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Ten Training Tips Everyone Can Use

Many of us in the Libraries are trainers. We train students how to use the Libraries' databases; we train them how to cite sources; and we train them how to use certain software tools. We also train each other in how to fill out a time sheet, a monthly report, or a purchase request.

Training is everywhere and in a variety of guises, but we all have similar goals as trainers: We don't want to be boring; we want the learner to come away with new skills or knowledge; we want the learner to enjoy being there, even if they were commanded to come.

To help us achieve those goals, here are 10 ideas you can try at your next training session.*

1. Give people something to do with their hands. Give them something tactile to play with while you are talking. Pipe cleaners are good because they are colorful and cheap. When people have something to do with their hands, their minds are more likely to stay focused.
2. Always give handouts. People expect them.
3. When the audience's eyes start to glaze over, get people to breathe and move. Have

them blow up a balloon and knock it around the room to each other. You can then ask why you had them do this. Most likely there will be a lot of answers about teamwork, but it was really to wake them up!

4. To keep your voice going, have Altoids available and room-temperature water. Ice water is refreshing but it constricts your vocal cords.
5. Use a wireless microphone. Your voice goes where your face goes, meaning that people on the opposite ends of long rooms like 315A and B20 may not be able to hear you easily. Rather than straining your voice (especially if you are doing several sessions in one day), use the microphone so everyone can hear.
6. Make signs for people that say "Can't hear you", "Too fast", or "?". People are more likely to hold up a sign than raise their hand and speak.
7. If you have a long training session, don't make the breaks too long

or people will go and make phone calls, check email, etc., and never return.

8. If you have a group that includes people who have been through the training before, have them participate and even teach part of the class. It adds interaction to your session, lets them show off, and gives you a break.
9. Step out into the audience. Don't just stand at a desk or behind a podium.
10. Give out an evaluation at the end of each training session. This can help you to see what people liked and what they would like to see next time.

— Evelyn Barker

Next month: Dealing with difficult people in your training sessions.

Sources:

*From "How to be a better trainer" workshop, July 16, 2004.



Connections

The Choice is Yours

Two Zen monks traveling along a muddy road in the rain encountered a lovely girl in a silk komono and sash unable to cross the intersection. One monk, Tanzan, lifted the girl in his arms and carried her over the mud.

The other, Ekido, did not speak again until that night when he could contain his indignation no longer. “We monks do not go near females,” he told Tanzan, “especially young and lovely ones. Why did you do that?”

Replied Tanzan, “I left the girl there. Are you still carrying her?”

How often we find ourselves in Ekido’s sandals. A customer is rude. Supervisors criticize. Things in our lives happen beyond our control—unexpected expenses, family conflict, changes in job duties, all types of personal crises. It seems so easy to find ourselves in the middle of one task ruminating about something someone has done to us or has happened to us. “Why did they do that?” “How am I going to handle this?” “I wish I’d said something to them.” “Can’t they see I’m doing the best I can?”

“Why me? Why this? Why now?” All of which drags us into a spiral of negative emotion that leads us, like Ekido, to silent resentment. Our interactions with others become snappy, irritable. Our thoughts about our work are thoughts of misery and unhappiness. Our reaction is to blame circumstances, supervisors, co-workers, “the system,” customers, spouses, parents, children, etc., because things are not running smoothly. In general, we feel miserable, resentful, trapped and helpless.

There is hope! Take a closer look at the story. A silk komono and sash were garments indicative of a woman of nobility. In their time, nobles could force “peasants” such as the two monks into service if they so desired. Had he refused, the penalty could have been severe. Even if not forced, Tanzan faced the force of the culture in which he was raised, which would have led him to take the initiative to be of service to a woman of nobility, let alone one in need.

Opposed to this is his belief as a Zen monk that he should have no contact with women for any reason. Tanzan made a

choice between two less than fortunate courses of action. He made his choice, followed through and then went about his business with the same attitude he had prior to the incident.

In contrast, Ekido, chose to “carry the weight of that girl on his shoulders all day long.” He was miserable and stewed over Tanzan’s actions all day long. Who did this hurt? Not Tanzan, who continued on his merry way. We could imagine that anyone who had contact with these men that day would have seen one who was pleasant and one who was inconsiderate and could not be bothered. Both men faced the same situation on that muddy road that day. One chose his attitude. The other let his attitude control him.

I worked with a woman at a place of business awhile back who always had a pleasant smile, a friendly comment, a patient demeanor. She was a receptionist. She wasn’t paid well; she was “on stage” all day; she often was faced with customers in front of her and phone lines ringing off the hook. The customers were not the most friendly nor even the most sociable of people.

Helping Hands in Access Services



Outward Bound Students Trenton Perry and Lakeshia Dunigan

For the last six weeks Upward Bound students Trenton Perry, Lamar High School, and Lakeshia Dunigan, Arlington High School, have been reorganizing and labeling microfiche and maps in UTA's Central Library

collections. The Upward Bound Work-Study Project exposes participants to careers requiring a postsecondary degree through work-study programs where they volunteer in local businesses or other or-

ganizations. Both students now have a greater understanding of the resources and services available at a university library. Trenton said that he will be more comfortable using the library when he studies pre-med, and Lakeshia, a future psychology major, was impressed with the books on research and writing. Jean Sherwin, Access Services, commented that "this is Stacks second year with the Upward Bound Program. We are happy to have a role in local high school students work and education futures."

The Choice is Yours (cont.)

The staff was often demanding and impatient. Through all of this she maintained her cheerfulness and pleasant interactions.

I asked her one day how she did this, given the demands and few rewards of her job. She said that if she focused on all the problems, she would be miserable all day. She chose to be pleasant, have a sense of humor and enjoy her interactions with people because it made her feel better. After her husband died suddenly, I no-

ticed that she had times when, during down times she was often staring into space. However, her demeanor with customers and staff still had that pleasant affable tone. Even in this difficult situation, she chose her attitude.

We are often faced with unfortunate choices. In many situations the choice is forced upon us. In those times our only true choice may be how we decide to face and continue on our journey. Happy monk enjoying the journey or resent-

ful monk journeying in misery. You choose! — James C. Clingan

James C. Clingan is the sole proprietor of JC3T, a consulting and training firm specializing in leadership development, supervisory skills, conflict resolution and change management. This is the second of three articles on conflict resolution, change management, and communication that will be featured in *Connections*.

Connections

Views from River Bend



Scene from the desk

One of the measures taken to support our growing number of users is our recent expansion. The computers in room 141A, on the first floor of UTA/Fort Worth campus, are now available for students to use when the third floor library, room 302, is full. Students may gain access to the lab from library staff, their instructor, or UTA/Fort Worth staff. Users log in using their NetID and password. Printing is also available in this lab, but again limited to academic-related material.



. . . just out the window

If you have not had an opportunity to visit the library at the UTA/Fort Worth campus, now is the time. We have recently expanded, and the pristine view from the third-floor library is as beautiful as ever.

The UTA/Fort Worth library consists of three public PCs, a laser-jet printer, fax machine, two conference tables for studying, a week's worth of the most recent *Wall Street Journals*, and one of the best views in town. Free printing is available, but limited to academic-related material. The regular hours for the library are Wednesday and Thursday 3 p.m. until 7 p.m., and on Saturday from 10 a.m. until 2 p.m. The library is staffed by Elizabeth Swift (I.S.) but can be accessed at any time, Monday-

Friday 8 a.m. to 5 p.m., by contacting Megan Topham on the first floor of the UTA/Fort Worth campus.

In the month of June we were delighted to report the highest number of students, sixty-five, since the opening of the library in March 2003. We are able and ready to top that number soon.

We are excited about the growing number of students and our ability to serve them in a more efficient manner.—
Elizabeth E. Swift



View from the study area of the library

New Faces



Ashleigh Holmes—IS

I graduated Summa Cum Laude from Texas A&M University in December with a Bachelor of Science in journalism and political science. I have a variety of interests which include books, music, theater, history, writing and anything associated with England, Ireland, or Scotland. I look forward to sharing my love of books and learning with the patrons and employees of the library.



Lloyd Herring—AS

I was born and raised right here in Ft. Worth, Texas. I worked at the Ft. Worth Public Library for five years in the

circulation and shelving depts. My hobby is that I am an amateur philosopher and in the past I have taken some of the philosophy and logic classes here at UTA.



Burton King—IS

I grew up at Fort Hood, Texas, and graduated from Baylor University. Ham radio is my favorite hobby in which I hold an Amateur Extra Class license. My wife's name is Deyna, and she graduated from the University of Texas at Arlington.



Kevin Robbins—DLS

I'm a recent transplant from

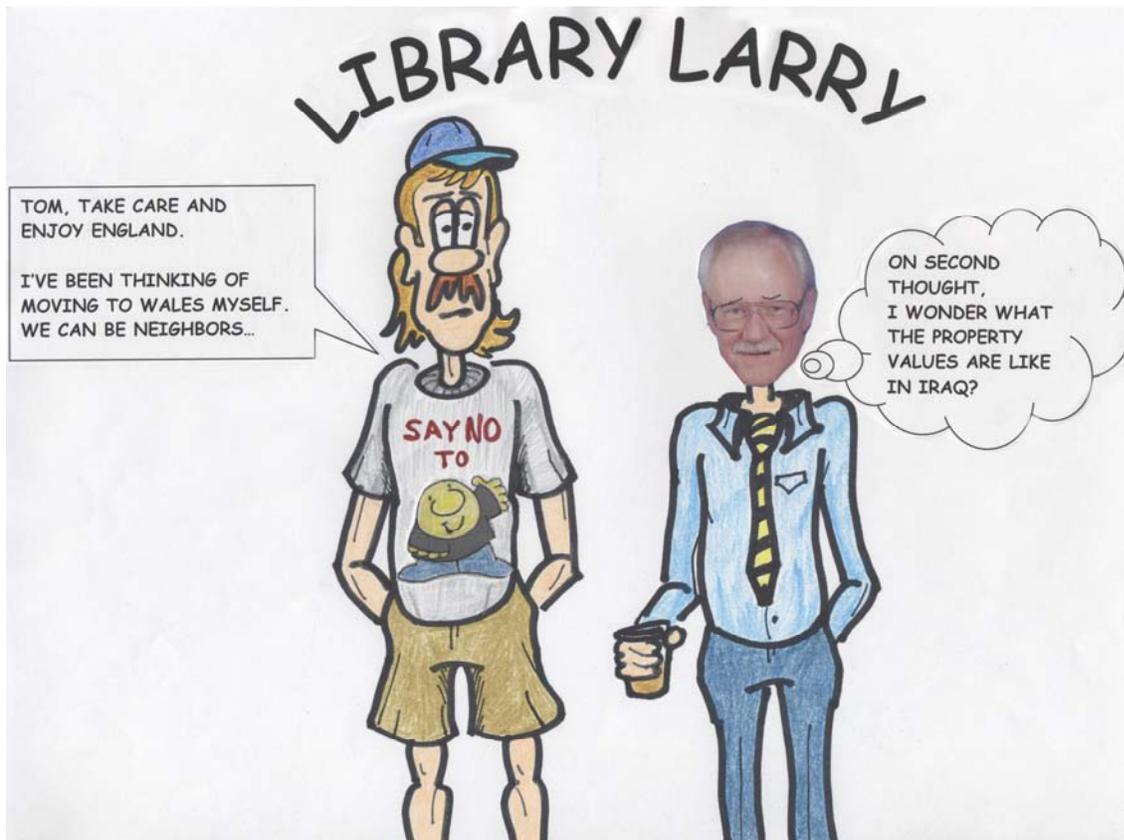
NY where I grew up. My wife brought us down here - and our two cats - so she could get her PhD in Dance at TWU.

I love movies, rollerblading and the Simpsons. I don't love traveling 1500 miles with two cats! Don't hate me 'cause I'm a Yankee...

Please notify me if I have, for some reason, omitted anyone from the list. Thank you for helping me to make sure that all new employees are welcomed.—the Editor

Connections

Library Larry



You Are Invited to the Party

Saturday, August 14, Arlington's One Book, One Community event will begin with a Barnes & Noble kickoff celebration at 6:00-8:00 p.m. with special guest Don Graham. Graham, editor of the anthology *Lone Star Literature: From the Red River to the Rio Grande*, grew up in north-central Texas and is known for historical works such as *Kings of Texas: The 150-Year Saga* and *A Biography of Audie Murphy*.

Discussion groups focusing upon individual stories in the

book's collection will be held throughout September. A list of locations, discussion leaders, and stories is available at <http://www.pub-lib.ci.arlington.tx.us/news/OneBook/Schedule.htm>. Many of the discussions will be lead by UTA personalities. UTA is also hosting Movie Night on September 17th, 7:30-10:00 p.m. at the Lone Star Theater. Featured will be *The Last Picture Show* followed by a discussion.

During the final event on Oc-

tober 1, participants will have an opportunity to meet authors Betsy Berry, Don Graham, Rolando Hinojosa Smith, James Hoggard, Elmer Kelton, and Clay Reynolds. All UTA students, faculty, and staff are invited to attend the 7:00 p.m. program at Tarrant County College Southeast Campus. The agenda includes a panel discussion by the authors lead by Jeff Guinn as well as book signings.

How Good is Your Math? — August Library Puzzle

Access services staff members were taking a well deserved break during finals week. After searching vainly through her backpack for change to use in the soft drink machine, one of the student workers challenged the group sitting about the table. “I bet that you are all good at math,” she began as she selected two books from the book cart and placed them upright side by side. As she turned the book on the left upside down, she continued, “Each of these books has exactly 100 pages. What is the total if you add the page number of the extreme left-hand side of the left-handed book to the page number at the ex-

treme right-hand side of the right-handed book? Decide on the answer as a group. If you are wrong, you buy me a soft drink. However, if you are right, I’ll bring cookies tomorrow for everyone.”

If you know the answer to her puzzle, send it to Lea Worcester at lworcester@uta.edu with “Contest” in the subject line.

The winners of this and other contests in Connections will be determined by putting all of the correct answers in a “hat” and randomly drawing the winner. Winners will be announced in the next publication and treated to a lunch at the end of the year where they qualify for entry in the grand prize drawing.—the Editor



... and the Winner of the July Library Puzzle is

Gerald Saxon from Administration!

Reference Ray and Gerald knew that the pranksters were wearing UTA t-shirts. Remember that the witness saw

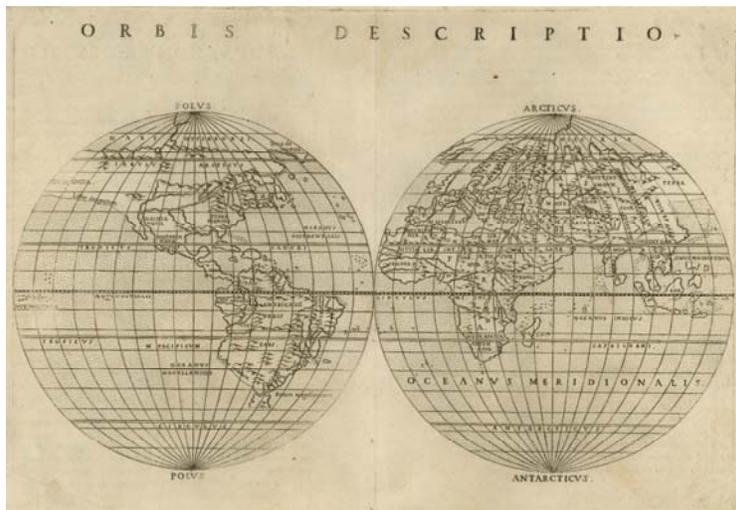
the logo on the T-shirts backwards because they were reflected in the window. ATU is UTA backwards.

Contributors to the June Edition

- Evelyn Barker
- James C. Clingan
- Kit Godwin
- Lloyd Herring
- Ashleigh Holmes
- Burton King
- Mark Mustacchio
- Diane Neal
- Elizabeth E. Swift

Connections

Something Old, Something New, Something Borrowed, Something Blue: IT and SpCo To Put Digitized Maps In the Online Catalog



Orbis descriptio

[Venetia: Appresso Vincenzo Valgrisi, 1561]

Call number: 128/13 00388

Information Technologies and Special Collections are collaborating on a project to make versions of digitized maps held by the UTA Libraries available in the online catalog.

This project will make it possible for users to view images online of the maps held in Special Collections. Currently, only 75 images of the more than 14,000 maps are available through the online catalog. These are available through links to the Cartographic Connections web site.

The two program areas are currently developing a pilot project that will test the abilities of Image Server to handle

this project. Image Server is an add-on product to the Voyager system which allows for management of and access to digital collections.

The project will allow users to locate maps by limiting their search to "Maps". The catalog will return a list of maps and thumbnails of the maps that the records describe. Clicking on a map title will bring up the record. The record will link to a one-page PDF file, which will contain an annotation, a citation, and a low-resolution version of the map itself.

Thirteen maps were selected for the pilot project from Special Collections. They were

chosen to provide a variety of images, including those produced from copper engravings as well as by lithography. Some of the items are in full color while others have color only in outline or no color at all. The selection also includes maps of various sizes ranging from 10 3/4" x 15 1/2" to 36" x 48 1/2" and the items date from 1574 to 1940. A little more than half of the maps are from the nineteenth century. All of the items are from the Virginia Garrett Cartographic Connections and have catalog records.

SpCo and IT still have some work to do to get the test running. They must review the catalog records for the maps, add the hyperlinks, resize the scanned maps, and create the PDF files. But once they have completed the pilot project, the staff will be invited to try it out.

—Kit Goodwin and Diane Neal

UTA Says Farewell to Tom Wilding with ...



food



a tie (courtesy of Gerald Saxon)



cake and flowers



music (Spriggan)



speeches (Dr. Dana Dunn, Office of the Provost and VP for Academic Affairs)



and best wishes from many friends

UTA

Libraries

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Connections is the library staff newsletter published on the first business day of each month. The newsletter introduces new staff members, highlights departments, reports on library staff events, and is a forum for items of interest.

Suggestions and contributions are welcome. Please contact:

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lworcester@uta.edu

August 2004

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
					1
2	3	4 8:30 to 12:30. Parking Permit Sales—Atrium	5 9:00 p.m. Movie <i>Shrek</i> —West Lawn, Activities Building	6	7 8
9	10 Finals	11	12	13	14 15 Commencement
16	17 2:00. UTA Libraries Staff Meeting—Parlor	18	19	20	21 22
23 Fall Classes Begin 4:00. Fall Convocation—Texas Hall	24	25 MAV Cookout/ Activities Fair Day	26	27 9:00 p.m. Movie <i>Troy</i> —West Lawn, Activities Building	28 29
30	31 11:00 to 1:00. Information Fair. Central Library				

Connections is archived online at:

<http://libraries.uta.edu/connections/index.htm>