



LEADERSHIP, ADMINISTRATION, & MANAGEMENT  
GROWING & DEVELOPING LIBRARY LEADERS  
NORTH CAROLINA LIBRARY ASSOCIATION

# LAMS Letters

THE OFFICIAL NEWSLETTER OF THE LEADERSHIP, ADMINISTRATION, AND MANAGEMENT SECTION OF NCLA



The 65th Biennial Conference of the North Carolina Library Association presents

October 16-20, 2023 • Benton Convention Center • Winston-Salem, NC

**Cultivating Community:** Strengthening Roots,  
Supporting New Growth

Welcome to the LAMS newsletter! Through contributions from the LAMS Board and members, this newsletter aims to explore insightful topics on leadership and management and keep you informed of upcoming events, trainings, and professional development opportunities so you never miss out. If you have questions or would like to become involved with LAMS, please email [lams@nclaonline.org](mailto:lams@nclaonline.org) – all inquiries are welcome!

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## From the Chair of the Board

Dear LAMS members and others who happen upon this newsletter: Happy fall to you all! To complement the conference theme, this edition of LAMS Letters fosters the idea of cultivating our leadership community and improving workplace culture. After the past few years, people are eager to get back to collaborating and networking with their library community. We miss the personal connections, and long to see friends and colleagues from across the state. As we gear up for the biennial conference, this is a time of excitement and reflection for our association.

We have learned a lot over the past few years about resilience and how to pivot in stressful situations. We found ourselves in uncharted waters when it came to operations, collections and stress on staff. Wellness and flexibility became even more important than in normal times; yet through it all, we persevered.



***From the Chair, continued...***

We took the opportunity, over the past few years, to look at our processes and streamline how we plan programs. In addition, we maintained our relationship with NC LIVE and the NCLA Leadership Institute to support the development of leaders. We launched a new discussion series and provided leadership-oriented newsletters. We partnered with WILR to offer a round table discussion on getting involved in NCLA. In the next biennium, some of our goals include offering standing meetings to help with planning participation from the general membership. We also want to provide more inclusive workshops and initiatives, and offer safe spaces for leaders to have conversations about the issues facing us today. We want you to help LAMS grow and move forward as we develop new leaders. As we gather together again, let us support one another, and look for new ways to make connections within our library communities. My tenure as Chair is coming to an end but I'm looking forward to continuing working behind the scenes to help LAMS reach its goals with informative opportunities for leaders to connect, share, and support. Have a great conference! - **Brandy Hamilton, 2019-2023 LAMS Chair**

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## Welcome New LAMS Board Members!

**Amy Harris Houk - LAMS Chair, Assistant Dean for Teaching & Learning at UNC Greensboro**



Amy is the Assistant Dean for Teaching and Learning at UNC Greensboro. In this role, she provides leadership for the departments that primarily support the teaching and student success missions of the university. She has worked at UNCG since 2006 in a variety of roles including First-Year Instruction Librarian and Education Librarian. She holds a Bachelor's degree in Elementary Education and American Studies from UNC-Chapel Hill and a Master's in Library and Information Science from UNCG.

**Rodrigo Castro - LAMS Vice-Chair, Director of Public Services at Wake Forest University**



Rodrigo has extensive experience in all areas of public services and has served in multiple professional committees and working groups. Most recently, Rodrigo joined NCLA's DEI Committee and the Association of Southeastern Research Libraries' DEI Committee. Previously, Rodrigo co-chaired Boston Library Consortium's Access Services Community of Interest, Resource Sharing Community of Interest, and Equity Diversity & Inclusion Best Practices Working Group. Rodrigo holds a BA in English from Florida International University, and an MLIS from the University of South Florida.

**William Gee - LAMS Secretary/Treasurer, Head of Circulation & Interlibrary Loan and Associate Professor at East Carolina University**



William has served as a Department Head level librarian for 18 years and has served as secretary, chair, and other offices on numerous ALA, NCLA, conference planning, university, and library committees. William has also served as a board secretary of four community organizations and, as an undergraduate student, served as treasurer of three college groups, including two years as treasurer of the student government association.

**Christie Reale - LAMS Director at Large for Newsletter, Deputy Library Director at Cabarrus County Public Library System**



Christie has worked in public libraries since high school, starting with a library page position in 2006 and working her way up through the ranks from library assistant to circulation manager to reference manager to branch manager to her current position as Deputy Library Director. Christie earned her MLIS from UNC-Greensboro in 2014. Christie was a member of the 2016 cohort of the NCLA Leadership Institute and a mentor for the 2018 cohort.

**Laura Adair Johnson - LAMS Director at Large for Programs, Director of Library Services at Livingstone College**



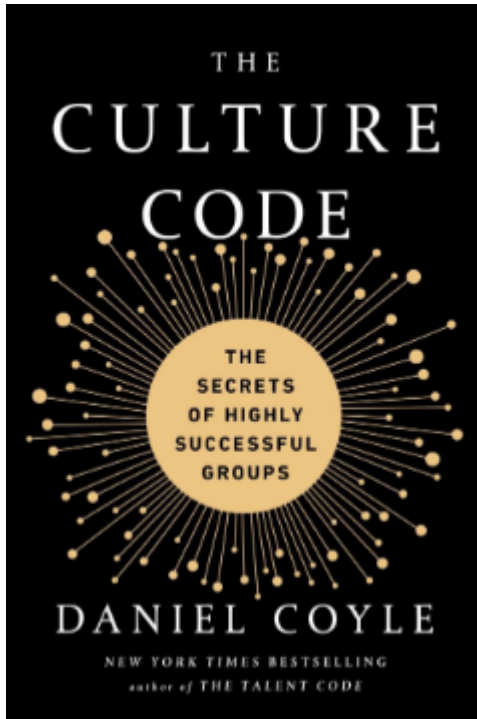
Laura holds a BA in French and an MLS from UNC-Greensboro. She earned an advanced degree in Educational Media and completed her Educational Administration certification at UNC-Charlotte. She is a graduate of the BRIDGES Academic Leadership for Women Program at UNC-Chapel Hill and is currently working on her doctoral degree in Educational Leadership. Throughout her career, she has been public librarian, a media specialist, a coordinator of special programs, and a classroom teacher. She retired from Charlotte-Mecklenburg Schools as a Vice Principal at West Charlotte High School. Since 2012, she has served as the Director of Library Services at Livingstone College where she started her academic career as the Reference Librarian.

**Lisa Donaldson - LAMS Director at Large for Marketing, Assistant Director & Marketing Librarian at Henderson County Public Library**



Prior to her current role, Lisa served as Youth Services Coordinator with HCPL. Lisa participated in the 2016 NCLA Leadership Institute and served on the NCLA Youth Services Section as Vice-Chair, Chair, and Past-Chair from 2017-2022. Lisa has served on the board of directors for the Henderson County Smart Start Partnership for Children and in May completed the Vision Henderson County Leadership class. Lisa enjoys participating in NCLA and having the opportunity to support professional development and further the profession by providing opportunities for librarians across the state.

# Resources on Work Culture



“Though organizational culture isn’t a physical thing, you feel it every day in the ways you work and engage with others. Culture is represented in the language you use, the stories you tell, and your daily work practices.”

“*The Culture Code* is one of the best books about work environments. The book explores top organizations, both business and non-business, examining what conditions foster optimal unity and cooperation. The author uses a three-pronged approach: build safety, share vulnerability, and establish purpose. Coyle outlines strategies that inspire camaraderie, personal growth, and positive change. *The Culture Code* teaches readers how to fix harmful cultures and form workplace communities that encourage employees to thrive.” ([Team Building](#))

**Title:** Revitalizing Morale: Cultivating a Supportive Library Culture

**Date:** October 11th

**Time:** 3 - 4:30 PM

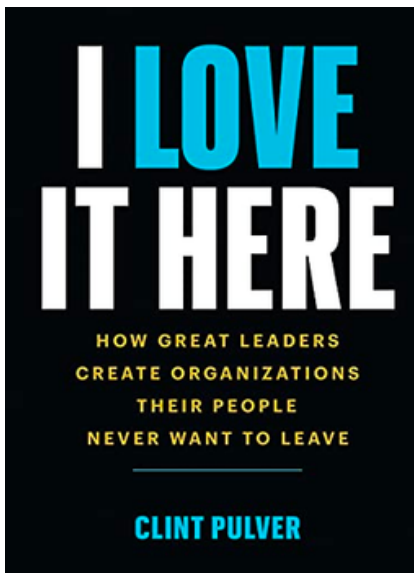
**Location:** Online with WebJunction, [Register in Advance](#)

**Description:** Join this panel of researchers, library practitioners, and changemakers as they share experiences, research, and practical strategies to help foster a healthier, empowered library environment.

Discover the six elements of a healthy workplace culture in *The Culture Question: How to Create a Workplace Where People Like to Work*:

1. Communicating Your Purpose and Values.
2. Providing Meaningful Work.
3. Focusing Your Leadership Team on People.
4. Building Meaningful Relationships.
5. Creating Peak Performing Teams.
6. Practicing Constructive Conflict Management.



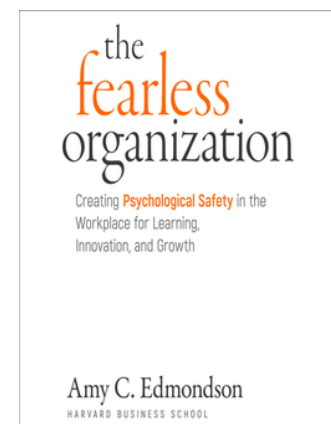


In *I Love It Here: How Great Leaders Create Organizations Their People Never Want to Leave*, Clint Pulver describes going undercover as a millennial to learn how employees perceive their jobs. Read his insight on how to help employees thrive, not just survive.

Pulver also shared his findings in an interview with HR Leaders [here](#).

Glusker, A., Emmelhainz, C., Estrada, N., & Dyess, B. (2022). **“Viewed as Equals”**: The Impacts of Library Organizational Cultures and Management on Library Staff Morale. *Journal of Library Administration*, 62(2), 153–189. DOI: 10.1080/01930826.2022.2026119

“Edmondson highlights the concept of psychological safety within organizations and teams. This much-praised book is based on years of in-depth research. With many convincing practical examples and scientific substantiation, it shows that a company can only make real progress when employees feel free to discuss their plans and ideas and dare to express their concerns openly.” ([The Fearless Organization](#))



## **"LAMS Listens" Coming in January 2024**

Join leaders across the state as we discuss current topics and situations in leadership. We will use various resources and formats to spark conversations and offer practical advice to solve real-life problems.



LET'S GIVE A BIG ROUND OF APPLAUSE TO JENNY RIPLEY,  
WINNER OF THE 2023 LAMS CONFERENCE SCHOLARSHIP!

## LAMS Member Profile: Jenny Ripley



**Pronouns:** She/her/hers

**Where are you in your LIS education and what school do you attend?** First semester at East Carolina University

**What excites you about joining the field of librarianship?** I am passionate about helping people, and I want to continue to do that through librarianship. I enjoy listening and learning about people, as well as building long-lasting relationships with them. Working in a public library setting creates opportunities to interact with patrons one-on-one and enrich their lives by providing career assistance, library programming, and free access to reading materials. I'm also looking forward to meeting with other like-minded librarians to continue improving the world of librarianship and promoting education and literacy.

**What are your professional goals?** After completing my MLS, I am interested in pursuing a branch manager role and continuing to grow in library administration. Despite the difficulties this profession presents, I embrace the challenge of managing a branch and working with external stakeholders to promote the success of the library. In my supervisory roles, I was surprised by how much I enjoyed being a mentor. It's a magical experience to show someone how much potential they have and to build their confidence through open communication and professional development. I have had mentors invest time into my success and encourage me to make my career my own, and I would like the opportunity to share my experiences.

### LEADERSHIP CORNER

Do you have a colleague whose leadership style you admire? Is someone in your professional network leading creatively? Has a coworker shared meaningful management tips that others need to know?

We're looking for current (or potential) LAMS members to feature in upcoming newsletters. Please send your nominations to [lams@nclaonline.org](mailto:lams@nclaonline.org).

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# NCLA Conference Programs for Leaders



## **Wine & Whine at 6th and Vine**

**Date/Time:** October 18th, 5:15 pm - 8:00 pm

**Location:** 6th and Vine, 209 W Sixth St, Winston-Salem

Join us for non-networking social time! Chat with friends, have a drink, and of course, whine a little!

## **Cultivating Sustainable Organizations: Real Talk on Serving in Professional Organizations**

**Date/Time:** October 19th, 9:00 - 9:45 AM

**Location:** Benton Convention Center, Winston 1B

Why would you voluntarily choose to serve in a leadership position within a professional organization when it already feels like you have too many responsibilities and insufficient time? What happens when you take the plunge into an active role in a professional organization and are the only one doing the work? What do you do when your elected position is coming to a close and there doesn't seem to be anyone stepping up to carry on this work? If these thoughts have crossed your mind, you are not alone! As chairs of various NCLA sections, we have had several informal conversations about sustainability and stability and the increasing reluctance and anxiety among members to step into leadership roles within library professional organizations. And just like plants need light to grow, opportunities for open dialogue between current leaders and future leaders of our professional organizations about the realities of serving in these roles - including frank discussions about time management, communication, delegation, and sustainability - are needed to cultivate growth and resilient organizations.

## **Surviving to Thriving: Cultivating Healthy Workplace Environments**

**Date/Time:** October 19th, 2:00 - 2:45 PM

**Location:** Benton Convention Center, Winston 1A

Much of the advice that's given to employees regarding mental health is based on solutions to burnout, ways to cope with unhappiness, and other methods to mitigate stress and frustration caused by their workplace environments. While this advice helps employees survive, staff would likely not need to do so much mitigation if they felt it was possible to have positive and productive experiences at work, and move from survival mode into a place of growth. This panel will cover ways that leaders can provide support, create functional workplace cultures, and ensure employees' needs are met proactively in order to reduce harm at the source and allow team members to thrive.

## **Planting the Seeds of Inclusivity: A Pathway to Providing Services for Sensory Needs in Public Libraries**

**Date/Time:** October 19th, 3:00 - 3:45 PM

**Location:** Benton Convention Center, Winston 1A

Are you interested in sensory inclusion but don't know where to start? Join us as we walk you through our journey in growing a sensory-inclusive environment at Wake County Public Libraries. Over the course of seven months, our project team worked with principles from innovation experts to create sustainable change within our organization. The project team worked to define the problem, engage stakeholders, gather data to better understand the problem, generate ideas, and test ideas through pilots. The team is engaged in continuing to grow sensory inclusivity initiatives and plan for the future. Wake County Public Libraries is on its way to becoming the first public library system in North Carolina to be Sensory Inclusive Certified through Kulture City. We are excited to share this journey with you!

## **Library Administration and Management Section (LAMS) Business Meeting**

**Date/Time:** October 19th, 5:00 - 6:00 PM

**Location:** Benton Convention Center, Winston 2

We will congratulate incoming officers, offer acknowledgement to the current board, and members will have a opportunity talk about section goals.



### **Calling all members!**

Your voice matters! If you're bursting with ideas for our upcoming goals and objectives in the next era, we'd love to hear them! Don't hold back, just click on the link below and share your thoughts. Thank you for helping us shine!

**[HTTPS://FORMS.GLE/ROTJ4EVCpkJunkBAA](https://forms.gle/ROTJ4EVCpkJunkBAA)**

We would like to take a moment to applaud Sophia Hutchens' exceptional design abilities. Their contribution to the past two LAMS letters was truly invaluable and highly appreciated.



# NCLA Leadership Institute 2020+2 Cohort

## Conference Presentations

**Amanda Cain:** Exploring the Green Street Cemetery: Preserving Historic African American Landmarks

**Amy Mason:** Creating Space for Community: Create interactive spaces for tots and teens without renovating the library!

**Beth Thompson:** Addressing Environmental Damage in Libraries: Tackling the Root Cause and Repairing the Damage; Poster 3: There's a fungus among us

**Christopher Robinson:** Zen Den: Tea Tasting ; Strengthening Your Roots: Healing Out Loud through Programming

**Dawn Behrend:** NCLA VP/President Elect in charge of Conference Planning

**Devon Waugh:** Bridging the Gap: Improving Accessibility Resources and Training For North Carolina Libraries; Helping Entrepreneurial Communities Thrive With NC LIVE

**Erika Brock:** Poster 2: First Time Redesign

**Justin Stout:** Reaching Underserved Patrons with Non-Traditional Library Services

**Kathryn Kehoe:** Starting a Digital Navigator Program at Durham County Library; REMCO Luncheon: Social Justice and Libraries: Strengthening East Greensboro through archival collections and historical programs

**Kathy Vossler:** Addressing Environmental Damage in Libraries: Tackling the Root Cause and Repairing the Damage

**Kim Looby:** Nothing Ever Changes...Or Maybe it Can! Let's Begin by Listening; Growing Accessibility in Your Library Through a Multi Year Plan

**Laurie Lyda:** Thrive On: Fostering Staff Learning and Engagement at a Public Library

**Lois Vinson:** Poster 7: The Lending Cupboard at UNCG University Libraries: A Pilot Project; Poster 7: Legos in the Library; Food Pantries in the Library

**Lynda Reynolds:** North Carolina Public Library Standards- Revised 2021; Poster 5: Evaluating New Public Library Directors Resources

**Melisa Pressley:** Poster 4: Community & The Art of Weeding

**Renee Sheehan:** Teen Leadership Academy

**Samantha Martin:** Genrefying in the Public Library

**Susannah Bishop:** Creating Space for Community: Create interactive spaces for tots and teens without renovating the library!

**Tiffany Henry:** RTSS Meet-up; Poster 6: Cultivating Scholarship: Migration of a Homegrown Institutional Repository; Demystifying Careers in Technical Services: Getting a job, learning the job, growing in the job