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Press Release

Aaron Bryant, a Library Clerk in the Assistive Resources Center (ARC), a public service unit of the Harold Washington Library Center, Chicago Public Library, is the recipient of the Illinois Library Association's (ILA) 2021 Robert P. Doyle Conference Grant for Support Staff, which is presented by the ILA Reaching Forward Forum.

The ARC provides resources, services and programming for library patrons with disabilities, senior adults and those experiencing limited English proficiency. When technology issues arise, he is quick to troubleshoot and use problem-solving skills. Aaron is able to empathize with the special needs of the clientele he serves, while maintaining an acute awareness of their varying levels of independence which is crucial to success.

“Aaron Bryant has become a vital member of the ARC Team. His professionalism, excellent customer service, and technology skills have been crucial to the success of the unit. In short, Aaron is a dynamic team player,” said Patrice Johnson, his manager. “He has focused considerable effort on learning the functionality of all the assistive technology software, devices and equipment provided to patrons with disabilities in order to provide high quality one-on-one assistance. To achieve this goal, he went beyond the standard technology training as assigned, and completed his own independent research and study to increase his knowledge.”

Aaron frequently goes above and beyond the call when assisting patrons. In 2019, he attended an 8-week course on American Sign Language (ASL) at the library. With the knowledge he gained, he was able to assist with bi-monthly ASL programming events at the library until COVID-19 occurred.

Aaron Bryant will receive a one-year ILA membership, full registration to attend the 2021 ILA Annual Conference, and a framed certificate. The award will be presented at the virtual Reaching Forward Conference on Friday, May 7, 2021.