

Fall 2014

# University of Texas at El Paso Library Newsletter

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# University of Texas at El Paso Library Newsletter

## Special points of interest:

- Library staff changes
- Staff photos
- Upcoming trainings
- 30th Anniversary
- Message Board
- Conflict at the workplace
- ILCE Grant Winners for Fall 2014

## Fall is almost here!

Welcome to the Fall 2014 issue of the UTEP Library Newsletter! Here we inform staff of important news, changes, past and upcoming trainings, and more. Sit down, relax, and enjoy learning about what the library has been up to lately. If you have news or any information that is useful to library staff and/or students regarding the library, contact **Sebastian Diaz** at 747-6721 or **Sol Maria Lopez** at 747-6703.



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## Library Staff Changes

Mr. Victor Aragon is the newest Library Assistant I in Circulation since June 2014, who replaced Ms. Patricia Carrete. Victor has a Bachelor of Science in Microbiology from UTEP and had worked in the library as a student employee since 2009. Congratulations, Victor, on your new position!

Mrs. Elizabeth Torres has left her position as Instruction Librarian and has relocated to Hawaii. Elizabeth had a long history of working in the library, including when she was a student employee back in 2000 in Current Periodicals; a Library Assistant II in Serials; and finally became an instruction librarian in 2011. She was involved in

several successful initiatives, such as Chair of the Marketing Committee and in charge of the Miner Guide project, authored and co-authored 37 research guides, and was a subject selector for Health Sciences and Social Work. The library staff will surely miss her. Thanks for your hard work Elizabeth!

## A Few Pics from Elizabeth Torres' Farewell Party



Elizabeth with a Hawaiian-inspired cake. Middle, a cheerful Events Committee. All photos courtesy of Lisa Weber.



Joy Urbina and Gracie Galvez. On the right, Elizabeth with Nestor Saucedo and Monica Pappatheodorou.

## Upcoming Staff Trainings

An all-day library staff training is scheduled for Friday, **August 22, 2014, from 8:30 to 3:30 PM** at Blumberg Auditorium. Speakers will be Robert L. Stakes, Irma Lopez, and Arizve Ochoa-Retana, both from Human Resources. Topics will be related to supervisory themes. If you didn't RSVP, you may still attend (without a lunch). Hope to see you there!

On **August 18th from 9:30 to 10:30 AM** and **August 20th from 3 to 4 PM** in Room 204B there will be training videos on person-to-person and telephone customer service.

These are especially geared for student employees, but everyone needing a refresher is welcome to attend. Thanks to Joy Urbina for setting these up!

On **Wednesday, October 22, 2014**, two training sessions on Springer Materials and Springer Protocols will be offered from **9-11 AM and 1-3 PM**. Thanks to Lisa M. Borden for arranging these!

## UTEP Library 30th Anniversary Celebration

As some of you may know, during the month of October 2014, our library is celebrating its 30th Anniversary. Thirty years ago in 1984, on October 24th, students and faculty began using this [library building](#) for the first time. On December 12, 1984, Dr. Haskell Monroe and Fred Hanes, director of libraries back then, celebrated its opening. Art displays at that time consisted of pieces by Tom Lea, Jose Cisneros, Bassel Wolfe, and other faculty members. This building was designed to hold about double the number of volumes from the old library.

To celebrate, the Events Committee and the Marketing Committee have been planning several activities. From scavenger hunts, daily trivia contests, and a Vine video contest. Some of the prizes will include commemorative T-shirts, Jazzman gift certificates, and an iPod Touch for the video contest! A big party is scheduled for October 22 from 10 am to 2 pm in the front of the building with music, information booths, food, giveaways, and more. Instruction librarians will be offering resource-specific workshops, scheduled during the week that corresponds to each of the Colleges: Week 1 will be College of Health Sciences; Week 2 will be College of Business; Week 3 College of Education; Week 4 all of the STEM fields; Week 5 College of Liberal Arts. Other departments involved are the Writing Center, Military Student Success Center, Graduate School, and Technology Support Center.

Stay tuned for more announcements!

## Message Board

- Congratulations to Patricia Carrete for winning second place with her “Untitled” art piece in the 2014 art competition “Home is Where the Heart Is” in support of the Housing Authority of El Paso. To learn more, [click here](#).
- The Staff Development Committee would like your feedback on future trainings. Please take the time to fill out a [survey](#). The information you provide will help us to cater trainings to your needs and do an overall better job at what we do. To access the survey, [click here](#). You may email/deliver responses to Sol M. Lopez, [smlopez@utep.edu](mailto:smlopez@utep.edu)
- The next ILCE (Information Literacy Course Enhancement Grant) workshop will be on Thursday, 8/21/14, 1:00-2:00 pm, in Library Room 204B.
- The Employee Excellence Breakfast will be held Thursday, August 21st, from 9-11 AM on the 6th Floor patio. Come hungry!
- Special thanks to Lisa Weber for redesigning the way users can access information about staff through the library website. Thanks to everyone that agreed to take a picture, and to Yvette Delgado for taking them. If you haven't noticed yet, [try it out!](#)
- CETaL's 2014 Fall Faculty Retreat will be on August 21st from 8 AM-1 PM at the El Paso Natural Gas Conference Center.
- UTEP's Staff Council is having an ice cream social for UTEP staff this Friday, August 15th, from 12-2 PM at the El Paso Natural Gas Conference Center.
- Congratulations to Scott Ogrey, a student employee in Technical Services, for graduating with a Bachelor's in Accounting and getting accepted to graduate school.
- The Border Regional Library Association (BRLA), Reforma El Paso Chapter, and Texas Library Association (TLA) District 6 will be hosting its Fall Conference at the El Paso Community College, Mission del Paso Campus at 10700 Gateway East, on Saturday, October 18, 2014. Keynote speaker will be [Hipolito Acosta](#), author of The Shadow Catcher. Contact Sebastian Diaz for more info.
- Don't miss the next two issues of Password (Journal of the El Paso County Historical Society), where you will find a book review and an article written about Charles Brown by Abbie Weiser. Congrats, Abbie!
- Thanks to Special Collections for all your hard work for the UTEP Centennial Celebration!
- Special thanks to Joy Urbina for helping to proofread and improve the final version of the newsletter!

## Conflict at the Workplace

When discussing with the Staff Development Committee what topics for training to offer this year to staff as part of the all-day training, we all had some interesting ideas. We had unanimously decided to go with several areas of employer-employee supervision. The topic of how to deal with conflict in the workplace was a topic that several members wanted on top of the list. We thought that it would be a good idea to do a little research and disseminate some findings to staff before our training. An article we came across titled "On organizational conflict: reaping the benefits of effective conflict management," the author discusses causes, theories, the dynamics of conflict, styles of conflict management, and the role of emotional intelligence. I enjoyed learning about specific concepts, such as *role ambiguity*, or when someone is "unclear of the exact details of the job that he or she is expected to perform." (Plocharczyk, p.87). The concept of *role overload*, which is described as "the juggling of too many demands which places a strain on the individual who is attempting to fulfill these various roles." (Plocharczyk, p.87). These concepts are believed to be some of the common causes of work-related conflict. The author points out that being able to determine what people's needs are is a key ingredient in managing conflict, and that this can be accomplished by simply asking. Building rapport with individuals is also important, since once this is established, this may prevent conflict in the future or at least provide better solutions on handling it. In another article, "People matters" by Bob Kieserman, he stresses that collegiality is one method for conflict resolution, and states regarding librarians, "By the very nature of their work and the necessity for librarians to work with a team approach, staff members must be willing to help each other and not assume a lesser role, especially when co-assigned to the same task." (Kieserman, p.175). Sensitivity training and peer mediation are other approaches discussed. One article, titled "Forgiveness: a conflict resolution strategy in the workplace" by D.S. Butler and F. Mullis, does a really great job of defining conflict, and proposes using forgiveness as a problem-solving strategy. By using forgiveness, the authors believe a person's negative feelings are lessened allowing the person to move on. From the brief review we conducted, it is clear to us that conflict is needed sometimes in order to address important issues. As Plocharczyk quotes, "Conflict is both inevitable and necessary for continuous growth and change within the work environment." (p.98). By dealing with conflict directly, staff and staff managers may provide many benefits to the workplace such as improved communication, innovation, and adaptability. In all types of workplaces, staff witness similar work-related conflict, and by learning more about it, we become better equipped to handle it.



### References:

Butler, D.S., & Mullis, F. (2001). Forgiveness: a conflict resolution strategy in the workplace. *The Journal of Individual Psychology*, 57(3), 259-272. Retrieved from: Academic Search Complete, Ipswich, MA. Accessed August 8, 2014.

Kieserman, B. (2007). People matters. *The Bottom Line: Managing Library Finances*, 20(4), 174-176. doi: 10.1108/08880450710844049.

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## THE UNIVERSITY LIBRARY

### Mission Statement

The library provides innovative and high quality services, programs, and resources that support UTEP's stated mission of education, research, scholarship, and community service. The library provides access to a wide range of print and electronic information resources that meet the individual needs of its users in its multicultural university community and the U.S. – Mexico Border Region.

## Campus-wide News links

[UTEP On the Move](#)

[UT Benefits News](#)

[UTEP News](#)

## Fall 2014 Library Information Literacy Course Enhancement Grant Winners



Many congratulations to all award winners:

- Amy Bach (TED 5304)
- Ashley Bangert (PSYC 3348)
- Audrey Cisneros (RWS 1301)
- Sabiha Khan (COMM 3346)
- So Jung Kim (ECED 4335)
- Paul LaPrade (RWS 1301)
- Shizue Mito (CHEM 4328)
- Beau Pihlaja (UNIV 1301)
- Teresa Quezada (ENGL 3359)
- Tanya Robertson (RWS 1301)
- Consuelo Salas (RWS 1301)
- Steven Varela (UNIV 1301)
- Ronald Weber (HIST 3361)