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Press Release

Jennifer Fredericks is the recipient of the 2017 TBS, Inc. Technical Services Award. This annual award, sponsored by Today's Business Solutions, Inc., is awarded to an individual who has made a substantial contribution in the area of library technical services.

Jen has been the Manager of the Technical Services Department of Downers Grove Public Library since December 2013. Jen took on the responsibility for training staff and creating new procedures for the library's migration to SirsiDynix Symphony in April 2015. After the migration, she created a high demand holds report that saved staff hours of sorting through duplicate titles. In addition to updating technical services procedures, Jen helped improve customer service at her library. She made the decision to put out new materials to the public as soon as they were processed, when previously they were only released on a weekly basis. She suggested that A/V items be circulated with unlocked cases to help patrons check them out more easily. Jen writes a monthly newsletter "In Touch with Tech" to share information about her department with other staff at her library.

Jen is an active participant on the SWAN Cataloging Advisory and SWAN OCLC Cataloging Libraries groups. She has reached out to assist staff at other libraries on many occasions, sharing instructions for processing items in Symphony, importing OCLC bibliographic records, and displaying Zinio magazine titles in the catalog. In 2016, she led an ILA Conference Table Talk on cataloging "oddball" items. Her colleagues describe her as "always willing to share her knowledge and expertise" and a "hard-working problem solver who enjoys a challenge." Her work at the local and regional levels has demonstrated Jen's commitment to technical services in Illinois.

The TBS, Inc. Technical Services Award will be presented at the Awards Luncheon held on Tuesday, October 10, during the 2017 Illinois Library Association Annual Conference in Tinley Park.

For further information, contact the Illinois Library Association.

For Immediate Release