

NCLA Library Administration and Management Section (LAMS)  
April 10<sup>th</sup>, 2008

The LAMS section met on Wednesday April 2<sup>nd</sup> at the State Library. Present were Wanda Brown, Kem Ellis, Ted Waller and Raye Oldham. Both new and returning board members were welcomed. The next order of business was to review a request for participation from the Finance committee. The Finance committee shared plans for surveying the Library schools of North Carolina in an effort to determine student scholarship needs. The LAMS section was asked to consider surveying NC Library Directors in an effort to obtain information concerning financial support made available to Library workers in support for obtaining the MLS degree. Board members after much discussion decided it would this would be good but also of equal importance would be determining if financial support was available for any type professional development. The ultimate purpose of the survey would be to promote the vitality of NC librarianship, to assist the Scholarship and Finance Committees with determining the best usage of NCLA scholarship monies and to possibly locate new sources for continuing education efforts. LAMS did agree to partner with the NC State Library and assist in gathering this information. A draft of survey questions was created.

**Action needed:** If all board members are in favor of partnering with Finance committee on the survey, LAMS will finalize questions, prepare/send out survey.

**Discussion of topics for off year programming** - Rebecca Moore and Mary Sizemore (not present at the meeting) submitted suggestions for programming ideas. The group discussed management topics, emerging leaders program, customer service, mentoring.

Kem Ellis provided the dates for the NCLA Emerging Leaders program so that LAMS is sure our program doesn't compete/conflict with one already on the books. It is October 26-30, 2008 at Brown Summit. Kem told us about a program at HPPL they are implementing to shift their focus from customer service to providing a quality customer experience. They want to be a customer-centered organization, designing quality experiences for the customers – cross functional staff group working on it. There are four realms of experience and they want to hit all of them = education, entertainment, aesthetics, escape. April + May they will roll out program for their staff. The program is based largely on the book, The Experience Economy, and is supplemented by Raving Fans. Management is designing a play book to replace policies + procedures. We wondered if Kem could be ready to offer this topic in the fall for the LAMS program. He will talk to Mark Livingston and report back to the group. Mark has shifted the focus of his business to Transformational Library Partners.

The group developed a working title: “Moving from Customer Service to Customer Experience: Unleashing the Transformational Power of Your Library”  
We will schedule the next meeting in early June to determine next steps in planning the program.

Respectively submitted,

Wanda Brown, Chair  
Kem Ellis, Vice Chair  
Raye Oldham, Secretary/Treasurer  
Catherine Lee, Director  
Rebecca Moore, Director  
Ted Waller, Director  
Mary Sizemore, Past Chair

**LAMS Roster**

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| <p>Mary Sizemore, Past Chair<br/>Director<br/>Hickory Public Library<br/>375 3rd Street NE<br/>Hickory, NC 28601<br/>v. 828-304-0500, ext. 7275<br/>MSizemore@ci.hickory.nc.us</p>   | <p>Ted Waller, At Large<br/>Head of Technical Services<br/>Meredith College</p>   |
| <p>Raye Oldham, Secretary/Treasurer<br/>Continuing Education Consultant<br/>State Library of North Carolina<br/>4640 Mail Service Center<br/>Raleigh, NC 27699-4640<br/>v. 919-807-7423 f. 919-733-8748<br/>raye.oldham@ncmail.net</p> |   |