



# CTLS Newsletter

May 2010

No. 89

## Members discuss major changes to the CTLS Bylaws

By Pat Tuohy

The last 2 weeks of April saw a flurry of activity across the system as member librarians, lay representatives, and library supporters met in a series of small group sessions to consider major changes to the CTLS Bylaws. The current Bylaws, adopted in 2005, have been under scrutiny by a Task Force appointed by Peggy Gibson, CTLS Chair, in January 2010.

The Task Force on Bylaws examined the current Bylaws and propose changes which would address two major challenges facing CTLS: 1) the State Library's mandate for multi-type systems, and 2) positioning the corporation to be flexible and nimble in a shifting financial and organizational environment. Members got a chance to respond directly to the Proposed Bylaws in meetings conducted on-site in 4 locations (April 21, 22, 23, and 30) and in a virtual meeting that took place on April 29<sup>th</sup>.

Of the many substantial changes proposed by the Task Force, members focused on 3 of the most significant recommendations. The first significant change recommended by the Task Force was opening up the membership to all types of libraries in the 30 counties comprising CTLS, Inc. Discussion at all five meetings focused on the positives and negatives to this proposition. Members identified the best things that could happen and the worst things that could happen as a result of this major expansion of membership.

The Task Force recommended a significant change in the number and qualifications of representatives for each system member library. In the Proposed Bylaws, each system member would have one Lay Representative and One General Representative who would be appointed by the library director. This innovative approach to representation preserves the unique role that lay people have had in the development and strength of the library systems. It also gives official standing in the corporation to library professionals who do not now have a direct voice in the operation of CTLS, Inc.

The composition of the Board of Directors would undergo several changes if the Proposed Bylaws are enacted by the membership. The current number of Board members, 9, would be preserved but the qualifications for these positions would change. Three of the Board positions will be reserved for Lay Representatives from *public libraries* representing distinct population service areas. Those population seats would be assigned as follows: a) under 10,000; b) between 10,001 and 25,000; and c) over 25,001. Three of the Board positions would be reserved for any type of Representative from *public libraries* representing any size of population. Three of the Board positions would be open to any type of Representative from *any type* of system member library. A current Bylaws provision that limits any one community from having more than one representative at a time on the Board of Directors would be preserved.

The changes described above are just 3 of the provisions most discussed by the members. Other changes have been proposed that you should look at and consider.

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### CTLS Board:

Peggy Gibson	Chair
Larry Ringer	Vice Chair
Lyle Thormann	Secretary
Eileen Altmiller	Treasurer
Barbara Crossno	At Large
Muriel Jackson	At Large
Ruth Jennings	At Large
Dick Lavine	At Large
Betty Lowrance	At Large

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### What Happens Next with these Proposed Bylaws?

Changing the CTLS Bylaws is designed to be a deliberate and inclusive process. To make that a reality and to incorporate as many members as possible into the process, the Task Force has developed a process and timeline for member input. This timeline is intended to give members as many opportunities as possible to discuss the implication of these changes with their neighbors, colleagues, library board members, and the many library supporters who have been so important to CTLS libraries.

#### TIMELINE

Regional Meetings (on-site and virtual)	April 21-30
Revisions to the Proposals based on Regional meetings	May 21
2 <sup>nd</sup> Draft of the Proposed Bylaws sent to membership	June 1
Member discussion via list serve, telephone, and virtual meetings	June 15 – August 15
Board review of the 2 <sup>nd</sup> Draft and adoption of Final Draft	August 18
Publication and distribution of the Proposed Bylaws	August 24
Membership vote on the Proposed Bylaws,	September 24

Do your part in this very important process by reading the Proposed Changes and discussing them with your colleagues and library supporters. The individual members of the Bylaws Task Force stand ready to answer your questions and to explain the implications of these changes to you. To contact the Bylaws Task Force members, send an email to [bylaws\\_taskforce@lists.ctls.net](mailto:bylaws_taskforce@lists.ctls.net). The CTLS Staff are also ready to answer your questions about these changes. Contact Pat at [pat.tuohy@ctls.net](mailto:pat.tuohy@ctls.net).



### More ways to connect with CTLS!



Follow us on Twitter and Facebook to get the most recent CTLS news & workshop info!

#### Twitter

<http://twitter.com/ctlsinc> or search for ctlsinc

#### Facebook

Search for the [Central Texas Library System](#) page

Does your library have a Facebook page or Twitter feed? Let us know!

### Check out the new CTLS website!

We have moved over to a Wordpress-based content management system, so that you are now able to leave comments on our new blog posts. We hope that this site is more **interactive** and **easy-to-use**, so we welcome your feedback. If you have any problems or suggestions, please contact Kam McEvoy ([kam.mcevoy@ctls.net](mailto:kam.mcevoy@ctls.net)). Please note that the URL is still [www.ctls.net](http://www.ctls.net).

Also, if you can't find what you need on the new site, the old site is still available at [http://www.ctls.net/old\\_site](http://www.ctls.net/old_site). Thanks for your patience during our transition!

## Check out these upcoming trainings from the Texas State Library!

- Web 2.0 for Librarians
- Small Library Management: Reference
  - All About Grants
- Principles of Controlled Vocabulary and Thesaurus Design
- Building Rapport with the Language of Leadership
  - Intro to Website Analytics
  - Getting Your Resume Noticed
- Improving Health Literacy in Your Community
  - Library Marketing
  - Reader-Friendly Library Service
    - Gear Up to Game!
- Big eRef on a Small Budget, Part 1 & 2



Register at <http://www.tsl.state.tx.us/ld/workshops/>

# TANG Tech Tips

By Holly Gordon

## “I need to assign my printer a static IP address outside the range of my DHCP”

To some of you that may sound like Greek, or at least extreme Geek. However, you will need to know how to do this when adding hardware, such as a printer, to your network. The following should give you enough information to add the printer, or to know that your network is not set up this way and you need help.

**Scenario:** You want to add a printer to your patron network, so that patrons on your public access computers can print. You have a separate router for your public access computers, and your public access computers use dynamic IP addresses, that is, addresses inside the range of your DHCP.

1. You have, of course, been keeping wonderful records of your network, and you know the administrative login to your router...so now, log onto your router. This is typically done by opening a web browser such as Internet Explorer (IE) and typing the IP address of your router.

2. But wait...you don't know the IP address of your router! Then go to a PC you know is using the router (in this scenario, a public access computer) and run “**ipconfig /all**”

Here are the steps if you don't remember:

a. Click “Start” (in the lower left corner on your PC desktop)

b. Click “run”

c. Type “cmd” then press <retn>

d. In the window that pops up, type “ipconfig /all” then press <retn>

e. The “Gateway” is your router IP address.

f. Let's assume the gateway is 192.168.1.1: just type “192.168.1.1” into your web browser, then login!

g. Add this IP address to your network records!

3. BTW – if your router password is still “**admin**”, change the password once you get logged in, and put the new password in a very safe place (like with all your network documentation, under lock and key).

4. Now that you are logged into your router, look for the words “**DHCP Server**”. Typically this information is on the first page. You will likely see something like this screen that tells us that DHCP is enabled, and the DHCP range is 192.168.1.100 thru 192.168.1.149.

The screenshot shows a web interface for a router's "Network Setup" page. On the left, there is a sidebar with "Router IP" and "Network Address Server Settings (DHCP)". The main content area shows the following settings:

- Local IP Address: 192 . 168 . 1 . 1
- Subnet Mask: 255 . 255 . 255 . 0
- DHCP Server:  Enable  Disable
- Starting IP Address: 192.168.1.100
- Maximum Number of DHCP Users: 50

5. So what addresses are outside the range? 192.168.1.2 thru 192.168.1.99 and 192.168.1.150 thru 192.168.1.254. \*\*\*IP addresses cannot end in 0, 1, or 255, as these are reserved.

6. Log out of the router – we just went there to check on the DHCP range.

7. Now you need to go into the set up for your printer and set the **static IP address**. When configuring an address for the printer, the IP configuration would look like:

IP Address – 192.168.1.2

Subnet Mask – 255.255.255.0

Default Gateway – 192.168.1.1

\*\*\*This configuration needs to be entered in the printer, not in the router (see the owners manual or vendor for steps on configuring the printer TCP/IP information).

8. If you have another device on your network that will be assigned a static IP address, you would use:

IP Address – 192.168.1.3

Subnet Mask – 255.255.255.0

Default Gateway – 192.168.1.1

For any other devices, just increment the IP address by one, 192.168.1.4, 192.168.1.5, etc. and always use the same Subnet Mask and Default Gateway. In other words, it will help to keep good records so you know which static IP addresses have been used for what.

# News You Can Use

By Laurie Mahaffey

## TLA Conference Highlights

Two of my favorite events at the TLA conference in San Antonio were the Thursday morning Opening General Session and the Hurricanes & Heroes panel. The annual awards are given at this opening session. CTLS was pleased this year to have two winners: Clara Mounce, recently retired from the Bryan+College Station Library System, was honored with the Lifetime Achievement Award, and the Tale Tellers Program of the West Public Library won Project of the Year. Congratulations!

The Hurricanes & Heroes Panel brought together four librarians who survived the ravages of Hurricane Ike in September 2008. Three of the librarians worked in school libraries, and one was the director of the Pasadena Public Library, Sheila Henderson. Some of you may remember Sheila from the Georgetown and Brenham libraries.

These librarians were the recipients of TLA Disaster Relief grants. The photos of their libraries and the stories they told were wrenching. The Disaster Relief money came quicker than insurance money, helping their libraries open sooner.

"Lessons learned" were that even the best disaster plans cannot prepare one for the devastation and helpless feeling when one's library is damaged by the forces of nature. Crews sent to one library to clean up helped themselves to undamaged items. Another librarian reported that although the insurance adjuster and city representatives agreed that they should confer, no such conversation was held with all parties at the table. As a result, the library's insurance check was for ¼ of the replacement value of the damaged books and equipment. Damage was not just to the libraries, but to the homes of staff members, students, teachers, and library patrons.

The silver lining to the hurricane devastation for one librarian is that her library was finally getting matching furniture. Another was able to re-open quickly by placing small collections in leased space. Keeping important records off site and remembering to back up data are crucial. Their presentation was a reminder to dust off that disaster plan and look at it with fresh insight.

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## Public Library Association 2010 Conference Tidbit

At the recent Public Library Association Conference, Pat picked up information from Social Security and the National Institute on Aging.

You can request these informational pamphlets for your library patrons. Go to [www.socialsecurity.gov](http://www.socialsecurity.gov) and click on Forms and Publications on the left for these and other topics:

- Online Retirement Estimator
- Understanding the Benefits
- Understanding the Extra Help with your Medicare Prescription Drug Plan
- Identity Theft and your Social Security Number

The National Institute on Aging is part of the Department of Health & Human Services. [www.nia.nih.gov/HealthInformation](http://www.nia.nih.gov/HealthInformation)

Publications are also available in Spanish: [www.nia.nih.gov/Espanol](http://www.nia.nih.gov/Espanol)

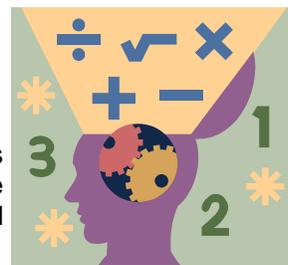
Sample topics:

- Healthy Aging
- Can we Prevent Aging?
- Clinical Trials and Older People
- Exercise and Physical Activity
- Safe Use of Medicines
- Understanding Alzheimer's Disease

Everything listed above is FREE. Some of the publications are available in other languages besides English & Spanish: Portuguese, Polish, Armenian, Arabic, Tagalog, Vietnamese, Russian, French, and more.

# What Do You Want To Learn?

By Suzan Nyfeler



Many of you may not know that Jennifer Patterson has been half-time for a while. As part of her transition, I have been named Continuing Education Coordinator, or as we like to call it, "The CE Person." Most things will stay the same...or will they? You and your staff will get to tell us. Look for a survey in early May.

## Get Help from a Library School Grad Student

Do you need help with a special library project? The answer may be a graduate student from one of Texas's three library schools. There are several ways to get help. One is to ask for a volunteer - pretty straightforward and something you are familiar with. One is an internship - a little more formal and can be paid or unpaid work. The third is through the Capstone program - this is a more formal project-focused activity (think "responsibility" rather than "assistance"). All of these are ways that you can help train tomorrow's librarians.

Here's contact info for the three library schools:

UT Austin: <http://www.ischool.utexas.edu/programs/capstone>

TWU Ft. Worth: <http://www.twu.edu/library-studies/practicum.asp>

UNT Denton: <http://www.lis.unt.edu/main/ViewPage.php?cid=170>. Click on Practicum or Capstone

## How to be successful

- Be specific, especially with travel requirements. Library students come from all over central Texas so don't let geography get in the way. Some jobs may not require much travel to your library.
- Call the library schools directly. They are eager to help you create your volunteer job or project idea.
- Are there other organizations in your town that need the skills of a good information organizer? Pass this info to your newspapers, clubs, museums, educational institutions, etc.
- Cost to post? Free!
- And the #1 success tip from the folks at UT: *Give your project a catchy name!*

## Didn't Make It to Conference? Handouts are the Next Best Thing

If you didn't make it to the Texas Library Association and the Public Library Association conferences, check out the handouts, available online: <http://www.txla.org/conference/handouts.html>, [http://www.placonference.org/session\\_handouts.cfm](http://www.placonference.org/session_handouts.cfm)

## Youth Services & Early Literacy

### Reading Club Materials

Your summer reading program materials should arrive by the time you read this newsletter. If your library hasn't received your materials (bookmarks, posters, CD, etc.), go to the Texas State Library's website at <http://www.tsl.state.tx.us/ld/projects/trc/>. Check to see what you ordered.

### Reading Club Video

Check out the promo video for the 2010 Texas Reading Club, "Catch the Reading Express!" video available on YouTube at <http://www.youtube.com/watch?v=yFountPIFOM>. Thanks to **Janette Johnston** and the **Round Rock Public Library** for producing another great video! Here are some marketing ideas for using the video:

- Send the video to your local media outlets and ask them to air it to promote the Texas Reading Club in your community
- Add a link to the video to your library's web site
- Show the video during programs at your library
- Show the video at school visits to encourage children to join your reading club
- Send the link to your local schools and/or school libraries and ask them to show it to their students to encourage them to participate in your reading club
- Show the video to community organizations and potential sponsors to promote your reading club
- Show the video to community partners such as Head Start.

### 2010 Teens' Top Ten

Teens have spoken! Check out their top ten books at [www.ala.org/teenstopten](http://www.ala.org/teenstopten). Thanks to the Young Adult Library Services Association, YALSA, for this project.

### Teen Read Week, October 17-23, 2010: Books with Beat @ your library®

Check out the Teen Read Week 2010 website at [www.ala.org/teenread](http://www.ala.org/teenread). Join this annual celebration of teen reading. The site has activity ideas, book suggestions and lots more.

### Online Booktalks for the Texas Books

Thanks to Mackin Press for hosting some great digital booktalks for Texas award books at [www.mackinbooktalk.com](http://www.mackinbooktalk.com). Awards include 2x2 List for Age 2 - 2<sup>nd</sup> grade, Texas Bluebonnet Award for 3<sup>rd</sup> - 6<sup>th</sup> grade, Texas Lone Star Reading List for 6<sup>th</sup> - 8<sup>th</sup> grade, Tayshas High School Reading List for 9<sup>th</sup> - 12<sup>th</sup> grade, and the bilingual/multicultural Tejas Star Book Award.



### Texas Bluebonnet Award

What books are in the running for next year's TBA? How can you promote the program? What activities would go best with the books? Answers at <http://www.txla.org/groups/tba/>.

### Need Reading Club Performers?

Remember to check out our Performer and Speaker list at [www.CTLS.net](http://www.CTLS.net). Our list includes ideas for programs that cost money and FREE programs.

### Great Publicity Investment for \$150

For \$150 you can order software that allows you to create "READ" posters and bookmarks just like the ones from ALA. Custom posters make great reading club prizes, thank you gifts for library supporters and publicity tools with city councils or county commissioners. (How could your city council not support the library when they get their very own READ posters and a picture in the paper? OK, don't answer that.) If \$150 is out of your range, ask your Friends group – then give them the first posters! Or post it on your "Library Wish List" bulletin board. Go to [www.alastore.ala.org](http://www.alastore.ala.org). Search term "read poster software."

### Random Stuff I Learned at TLA Conference

- **Kiki** – new magazine for girls – [www.kikimag.com](http://www.kikimag.com)
- **Texas Book Consignments** – let someone else sell your books online, and share the profits – [www.texasbookconsignments.com](http://www.texasbookconsignments.com). Clara Mounce at the Mounce Library (formerly Bryan Public Library) endorses them. What better testimonial do you need?
- **MerryMakers** – playful, quality book-based stuffed toys – [merrymakersinc.com](http://merrymakersinc.com)
- **Famous Be-An Collectibles** – Do you need stuffed beanbag "doll" of Louisa May Alcott, Edgar Allan Poe or Laura Ingalls Wilder? <http://www.famousbe-an.com>
- **Building or renovating your library?** Be at every meeting with the architect. Get your own hard hat and a steel tape measure. Visit the site every day. Ask lots of questions. Take pictures.

## What's Happening Around the System...

*By Katelyn Patterson*

- Congrats to the following member libraries that received Tocker grants: **Bartlett, Clifton, La Grange, Fairfield, & Dime Box!**
- Congrats to our member libraries that got 2009 grants from the Texas book Festival! For books: **Bastrop, Bee Cave, Cedar Park, Clifton, and APL branches Oak Springs and St. John**. For Technology Initiative, the APL George Washington Carver branch.
- To jump start National Library Week & to show-off their new Library expansion plans, the **Lampasas** Public Library with the help of HEB recently held a "Fun" raiser in the HEB parking lot. The day was filled with food, fun & games for everyone. It also netted a large amount of donations for the Library expansion.
- Congrats to the **Lake Travis** Community Library who was selected as a recipient of the We the People "A More Perfect Union" Bookshelf. The award is sponsored by the National Endowment for the Humanities and the American Library Association.
- The **Buffalo** Public Library is a 2010 recipient of the Collection Enhancement Program sponsored by the Tocker Foundation and the University of Texas Press.
- CTLS wishes a relaxed retirement to **Marjorie Martinez** of **Buda** and a hearty congratulations to **Melinda Hodges**, the new Buda director.

### Brag HERE!

Just contact Katelyn Patterson at [katelyn.patterson@ctls.net](mailto:katelyn.patterson@ctls.net) with your exciting news. We will include as much as we have room for in each newsletter.



# This ain't Your Mama's Library!

by Michele Gorman, [www.comixlibrarian.com](http://www.comixlibrarian.com)

from a preconference of the same title at TLA, April 2010



## Adolescent Brain Research:

### Frontal Lobe/ Prefrontal Cortex (REASON):

- Responsible for reasoning, motivation, judgment, problem solving, and rational decision making
- Governs impulsivity, aggression, ability to organize thoughts, and plan for the future
- Controls ability to think abstractly, perform higher level thinking, see consequences of actions
- Undergoes significant changes during adolescence. As this area of the frontal lobe matures, through experience and practice, teens can reason better, develop more impulse control, and make better judgment. Sometimes we (adults) have to function like a "surrogate" set of frontal lobes (auxiliary problem solver) for teens – can't just tell a teen what to do, but have to set boundaries and help them figure things out for themselves.

### Temporal Lobe/Amygdala (EMOTION):

- Responsible for instinctual reaction
- Limbic system regulates emotions and motivations—particularly those related to survival—such as fear, anger, and pleasure
- Feelings of pleasure/reward are very powerful and self-sustaining

### How does all this impact adolescence?

- Adolescent brains are far less developed than we previously believed
- Normal adolescent development includes conflict, facing insecurities, testing out different identities, mood swings, self-absorption, etc.
- Adolescence is a transitional period during which a child is becoming, but is not yet, an adult.
- Because of immature brains, adolescents do not handle social pressure, instinctual urges, and other stresses the way adults do.
- A major part of adolescence is learning how to assess risk and consequences — adolescents are not yet skilled at these tasks.
- As teens begin to look like us, we often expect them to act like us. But that doesn't work. We need to use this information to create awareness so we are more thoughtful in how we act and react when dealing with teens.

### The 7 Developmental Needs of Teens:

1. **Physical Activity** -Teens have an amazing amount of energy – use it, and remember to plan activities and programs that give them time to both move and relax.
2. **Competence and Achievement** -Teens are often self-conscious. They need to do things that they can well, and for which they can receive praise and admiration. They need opportunities to prove themselves.
3. **Self-Definition** - Teens need to explore their world. They need to reflect upon new experiences and

have opportunities to explore their ethnic and gender identity.

4. **Creative Expression** -Teens need to express their feelings and their interests. Plan programs that help them get in touch with their creative side. This is why crafts without too many boundaries are such a big hit with teens.
5. **Positive Social Interaction with Peers and Adults** -Teens need support, companionship, and constructive criticism. They need to learn to create relationships, both with their peers and with the adults they interact with outside of the school environment or the home.
6. **Structure and Clear Limits** -Teens need to know and understand the rules of the system. They often search for security by testing their limits and boundaries.
7. **Meaningful Participation**-Teens need opportunities in which to express their social and intellectual skills. Participation allows teens to gain a sense of responsibility and to make meaningful contributions to their community.

### How Do You Go About Creating Positive Relationships with Teens?

- **Make the first impression a positive one.** This is the easy part. Smile. Say hello. Introduce yourself. Ask if you can help in anyway. Let them know they can come to you for help.
- **Keep your cool.** Teens often take a cue from the adult in the room. If you lose your cool, chances are good they will too.
- **Remember that this is not personal.** If they call you a name, disrespect you in front of friends, or strike out at you –chances are good that it's not YOU they have a problem with...it's authority as a whole, or posturing for their friends, or maybe they just had a bad day and a bad experience with a parent or teacher.
- **Lighten up.** Teens make mistakes – grant them a learning curve, as they are learning how to exist in this world, figuring out where they fit, and trying to get by, usually without causing too many waves.
- **Remember what it was like to be teen.** Summon up those feelings of insecurity and confusion you once experienced. Put yourself in their shoes, and remember that one's teen years are filled with unexpected emotions, obstacles, and opportunities for growth.

### 5 Core Values of Quality Service to Teens:

1. Respecting and Responding to Unique YA Needs
2. Providing Equal Access
3. Empowering Youth Through participation
4. Engaging Teens in Active Collaboration
5. Supporting Healthy Youth Development

# The User Experience: Watch and Wow

by Kam McEvoy



Thanks to TLA for putting on another great conference in San Antonio this year! I've been bouncing ideas from different presentations off each other, and what kept sticking in my mind was the problem of the user experience. Steven Bell discussed the concept most explicitly in *Developing a Competitive Edge for Libraries: Improving Our User Experiences*, but "the user experience" was touched upon in multiple presentations. User experience is not just customer service, because even if you have excellent customer service (and an interesting new books collection, an easy-to-use catalog, fantastic programming and a clean, appealing facility to boot), users can still walk away unhappy. For example, you can meet the user's information need exactly and do it with a smile, but if the user then gets to the circulation desk only to be told he has to pay a \$20 fine for something he knows he returned on time, then his impression leaving the library will not be, "Wow". Steven Bell said the "wow" user experience in a library involves:

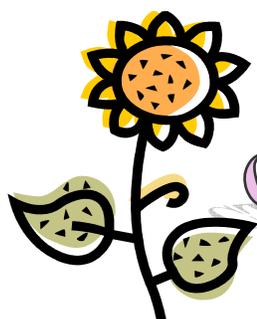
1. *Totality*: everything has to work at all touch points: signage, the photocopier, the OPAC, the Web site, etc.
2. *Meaning*: creating a sense of achievement;
3. *Relationships*: making the experience memorable and unique.

But is this an impossible standard as patrons' expectations adjust to the next great thing that you're doing? How can you continue to wow them? As users, we so easily take things for granted: think how annoyed we are at flight delays, when it's pretty amazing that you can fly cross-country in five hours and land in one piece at all! Or when the iPod Touch was missing a feature I wanted. Instead of being impressed by all the amazing songs and dances it *can* do compared to my old iPod, I sighed with exasperation, "But it doesn't have a built-in camera!" So I worry about how libraries can maintain the services we already provide, wow users with new ones, and then keep finding ways to meet spiraling expectations.

Joan Frye-Williams would say that we can't do it all, or at least we can't keep doing all the services we're used to doing if we are to "futureproof" our libraries. Services where we have to say, "Oh, we just need to market that better", might really be masking the fact that that service doesn't fit the needs of the community or is too complicated. As Bell emphasizes, users like easy! (I think that's often because users want to find it for themselves – I know I do.) This also made me think about dropping services that are time-intensive for staff and lead to user frustration. For instance, some libraries have eliminated late fines altogether.

So even if we don't do it all, how can we begin to understand what the users want at our library? User surveys can be problematic, because we don't know how accurately they measure our success. Enter usability studies, which have gained traction when redesigning our virtual spaces (library websites and online catalogs). Bell suggests that we consider this anthropological perspective for our physical space as well: we can improve user experience by watching what patrons do when they use our systems, services, or resources. Wayne Disher echoed this in his Friday presentation, *Top 10 Things You Can Do Now to Improve Your Collection*: draw a map of your library and have someone sit at the front door where they can draw the path of everyone coming in on that map – this will show you your library's main corridor. I would also add, put stars or different colored dots where patrons hesitated and looked confused. Now that you've watched, begin to wow: merchandise high-interest collections or promote programs along your main corridor. Also, do patrons have to go all the way to the back for a popular section? Consider moving it to the front. Put new signage in the place where people hesitate and watch to see if they look less confused. Then, reassess – has circulation or attendance gone up? Is the signage helping, or does it need to be tweaked?

I saw a lot of CTLs members out in the audiences of these TLA presentations, so I would love your feedback, too – how do you see these ideas playing out at your library?



# CTLS Calendar of Events



May	5	Readers Advisory Workshop ~ College Station, TX
	7	CTLS Circuit Rotation
	13	Certified Computer Tech Workshop ~ Mason, TX
	18	CTLS Board Meeting ~ Taylor, TX
	19	Image Audit ~ Copperas Cove, TX
	20	Image Audit ~ Bastrop, TX
	25	Weeding Workshop ~ Schulenburg, TX
	27	Wireless Hot Spot Workshop ~ San Marcos, TX
	31	Memorial Day ~ CTLS Office Closed
June	8	Online Genealogy Workshop, APL Faulk Central Branch ~ Austin, TX
June	15	CTLS Board of Directors ~ Location TBD
	24-30	ALA Annual Conference in Washington, DC

*Register for CTLS workshops and events online at [www.ctls.net](http://www.ctls.net)!*

## CTLS Directory

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## Central Texas Library System

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...bring May flowers!