



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



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

I've been interested in the Works Progress Administration's (WPA) New Deal for a long time now. So much so that I curated an exhibit for a college museum class. It's a great comeback story: America dives into a deep depression followed by a surge of hope through a new set of programs to move our nation forward and to help those in dire need. To me, it's always been a compelling part of our collective history. There's something about it that resonates with hope. Among the many innovative and important programs was the "Pack Horse Librarian" program.



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

Starting in 1934 to fill a severe gap, librarians used to travel to remote and mountainous places in Kentucky by horseback to deliver materials to much needed communities. But this plan was different, "Unlike many New Deal projects, the packhorse plan required help from locals. 'Libraries' were housed in any facility that would step up, from churches to post offices. Librarians staffed these outposts, giving books to carriers who then climbed aboard their mules or horses, panniers loaded with books, and headed into the hills. They took their job as seriously as mail carriers and crossed streams in wintry conditions, feet frozen in the stirrups."



A Pack Horse Librarian returning over the mountainside for a new supply of books. Part of Goodman-Paxton Photographic Collection, Kentucky Digital Library.

### **Further Reading**

[Horse-Riding](#)

[Librarians Were the Great Depression's Bookmobiles](#)

By Eliza McGraw  
*Smithsonian Magazine*  
June 2017

Librarians have always found ways to persevere for the greater good. We are providers of a most important aspect to life: Knowledge. Let us not forget the reason we got into this type of work: We are here ultimately to help our communities reach their goals.

It's hard to believe that in just a few months it will be 2022. It feels like time has slipped by as we continue through a pandemic. Despite the stress, hardships, and challenges, it's important that leaders take a moment to acknowledge the resilience, adjustment to constant change, and fortitude that library staff and themselves have endured.

Nothing has changed and everything has changed since 1934. We still strive hard and find solutions to get the job done. We still care about our communities. We still have work to be done and we still have creative ways to do it. And it is with this attitude we must approach the next biennium as leaders.

We will continue to get creative, use our resources, the community, and the stakeholders to provide information, services, and materials. It's time for librarian leaders to get empowered and innovative. It's time to remain open and flexible. It is my hope that the next biennium's programs support those efforts. To kickstart these efforts, the NCLA conference is just around the corner, and we hope you attend to support library learning, sharing, and growing.

**--Brandy Hamilton, 2019-2021 LAMS Chair**



64th BIENNIAL  
CONFERENCE

  
**S.E.E. the Future**  
Support. Educate. Empower.



## LAMS Business Meeting

Tuesday, October 19, 2021, 3:45 - 4:45 PM

VIRTUAL: <https://bit.ly/LAMS-meeting>

Join us as we introduce the new Executive Board, reflect on the 2019-2021 biennium, and set goals for the coming year. We look forward to seeing you!



## The Empowered Communicator

Wednesday, October 20, 2021, 11:45 AM - 12:45 PM, pre-recorded

Empower yourself and others through successful communication. In this session, leaders will explore aspects of mindful communication and discover ways to empower members of a team to communicate thoughtfully.

**Presenters:** Brandy Hamilton, Regional Library Manager, Wake County Public Libraries;  
Christina Settle, Senior Manager Staffing & Operations, Wake County Public Libraries



## Rebuilding a Workplace Community

Thursday, October 21, 2021, 11:45 AM - 12:45 PM, pre-recorded

We are living through unprecedented times - with so much that deeply impacts us being completely out of our control. As we enter the next phase of this new normal, it is of utmost importance that we increase our capacity to demonstrate care for those within our spheres of influence. Research shows that employees define and experience their workplace culture by what happens at the team and unit level, despite any existence of broad, organizational initiatives. Come join us as we examine how leadership and community building are inextricably linked and as we take time to consider how we steward a culture of care as we rebuild our respective workplaces.

**Presenter:** Dawn Osborne-Adams, University Ombuds, UNC Chapel Hill





## CONFERENCE PREVIEW

# Conference Scholarship Recipients Announced

## Claire Macomson

**Preferred Pronouns:** she/her/hers

**Where are you in your LIS education and what school do you attend?**

I am in my 2nd Year at UNC Chapel Hill.

**What are your future professional goals?**

I would like to work in academic or public libraries.

**What excites you about joining the field of librarianship?**

I am interested in having a service-oriented career where I can help people utilize resources to help them learn or find enjoyment in their lives.

Congratulations to this year's winners! These scholarships were sponsored by LAMS and awarded to current library school students and recent graduates to support their attendance of this year's NCLA-SELA conference.

## Audrey Bryk-Lee

**Preferred Pronouns:**  
she/her/hers

**Where are you in your LIS education and what school do you attend?**

I'm halfway done! At UNC Greensboro.



**What are your future professional goals?**

My background (and first master's degree) is in instructional design, instructional technology, and online learning. When I finish my MLIS, I envision myself seeking a position within an academic library that allows me to use both. (So, for example, an online learning librarian or instructional design librarian.) But each semester when I'm looking at the course catalog, I feel pulled toward those that focus on public librarianship and I think that's probably where my heart is going to lead me.

**What excites you about joining the field of librarianship?**

I'm so passionate about lifelong learning. I love working in higher education and it's been so rewarding. But I'm excited by the idea of supporting and inspiring informal, self-directed learning in a library setting.



# Let Them Know They Matter

## The Importance of Employment Engagement

### **GUEST COLUMN**

**By Denelle Eads,  
Employee  
Relations & Staff  
Development  
Librarian,  
Atkins Library,  
UNC Charlotte**

When staff describe their job as being “a great place to work,” the label represents more than the attractive fringe benefits and how much employees are paid. In today’s workforce, “a great place to work” often relates to the organization’s climate and culture and how the two mesh (1). Supervisors and managers can tap into building “a great place to work” with employee engagement.

“Employee engagement relates to the level of an employee’s commitment and connection to an organization” (2). How employees feel about the work environment should be a concern for supervisors and managers, as it is their role to help mold a culture that is both supportive and empowering for employees to thrive in performance and to have a sense of pride in their work and roles.

When supervisors and managers implement employee engagement into their leadership styles, their actions translate to a workplace that promotes respect for its workers—something that lets employees know that they matter in an organization. Employee engagement is all about managers and supervisors demonstrating the value they place on employees as human beings as well as the importance they place on the value of the energy of an employee’s competencies (3).

As members of an organization, we all want that sense of belonging and we want to feel good about how we are contributing to the organization.

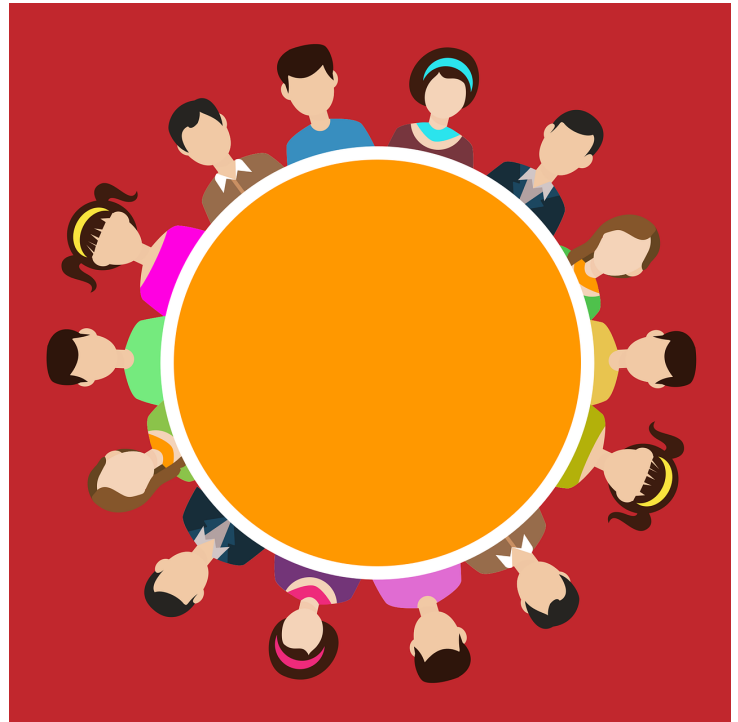
***“When supervisors and managers implement employee engagement into their leadership styles, their actions translate to a workplace that promotes respect for its workers.”***

## **Let Them Know They Matter, continued...**

Enthusiasm, dedication, and energy are all significant factors that supervisors and managers can use to monitor an employee's engagement and the commitment they have to the organization. If you detect that your employees are losing interest and motivation in their work, consider these ways to enhance the employee's engagement levels.

Supervisors and managers could:

- Treat employees fairly regarding rewards and recognition to show they are valued for their contribution to projects
- Set the tone of "leading by example" when it matters
- Establish a culture of fairness where employees both trust and feel trusted
- Identify and implement ways people can align their interests and their work (4)



The year 2020 changed many things. Although COVID-19 left negative impacts in various ways, it may have been a blessing in disguise for work environments. Becoming aware and recognizing the importance of employees' well-being and self-care, may be one of those blessings—a way for supervisors to implement employee engagement practices.

As effective leadership is all about guiding employees to meet and achieve work expectations and performance goals, it should also be about keeping employees engaged and empowered. In other words, how do you keep your employees describing their workplace as "a great place to work?" Well, give them a reason to say it! Pay attention to what's going on with workloads and productivity and try to keep an eye out for the people making it possible for your organization to claim success.

### **References and Further Reading**

1. Macey, William H, Benjamin Schneider, Karen M Barbera, and Scott A Young. *Employee Engagement: Tools for Analysis, Practice, and Competitive Advantage*. 1. Aufl. Chicester: Wiley-Blackwell, 2009. 43.
2. Rana, Surekha, and Priyanka Chopra. "Developing and Sustaining Employee Engagement." *Advances in Human Resources Management and Organizational Development Management Techniques for Employee Engagement in Contemporary Organizations*, 2019, 142-64. doi:10.4018/978-1-5225-7799-7.ch009.
3. Macey et al.
4. Macey et al.



## We Need You! Call for Presenters



Do you enjoy sharing your leadership knowledge and expertise? LAMS and NC LIVE need you! If you are interested in joining our roster of presenters for 2021/2022, email Brandy Hamilton at [brandy.hamilton@wakegov.com](mailto:brandy.hamilton@wakegov.com).



NCLA and LAMS partner with NC LIVE to offer these regional workshops for library leaders. To learn more about the NCLIVE Leadership Development workshops, visit: [www.nclive.org/regionalworkshops](http://www.nclive.org/regionalworkshops) (Scroll down until you see "Leadership Development.")

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## Welcome to Our New Executive Board

### Vice-Chair/Chair-Elect: Amy Harris Houk



Amy Harris Houk,  
Department Head,  
Research, Outreach,  
and Instruction, UNC  
Greensboro

Amy has been the Head of Research, Outreach, and Instruction at UNC Greensboro since 2016. She has been active in NCLA since 2007. She has served as Chair of the Reference and Adult Services Section, as a Director-at-Large, and, most recently, as Treasurer of NCLA. She has also served on two NCLA Conference Planning Committees. She is currently conducting research on the training and mentoring needs of middle managers in academic libraries.

Elections were held in September and October 2021. The following members were elected to serve on the LAMS Executive Board for the 2021-2023 biennium. Congratulations!



## **Secretary/Treasurer: Amy Mason**



Amy Mason, Zebulon Community Library Manager, Wake County Public Libraries

I've worked for WCPL for 11 years and have managed the Zebulon Library branch for 3.5 years. In that time I have been actively involved with NCLA and have served as the Secretary Treasurer for LAMS for the past 2 years. I am honored to serve for another term.

## **Director-at-Large Position I: Membership/Marketing: Jen Hanft**



Jen Hanft, Head of Content & Information Delivery, State Library of North Carolina

Jen Hanft is the Head of Content & Information Delivery at the N.C. Government & Heritage Library (GHL), part of the State Library of North Carolina. In this role, she oversees digital information management, outreach and community engagement, user education, and public services.

She previously served as the GHL's Education & Instruction Librarian; prior to working at the State Library, she was Head of Access & Outreach Services at Marymount University in Arlington, VA, and a Reference & Instruction Librarian at Meredith College in Raleigh, NC. Her previous NCLA service includes Marketing Committee Chair, NCLA Secretary, Continuing Education Liaison, and LAMS Secretary/Treasurer. She is currently a member of the NCLA Leadership Institute Planning Committee, and attended the Leadership Institute in 2012.



### ***A NOTE FROM THE CHAIR***

#### **Thank You and Congratulations!**

I want to thank the outgoing board for their tremendous contributions during the last biennium, although we were far apart, and times were tough we accomplished many things to be excited about. You are all an excellent group of talented people.

I want to congratulate the incoming board! It's exciting to have a mix of new and returning members. Due to unforeseen circumstances, I will be continuing in my role as LAMS chair for the next biennium and hope to continue to find creative ways to move forward.

*--Brandy Hamilton*



## Director-at-Large Position II: Programs/Events: Lesley Mason



Lesley Mason, Library Director, Carteret County Public Library System

My name is Lesley Mason. I'm the library director for the Carteret County Public Library. My previous directorship was in Caldwell County, where I received a programming award in 2019 from the North Carolina Public Library Director's Association. In 2020, I was named a Library Journal "Mover & Shaker" for my work with creating and cultivating successful community partnerships. While in Carteret County I've worked to transition our library from the CPC Regional Library to a county managed system, and migrated the ILS to NC Cardinal. In our first year of operations, we've received over \$20,000 in grants. We were identified as a network affiliate of the National Library of Medicine, opening up health literacy resources and programs to our community. We were a 2020 Grow with Google grant recipient, enabling us to host a virtual entrepreneurship program. We've expanded digital resources, instituted fine free services, and enacted the NC Cardinal Student Access Card program. I hold my MLS from Clarion University, and a MA from the University of Baltimore. Before my work in North Carolina, I was the Youth Services manager for the DC Public Library. I've worked and chaired national committees and subcommittees for CLSP and ALSC.

## Director-at-Large Position III: Newsletter: Christie Reale



Christie Reale, Kannapolis Branch Manager, Cabarrus County Public Library

I have worked in public libraries since high school, starting with a library page position at the Kannapolis Branch of the Cabarrus County Public Library in 2006. I worked my way up through the library ranks from library assistant to circulation manager to reference librarian. I became manager of the Kannapolis Branch in 2017, supervising a staff of fifteen. I earned my MLIS from UNC-Greensboro in 2014. I had the privilege of being a member of the 2016 cohort of the North Carolina Library Association Leadership Institute and a mentor for the 2018 cohort. I am currently serving on the Planning Committee for the Leadership Institute. In my previous and current positions at my library, I have been responsible for various projects which have required coordinating with other staff and outside partners, setting deadlines, and holding others accountable for meeting those deadlines. I would bring these skills to coordinating the LAMS newsletter. I look forward to working with contributors to bring fresh and relevant newsletter content to the LAMS membership.

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