

REPORTER

ILLINOIS LIBRARY ASSOCIATION

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Richard J. Daley Library

The Illinois Library Association Reporter

is a forum for those who are improving and reinventing Illinois libraries, with articles that seek to: explore new ideas and practices from all types of libraries and library systems; examine the challenges facing the profession; and inform the library community and its supporters with news and comment about important issues. The *ILA Reporter* is produced and circulated with the purpose of enhancing and supporting the value of libraries, which provide free and equal access to information. This access is essential for an open democratic society, an informed electorate, and the advancement of knowledge for all people.



ON THE COVER

The IDEA Commons in the Richard J. Daley Library at the University of Illinois at Chicago (UIC) is located on the first floor of a library built in 1965, redesigned to meet the needs of today's collaborative learning styles. Exterior lighting and color draw people to the entrance, especially during hours the rest of the library is closed, with long hours being one of the student-specified requests for the new space. See article beginning on page 4.

The Illinois Library Association is the voice for Illinois libraries and the millions who depend on them. It provides leadership for the development, promotion, and improvement of library services in Illinois and for the library community in order to enhance learning and ensure access to information for all. It is the eighth oldest library association in the world and the third largest state association in the United States, with members in academic, public, school, government, and special libraries. Its 3,200 members are primarily librarians and library staff, but also trustees, publishers, and other supporters.

The Illinois Library Association has four full-time staff members. It is governed by a sixteen-member executive board, made up of elected officers. The association employs the services of Kolkmeier Consulting for legislative advocacy. ILA is a 501(c)(3) charitable and educational organization.

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See ILA calendar for submission deadlines for the *ILA Reporter*. Copy should be submitted by e-mail to ila@ila.org. You are encouraged to include digital or film photos (black/white or color) and graphics (on disk or camera-ready) with your articles, which will be included on a space-available basis.

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New Library Buildings in Illinois

This is the sixteenth in a series of articles highlighting new library buildings or additions. Each year we feature noteworthy academic, school, special, or public libraries whose innovative architectural concepts merit attention. Several themes emerge from even this small sampling of architectural renovations and new construction this past year, some of them familiar, some new. While computers and connectivity remain common features, the emphasis on such things as limiting access to peer groups while extending hours are emerging as trends. Both high- and low-tech are moving from passive to active, with white boards and digital labs. Paying attention to entrance areas, bringing the outside in, even finding ways to make print relevant all figure in these descriptions of five library projects, two academic and three public, from diverse areas of the state.

Please send suggestions for future library features to ILA, 33 W. Grand Ave., Suite 401, Chicago, IL 60654-6799; phone: (312) 644-1896; fax: (312) 644-1899; e-mail: doyle@ila.org.



Overall, gate count in the building has increased since the opening of the IDEA Commons, indicating that university students still value the library as place and will use a space that has been designed to meet their learning needs.

UNIVERSITY OF ILLINOIS AT CHICAGO IDEA COMMONS

With all its technology, Teen Place is still a great resource for the printed word — young people can find areas dedicated to graphic novels, magazines, school textbooks, career help, fiction and nonfiction books.

SCHAUMBURG TOWNSHIP DISTRICT LIBRARY TEEN PLACE

The things I look for in a construction project are whether it's under budget, on time, and is aesthetically pleasing. This one knocks all three out of the ballpark.

ELGIN COMMUNITY COLLEGE RENNER ACADEMIC LIBRARY

Since the renovation, Quincy Public Library has been able to offer more programs and services to its patrons, who have shown a positive response to the changes.

QUINCY PUBLIC LIBRARY

These additions really transform what looked and felt like a building built in 1973 into a sleek and modern building of 2012.

WHITE OAK LIBRARY DISTRICT ROMEOVILLE BRANCH

Elgin Community College Renner Academic Library



Standing in the beautiful Renner Academic Library and Learning Resources at Elgin Community College (ECC), it's hard to imagine that the college's old library was so small that three of them would fit inside the new facility. But that was something ECC officials became all too aware of after the former library was cited as "unsatisfactory for students' needs" during a 2006 accreditation visit by the Higher Learning Commission. That library, which opened in 1970 as part of the then new Elgin Community College campus, was designed to serve several thousand students, not the more than eleven thousand that were using the undersized facility more than thirty-five years later.

"While our students were receiving high quality service from our librarians and staff, our library space wasn't providing an appropriate learning environment," says ECC President David Sam. "It was time for a change, and that's why we made a new library a top priority."

Voters agreed, approving the \$178 million referendum in April 2009, which included \$26 million for the new library. Construction began in March 2010 and the new facility opened in January 2012. The overall project cost \$21.5 million, coming in \$4.5 million under budget. Named for the college's first president, Gilbert I. Renner, the Renner Academic Library and Learning Resources is a 57,000-square-foot marvel of practical, convenient learning spaces, tasteful architecture, and thoughtful sustainable elements.



“We are so excited by this facility and the new opportunities we can offer our students,” says Brian Beecher, associate dean of library at ECC. “In addition to the traditional features, we have private and group study spaces and many computers for students and the community.” In addition to the 120 public computers and 14 private study rooms, the library also has three large classrooms, a café, and a two-story quiet study area. It is also home to the college’s Tutoring Center, Distance Learning, Intensive English Program, and Center for Enhancement of Teaching and Learning.

Throughout the space are signs of the college’s commitment to sustainability from the clerestory building technique, which brings in additional natural light, to the bi-directional lighting throughout that reduces eye strain. Also a variety of wood paneling is used to absorb noise. The library is energy efficient, and the college has applied for Leadership in Energy and Environmental Design (LEED) silver certification. Recently the Association of Licensed Architects recognized the Renner Academic Library and Learning Resources with a merit award in the institutional category.

“The things I look for in a construction project are whether it’s under budget, on time, and is aesthetically pleasing,” says Paul Dawson, managing director of construction projects at ECC. “This one knocks all three out of the ballpark.”

Fast Facts

Project Costs:	\$21.5 million
Collections:	79,000 items
Computers:	120
Hours:	60 per week
Staff:	Full-time: 15
Architect:	Dewberry
Engineers:	MEP/FP-KJWW Engineering
Interiors:	Dewberry
Construction:	IHC Construction
Web site:	www.library.elgin.edu

Quincy Public Library

Quincy Public Library (QPL) completed major renovations to its thirty-seven-year-old building and celebrated with an open house and rededication in April 2012. With increasing circulation numbers and growing attendance at children's and adult programs, we needed larger, safer, and more modern facilities. Planning for expansion actually began in the early 2000s with the acquisition of neighboring property. A consultant and architect were hired and surveys made of public, staff, and board needs for the renovated facility.

When the opportunity for a low-interest bond became available in 2009, proponents — including the library board and staff, the Mary Weems Barton Quincy Public Library Foundation, and the Friends of the Quincy Public Library — worked with the Adams County Board and Quincy City Council to use their bonding authority for library renovations. The project was

funded by a \$5,533,000 low-interest Recovery Zone Economic Development Bond in 2009 through the city of Quincy and the County of Adams, along with a \$125,000 Live and Learn Construction Grant awarded by the Illinois State Library in 2010.

Renovation and expansion began in 2010 and accomplished several major objectives including replacement of a failing HVAC system, relocating the children's department to the main floor, designing a single public entrance for better security, enlarging meeting spaces, and expanding the parking lot. A new entrance built on the southwest side of the old library building allowed the former Alliance Library System building to be adjoined to the existing structure. The entrance addition houses the circulation desk and work area, a conference room, study rooms, and the Friends of the Library bookstore. New carpet, paint, ceiling tile, lighting, and soundproofing tie the areas together.





Several secondary projects were also accomplished during the renovation including installation of an RFID system for security of materials and self-checkout, additional network and computer stations for public use, a new roof, new shelving for the children's department and for audiovisual items. Exterior landscaping was updated and water pipes were replaced. New desks, cabinets, sunscreen window shades, signage, and murals in the children's department completed the changes.

Since the renovation, Quincy Public Library has been able to offer more programs and services to its patrons, who have shown a positive response to the changes. Previously, there were four public-use computers available and now twenty-eight public-use computer stations are always busy. The capacity of the main meeting room rose from 125 people to 200 people, allowing us to discontinue waiting lists for our programs. The children's area doubled in size and includes a children's theater, a craft area, a play area, and additional room for the collection. A Teen Zone was created, housing the young adult collection, chairs, tables and desks, and with computer stations accessible only to patrons with teen library cards. Study rooms have been popular with student study groups, tutors, and book clubs. The Illinois Room, housing local history and genealogy, was expanded and sees daily use. Restrooms were made handicapped accessible. The Friends of the Library were able to have a permanent bookstore, Secondhand Prose, within the library building and use their \$2,000 per month bookstore profit for additional library projects.

Fast Facts

Building:	52,096 square feet
Project Costs:	\$5,678,000
Seating:	175, plus 300 meeting and study rooms
Collections:	140,839 books; 31 newspapers; 5,349 periodicals; 11,616 VHS/DVDs; 9,040 audio recordings; 4,465 e-books and recordings
Computers:	28
Hours:	56 per week
Staff:	Full-time: 26; Part-time: 12
Architect:	Poepping, Stone, Bach & Associates, Inc.
Engineers:	David L. Schlembach & David A. Busen
Interiors:	Staff-designed, local sources
Construction:	Waterkotte Construction
Web site:	www.quincylibrary.org

Schaumburg Township District Library Teen Place

After months of hammering, sawing, wiring, and painting, the 6,000-square-foot Teen Place at the Schaumburg Township District Library (STDL) opened for business on Saturday, November 24, 2012. With local and state officials, library board members, student advisory trustees and patrons of all ages in attendance, the celebration kicked off with a ribbon cutting and capped off the library's fiftieth anniversary "jubilee" year. Staff demonstrated the advanced digital technology and welcomed visitors with gifts and guided tours.

Nearly ten times larger than the former teen area, Teen Place was created with design input from the library's Teen Corps and serves the 11,000 junior and senior high school-aged students in the township. Boasting comfortable, high-tech collaboration areas, the space includes a seventy-eight-inch Smart Board; a bank of twenty-seven-inch MacBook Pros, iMacs, and iPads; along with a 3D printer and 3D scanner. A large multipurpose program room with a stage, four gaming stations with forty-eight-inch monitors, a ceiling-mounted projector and screen, and a soundproof glass wall that unfolds from the ceiling when needed, rounds out the space. At the gaming stations, teens have access to PS3, X-Box 360 Kinect, and Wii consoles.

The *pièce de résistance* is the Digital Production Studio. Inside there are three professional quality cameras, a Tricaster, and a green screen for students to use in producing music and videos, which can be edited on the MacBook Pros. Two "smart" discussion rooms each offer tables and seating for eight, along with a twelve-foot dry-erase white board and monitor. The silent reading room provides four comfortable chairs in which young people can read without distractions. All this and more is available to library visitors ages twelve to nineteen during the library's open hours, and occasionally after hours for "lock-ins" and other special programs. The discussion and reading rooms are also open to adults from 9:00 a.m. until 2:00 p.m. on weekdays.

"Quite simply, STDL is setting a new national standard for library service to teens," said library director Stephanie Sarnoff. "This space incorporates state-of-the-art technology and abundant print resources in a comfortable and attractive environment for both academic and recreational activities. The success of Teen Place is a direct result of the vision and support of library staff, the library board, and the teen community,"





Teen Place was carved out of repurposed staff space, with no new space added and no reductions in public space. With all its technology, Teen Place is still a great resource for the printed word — young people can find areas dedicated to graphic novels, magazines, school textbooks, career help, fiction and nonfiction books. Vibrant colors, a welcome atmosphere, valuable resources, creative lighting, and technology in abundance have succeeded in making it a popular destination.

Fast Facts

Teen Place:	6,000 square feet
Project Costs:	\$1.2 million
Seating:	110
Collections:	12,000
Computers:	35
Hours:	81 per week
Staff:	Full-time: 3; Part-time 14
Architect:	Denelle Wrightson, Dewberry
Engineers:	Dewberry
Construction:	FBG
Web site:	www.teen.schaumburglibrary.org



University of Illinois at Chicago IDEA Commons



Students at the University of Illinois at Chicago (UIC) who seek a comfortable, modern, high-tech space head to the new IDEA Commons in the Richard J. Daley Library. The IDEA Commons (IDEA = Information, Data, Expertise, Access) is located on the first floor of a library built in 1965 and was designed to meet the needs of today's collaborative learning styles. Students participated in the planning of the interior space, specifying their preferences for up-to-date computer equipment, lockers, group study rooms with interactive technology, and long hours of operation.

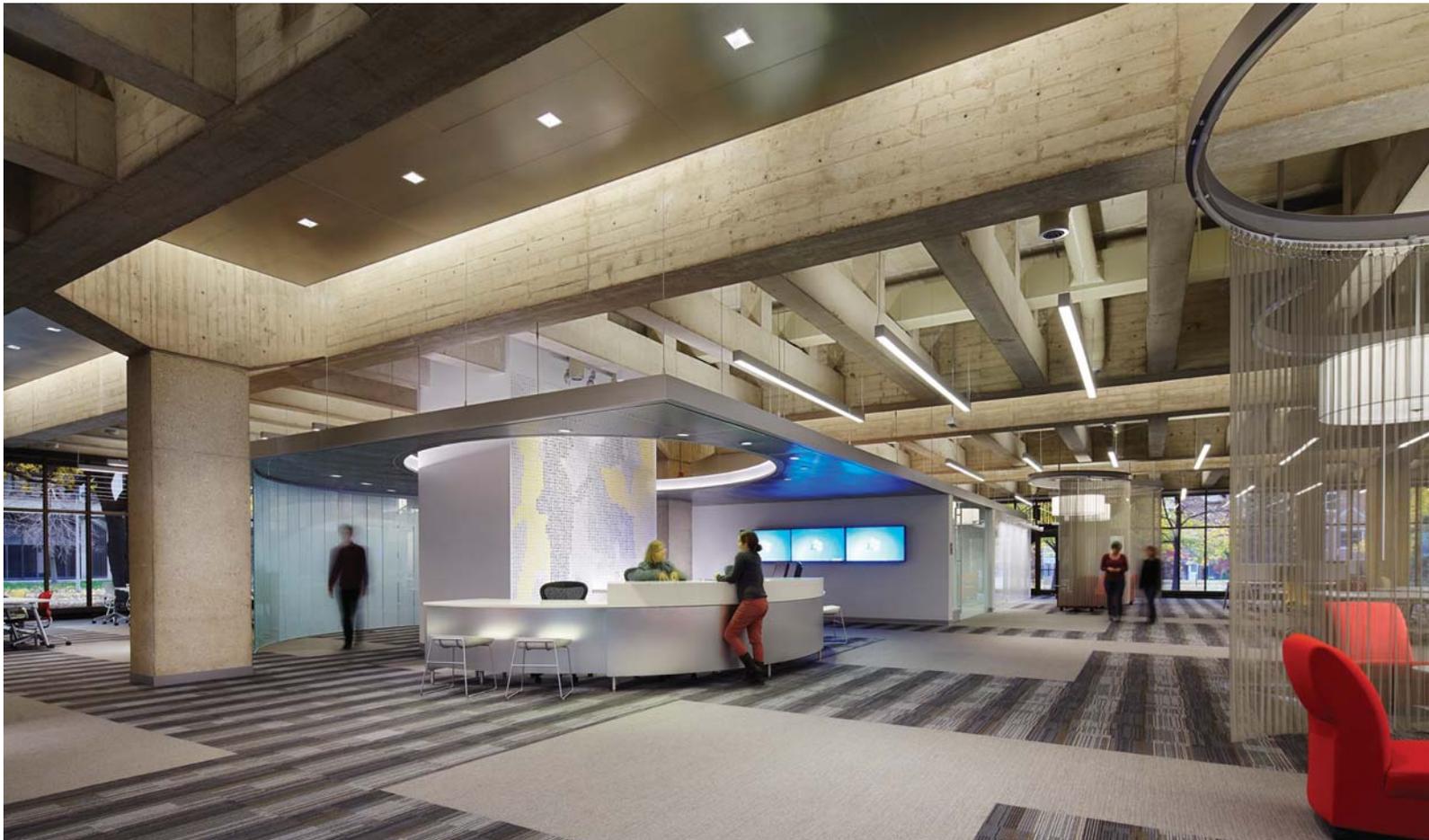
The space provides students with a single place where they can take advantage of a variety of services, especially getting help with library resources, information literacy skills, writing, technology (the campus computer center staffs the reference desk along with librarians), and tutoring. The IDEA Commons includes a technology-equipped classroom large enough for library instruction sessions and divisible into two rooms for simultaneous sessions. The Commons has ninety public computers and sufficient electrical outlets for students who bring their own electronic devices.

Most of the furniture is movable and intended to be flexible. Students rearrange chairs, sofas, and ottomans to work in groups or to set aside a solitary space for individual study. Gates close off the IDEA Commons from the rest of the library building so that the UIC community has twenty-four-hour access, five days a week, to a space that is staffed, safe, and secure. Exterior lighting and color were designed to draw people to the IDEA Commons entrance, especially during hours the rest of the library is closed. One of the most popular features has turned out to be the walls of whiteboards where students work out math problems, chemical formulas, or presentation outlines.

Overall, gate count in the building has increased since the opening of the IDEA Commons, indicating that university students still value the library as place and will use a space that has been designed to meet their learning needs.

Fast Facts

IDEA Commons:	15,475 square feet
Project Costs:	\$3,738,056
Seating:	200
Collections:	120 volumes (ready reference)
Computers:	90
Hours:	133 per week
Staff:	Full-time: 9
Architect:	David Woodhouse Architects
Engineers:	dbHMS Engineering
Interiors:	Schuler Shook (lighting); Interior Investments (furniture)
Construction:	Joseph Construction
Web site:	http://library.uic.edu/idea



White Oak Library District Romeoville Branch

After failed referendum attempts in 2008 and 2009, the White Oak Library District passed a \$23 million referendum in February 2010. That funding led to the complete renovation of the Romeoville Branch, completed in June 2012, and will also fund the ongoing renovation/expansion of the Lockport Branch and construction of a completely new Crest Hill Branch, both to be completed by fall 2013.

The new Romeoville Branch design utilizes the building's full basement, previously unused for library services, in essence doubling the size compared to its previous configuration. Two sunken courtyard areas at the far east and far west ends of the building allow natural light to stream into the lower level, something not often found in a basement-level space. The adult and teen areas share the lower level with the district's centralized services of administration, technical services, and information technology (IT).





The main floor houses the children’s department, circulation, and the outreach department, as well as public meeting/program rooms. The largest of the public meeting spaces can accommodate up to 250 people, has a state of the art audiovisual package, and can project visual images onto any of three giant screens.

The children’s department is a colorful and enticing space with features that appeal to both very young and elementary school-aged children. A dedicated program/storytime room with a giant painter’s palette built into the ceiling has corresponding “drips” of paint set into the flooring design below. The many windows in the children’s room offer sweeping views of the outside world and serve to beckon visitors from downtown Romeoville.

Technology was modernized and expanded throughout the building, with Internet service upgraded from two T1 lines to a fiber-optic connection. Computers for adult use grew from a previous total of twenty to thirty-two workstations. Twelve of these are located in a lab, where free computer classes are taught; when there is no class in session, the lab simply provides additional public-use computers. Computers in the children’s department grew from eight to twenty with this renovation.

The project was not slated to affect the exterior of the building; however, a grant from the Village of Romeoville funded construction of a grand new arched entryway and other architectural embellishments. These additions really transform what looked and felt like a building built in 1973 into a sleek and modern building of 2012.

Fast Facts

Building:	46,000 square feet
Project Costs:	\$9 million
Seating:	208 (not including meeting room)
Collections:	100,000 (current); 150,000 capacity
Computers:	52
Hours:	52 per week
Staff:	Full-time: 40
Architect:	Dewberry
Engineers:	Dewberry
Interiors:	Dewberry
Construction:	The Lombard Company
Web site:	www.whiteoaklibrary.org

Legal Issues Relating to Online Social Networking

Libraries of all types — public, school, academic, and special — gain advantages in using web-based social networks. Some libraries have a presence on Facebook, maybe a Twitter account, and almost all have an online presence via a library website. Benefits include a cost-effective means of communication with library patrons, offering both transparency and opportunities for public participation, greater awareness, and sometimes more meaningful engagement by library patrons. But the governing authorities of these libraries, particularly those of public libraries, also must be aware of the implications of using these media. Keep in mind the following possible legal consequences and develop policies to address them.

OPEN MEETINGS ACT AND FREEDOM OF INFORMATION ACT (FOIA) COMPLIANCE

Does the posting of comments by board members on Facebook create a “meeting” subject to the Open Meetings Act? What if those comments are posted by the official during an actual meeting that has been noticed and is open to the public? At least one state attorney general (Florida) has issued an opinion that posts on Facebook would be subject to the Open Meetings Act. These questions have not yet been answered by Illinois courts or the Illinois Attorney General, but given the potential for criminal penalties, government officials should avoid contemporaneous discussions of public business on social networking sites, or in chat rooms, and ensure that their social networking interactions comply with the Open Meetings Act.

Communication via a government-sponsored website, including comments and other postings, is likely to be subject to both FOIA and records retention laws if it concerns government business. Thus, governments must retain these records indefinitely or

request permission to destroy them under public records law, and must provide this information upon request under FOIA. While the Illinois Secretary of State’s Records Management Section of the Illinois State Archives has not yet issued any guidelines or policies on retention of social media content, they are currently investigating and will likely adopt rules in the near future. Other states (New York, Florida, Washington) have concluded that content posted on government social networking sites is subject to record retention laws and archiving requirements.

FIRST AMENDMENT AND PRIVACY ISSUES

Whether a website is considered a public forum (or limited public forum) is an open question, raising concerns as to whether a government entity, such as a public library, can remove allegedly objectionable Facebook comments without implicating First Amendment protections. Other legal issues may arise, such as revealing confidential or proprietary information.

Libraries might consider moderating comments and removing those that are objectionable; however, only content that is ugly, offensive, denigrating, and completely out of context should be removed, and content that is simply politically unfavorable or negative in the context of the conversation should be allowed to remain. Another way to manage comments is to restrict access to only those who register. However, if you require people to register, you must carefully consider what information they must provide (name, address, phone number, e-mail, screen name), who will maintain the information, and whether others participating in the discussion will have access to this information. You can avoid these issues completely by disabling the comment portion of a government networking site.

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DISCRIMINATION

Data show that there is a discrepancy in the use of the Internet by income, race, age, and education level, raising concerns that the use of social networks to share information and solicit input might reach a less diverse group of people. If government officials are using social networking sites as the only means to provide information or seek input, a significant number of citizens may be unreachable or underrepresented. Moreover, government bodies are obligated by law to provide disabled individuals with “equal access” to information posted on social networking sites, unless it would “pose an undue burden” or that doing so would “fundamentally alter the nature of the provider’s programs.” Thus, governments using social networking sites should have an alternative way to provide the information (print, mail, phone, etc.).

NOT A REPLACEMENT FOR IN-PERSON COMMUNICATION

Although social networking offers quick and efficient participation in the government process, a question remains whether cyberspace can adequately replace the real-time experience of a “live” government meeting. For example, questions can be asked in face-to-face meetings that may not be so easy through social networking. It may be difficult to arrive at a consensus or strike compromises using purely social networking sites, as people can remain anonymous and less accountable. Finally, public business cannot be entirely conducted via social networking because the Open Meetings Act has specific limitations on electronic attendance at meetings that require a quorum of the public body to be physically present at the actual meeting.

COPYRIGHT ISSUES

Governments should be cautious about what they post on their social networking sites to avoid copyright infringement. Photos and video should be produced by government employees or contractors working directly with the government. If copyrighted materials are used, make sure you obtain and maintain physical records of the copyright licenses. Governments should also be aware that some social networking sites (such as Facebook) have terms of use that state that all content uploaded to the site becomes the property of Facebook.

DEVELOPING A SOCIAL MEDIA POLICY

If your library, school or university, municipality, or other governing body doesn’t have a social media policy, apply these guidelines to establish one. And be prepared for it to be subject to revision as laws and legal precedents emerge. The simple realization that information posted on social networking sites is public information can help avoid confusion and lawsuits. Set ground rules for input and comments, and adopt policies for employee usage of social media. A social media policy should include, at a minimum, the following:

1. **Purpose:** The policy should contain a statement that the use of social media by the government entity is for the purpose of obtaining or conveying information that is useful to, or will further the goals of, the government.
2. **Approval and Administration:** The policy should provide for an administrator to oversee and supervise the social media networking sites of the government. The administrator should be trained regarding the terms of the policy and his or her responsibilities to review content to ensure it complies with the policy and furthers the government’s goals.
3. **Comment Policy:** The policy should identify the type of content that is not permitted and subject to removal. This might include comments that are not relevant to the original topic; profane, obscene, discriminatory, or violent content; threats; solicitation of business; content that violates a copyright or trademark; and any content in violation of federal, state, or local law. The policy should also contain a disclaimer that any comment posted by a member of the public is not the opinion of the government. Finally, the policy should include language that reserves the right of the administrator to remove content that violates the policy or any applicable law.
4. **Compliance with Laws:** The policy should include language regarding compliance with applicable federal, state, and local laws, regulations, and policies. It should be made clear that content posted on a government site is subject to FOIA and record retention laws; in addition, content may be subject to e-discovery laws. Finally, information protected by copyright or trademark should not be posted or maintained on a social media site unless permission has been granted by the owner of the intellectual property.

5. **Employee Usage Policy:** These policies should include, if applicable, employer monitoring of employee use of government computers. The policy should also caution employees that they have no expectation of privacy while using the Internet on employer equipment. The policy might also require employees of a particular government or company to post a disclaimer that any postings or blogs are solely the opinion of the employee and not the employer. Employees should not use the government or company logo, seal, trademark, or other symbol without written consent of the administrator. The policy should also address the protection of confidential and sensitive government or company information, as well as personal information relating to clients, customers, or residents. Employees should be required to sign a written acknowledgment that they have received, read, understood, and agreed to comply with the policy.

An employer should be careful not to implicate the First Amendment rights of employees nor violate applicable federal or state employment laws. A recent example involved a settlement between the National Labor Relations Board (NLRB) and an ambulance service that fired an employee for criticizing her

employer on Facebook. The employer argued that the employee's statements violated the company's social media policy barring workers from disparaging the company or their supervisors. The NLRB argued that the National Labor Relations Act protects an employee's discussion of conditions of his or her employment with others, and that co-workers' comments on the employee's Facebook page implicated those protections. As part of the settlement, the company stated it would change its policies so they did not restrict employees from discussing work and working conditions when they are not on the job.

Over the past ten years, libraries (and almost everyone else) have established a presence on websites and other web-based social networking sites such as Facebook and Twitter, among others. As new forms of web-based social media are introduced, libraries will need to keep up with technology, while ensuring that they do not lose sight of their legal obligations to the public and their patrons in these evolving digital times. Developing a valid and enforceable social media policy will remind your library of its obligations to its public, its patrons, and its employees. **ILA**



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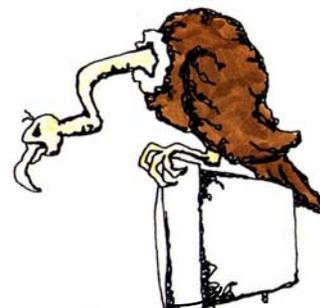
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Preparing for the Best, Worst, and Everything in Between: Staff Training Resources

On December 11, a federal appeals court struck down Illinois' ban on carrying concealed weapons. December 17 was the date of the horrific shooting in Newtown, Connecticut. And on December 18, Michigan's governor vetoed a bill passed by the legislature that would have allowed concealed weapons in schools. Since then, renewed national and local conversations on gun violence have dominated the news.

All these events remind us that while libraries have mostly been spared the kind of violence that has visited schools and college campuses and shopping centers in recent years, this is one of the many areas that can benefit from both specialized training for library staff, as well as an overall climate and culture that promote staff training as a continuous practice. Even when you're dealing with topics as difficult as safety and security, it helps if this can be part of the library's overall approach rather than an "emergency" response. The following article from library staff at Crystal Lake Public Library addresses that ongoing practice, while comments from other area libraries offer suggestions for additional training resources:

Susan Strunk, Palatine Public Library District

We use ComPsych as our employee assistance provider and have them come for Staff Development Day and some independent sessions. They talk about creating your best self, dealing with stress, being accountable, etc. — typically mental health or personal development topics. At least once per year for the past couple of years we've brought in someone from Career Track or Skillpath to lead an all-day session for managers and librarians and found this group benefits from attending the training together. We maximize the value of our investment by bringing someone in rather than sending people out individually.

Catherine Ingram, Elmhurst Public Library

National Alliance on Mental Illness (NAMI) provides excellent staff training — a must for anyone who works with the public. Sample topics include:

- Tips for communicating with a person who has mental illness
- Do and don'ts for handling a mental illness crisis
- Learning about the many types of mental illness

Contact your local affiliate to arrange training:

http://www.nami.org/Template.cfm?Section=Your_Local_NAMI&Template=/CustomSource/AffiliateFinder.cfm



Carolyn Anthony, Skokie Public Library

We've had NAMI (see previous page) here also and they were great. This year, we had one session at Staff Day with an officer from the police department talking about workplace violence. As part of his presentation, he showed a short film made in Las Vegas dealing with what to do if there is an active shooter in the workplace. Would you believe that our Staff Day was December 14? While it's hard to think about the unimaginable, there is some comfort in considering the possibility and formulating a plan for a response. On a general note, staff attend webinars weekly. One staff person handles all the sign-ups and publicizes the offering to appropriate staff. She also coordinates the attendance list, copying handouts, forwarding follow-up evaluations to staff who attended, etc. One of the things we like about webinars is that no travel is involved and it's possible for attendees to debrief immediately afterwards on what was particularly noteworthy or appropriate for our library.

Lynn Elam, Algonquin Area Public Library District

We have had people from various PADs and abuse shelters talk to our staff about the best ways to work with homeless and broken families. Just lately there has been some buzz among directors on safety protocols. We have been passing around a video from the Department of Homeland Security (<http://www.readyhouston.tx.gov/videos.html>. It is the RUN. HIDE. FIGHT. Video), and I have a document on my desk from them that speaks to terrorist and shooting attacks in schools. We have been finding some good material there for evacuations and preventative measures. Not the most pleasant of topics, but one we have to consider.

Denise Raleigh, Gail Borden Public Library District

We use Star 12 from National Seminars (www.nationalseminarstraining.com) to get discounted rates. They offer training on everything from project management, communication, emotional intelligence, dealing with difficult people, etc. If we send in registrations for at least ten participants, we pay \$129 each and an individual can attend any National Seminars workshops all year at no additional cost plus access all of their online resources. There are at least thirty different offerings during the year plus many online.

We use Toastmasters for training. Our "Listen Learn Lead" club has attracted many participants. Staff members ask to join because they see improvement in their peers and see their peers getting promoted. We have had participants say that it has improved their ability to "think on their feet." We have also implemented a program called "Pathways to Learning;" on an intermittent basis, staff members who have attended conferences, programs, training, or webinars meet to convey to others what they have learned.

Lynda.com is a useful resource employed by the communications and graphics staff as it provides specific training on myriad programs including In Design, Photoshop, social media tools, and video editing that are chunked in small segments for easy referral when needed. Members of our graphics staff recently attended Kelby Training (www.kelbytraining.com), offering one-day, affordable Photoshop training that was the most effective we've seen. 

Staff Training: Day In, Day Out

Just another day at the library: a patron is standing in front of you with her Kindle, asking how to get a book from OverDrive. One coworker is busy helping a student find articles in a newly redesigned database, and another one is showing an out-of-town researcher what is available in the local history collection and how to use the digital microfilm system. There's a patron standing at the copier, yelling that it is out of toner, and oh, no... Mr. Jones just realized that *Morningstar* is no longer available in print. You might get some help from your manager, who is showing the newest librarian how to find the forms she needs on the staff intranet. But, whoops, it's the weather radio, announcing a tornado warning. You know what to do, right?

With the explosion in information and technology today, both inside and outside of libraries, continual learning is a necessity at every staff level. Our goal is to stay ahead of the pace of change so our public sees the library as a place with a confident, knowledgeable, and helpful staff. We rely on five basic training principles to help us stay on track:

(1) Empower staff to work with confidence and knowledge

Keeping up-to-date with staff training makes patrons more satisfied with the service they receive, which keeps them coming back. Plus, a commitment to training shows the whole staff that its knowledge and skills are valued. We're all better and happier in our jobs when we are confident in our skills and believe that the hard work we put in is appreciated.

Identify "library experts" for every piece of equipment and software at your library. When the library gets a new database or piece of equipment, designate a staff member to become the library expert on that topic; match positions, skills, and personal interests when possible. The library expert learns enough so that she or he can develop a training checklist and train designated department experts. Since the "experts" are homegrown, the process gives staff a chance to improve skills and increase confidence. There is also a sense of camaraderie among staff members who are learning together — after all, we all have the same goal: provide excellent customer service.

(2) Get buy-in from the library board & management team

Our library board feels strongly that in order for staff members to support the library's mission, they need to be trained to provide current services and be ready for future services. We want our patrons to trust us to give them the best information and service we can and that takes a well-trained staff.

One of the most valuable elements of any training plan is time, and your board and management team can help create that. Our library closes until noon on the first Friday of every month for All Staff Training. It's a great opportunity for all departments to gather together and hear a universal message. Topics vary: orientation to a new library website or intranet, safety issues focusing on emergencies, or a police officer addressing personal or on-the-job safety. Some sessions on topics such as diversity or interpersonal communications are organized by committees with representatives from all library departments. Topics can be generated from the entire staff via a "brainstorming" e-mail. Not all ideas are workable, but many are and we incorporate as many ideas as possible.





[continued from page 22]

(3) Start small, and use a process already in place

Our training process developed over the years with the All Staff meetings that began twenty years ago, building to what we have today: a variety of training methods for a variety of learning styles. Nearly all training is done by library staff for library staff.

“Library experts” create simple training checklists for their assigned software or equipment so that staff members can review their own skills. If additional support is needed, a staff member can work side by side with a coworker who is a “department expert” to guide him/her through a checklist to develop the needed skills.

Committees are a great way to share workloads, generate creative ideas, and build camaraderie across different departments. Learning has a prominent role in our annual performance evaluations. We have defined some core competencies that all staff members need to have mastered and, when the need arises, a specific competency may become a goal for an individual.

(4) Train in a variety of methods

People learn in many different styles, and some training topics naturally fit better with certain delivery styles. Make use of every method available:

- Each one teach one (one-on-one)
- Training checklists (do-it-yourself)
- Learning Express, WebJunction, YouTube videos, webinars (do-it-yourself)
- Department expert (side by side or small group)
- Friday morning training (small group)
- All staff meetings (large group)
- Networking groups (group)
- ILA, PLA, ALA, and other organizations (group)

(5) Make it FUN!

Learning is best when it is fun. Foster a sense of curiosity and adventure as you face new challenges. Fun may be an elusive goal, but food and small prizes help. Friendly competition can spark enthusiasm. Creative endeavors like skits and song parodies can enliven group presentations. And because everyone plays — everyone is a committee member or an “expert” or a speaker at a departmental training session — there is a real sense that we are working together to achieve our goal of learning and growing as a staff.

MAKING IT WORK FOR YOUR LIBRARY

- First, determine areas in which training is needed.
- Then, identify what type of training you want to use, what you are comfortable using, and what meets the needs of your staff.
- Get buy-in up front from the library director, library board, and management team.
- Engage and empower staff members: find out where their challenges lie and solicit their ideas.
- After identifying training needs, encourage learning by making training a priority and allocating time to train.
- Utilize staff members who are willing to train others, and free sources such as WebJunction and vendor webinars.

In our experience, staff members who have been trained — and who take responsibility for their own training, and share that knowledge with others — are more likely to experience job satisfaction and deliver excellent customer service. **ILA**



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Illinois Library Association

NOMINATIONS FOR ALL ILA AWARDS ARE DUE MAY 15, 2013.

ILA Welcomes New Members

We would love to welcome your friends and colleagues, too. By sponsoring a new member, you share the benefits of membership with others ... and help create a stronger and more effective voice to promote the highest quality library services for all people in Illinois.

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Mary Beth Cifelli, Chicago Heights Public Library

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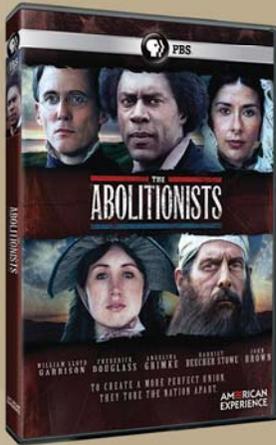
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Sonia Perez, Chicago Heights Public Library

Nicole Sanders, Chicago Heights Public Library

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Sally in Libraryland



Being named ILA's Librarian of the Year in Peoria last fall was the high point of my professional life! If you were there, you saw me speechless, which, in addition to being a very rare happenstance, was also because a decision had been made that the award sponsors would speak, but the recipients would not — there were programs beginning promptly afterwards, and time was tight. I told a colleague afterward that I wasn't sure I could have been coherent — looking at that room and seeing people applauding (some of them even standing, for Pete's sake!) probably would have made me gasp like a fish if I had attempted to speak. But, she asked, what **WOULD** you have said? After some serious reflection, here is what I would like people to know:

No one stands up there alone. As I caught my breath on the way up the stairs to the stage, I mentally gathered a flock of people around me: all my mentors, fellow students from my MLIS program, and colleagues who taught me things (which is all of them), as well as every patron and every boss who made it easy and hard to be a librarian. Trust me, it was very crowded up there. Most of the people in the audience belonged up there, too.

Long ago, right after I finished library school, my very first library manager called me in to her office and said, "There's money in the budget for you to go to the ILA Annual Conference — please tell me you want to go." Saying yes was one of the smartest moves I've made, and I think I only missed a handful of ILA Annual Conferences over the next thirty years! Spending a few days in the company of library folk, attending interesting programs, talking to current or potential vendors — throw in some chocolate, and library life doesn't get any better.

But the benefits of involvement in ILA go far, far beyond having a good time for three or four days a year. Meeting people at conference prompted me to volunteer to serve on a committee, and I've been on many since then, which provided the opportunity to get to know even more people, from all sorts of libraries. Which has led to an enormous amount of learning about an enormous number of things.

Without ILA, I likely would never have heard of CARLI, or the Illinois Sustainable Technology Center, or an astonishingly vast array of library organizations and their staff. I've met board members from all over who are as passionate about their libraries as any paid staff member — maybe even more than some. I can walk into virtually ANY gathering of library people in Illinois and know someone I will be tickled to see. Try as we might, I think the nature of our lives — and the somewhat limited time we have to juggle all the responsibilities we have to juggle — tends to segregate us in ways we don't expect and don't necessarily enjoy. ILA, if you give it half a chance, tosses academic, special, school, and public library people together in a way that enriches all of us!

The staff at ILA is truly amazing, and I say that even knowing that proofing this is going to make them blush. As hard as all the association's officers and committee members work, the staff works even harder. Look around — has another state library association figured out how to stay financially solvent in the current economy by marketing the state's summer reading program? None that I know about.

I plan to be working for libraries for many years to come; I cherish all the relationships I've built so far, and look forward to many more. When I retired from my public library position two years ago, I said that I was leaving *a* library, but not libraries. I'm grateful that ILA has given me the opportunity to continue to work on behalf of our institutions and our people, and more grateful than I can say for this incredible honor.

THAT'S what I like to think I would have said. And, by the way, Su Erickson, I completely understand why you weren't passing on your tiara. I won't, either. I won't wear it much, but it will be a treasured memento!

What's the best experience you've had because of ILA? Tell me! You can reach me at sallyinlibraryland@yahoo.com. **ILA**



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ANNOUNCEMENTS

The ILA Nominating Committee has announced the candidates for election in the spring of 2013.

For vice president/president-elect (three-year term on Executive Board beginning July 1, 2013 – June 30, 2016):

President-Elect candidates

Jeannie Dilger, LaGrange Public Library
Deanne W. Holshouser, Edwardsville Public Library

Board of Directors (three-year term beginning July 1, 2013 – June 30, 2016). A candidate from each pairing will be elected in accordance with the ILA bylaws as amended at the 1998 ILA Annual Conference; a total of four directors will be elected to serve three-year terms on the ILA Executive Board.

Director-at-Large:

Christina Stoll, Arlington Heights Memorial Library
Julie Milavec, Plainfield Public Library District

Director-at-Large:

Alissa Williams, Pekin Public Library
Amanda E. Standerfer, Decatur Public Library

Director-at-Large:

Rick McCarthy, Gail Borden Public Library District
Carol Vaughan Kissane, Brookfield Public Library

Director-at-Large:

Keshia Garnett, Chicago Public Library/West Englewood Branch
Portia E. Latalladi, Chicago Public Library/Garfield Ridge Branch

Any ILA member wishing to be added to the ballot by petition may call the ILA office for information. Nominations by petition for an elective office shall be proposed in writing by at least one hundred (100) personal members of the association and delivered to the executive office by March 1, 2013. Candidates for director nominated by petition shall be added to the slate and placed in the paired candidate group that most clearly matches the affiliations of the petitioner as determined by the nominating committee. Petition candidates for vice president/president-elect will be added to the presidential slate as requested. The polls will open electronically April 1, 2013. In addition, paper ballots will be sent to persons requesting one. The return deadline is thirty (30) days after the ballot is postmarked. The electronic polls will close April 30.

Serving on the nominating committee are Kathryn Harris, Sarah Hill, Matthew Paris, David Seleb, Mary J. Soucie, Randy Wilson, and Lynn Elam, chair.

Library Jobline of Illinois



<http://www.ila.org/jobline>

Positions for Librarians and Support Staff

All employer job openings are listed on the ILA Web site (www.ila.org/jobline) for 30 days and the cost is \$100.

National Library Legislative Day

May 7, 2013 Mark your calendar for National Library Legislative Day, Tuesday, May 7, 2013. With state cuts and more federal dollars being used for per capita grants, this is a very critical and exciting time for us to get our message out to Congress. A variety of activities have been designed to prepare National Library Legislative Day participants for an informed and effective day of congressional visits.

Accommodations: ILA has reserved a block of rooms at the Capitol Hill Suites, 200 C St., SE, Washington, DC 20003; phone: (202) 543-6000; fax: (202) 547-0883; \$269 junior suite and \$299 superior, 14.5 percent sales taxes are not included. Room rates include continental breakfast. High-speed wired and wireless Internet access are available complimentary within guest suites. When making reservations, please mention the **National Library Legislative Day**. The cut-off date for reservations is March 29, 2013. At that time any unsold rooms will be released to the hotel for general sale. Reservations received after the cut-off date will be on a space-and-rate available basis only.

MONDAY, MAY 6

- 9:00 A.M. Participants may want to attend the ALA briefing day to be held at the Liaison Capitol Hill, an Affinia Hotel, 415 New Jersey Ave., NW, Washington, DC 20001. This full day (9:00 A.M.–3:30 P.M.) of issues briefings is designed to prepare participants for congressional visits.
- 5:00 – 7:00 P.M. The National Library Legislative Day Committee has scheduled a Congressional Reception (location to be announced). All representatives and senators will be sent invitations to attend the reception. Congressional staff is also being invited.
- 6:00 P.M. This day's events will continue with a cocktail hour (6:00–7:00 P.M.) and dinner (7:00 P.M.) at the Capitol Hill Club, 300 First St., SE, Washington, DC 20003; phone: (202) 484-4590. Attendance at dinner is optional. Our invited speaker is Arne Duncan, U.S. Secretary of Education.

TUESDAY, MAY 7

- 8:30 – 9:45 A.M. A kickoff with a brief summary of key issues has been scheduled at a location to be announced on Capitol Hill.
- 9:45 A.M. The delegation will "Hit the Hill," with scheduled congressional appointments.
- 3:00 P.M. Currently, the tentative scheduled meeting with Illinois Senators Dick Durbin and Mark Kirk.



Deadline for registration is April 1, 2013.

Cancellations must be received in writing before April 1. No refunds will be given for cancellations received after April 1. Confirmations and additional information will be sent after the registration deadline. Send payment to the ILA Office, 33 W. Grand Ave., Suite 401, Chicago, IL 60654-6799, fax: (312) 644-1899, <http://www.ila.org/events>.

REGISTRATION FORM

Name: _____

Institution: _____

Address: _____

City, State, Zip: _____

Daytime Phone: _____ Fax: _____

E-mail: _____

Your registration fee includes legislative materials, coffee breaks at the briefing sessions, and the Congressional Reception on Monday evening, organized by the National Library Legislative Day Committee. \$30 of your registration fee goes to the ALA for coffee breaks, room rental, and speakers; \$15 goes to ILA for registration, organizing the packets, dinner, and congressional appointments; and speaker and guest expenses.

- \$45 for ILA Members \$55 for nonmembers
- \$55 for dinner** on Monday night at the Capitol Hill Club, 300 First St., SE, Washington, DC 20003; phone: (202) 484-4590. All dinners will be served with warm breads; seasonal garden greens (baby spinach, bib lettuce, red oak, tomatoes, cucumbers, dates, walnuts, dried cranberries, herb vinaigrette); Ghirardelli chocolate truffle cake, pomegranate coulis, whipped cream; coffee, decaffeinated coffee, and a selection of fine teas. A cash bar will be available. **Price includes 10 percent District of Columbia sales tax and 20 percent gratuity.** Please choose one of the following menu options:
- Classic chicken piccata, sautéed with lemon, capers, and butter, roasted mushroom potatoes, asparagus, baby carrots
- Herb crusted mahi mahi, lemon beurre blanc, roasted potatoes, julienne carrots, green beans
- Fine herb risotto, roasted asparagus, seasonal grilled vegetables tomato jus, parmesan cheese (vegetarian)

Method of Payment:

- Check or money order for \$ _____ made payable to ILA or
- MasterCard VISA Discover AmEx

Credit Card Number: _____

Expiration Date: _____

Name on Card: _____

Signature: _____

While attending the 2013 National Library Legislative Day, I will be staying at _____ (name of hotel or other accommodations).



Illinois Library Trustees: Charting a New Course in Times of Change

ILA Library Trustee Forum 2013 Workshops

Saturday, February 2, 2013
Chicago Marriott Oak Brook
1401 W. 22 St.
Oak Brook, IL 60523

Saturday, March 23, 2013
Crowne Plaza Springfield
3000 South Dirksen Parkway
Springfield, IL 62703

Join the ILA Library Trustee Forum for our annual workshops, designed specifically for library trustees.

For more information on the program, and to register online, please visit <http://www.ila.org/conference-and-events/trustee-workshop>.

For those requiring an overnight stay, a block of hotel rooms has been reserved for each location.

Chicago Marriott Oak Brook: The single/double room rate is \$79, plus tax, per night. Please call 800-228-9290 or 630-573-8555 to make your reservation. Reservations must be made by Friday, January 11.

Crowne Plaza Springfield: The single/double room rate is \$109, plus tax, per night. Please call 877-834-3613 or 217-529-7777 to make your reservation. Reservations must be made by Friday, March 1.

Registration Form

Remember to contact the hotel directly for room reservations!

ILA Member Registration: \$125*

Non-Member Registration: \$150*

Registration includes breakfast and lunch, two snack breaks, and the workshop.

** Register multiple trustees and save! Register one trustee at the full price and each additional trustee from your institution will receive a \$10 registration discount. Please send a separate form to register each trustee.*

Name: _____

Institution: _____

Address: _____

Phone: _____

Fax: _____

E-mail: _____

Please select your session:

Oak Brook, February 2:

Springfield, March 23:

Payment Information:

Registration Amount: \$ _____

Method of Payment:

Check MasterCard VISA Discover AmEx

Credit Card Number: _____

Expiration Date: _____

Name on Card: _____

Signature: _____

Deadline for registration is January 23, 2013 for Oak Brook and March 15, 2013 for Springfield.

Cancellations must be received in writing before January 23 or March 15, respectively. Cancellations received after January 23/March 15 and before February 2/March 23, will receive a 50% refund. No refunds will be given for cancellations received after February 2/March 23. All cancellations are subject to a \$15 processing fee. Confirmations and additional information will be sent prior to the workshops. Send conference registration and payment to Illinois Library Association, 33 W. Grand Ave., Suite 401, Chicago, IL 60654-6799; phone: 312-644-1896, fax: 312-644-1899.

Please register online this year at ReachingForward.net or fax this filled out form to 312-644-1899

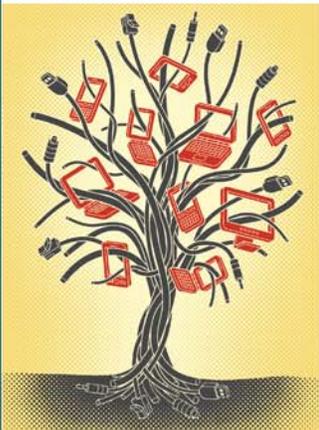
REACHING FORWARD

Reaching Forward 2013 Annual Conference

May 3, 2013 • 8:00 AM – 3:30 PM

Donald E. Stephens Convention Center, Rosemont, IL

ONE REGISTRATION FORM PER PERSON



Join us for the 24th annual Reaching Forward Conference. The conference schedule has undergone a renovation, which means more programming for you! This year features 42 programs to choose from. As always, registration includes a continental breakfast and delicious luncheon.

Conference Schedule

8:00 – 8:30 AM	Continental Breakfast and Exhibits
8:30 – 9:00 AM	Welcome and Awards
9:15 -10:15 AM	Breakout Session 1
10:30 – 11:30 AM	Breakout Session 2
11:45 AM – 12:45 PM	Luncheon
12:45 – 1:15 PM	Author Book Signing and Exhibits
1:15 – 2:15 PM	Breakout Session 3
2:30 – 3:30 PM	Breakout Session 4

Registration: \$125 per person, includes continental breakfast and luncheon.

A full listing of programs and detailed conference information is available at ReachingForward.net

We continue to welcome our exhibitors, who will showcase a variety of goods and services. New this year, we are introducing an Educational Pavilion, which will feature representatives from Library Schools and LTA programs, as well as professional associations. Don't miss this opportunity for continued personal and professional development!

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Payment Information

\$125 per person

Return registration to:
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Chicago, IL 60654
Fax: (312) 644-1899

You may also register online at ReachingForward.net

A check is enclosed

Credit Card:

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CARD NUMBER

EXPIRATION DATE

SIGNATURE

No refunds will be given after April 12, 2013

If special accommodations are needed, please contact the ILA office by April 12 at ila@ila.org or (312) 644-1896.

Parking is available in the parking garage across the street from the convention center. Parking is \$13.00 per car and payment is made by cash or credit card at pay stations in the garage. Pre-pay before entering the conference to avoid lines at the end of day.

Attendance at Reaching Forward programs constitutes consent to be photographed for Reaching Forward publicity purposes. If you do not wish to be photographed, please notify conference staff.

Questions? Contact the Illinois Library Association at ila@ila.org or (312) 644-1896



◀ MY TURN ▶

| Alissa Williams, Pekin Public Library |



Take Action

I always enjoyed school and learning, and now as an adult I look forward to attending seminars and training sessions. One of my favorite events of the year is the ILA Annual Conference. It's true I'm a conference junkie. But what happens after the conference when I come home pumped up with new ideas?

Well it's simple. I need to take action. I've adopted a mantra from organizing expert Aby Garvey, who says: "Action creates change." She teaches online organizing workshops at www.simplify101.com (of which I've taken several — told you I love learning) and encourages participants to move beyond simply reading and absorbing the information to actually creating real and meaningful change in their lives. The same principle is true after a conference or a workshop. What are you going to do differently after you come back from conference? What big idea did you have? What's the next action?

So it's the beginning of a new year, and the 2012 ILA Annual Conference happened several months ago — have you done anything differently as a result of conference or are you still too mired down in the details of your day-to-day desk duties to tackle a new project? Here's how you can get from idea to action.

When you're at a learning event maintain a separate list of action items. In addition to the notes I take during conference sessions, I set up a page to capture things I want to learn more about, ideas I have, or the things I want to do differently when I return to work. Instead of wading through dense notes about what I learned, one page captures the things I want to take action on. I use this not just for ideas I have when I'm in sessions, but also vendors I want to see or new products I discovered that I want to discuss with my director.

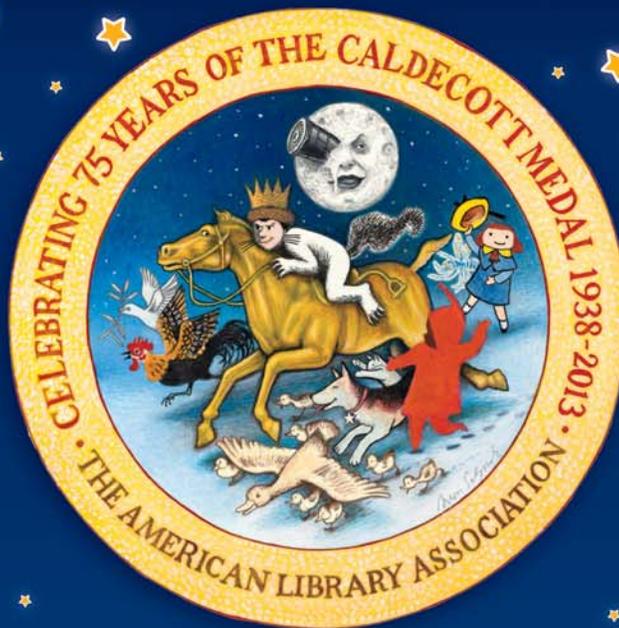
Another idea is to build in accountability. One of the best sessions I attended at the 2012 ILA Annual Conference had us launch what the speaker called a "Flying Missile Action Plan," where we wrote on a sheet of paper one or two things we wanted to do as a result of this session and our contact information, then crumbled up the papers and tossed them around the room. You then picked up someone else's plan and committed to contact them in one month to see if they'd taken any action toward their goals.

There are other ways to stay accountable on your own. Perhaps a colleague at another library will serve as your accountability partner and contact you in a month or two to see how you're doing with your action items. Another option is the website www.futureme.org. Simply write up your plans and use the site to send yourself an e-mail reminder in the future (the default is set for one year out, but you can change it to any future date). I have a monthly tickler file system I use, and I put my list in a folder three months in the future.

Once you have a list of action items and an accountability plan, don't forget the important step of adding these items to your regular to-do list system. It's important to break down big projects into concrete action steps. For example, one of my big ideas from the 2012 conference was to create a digital media coordinator position. Instead of just putting "digital media coordinator position" on my list, I wrote "write job description for dmc position."

By keeping this list of action items and then actually tackling it, you also build more buy-in for why you should be attending these events in the first place. When one of our board members questioned the need for staff to attend a Public Library Association Conference during tight fiscal times, I was able to quickly pull together a list of library improvement projects that were directly related to staff attending the last conference.

So as a result of my 2012 ILA Annual Conference action list, I've already created a new position in my department and purchased a new microfilm scanner. The rest of my action list was less tangible and more about setting a good example and being a role model for my staff (walking the talk). I am also committed in 2013 to spending two hours a month reviewing the notes in my "personal development" folder. These are the trainings I've attended in the past, and I want to review my notes from each and see if there are any actions I can implement this year. As we move into spring, and then summer reading, and before it's conference time again, think about what action you want to take in 2013, because "action creates change." ■



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