President’s Message: Learn...Change...Grow
By Shelly Doty

Honestly, I’m not sure where to begin. President’s Message’s are usually upbeat, supportive, informative, and broad. We encourage our membership. We look for ways to provide a foundation for what we do. We are optimistic about who we serve and the jobs we do. We cover a lot of ground in a page or two.

That doesn’t seem to be enough in this time of stress, changes, apprehension, and still having to do our jobs. The recent stay-at-home order increases the stress and necessitates even more change.

I am grateful the University tested the online switch for courses when it did and has been able to make that happen for all courses. The safety of our students is paramount. They are why we are here. I hope that it has gone smoothly the last few weeks and that there have been minimal issues that have been easily solved.

In my department we already have a number of services that we offer online and we’re in the process of ramping those up to a higher degree, being creative and figuring out better ways to support the online campus community.

Our Library Computing and Information Services team has worked tirelessly to get everyone up to speed to work remotely, testing and providing equipment as needed, along with continued support. They’re developing long range planning to continue that online support.

Our MakerLab, Emerging Technology and Experiential Learning unit, has developed mediated services and an online form so that students, faculty, and the community can submit their design via email, request consultations, and still get their needs met. They are working with the healthcare community to figure out ways to develop much needed equipment, along with continuing to work with faculty and students doing research projects.
Our Acquisitions and Collections unit is ramping up on interlibrary loan online requests and monitoring and making available to our faculty and staff all of the MANY publishers and vendors that have begun offering free access to material during this unprecedented time. It is amazing how the publishing industry has come together to provide support. So many institutions, organization, universities, and others are making content freely available to support student learning.

Our Instruction and Research Services unit continues to work with our online course that supports all University Foundations students. We’ve developed a libguide concerning COVID-19 with various university, state, and national resources. Library faculty are doing online consultations with both faculty, students, and “in” the classroom using a multitude of programs such as Google Hangout and Zoom. We continue to provide enhanced chat, text, and email research service. As with others, developing long range online services.

Our Scholarly Communications and Data Management unit is creating a data visualization course in beta testing. ScholarWorks and SelectedWorks remain active, including the ability for new submissions. Additionally, the campus community is able to continue to reserve advising on open access, copyright, data management, or publishing.

Our Cataloging unit continues to add electronic resources and work on issues related to the way students and faculty find information within WorldCat Discovery. They are keeping the rest of the library informed from a behind-the-scenes perspective.

Our Special Collections and Archives unit has developed projects that assist in their mission that our staff can contribute to at home. They continue to make content searchable and accessible as we move more fully to this online environment.

Our Access Services unit is monitoring the situation from our public service perspective and learning how to respond quickly to the needs of the campus community. They are working closely with other library units to help meet the research needs of both students and faculty.

Our Library Administration has been working with each unit on how to expand services to support remote work and to continue to provide all services we currently do in a different way.

All of this is to say that our department has been working together to make sure everyone can do their job, faculty and students have the resources they need and that we can continue to provide as many services as possible, in whatever method is needed. We’ve kept our Library Services information continually updated, while continuing to add what we can provide.

All of this also leads to worry. While the vast majority of people have left the campus, there are still those that are essential. Many of those may be classified staff. Those whose jobs may not transfer well to remote access. I’m talking about custodial staff, maintenance staff, security, healthcare personnel, staff that are responsible for their individual buildings, and the customer service portion of service that possibly can’t close. Those staff who may have the least ability to afford to go to a doctor should they feel the need. Because we all know that even with insurance, going to the doctor costs money we may not have.
So, please, take a moment to take a look around you, visualize your workplace if you’re at home. Who’s still there? What service are they providing? Can you work with them to keep them at the least possible risk? Is there something you can specifically do for them to assist them either in their job or in their personal life during this crisis? Don’t let the people who are literally on the front lines right now be just an afterthought.

And last, but certainly not least, stay safe. Keep in contact with your colleagues, your family, your community, in a safe, accessible way. Check in on each other. Lend each other a hand. Together we will get through this and have more knowledge and be stronger than before.

ALBERTSONS LIBRARY’S MAKERLAB AND THE COVID-19 CLOSURE AND PANDEMIC

By Amy Vecchione

As the leader of the MakerLab, early on I realized that unless we worked to solve local problems, a makerspace was just a collection of cool toys and gadgets. Since the inception of the space, and its awesome technologies, we have worked to meet the needs of our local community: students, staff, faculty, and our community. Each individual that interacts with the makerspace can identify areas in their community to help improve lives. The most valuable resource in the MakerLab is the interdisciplinary community of makers that works together to solve local problems in their community.

For example, one student worked to design a phone holder that allows her grandmother to hold a device that lets her watch cat videos. Her mobility issues prevented her from being able to hold and grasp the phone otherwise. This tool ended up being needed by others and we made additional models to assist the greater community. We are now working with another student to build a portal so individuals with accessibility needs can select files they might need to help them in every day life. Brian Stone, a faculty member in Psychology, taught a class with Deana Brown in the MakerLab that designed items for the blind and visually impaired community. This project helped students learn research and design skills, but they also improved the lives and learning of individuals who are blind and visually impaired so they can succeed in their courses. A visually impaired person who cannot see a statistical model on a white board can feel it with their fingers.

Students enrolled in the Make It VIP course, as well as the staff at the MakerLab, have partnered with St. Luke’s to design items for accessibility needs. We worked with medical students experiencing paralysis, and individuals who need 3D printed prosthetic devices. We worked with respiratory therapists to increase use of asthma inhalers.

When the COVID crisis arose we knew we would need to design as well as 3D print or otherwise make items that would be useful in the local hospitals to treat patients.
Working with faculty across campus, we are ramping up design to enhance our abilities to assist during this disaster. We have worked with local hospitals to design a face shield. We have mobilized our entire community, libraries, schools, students, individuals, and companies, to 3D print the headbands so we can make the full visor. We plan to generate over 1,000 of these in a matter of a week and deliver them to local hospitals.

During this time where our communities are in crisis, the most important thing that library workers can do is to rally together the community to connect, make something, and find solutions to help with the problems we see. Rallying together the community to create a digital hub of ideas helps us connect and feel at peace during this time.

We are hopeful that we can help the community as best we can and for as long as we are able to in this pandemic. If you have any suggestions, please reach out via makerlab@boisestate.edu. You can find more information about what we have designed on our website: https://www.boisestate.edu/library-makerlab/.

BOISE STATE AND OTHERS RECOGNIZED FOR COLLABORATING TO 3D PRINT FACE SHIELDS

As proud as we are as a Boise State community to be able to utilize the MakerLab resources during this “new normal”, there’s also a statewide sense of pride when you realize Boise State is working with other Idahoans to bring 3D printed face shields to local hospitals. BoiseDev recognized Boise State and other organizations in a recent post. You may read the full article on BoiseDev’s website: https://boisedev.com/news/2020/03/27/project-facemask-boise-state.

COVID-19 INFORMATION

For the latest about COVID-19 and the affect on Boise State University and beyond, be sure to visit the following websites to keep informed:

State of Idaho: https://coronavirus.idaho.gov/
IDAHO BUSINESS REVIEW’S WOMEN OF THE YEAR INCLUDES BSUAOP MEMBER
Adapted from Boise State News

Maya Duratovic, a member of Association of Office Professionals was named one of Idaho Business Review’s 2020 Women of the Year. Although there were over 220 nominations, only 50 were selected for the honor.

Maya and the rest of the applicants were scored on four criteria:

- Excellence in leadership
- Professional accomplishment
- Mentorship
- Community involvement

Read more in the Boise State News “Faculty and Staff in Action” section.

CONGRATULATIONS, Maya! What a well deserved honor!
ONLINE?
HERE ARE RESOURCES TO HELP
By Shelly Doty

While the solely online environment is normal for a few of us, that’s not the case for the majority. We’ve developed a couple of lists of information that may be beneficial to you, your colleagues, and the students you serve. Please feel free to share these lists with your departments and colleges. The lists will continue to be updated so if you have information you would like added, please send it to Shelly Doty, sdoty@boisestate.edu

List of Resources for Employees at Home: We’ve found that not all our work currently translates well to the solely online environment we’re currently in. During your workday, check out some opportunities for learning. The topics are broad and can be appropriate for many.

List of Resources for Students and Faculty: There have been a lot of emails coming out about resources for faculty and students. We’ve pulled together some of the information and resources that are available.

AFFORDABLE PROFESSIONAL TRAINING
By Annette Welburn

Board members of the Association of Office Professionals work hard year-round in order to make Professional Development Day an economical training opportunity for Boise State Employees. The AOP Board puts on some of the best employee events here at Boise State, and does so purposefully. Not only are Bosses Breakfast and the Holiday Auction some favorite activities for many Boise State employees, but they raise money to offset costs of Professional Development Day, allowing us to keep the cost for this excellent professional training relatively low.

Although the difficult decision was made to cancel this year’s Professional Development Day (PDD) due to the COVID-19 pandemic, employees are encouraged to consider registering to attend the event in 2021. The fact that PDD is held on campus means the only cost for attendance is registration. Typical seminars require additional travel and lodging expense, but bringing PDD to our campus avoids these costs. Not only is the fee considerably low for an all day workshop of this caliber, but many university departments choose to cover the cost of registration for their classified staff. If you are considering attending PDD in the future, you may consider a discussion with your supervisor to find out if your department might cover this expense, recognizing this is an economical training opportunity for their staff.

Educational accessibility matters to those of us on the AOP Board, and we hope you will be able to broaden your knowledge base and reap the rewards of attending the next Professional Development Day!

https://orgsync.com/150497/chapter
MEMBERSHIP CHANGES

By Audrey Williams, Membership Representative, Chair

Audrey Williams
BSUAOP Member Representative, Chair

The Association of Office Professionals (AOP) is now open to all benefit eligible employees of the Campus community, with a focus on developing skills to better assist those we serve, to network and develop collaboration throughout campus.

We encourage and welcome new members to AOP. You may use the Online Membership Form to join: bit.ly/BSUAOP-Membership. Dues are $12.00 per year with our membership year of July 1 through June 30. Check out our web page for more information. Please note that the bylaws will be updated soon.

We have three major events each year that we plan in which the entire University and local community are welcome to attend:
- Professional Development Day
- Bosses Breakfast
- Holiday Auction

(As of now, all current events are cancelled due to the COVID-19 situation.)

We also offer Brown Bags throughout the year during the lunch hour with varied topics.

We are affiliated with the Idaho Association of Educational Office Professionals (IAEOP) and the National Association of Educational Office Professionals (NAEOP), both of which offer annual conferences.

Please feel free to contact me (awilliam@boisestate.edu) or any board member if you would like more information about AOP.

86th ANNUAL NAEOP CONFERENCE
July 20-24, 2020
Salt Lake City, Utah

Georgette Council, CEOE shares information about joining standing committees during a recent Tuesday's Tip.

For BSUAOP members who are also members of NAEOP:

Be sure to get the most out of your NAEOP membership by networking with peers from across the country. One way to make these connections is to be a member of a standing committee.

There are several standing committees with opportunities to serve, allowing for you to find the committee that best highlights your specific talents.

Be sure to check out the recent NAEOP Tuesday’s Tip (https://youtu.be/g-V7xnwiZbo), brought to you by Georgette Council, CEOE, to learn of several different standing committees

To learn more about available scholarships, visit the NAEOP website (be sure to login as a member), under the ‘RESOURCES’ tab, ‘STANDING COMMITTEES’.

Visit www.naeop.org for additional details about the annual NAEOP Conference under the ‘EVENTS’ tab.

https://orgsync.com/150497/chapter
My name is Isabel Lisa Rowsell and I am currently working from home for the College of Business and Economics, Department of Marketing, as an administrative assistant. I started working at Boise State University about five years ago and I must say, I appreciate being here every day. The opportunity we have to grow not only as employees, but individually is limitless here at the university; because of the tuition fee waiver and the inspiration around us. I hope you are all well amid the COVID-19 environment and have a chance to check out this webpage from the University.

What brought me to Boise almost nine years ago, was a date with my husband. I flew here and was in awe of the beauty after floating down the river and realizing I was in the city the whole time! It was incredible and now I get to come here and work next to that same river. I gave up a job I loved with the City Attorney for the City of Burbank and moved here. Initially, I really felt like I didn't belong until I started working here. It has been a bit of an adjustment coming from an established career to a place where I didn't' know anyone. Leaving great working relationships was even harder, but our university has made this an easy transition for me.

The University is a place where our jobs can make a difference to so many people, especially our students. I have worked in a variety of jobs as a factory worker, fast food, clothing store, hostess, make-up artist, sales, purchasing, quality control, call center service representative, legal secretary, and an administrative assistant. From MTV, NASA Jet Propulsion Laboratory, the City of Burbank, to my career here at Boise State University—where I hope to retire. I appreciate this job the most of all the positions I have worked because I am able to make a difference in the lives of individuals that are on a path to begin their own careers. I have seen education change lives and being a part of that change is fulfilling.

As much as I feel blessed to be working here, I love being a wife and mother most of all. Here is my blended family and a picture of the man I met 20 plus years ago that asked me on a date in Boise, Idaho.

I challenge you all to get involved with our community of support within this group of Association of Office Professionals (AOP), especially during these times where we are dealing with a lot of uncertainty and getting back on track to our new normal.

https://orgsync.com/150497/chapter
CANCELLED OR POSTPONED EVENTS
By Shelly Doty

Due to our current circumstances and per University guidance, we want to be good stewards of safety and health and help limit the spread of COVID-19. As such, we had cancelled the March’s Brown Bag as well as the upcoming Professional Development Day (PDD) that was planned for April 24th.

You all should have received an email about the Brown Bag. While PDD had not been actively advertised, we know some of you look forward to it each year. The Benefits Fair scheduled for May has been canceled. Our monthly AOP meeting for April will be done via Zoom (a notification will go out the week of April 6th).

We hope to reschedule the Brown Bag and to have Dr. Cheryl Oestreicher offer this talk at a later date. At this point, it looks like PDD will not be rescheduled this year, but we will keep you updated if that changes.

Our upcoming events: May Brown Bag, and the Annual Meeting and Luncheon in June, will be decided upon on a case-by-case basis as the situation changes.

If the situation prevents us from having the Annual Meeting, we will do so through email or Google Docs with reports and also do our elections and introduction of candidates online, in the same manner. The Nomination and Election timeline will continue as is with nominations being taken in May and voting to occur starting in June, with the new board taking effect July 1.

For those who are thinking of, or had already signed up to attend, the National Association of Educational Office Professionals annual conference in July in Salt Lake City, it is still on. They will keep us updated should that decision change.

Please let us know if you have any questions or concerns or need assistance in this concerning time.

On behalf of the our entire AOP Board, we wish you and your families health, safety, and calm.

Do you have an article or information from another source that you’d like to have reprinted in the Keynoter?

Awesome!

Because of copyright laws, permission from the original source is needed to reprint most publications. If you would like to get permission, or if the site offers permission to republish or reuse the content, send that information along with your suggestions for the content to Desirée Kohl, desireekohl@boisestate.edu. Contact information can also be provided when sending the content and best attempts will be made to contact the original source. Unfortunately, without permission, content cannot legally be republished or reused.
BUDGET REPORT
By Michele Kelly, Treasurer

BSUAOP financial report as of March 9, 2020: our current Account Analysis Report is showing a balance of $14,971.71. Upcoming anticipated expenses include:

- $1,495.00—250 portfolios which will be used for Professional Development Day over the next few years.
- $500.00—estimated pen expense
- $6,000.00—sending two officers to NAEOP
- $300.00—Annual Luncheon meeting in June

WEBSITE REPORT
By Pam Robbins, Website

The BSUAOP website is still a work in progress. With the changing landscape of working from home we are working remotely with the Word Press team to update and make the site more user friendly and pretty!

Stay tuned!

TECH TIPS & TRICKS: HOME EDITION
By Desirée Kohl

For those of us getting used to this new (hopefully temporary) normal of working from home, I’ve been researching tips of how to make the best of the situation for me and my family of seven. Here are some tips I’ve learned in my research:

1. First and foremost, be sure you use Boise State’s VPN when connecting remotely to university systems, services, and resources...this is in fact a requirement of the University.
2. If you are in need of a larger or second monitor, consider using your television as a monitor; you may only need an extra HDMI cable.
3. Stay connected with your colleagues by using online tools such as FlipGrid (https://info.flipgrid.com/). Post a video of your new workspace and share what you’re doing to curb the cabin fever.
4. Be sure to include all who might benefit from your communication as opposed to creating “side conversations”. Keeping the appropriate team included on communications will save time and ultimately allow for everyone to remain on the same page.
5. If you also have kids trying to do “school” at home, be sure to show yourself (and them) some grace and flexibility. You may also enjoy this quick video and know you’re not alone: https://www.youtube.com/watch?v=ln8I8adeGK1.
In lieu of the annual conference, IAEOP has elected to focus on membership and professional development this year.

IAEOP plans to host workshops and encourages those who are able to register for and attend the NAEOP annual conference in July. The NAEOP conference will be held in Salt Lake City—just a few hours away! Registration is now open: https://www.naeop.org/events/2020-nacop-conference/online-registration-form.html.
--- KEYNOTER INSTANT NOTIFICATION ---

Do you want to get instant notification each time the Keynoter is published in ScholarWorks?

Just follow these quick steps:

1. Start at the ScholarWorks page: http://scholarworks.boisestate.edu developed through Albertsons Library.
2. Click on University Documents in the middle of the page.
3. Click on Boise State University Association of Office Professionals—Keynoter.
4. Look at the top right of the list for the button that says Follow. Click on that button.
5. Click on Create a free account and fill out the information requested.

Simple as that!

--- ENDORSEMENTS ---

The PSP Program is:
- Allied with the American Association of School Administrators
- Affiliated with the National Association of Elementary School Principals

The PSP Program is Endorsed by:
- National Association of Secondary School Principals
- Association of School Business Officials International
- National School Public Relations Association
- American Association for Adult and Continuing Education

For questions contact PSP Chair, Shelly Doty (sdoty@boisestate.edu)

To find out more check out the NAEOP website:
https://www.naeop.org/programs/professional-standards-program.html

--- PROFESSIONAL STANDARDS PROGRAM ---

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Educational Office Professionals (NAEOP) to encourage education office personnel to grow professionally. The privilege of participation is open to active and retired members only.

The program is designed as a series of five levels in Option I and nine levels in Option II. The awarding of a certificate based on education, experience and professional activity recognizes each level of achievement in the program. The current highest-level certificate must be recertified five years from issue date or upgraded according to the guidelines to be considered current by NAEOP.

A member who holds the Advanced III, Option I, or Associate Degree or higher under Option II is qualified to apply for the distinction of Certified Educational Office Employee (CEOE).

The program is governed by the Professional Standards Program governing body, referred to as the Governing Board. The PSP Committee makes recommendations to the Governing Board. The final decision is made by the NAEOP Board of Directors.

If interested in obtaining your PSP certificate, here is some useful information:
- Keep track of all training you receive either on or off campus (Training Record Template)
- Get a copy of your unofficial transcript to verify your education credits
- Make copies of all certificates of training (make sure you get a certificate at each training you attend)
- Keep track of all your membership/volunteer work in BSUAOP, IAEOP, and NAEOP (10 points are needed for PSP applicants)

Membership = 1 point per year
Elected Officer = 2 points per year
Committee Chair = 2 points per year
Committee Member = 1 point per year
Workshop/Seminar leader or keynote speaker = 1 point per presentation

For complete requirements, request a PSP book from NAEOP, PO Box 12619, Wichita, KS, 67277-2619 or go to the pspbok from the Boise State AOP website.
## BSUAOP Membership List 2019/2020

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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Elizabeth Allen</td>
<td>Michele Kelly</td>
<td>Beverly Sherman</td>
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<td>Rhosan Ames</td>
<td>Desirée Kohl</td>
<td>Kim Shively</td>
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<td>Quinn Anderson</td>
<td>Anita Lasher</td>
<td>Shanda Sorenson</td>
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<td>Marianne Ledford</td>
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<td>Leslie Black</td>
<td>Cynda LeDuc</td>
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<td>Gerry Bryant</td>
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<td>Jennifer Buel</td>
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<td>Matthew Cordell</td>
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<td>Lisa DeRosier</td>
<td>Kili Murphy</td>
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<td>Shelly Doty</td>
<td>Rita Nuxoll</td>
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<td>Megan DuPre</td>
<td>Dana Oster</td>
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<td>Maya Duratovic</td>
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<td>Gail Puccetti</td>
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<td>Valerie Hays</td>
<td>Pam Robbins</td>
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<td>Guen Johnson</td>
<td>Isabel Rowsell</td>
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<td>Linda Kauffman</td>
<td>Naomi Sallay</td>
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### Associate Members
- Connie Charleton
- Rene’ Delaney
- Jackie Fuller
- Angela Garcia
- Maude Garretson
- Guen Johnson
- Donna Knaple (Amaru)

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**Want to ask us something? Have a suggestion or reason to cheer?**

There’s a number of ways you can contact AOP and anyone on the board.

**Email:** aop@boisestate.edu  
**Website:** [https://orgsync.com/150497/chapter](https://orgsync.com/150497/chapter)  
**Board members:** [https://orgsync.com/150497/groups](https://orgsync.com/150497/groups)

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This is your organization. Help us make it great!
- Suggest workshops
- Volunteer to help out
- Give us ideas
- General comments

Let us know if a member is celebrating a milestone!  
We’d love to feature them in the newsletter!
- Promotion
- Retirement
- Conferences attended
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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>July 9, 2019</td>
<td>Executive Board Meeting</td>
<td>3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>August 13, 2019</td>
<td>Executive Board Meeting</td>
<td>3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>September 10, 2019</td>
<td>Executive Board Meeting – 3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>September 27, 2019</td>
<td>Office Professional &amp; Administrator of the Year*</td>
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<td>October 4, 2019</td>
<td>Bosses Breakfast—7:30-9 am—Jordan Ballroom</td>
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<td>October 8, 2019</td>
<td>Executive Board Meeting – 3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>November 12, 2019</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>November 22, 2019</td>
<td>Holiday Auction—11:30 am-1:00 pm—SUB/Simplot Ballroom</td>
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<td>December 10, 2019</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>January 14, 2020</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<tr>
<td>February 1, 2020</td>
<td>IAEOP Conference Scholarship Application Due*</td>
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<tr>
<td>February 11, 2020</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>March 10, 2020</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>ALBR 109A/201C</td>
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<td>April 14, 2020</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>online via Zoom</td>
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<tr>
<td>April 15, 2020</td>
<td>NAEOP Conference Scholarship Application Due*</td>
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<td>April 15-17, 2020</td>
<td>IAEOP 48th Annual Conference—Sun Valley, ID (Cancelled)</td>
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<td>April 24, 2020</td>
<td>Professional Development Day—MBEB (Cancelled)</td>
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<tr>
<td>May 12, 2020</td>
<td>Executive Board Meeting—3:00-4:00 pm</td>
<td>online via Zoom</td>
<td></td>
</tr>
<tr>
<td>June 2020</td>
<td>Annual Meeting – TBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>July 20-24, 2020</td>
<td>NAEOP 86th Annual Conference</td>
<td>Little America Hotel</td>
<td>Salt Lake City, UT</td>
</tr>
</tbody>
</table>

*Application/Nomination deadlines