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Training: Dealing with challenging behavior

We've all been there—sitting in a meeting or class where someone in the group goes on and on and on... The know-it-all, the I've-got-better-things-to-do-but-I'm-forced-to-be-here person, the class clown intent on stealing the show.

What's a trainer to do? Following are some tips from the experts on how to deal with a variety of tough customers.

Expert Ernie



Perhaps the students have sat through your lecture before and can't believe they are back to hear

the same old stuff.

- Let them teach part of the class. Ask them to demonstrate how to accomplish a certain task like using the catalog or database. This keeps them engaged, gives you a break, and gives the audience something new to focus on.
- Acknowledge and appreci-

ate their contributions as is appropriate.

Rowina the Rambler



This is the person who likes to hear the sound of their own voice.

- Summarize the person's idea and then move on.
- Reiterate the actual topic of the discussion and then continue. For example: "That's an interesting point, but we are talking about . . . and we need to keep on schedule."
- Ask the person to send you an email of their ideas after the class. This shows respect for their ideas but forces them to organize their thoughts and save them for later.

Tolbert the Talker

This person likes to answer any and all questions. He's a love child of Expert Ernie and Rowina the Rambler.



- Acknowledge and appreciate their contributions as is appropriate.

- Frequent eye contact encourages this person to keep talking. Avoid it.
- Interrupt and say "So what I'm hearing is. . . Thank you. Now who else has something to add that has not already been covered?"
- Direct your questions to anyone other than the talkative person.
- Stress the importance of staying on schedule and letting others have a chance to respond.

Veronica, the Very Angry Person



She doesn't want to be there, doesn't like the subject, and doesn't really care what you

Connections

The Choice is Yours



“We do not remember days; we remember moments” Casare Pavese

The authors of the book, *Fish*, about the famous Pike Place Fish Market in Seattle, define and describe the four ingredients of an energized workplace: 1) Choose your attitude; 2) Play—respectfully; 3) Make their day; and 4) Be fully present. These essential ingredients go far beyond the workplace setting. They are the keys to an energized life.

So much of work and life are routine, out of our control, obligated, at best mundane at worst burdensome. These four ingredients can help us restore the sanity, joy and excitement when none seems available. The daily question for each of us is, “How can I add more of these ingredients to my life and work minute by minute?” Let’s take the ingredients one-by-one.

1. Choose your attitude: a) Predict a positive future. Most of us are good at being pessimistic about the day, week, etc. Predict that you will handle problems, people, routines with flying colors. Imagine yourself each morning solving problems, resolving conflicts, working through difficult tasks and routines with creativity. b) De-personalize: Even if someone has a problem with some-

thing you have done or said, it is not about your competence, character, dignity or self-respect unless you make it so. Take criticism as a way to improve yourself. If it does not apply, simply listen and let it roll off you. c) Give yourself recognition for a job well done, even if no one else does.

2. Play—respectfully: a) Experiment with how many ways there are to do a “routine” task. a) Find a tasteful joke each day and pass it on to co-workers. c) Listen to some favorite music while you work and allow yourself be moved by the music. “Whistle while you work,” it helps.

3. Make their day: a) Help a co-worker with a task without being asked. b) Deliver more than you promise. Do it better than you did it before. Imagine what would “wow” the other person; then do it. c) Perform a “Random Act of Kindness.” It will make both you and the recipient feel better—even if they don’t say, “Thank you.”

4. Be fully present: a) Be on the look out for the next opportunity to get the job done. b) If you have a bad experience with a customer, co-worker or

supervisor, take a deep breath or a minute to collect yourself and look for an opportunity to do something in your work routine to make yourself feel better. When you have more time, write down your feelings, talk to someone who can give you an objective view and help you plan ways to handle the situation better next time.

Finally, keep asking, “What else can I do to add measure to the four ingredients, energize my workplace and my life?”

—James C. Clingan. This is the third of three articles on conflict resolution, change management, and communication that has been featured in *Connections*.

I. Story taken from:

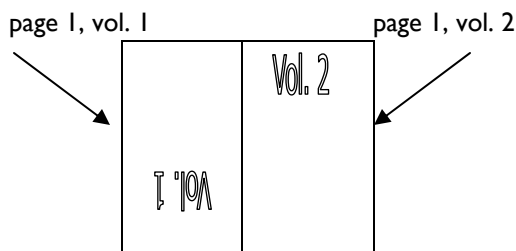
Conari Press. 1993. *Random Acts of Kindness*. Berkeley, CA: Conari Press.

Satchel Page, Major League Pitcher and member of baseball’s Hall of Fame, summed up his philosophy of life and the key to his success this way: “Work like you don’t need the money. Love like you’ve never been hurt. Dance like nobody’s watching.”

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

Joan Martinek from Information Organization and Prep.!

Joan and many others in the library knew that the two page numbers added up to 2. The page number at the extreme left-handed side of the left upside-down book is 1. The page number that is on the extreme right side of the right-handed book is also 1 (see example below).



Source for puzzle: Pressman Toy Corp. 1996. *Mindtrap*. New York: Pressman Toy Corp.

Get Ready! Make your vote count!

In anticipation of the upcoming election on November 2, 2004, the UTA Libraries has scheduled a slate of programs to help students become better informed and participate in the democratic process.

Buttons will be available to library staff to encourage students to register to vote. Also, a Mavs Vote page will be included on the Libraries' web site that contains links to campaign, election, and voter registration information.

Scheduled Events

- Voter registration drive
Sept. 27 – Oct 4
- Banned Books Week exhibit featuring books that have been banned for political reasons

Sept. 24 – Oct. 1
First Floor, Central Library

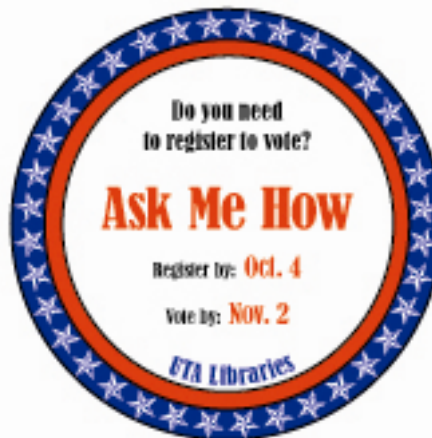
- Display of political books and films owned by UTA Libraries

Sept. 24 – Nov. 2
Sam's Click Café, Central Library

- Exhibit of UTA President Spaniolo's collection of political campaign buttons, early 19th century to the present

Oct. 2 – Nov. 2
First Floor, Central Library

- Exhibit of voter distribution maps by GIS
Oct. 27
Sixth Floor Atrium, Central Library

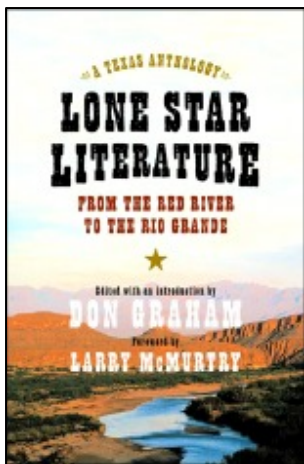


- Focus on Faculty lecture by Dr. Rebecca Deen. Topic is "And the Winner Is...Perils of Predicting Presidential Elections: Lessons from 2000, Thoughts on 2004 and Implications for 2005"
Oct. 27, noon-1:15 p.m.
Sixth Floor Parlor, Central Library

—Evelyn Barker

Connections

One Book, One Arlington—September Events



Sunday, September 5

2:00—3:00 p.m. at the Fielder House Museum (1616 West Abram Street)

Book Discussion by Allan Saxe from UTA regarding *The Last Picture Show*

Thursday, September 9

Noon—1:00 p.m. at Tin Cup (1025 West Abram Street)

Book Discussion by Donna Darovich from UTA

Tuesday, September 14

7:00—8:00 p.m. at the Lake Arlington Branch (4000 West Green Oaks Boulevard)

Book Discussion by Susan Arvin from Lamar High School

Wednesday, September 15

7:00—8:00 p.m. at the Arlington Public Central Library (101 East Abram Street)

Book Discussion by OK Carter from the Arlington Star-Telegram regarding *Town*

& City

Thursday, September 16

7:30—8:30 p.m. at the Coffee Haus (314 Lincoln Square)

Reading by Texas Radio Theatre & Book Discussion by Library Staff

Friday, September 17

7:30—10 p.m. at UTA's Lone Star Theatre

Movie Night: The Last Picture Show

Tuesday, September 21

7:00—8:00 p.m. at the Southeast Branch (900 Southeast Green Oaks Boulevard)

Book Discussion by Yvonne Jocks from Tarrant County College regarding Texas Women Writers

Tuesday, September 21

7:00—8:00 p.m. at the UTA Central Library in the Parlor (702 South College Street)

Book Discussion by Gerald

Saxon from UTA regarding AC Greene's "The Girl at Cabe Ranch"

Thursday, September 23

7:30—8:30 p.m. at the Coffee Haus (210 Mesquite Street)

Reading by Texas Radio Theatre & Book Discussion by Larry Bromley from UTA regarding John Graves' "The Last Running" and Dave Hickey's "I'm Bound to Follow the Longhorn Cows"

Tuesday, September 28

7:00—8:00 p.m. at the East Branch Library (1624 New York Avenue)

Book Discussion by Alex del Carmen from UTA regarding *Borderlands*

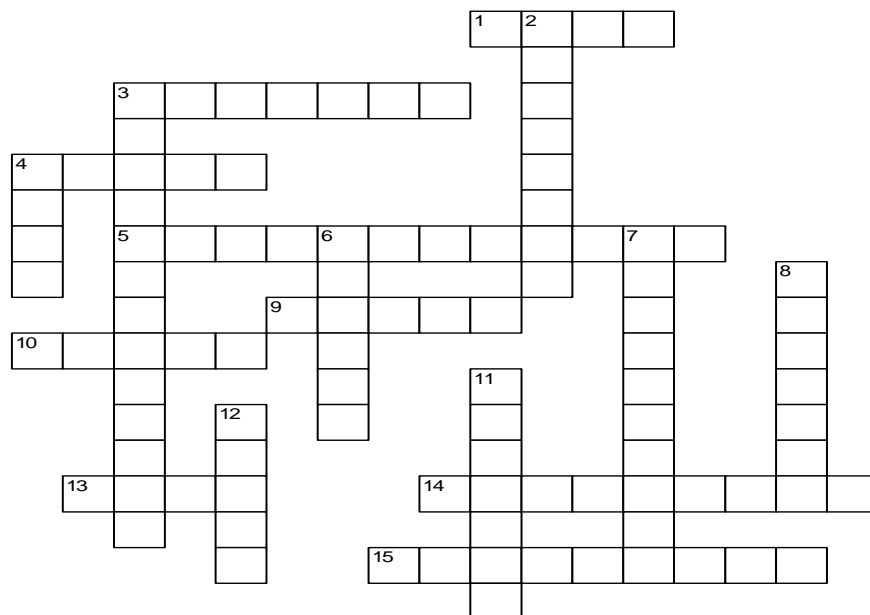
For more information about *One Book, One Arlington* go to <http://www.pub-lib.ci.arlington.tx.us/news/OneBook/Index.htm>

Contributors to September Issue

- Evelyn Barker
- James C. Clingan
- Barbara Howser

Library Larry is on vacation and will return next month with his observations and comments.

UTA Libraries' Crossword Challenge



www.CrosswordWeaver.com

Across

- 1 Something that is not genuine, having been counterfeited, usually with intent to deceive or defraud,
 - 3 Type of building. The building's name is based upon the Latin word liber meaning "book."
 - 4 A small paper form on which information can be written, typed, or printed, designed to be affixed to the surface of an item such as a book, usually for purposes of identification or classification.
 - 5 In the customary order of the letters of the alphabet of a language.
 - 9 A bound or boxed collection of maps, usually related in subject or theme, with an index of place names (gazetteer) usually printed at the end.
 - 10 An abbreviation of electronic mail.
 - 13 A collection of documents usually related in some way, stored together, and arranged in a systematic order.
 - 14 The person responsible for managing and maintaining an archival collection, usually a librarian with special training in archival practices and methods.
 - 15 A very small image of a page of text or graphic element used in a Web page as a link to the same image in larger format.
- 2 material too long to be included in the text or in footnotes or endnotes.
 - 3 The profession devoted to applying theory and technology to the creation, selection, organization, management, preservation, dissemination, and utilization of collections of information in all formats.
 - 4 An acronym for Library Orientation Exchange (pronounced "low-ex"). A "library outreach" office serving as a clearinghouse for bibliographic instruction materials and resources.
 - 6 The person or corporate entity responsible for producing a written work (essay, monograph, novel, play, poem, screenplay, short story, etc.).
 - 7 A brief note, usually no longer than two or three sentences, added after a citation in a bibliography to describe or explain the content or message of the work cited or to comment on it.
 - 8 The handwritten, typewritten, or printed personal or business messages of one or more persons.
 - 11 Refers to a circulating item checked out by a borrower and kept past its due date.
 - 12 The unauthorized removal of materials or equipment from library premises.

Down

- 2 A part of a written work, not essential to the completeness of the text, containing complementary information such as statistical tables or explanatory

Clues for this crossword puzzle were obtained from:

Reitz, Joan M. 2004. *ODLIS: Online Dictionary for Library and Information Science*. Accessed 9 September 04. Available from <http://lu.com/odlis/>

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

Connections

Weather or Not: What is the Climate?



The idea for a weather exhibit came to me a couple of years ago when we received a new book in SEL entitled *New England weather, New England climate* by Gregory A. Zielinski. The dust jacket alone was enough to grab my attention. I began to review our weather related holdings.

This year has been very unusual weather-wise, so I decided that now was the time for a weather exhibit. Dallas/Fort Worth's first big weather event in 2004 opened with a

Valentine's weekend snowfall. It was the biggest snowfall we have had in the area in a long time and it was real snow!! Spring came with hardly any rain. June brought a deluge. July brought cooler temperatures than what native Texans expect. August came – did we really live in Texas? On the east coast of the United States Alex, Bonnie, Charley, Gaston, and Frances set their eyes on Florida, the Carolinas, Georgia and Virginia, leaving death and destruction in their wake.

Fortunately for Texas, we have not had a hurricane hit – yet! Across the United States, unusual weather patterns have occurred throughout the year. During the summer of 2003, Europeans were suffering from unusually high temperatures; people died from the extreme heat. This summer, Europe has had unusually cool temperatures.

Is it weather or climate? Visit our weather exhibit at SEL and find out.

—Barbara Howser

Training (cont.)

have to say.

- Treat antagonistic questions as serious and legitimate. Answer them and move on.
- When you come across someone highly resistant, empathize with their feelings then ask, "Can you keep an open mind?" Don't use "but". It negates everything you just said about understanding how they feel. For example: "I understand how you feel. (pause) We need to learn this because. . ."
- If the negativity is deep enough, offer to discuss it after the lesson.

- Keep your cool. Don't add fuel to the fire by becoming hostile and angry yourself. If you need to call a break to regain your composure, do it.
- If nothing you say is getting through to the person, open it up to the rest of the class. Ask them how they would handle it. Let peer pressure come to bear on the negative person.

Ignacious the Ignorer



He doesn't want to be there either and shows it by retreating to his own private

world.

- Call person by name and ask them a question.
- Walk to their area of the room as you continue to lead the class.

—Evelyn Barker

This material was assembled from the following sources:

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

"Difficult Behavior During Training." [Training Zone](http://www.amanet.org/training_zone/archive/hotzone_03.htm). American Management Association. 1 Sept. 2004. < http://www.amanet.org/training_zone/archive/hotzone_03.htm>

UTA Libraries' Information Fair

The Libraries' fifth annual Information Fair introduced UTA Libraries resources and services to over 230 students on August 31 from 11 a.m. to 1 p.m. All of the departments were represented as volunteers offered students demonstrations of resources such as the online catalog, GIS lab, and

online databases. In addition, visitors learned about the Digital Media Classroom, Writing Center, Xerox Center, and Special Collections. After visiting three areas they enjoyed free submarine sandwiches, chips, and lemonade on the 6th floor.

Overall, the event was a success. One student commented that it made them feel relieved to "find out all the library offers". Joshua Been, GIS Librarian, reported that he has received several inquiries about GIS services since the fair.

The efforts of over 30 volunteers who organized the event, demonstrated resources, and served food helped to make the Libraries' participation in UTA's campus-wide "Welcome Week" a winner.

The Libraries' Information Fair began in 2000 as part of the Y1@UTA Committee's efforts to incorporate library awareness into the University's Year One Program. Members Sarah Jones, David Rankin, Mary Jo Lyons, Cynthia Stevenson, and Tommie Wingfield decided that participating in UTA's campus-wide Welcome Week programs offered UTA Libraries an opportunity to introduce students to crucial resources and services. The resulting program has been a success throughout the last five years. Hundreds of students have visited stations distributed throughout the library before enjoying free food on the 6th floor.



Diane Neal and Ashleigh Holmes at Central Library's New Information Common Desk



Ann Kelley at the Reference Desk



Bobbie Johnson and Ellen Baskerville at the Journals & Periodicals Table

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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September 2004

| Monday | Tuesday | Wednesday | Thursday | Friday | Sat/Sun |
|--|----------------|---|--|---|----------|
| See page 4 for One Book, One Arlington event dates | | 1 | 2 9:00 a.m. Program Coordinators Meeting—B04 | 3 | 4 5 |
| 6 | 7 Labor Day | 8 International Literacy Day | 9 9:00 a.m. Library Management Meeting—B04 | 10 | 11 12 |
| 13 | 14 | 15 | 16 9:00 a.m. Program Coordinators Meeting—B04 | 17 | 18 19 |
| 20 | 21 | 22 2:00 p.m. Professional Forum—Parlor | 23 9:00 a.m. Library Management Meeting—B04 | 24 1:00 p.m. KC Hall Dedication Banned Books Week | 25 26 |
| 27 Banned Books Week (cont) | 28 | 29 12:15 to 1:15 p.m. Focus on Faculty, Dr. Roemer— Parlor | 30 9:00 a.m. Program Coordinators Meeting—B04 | | |

Connections is archived online at:

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