Marsha asked me what I had in mind. I melodramatically feigned a sigh and said, "Not much. I guess I'm just not feeling very funny lately."

The joke landed and got a laugh, but having just submitted a large report to the Ohio Department of Administrative services, I was only half-kidding. I really wasn't feeling all that funny. The rest of the committee came to my rescue and offered a website to lift my spirits:

Unshelved (<http://www.unshelved.com/>)

Unshelved has been around since 2002. It's part blog and part online comic strip – and it's definitely worth a click.

Comic used with permission from Unshelved. (c) Bill Barnes & Gene Ambaum Unshelved.com

Marketing & Communications Resources

Compiled By Masha McDevitt-Stredney
 Director, Marketing & Communications
 State Library of Ohio

General

ALA launches **E-book Media & Communications Toolkit** at www.ala.org/transforminglibraries/ebooktoolkit



WebJunction has resources and training opportunities about Marketing & Outreach at <http://www.webjunction.org/explore-topics/marketing-outreach.html>

Download, Request, or Link to State Publications for Your Library

Ohio Secretary of State Publications
<http://www.sos.state.oh.us/SOS/publications.aspx>

Office of Ohio Consumer's Counsel Factsheets & Publications
<http://pickocc.org/publications/>

Ohio Environmental Protection Agency (EPA) Public Interest Center
 Fact Sheets and Publications
<http://epa.ohio.gov/pic/facts/fslist.aspx>

Ohio Department of Education ePublication Center
<http://1.usa.gov/SLJm33> (URL shortened)

Ohio Department of Job & Family Services Publications
<http://www.odjfs.state.oh.us/forms/ordercom.asp>

Ohio Department of Natural Resources
 List of Publications and Open-File Materials
<http://ohiodnr.com/?TabId=7176>

Dear HR Guy

You're on a shoestring budget. Should you sacrifice employee recognition programs to save a little money?

Dear HR Guy,
How can I recognize employees for a job well done? My library doesn't have the money for a formal recognition program.

Signed,
Cost **Hinders Employee Appreciation Programs**

Dear CHEAP,

Let's start with the good news: you don't need a lot of money to recognize desired behavior. Monetary recognition isn't even at the very top of the list when it comes to motivating & employees.

In 2008, Beverly Kaye and Sharon Jordan-Evans surveyed 17,000 people and asked why they remain with an employer. In Love 'Em or Lose 'Em they share the top ten responses:

1. Exciting work and challenge
2. Career growth, learning, and development
3. Working with great people
4. Fair pay
5. Supportive management/ good boss
6. Being recognized, valued, and respected
7. Benefits
8. Meaningful work and making a difference
9. Pride in the organization, its mission, and its product
10. Great work environment and culture

Now for the bad news: if your current employee recognition program is nonexistent or stale, you risk disengaging your employees. So how can you recognize your employees and keep them engaged while you're on a shoestring budget? Here are three easy (and affordable) ways to start recognizing your employees.

Handwrite a Thank-You Note

When I was still new to my role here at the State Library, I placed two boxes of blank thank-you cards on my desk. I told managers the cards were available, and I shared an article with them on the power of the handwritten thank you note.

In our electronic era, taking the time to write (not email) a thank-you to an employee is a powerful way to recognize desired behavior. For our culture's most successful leaders, this practice is critical. Doug Conant, former president and CEO of the Campbell Soup Company, wrote over 30,000 handwritten thank-you notes in 10 years. He talks about the practice and what made it work in this video.

Send Free ePraise

If you just can't bring yourself to put pen to paper, check out Baudville's free ePraise series at <http://www.baudville.com/epraise>. Their cards are free to create and send without an account; if you create an account you can save and track the cards you've sent. They advise on effective praise techniques, and card themes range from motivational messages to birthday greetings. While you're there, be sure to check out their robust collection of free downloads and recognition articles, tips, and ideas.

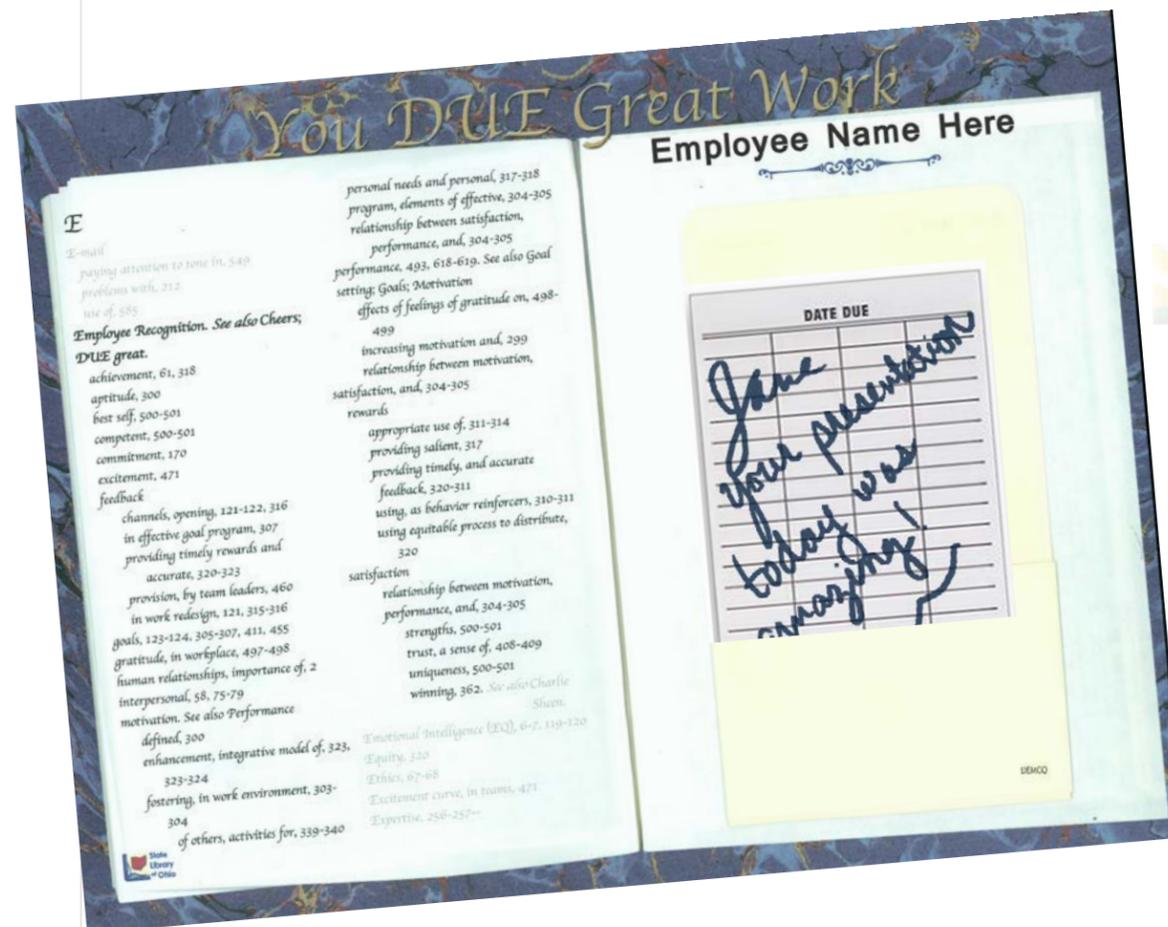
By Matthew Dyer,
Head, Employee Services
State Library of Ohio



Due Something Simple

One of my first assignments here at the State Library was to review the current employee recognition program and recommend changes. I interviewed several staff members to learn more, and ultimately I ended up taking the ineffective program offline to retool it.

As I worked on a new program (and as I continue to do so), I wanted to put an informal, peer-to-peer based recognition system in place for little to no cost. I decided to repurpose the seemingly endless supply of Demco due-date slips and holders I saw around me. I worked with our Marketing & Communications Director to come up with a printed piece designed to hold informal recognition notes written on due-date slips. We named the program



"You Due Great Work" and it's a simple, easy way for employees to recognize each other for a job well-done.

My current vision for the State Library's recognition program is still in progress. I plan to implement a more formal mechanism for employee recognition in 2013 now that our new strategic plan is in place.

Don't Give Up

So, CHEAP, if your current employee recognition program could use a little help, take some solace in knowing you probably aren't alone. A mere 29% of recently surveyed HR professionals think employees are satisfied with their organization's recognition program. But don't give up. There are plenty of resources that can help you rev up your recognition program (some of which are listed on the attached pathfinder), and the benefit of having a simple

recognition program in place far outweighs the cost of having nothing at all.

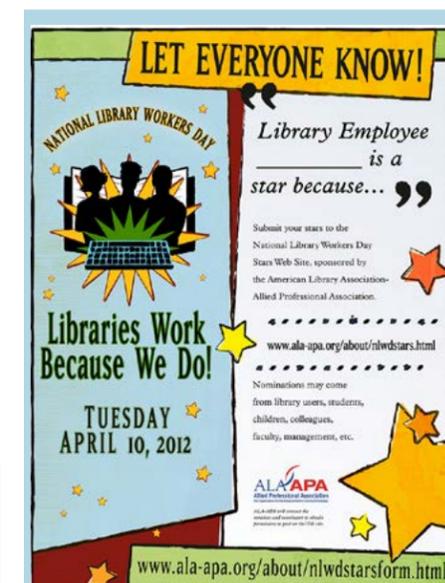
Signed,
The HR Guy

If you've got a question for the HR Guy, email Matthew Dyer. Your question may be featured in a future issue of Ohio Libraries Quarterly.

Matthew Dyer has worked in HR for twelve years. He joined Ohio's public sector in 2005 and holds Bachelor of Science Degrees in HR Management and Business Administration. Matthew currently serves as the Head, Employee Services at the State Library. Generally not recognized for being prompt, Matthew is often reminded that he may be a Head, but he's usually about 15-minutes behind.

Employee Recognition Pathfinder

Want to know more?
Download the Employee Recognition Pathfinder at:
[http://library.ohio.gov/sites/default/files/Employee Recognition Pathfinder.pdf](http://library.ohio.gov/sites/default/files/Employee%20Recognition%20Pathfinder.pdf)



Tuesday, April 16, 2013 is National Library Workers Day
www.ala.org/conferencesevents/celebrationweeks/natllibraryweek
Submit a Star – Tell everyone what makes a library employee special by submitting your favorite worker's name and why they are wonderful to the NLWD site.

Library patrons using computers at Ohio Libraries.

Photos taken during Snapshot Day 2012