MLA-Support Staff Division (SSD)
Minutes of April 6, 2017
BCPL-North Point Branch

Members in Attendance: Teonja Jung-President, Nicole McLain-Vice-President/President-Elect, Lou Sica-Secretary, Shelley Gilchrist, Gina Harris, Amy Moser, Sharon Proakis, Pat Turkos, Erik Walls

Guests: Paul Chasen

Conference Report-Nicole

- MLA is looking for volunteers to help at the conference with duties such as staffing the registration table.
- The conference hotel and Holiday Inn Express are both booked. The Comfort Inn & Suites may still have rooms available.
- Nicole will introduce the Wednesday 9AM pre-conference: Sensory Story Time & Beyond.
- Teonja will introduce the Thursday 9AM program How My Mom Got Hacked.
- Nicole will introduce the Thursday 1:30PM program Balanced Customer Service for Challenging Transactions.
- Amy will introduce the Friday 9:45AM program Ready Set Green.
- Nicole will find out our program room assignments at the April 19 conference committee meeting.
- Nicole will pick-up all program packets.
- Nicole, Teonja, Amy, Monique and Gabriel will assist with handing out and collecting CEU forms and evaluations forms at the various SSD programs.

Standard Program Intro:

It was decided that we would compose a standard introduction to make at SSD stand-alone program and conference programs. This will be in addition to the standard MLA required information and speaker bios. Thanks to Amy for typing this up: Hello, my name is [blank]. I am a/an/the [membership role] of Maryland Library Association’s Support Staff Division. Our committee consists of members of all levels of staff including circulation, librarian, and academic library staff. We meet six times a year, and support MLA through planning workshops and programs benefiting all levels of library staff. For more information about our division or to join, please visit our page on the MLA website, or check out our Facebook page.

Executive Board Report-Teonja
• Due to staffing concerns from it being the day we opened late due to the inclement weather, Teonja was unable to attend the Executive Board meeting.

**Public Speaking program**

• There were 18 attendees and the ratings were mostly 5s with lots of positive comments.
• Our profit was $566!
• Suggestions for future program topics from the evaluation forms were dealing with difficult customers and interviewing skills (both conducting and being interviewed)

**Active Shooter Program-Pat**

• Pat will share Dennis’s contact info with Teonja. Teonja will then touch base with Dennis to see if he may be able to do a morning program at the Arbutus Branch.

**Ideas for FY18 standalone programs**

• Gina has a colleague who is the Diversity Director for the University of Baltimore. Since DLDS is already offering a free program on Diversity & Inclusion, Gina will see if she can give us an outline for a mental health program.

**Ideas for 2018 conference**

• Leah Schley at the BCPL Rosedale Branch has done a program in branch on “Smite.” Smite is a third-person multiplayer online battle arena video game. This may be a possible opportunity to collaborate with the Teen Interest Group (TIG).
• Outreach to LGBTQIA. Teonja has a possible lead on a speaker from Carroll County Public Library and will look into this.
• Grant Writing
• Morale Building
• Interviewing (conducting & being interviewed)/resume writing. Nicole will talk to two colleagues to see if they’re interested in preparing/presenting this program with her.
• Micro-Aggressions. Teonja will contact two colleagues from BCPL’s Inclusion & Diversity Team to see if they would be interested in presenting.
Agenda Building

- Our June meeting will be Thursday June 1 at 1:30 at the Loyola/Notre Dame Library. Pat advised that we do not have to pay to park on the libraries lot in June.

Respectfully Submitted,

Lou Sica