REPORTER

JUNE 2016 | VOLUME XXXIV ISSUE 3

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

This cartoon by Juana Medina was part of the Darby County (Montana) Community Library's campaign to pass a millage rate increase last fall. Articles in this issue discuss the wins and losses for libraries in Illinois in recent referenda, as well as the need for libraries to measure success in new ways to persuade voters, patrons, and communities of their worth and relevance in a changing world.

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 Strategic Advocacy Group for legislative advocacy. ILA is a 501(c) (3) charitable and educational organization.

The *ILA Reporter* is published six times/year (Feb., Apr., June, Aug., Oct., Dec.) and is a benefit of ILA membership; the subscription rate for nonmembers is $25. ISSN 0018-9979. Designed by Verso Design Corp., Joliet, Ill. Printed by Aspen Printing Services. Indexed by EBSCO in *Library & Information Science.* The *ILA Reporter* was first published in 1962.

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.

JUNE 2016 | VOLUME XXXIV ISSUE 3

CONTENTS

4 VOTER FEVER: TAXPAYERS SPEAK ON LIBRARY REFERENDA
by Kara Kohn

8 WHY OUTCOMES MATTER: AN UPDATE ON PLA'S "PROJECT OUTCOME"
by Carolyn Anthony

12 MEASURING UP: OUTCOMES, RESULTS, AND ACCOUNTABILITY
by Gina Edwards and Pam Tomka

16 SOON TO BE FAMOUS: STILL GOING STRONG!
by Geralyn Hesslau Magrady

26 NEW MEMBERS

NUMBERS

18 ILA ELECTION RESULTS

20 2016 NATIONAL LIBRARY LEGISLATIVE DAY

21 2016 CONFERENCE PREVIEW & REGISTRATION FORM

INSERT

BOOKS CHALLENGED OR BANNED, 2015-2016
by Robert P. Doyle

Illinois Library Association

33 W. Grand Ave., Ste. 401 | Chicago, IL 60654-6799
phone: 312-644-1896 | fax: 312-644-1899
e-mail: ila@ila.org | www.ila.org

2015/2016 EXECUTIVE BOARD

PRESIDENT
Betsy Adamowski, Wheaton Public Library

VICE PRESIDENT/PRESIDENT-ELECT
Pattie Piotrowski, Illinois Institute of Technology

IMMEDIATE PAST PRESIDENT
Jeannie Dilger, La Grange Public Library

TREASURER
Jeremy Dunn, Chicago Public Library

DIRECTORS
Christine Barr, Fabyan Elementary School
Veronica DeFazio, Plainfield Public Library District
Keshia Garnett, Berwyn Public Library
Richard Kong, Skokie Public Library
Dennis Krieb, Lewis & Clark Community College
Nancy Maloney, John Deere Library
Rick McCarthy, StudioGC
Rob Morrison, National Louis University
Brian Shepard, Indian Trails Public Library District
Amanda E. Standerfer, The Lumpkin Family Foundation
Christina Stoll, Indian Trails Public Library District

ALA COUNCILOR
Allen Lanham, Eastern Illinois University

EX OFFICIO
Anne B. Craig, Illinois State Library
Robert P. Doyle, Illinois Library Association

EDITOR
Robert P. Doyle

ILA REPORTER ADVISORY COMMITTEE
Kara Kohn, Plainfield Public Library District, chair
Amy Crump, Homewood Public Library
Nanette Donohue, Champaign Public Library
Jason Kuhl, Arlington Heights Memorial Library
Heather McCammond-Watts, Midlothian Public Library
Pam Tomka, Retired

Kara Kohn, Plainfield Public Library District

Voter Fever: Taxpayers Speak on Library Referenda

Officials reported record voter turnout in Illinois for the March 15 primary election, with similar trends nationwide throughout this year's primary season. "The numbers represent a 44.6 percent voter turnout. That's much higher than the presidential primaries in 2012 and 2008, which had turnouts of 20.8 percent and 32 percent respectively," according to the Illinois Campaign for Political Reform.

With high voter turnout, the six libraries in Illinois who had referenda questions on ballots for either bonds or taxes were ready to have their questions considered by the communities they serve. Although we wish we could report that all libraries had passed their referenda, the results were mixed—half passed, half failed. Here's a quick overview of the referenda campaigns and more importantly, a look at what's next on the horizon for these libraries.

"Very little flashy marketing, yet their referendum passed with a sizeable margin."

THE YEAS HAVE IT

Alpha Park Public Library (Bartonville)
Type: Bond. Asked voters for $800,000 for capital repair and improvement projects.
Results: YES: 4,032 (62.75%); NO: 2,394 (37.25%)

What happened at Alpha Park is perhaps a bit of an anomaly. Very little flashy marketing, yet their referendum passed with a sizeable margin. While there were no yard signs or public meetings, there was coverage in local papers plus a larger newspaper that serves the Peoria area. In addition, the library advertised the names of over a hundred supporters accompanied by a cartoon featuring dialogue explaining why the funding was necessary.

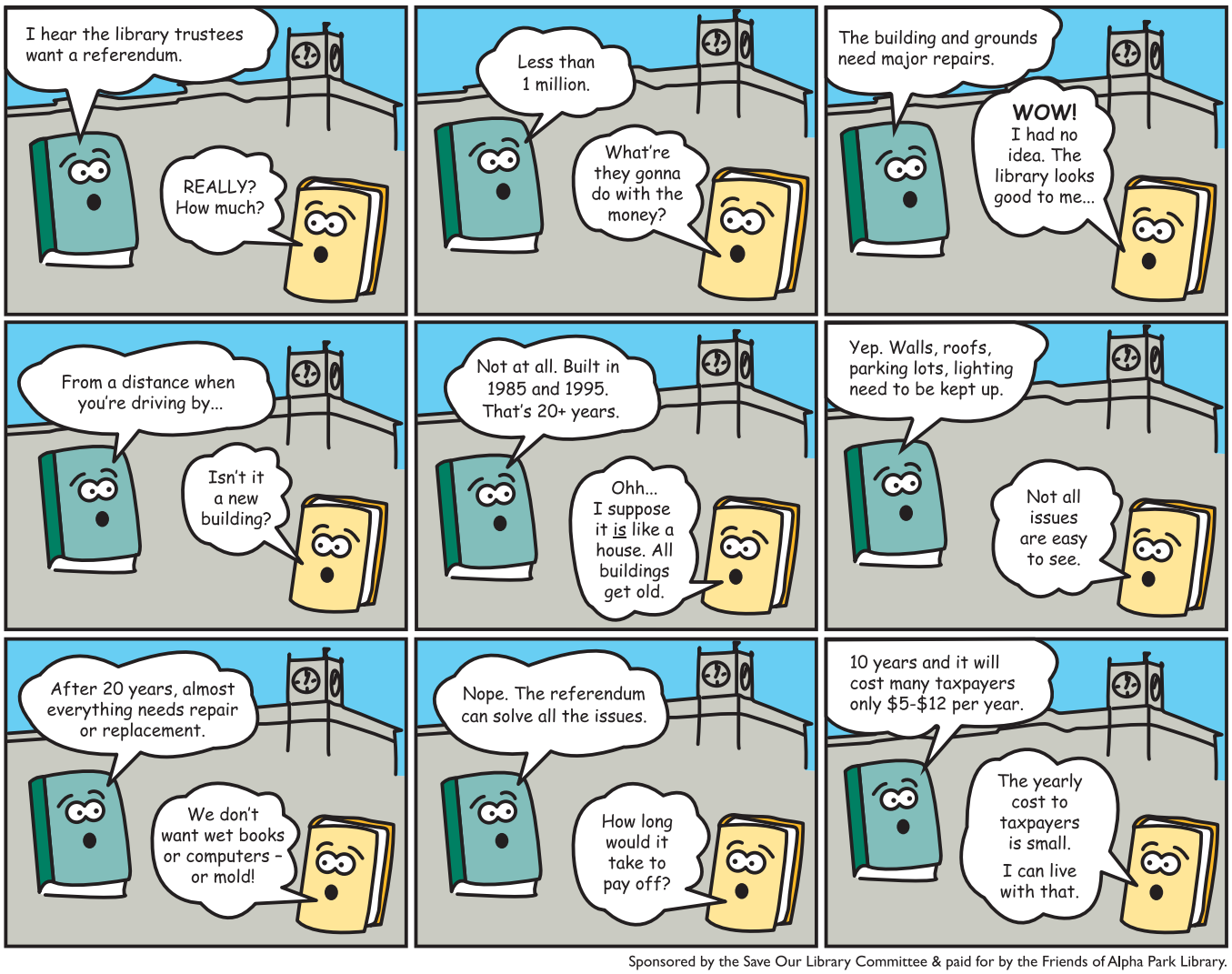
When asked what contributed to the success of the campaign, Library Director John Richmond notes, "We are the closest thing to a true community center in southwest Peoria County. Our customer service, collection, and programming are what we're known for, and we think people just liked us enough to vote yes."

Another reason for their success could have to do with the price tag attached to their request, as the dollar amount fell under that million dollar mark, even though they needed more. "We'll address some issues down the line, as our reserves build," reports Richmond.

With the funding in place, plans include repair to outside and interior walls, doors, and windows; a complete rebuild of one parking lot; replacing exterior lighting; an update to the fire system; and the replacement of a furnace that is over thirty years old. Not glamorous, but vote-getting.

[continued on page 6]

Alpha Park Library Hot Topics



Sponsored by the Save Our Library Committee & paid for by the Friends of Alpha Park Library.

[continued from page 4]

Maroa Public Library (Maroa)
Type: Bond. Increase corporate fund from 0.15% to 0.25%
Results: YES: 325 (51.59%): NO; 305 (48.41%)

Never in the library's history have they asked taxpayers for more funding, but because of inflation, an increase was necessary to maintain existing services. Amber Scott, the library director, suggests that the success of their campaign is owed to transparency. "We were very open with the voters about what our needs were and what we needed from them. The ability to explain that this was the fund that covers things similar to what they have to pay for in their homes, and understanding that these costs go up, was helpful."

Funding will be used to restore hours, books, materials, and programming budgets and should maintain services for years to come. "We cut over $20,000 out of our very small budget this fiscal year and all of our patrons are feeling that impact along with us," explained Scott.

Stickney-Forest View Public Library District (Stickney)
Type: Bond. Approve a temporary tax increase to service a bond issue for an expansion.
Results: YES: 1,505 (67.82%); NO: 714 (32.18%)

For this library, taxpayers voted "yes" because they saw that the library had worked to reduce costs by writing grants, believed that it had been judicious with funds in the past, and the dollar amount was substantially less than if they were looking to construct a new building. The other half of the equation is believed to be staff increasing the value of the library in the hearts and minds of the community over the past several years. According to Library Director Heather Shlah, "In a town plagued with both digital and geographic divides, people really appreciate our top-flight library service."

They will be able to update service desks, add quiet study rooms, new furniture, an art media lab for teens, a media box dispensary and vending, and reconfigure the youth area. Exterior space will also get a makeover with sheltered seating and bicycle stands, and the picnic and STEM garden area will be accessible to the public. Finally, the building will be modernized with high efficiency solar shades and new ADA-compliant ramps.

Despite the successful outcome, Shlah admits the referendum process can be stressful. "At times, the experience was stressful and it required some really long hours that took time away from family and life in general—oddly enough, I even felt at some points that I was neglecting the library and my staff. That having been said, I think that it is really important to develop a community engagement team to assist with the public relations end of things. The experience was positive and professionally formative for me, and I am so grateful to our library community for valuing library service and supporting progress."

THE NAYSAYERS

North Riverside Public Library (North Riverside)
Type: Tax. Redirect expiring building bonds to an operating fund. This redirection would allow for continuous improvements to library technology, services, programs, and facilities.
Results: YES: 849 (43.81%); NO: 1,089 (56.19%)

After a study by an architectural firm, it was evident that maintenance was required to keep the building operating over the next twenty years. "Our residents need a well-maintained library building that meets health and safety requirements, as well as updated technology, infrastructure, and well-designed spaces for programs and services. In the approaching decades, the building will age, and in order to preserve the community's investment in the library, it is necessary to begin planning and budgeting for these inevitable repairs and replacements," maintains Library Director Ted Bodewes.

Staff and patrons won't notice an immediate effect of the failed referendum, but in planning for the upcoming fiscal year, operational costs will have a heavy impact on budgeting. Bodewes says, "Without these funds, the sense of pressure is growing for our organization and we are worried what the ultimate impact on our ability to provide innovative and crucial services to our community will be. Any expansion to services or materials will be modest until we feel that there is a sufficient reserve in place for the building."

The library is considering another stab at a referendum with the next one being a bond, while also looking for alternative sources of revenue such as grants and fund-raising. The biggest takeaway for North Riverside is that a more comprehensive campaign of voter education will be necessary in the future. Voters were not prepared to make an appropriate decision when they arrived at the polls, as many were seeing the library's proposal for the first time.

Plainfield Public Library District (Plainfield)
Type: Bond. Authorize $39 million building bond that would build the new library, including property acquisition, equipment, library materials, and furnishings.
Results: YES: 8,233 (44.23%); NO: 10,382 (55.77%)
Type: Tax. Increase the limiting rate by 19% to operate the new library.
Results: YES: 5,656 (30.73%); NO: 12,752 (69.27%)

What happened in Plainfield made national headlines, as the library was targeted by Americans For Prosperity (AFP), a super PAC whose website claims it is "a grassroots organization with over 2.8 million activists nationwide who advocate and promote limited government, lower taxes, and more freedom," and who were very vocal in their opposition to Plainfield's expansion plans. AFP's tactics included robocalls and mailers sent right before the election. "For many undecided voters, that mailer or phone call was the last thing they saw or heard about the referendum before voting. I think that was a factor," contends Library Director Julie Milavec.

The library's immediate next steps following the defeat were to poll stakeholders and the public, asking three vital questions to guide their future plans: what did you hear from others about why the referenda failed, why do you think it failed, and what would make a difference. At the April library board meeting, it was decided to revise the plan in response to the polling feedback by reducing the dollar amount, using the existing building with an addition, and lowering the overall property tax impact with a target referendum date of April 2017.

Without the funding through a successful referendum, cuts are planned that will directly affect both patrons and staff, including reductions in programs and services, eliminating Sunday hours starting in the fall, and offering fewer programs and events. All budget lines are frozen or reduced. The reduction in operating expenditures will be used for capital repairs and replacements.

While this library has many challenges to face up ahead, especially in regard to dealing with an aging facility that needs major repairs and is undersized for the community, the attitude is to carry on with their customer service-focused philosophy. "The library will continue to provide the best possible library service to our residents within the means provided to the library district," says Milavec.

White Oak Library District (Crest Hill, Lockport, Romeoville)
Type: Tax. Increase limiting rate by just over 3 cents per $100 of assessed property valuation.
Results: YES: 5,631 (34.61%); NO: 10,639 (65.39%)

If passed, the new tax rate would have cost residents $10.17 more per $100,000 of their home value per year. With those additional funds, the library proposed to increase hours, increase the size and scope of outreach efforts, and both build and staff a digital media lab.

As to why the referendum failed, Library Director Scott Pointon brings up a valid argument. "People are fed up with property taxes. They also feel that there isn't much they can do politically or practically about the staggering cost of the school, municipal, and fire district taxes. Therefore, the taxpayers are left with very few options if they want to beat up on a taxing body and vent their high tax bill frustration. We are an easy target for all of that taxpayer anger."

In the short term, White Oak's Board of Trustees is soliciting feedback as to why many of the library's supporters and regular users voted no, and they will make a final decision this summer on where they will go moving forward. According to Pointon, "We plan to keep after this until our district is funded at a level that will allow us to provide the scope and quality of services that our public deserves."

Carolyn Anthony, Skokie Public Library

Why Outcomes Matter: An Update on PLA's "Project Outcome"

A young woman who had recently graduated from college came to see me as part of her exploration of possible career directions. "I feel like in public libraries I could really make a difference in people's lives," she said. I told her I agreed, but had to acknowledge that as of yet we have little data to confirm the hypothesis that public libraries do, in fact, change lives. In a recent study from the Pew Research Center, it was reported that two-thirds of Americans (65 percent) ages 16 and older say that closing their local public library would have a major impact on their community.[1] In an earlier study, the Pew Research Center reported that 90 percent of Americans ages 16 and older say that the closing of their local public library would have an impact on their community.[2]

If closing the public library would have an impact on the local community, does it follow that the library also makes an impact by being open? We have a lot of anecdotes about transformative experiences at the public library, but no real data to back that up. Do the stories represent occasional, exceptional outcomes of library use or are they part of a pattern that in fact points to broad community impact?

For years now, public libraries have largely reported output measures of activity such as circulation, reference questions answered, door count, and program attendance. These measures show that the library has put resources to use, and the measures may be compared over time within a library to show a trend in library use or compared among libraries of similar size and funding level to get an idea of the potential for growth in services. The output measures, however, do not begin to answer the question, "What difference did the public library make to the individual?" or the larger question, "What is the impact of the public library on the community?"

Moreover, in recent years, many of the output measures traditionally reported by the public library have started to decline. We understand that public libraries are fielding fewer reference questions because so many people are using Google to find answers to their questions. They may be reading some of their books and magazines digitally and renewing titles online rather than making a trip to the library to have staff update their circulation record. For these reasons and more that we are aware of and can explain, library outputs are generally static or declining. Funding authorities may look at these figures and conclude that the local public library needs less revenue for operations or that there is no need to expand or upgrade a dated library facility.

Those of us working in public libraries know that we are not doing less. In fact, public libraries have been busier than ever and doing important work such as helping job seekers prepare resumes or look for work during the recent downturn in the economy; working with parents and preschoolers on early childhood literacy skills; teaching people computer skills; and bringing people together for discussion of societal issues such as immigration or prison reform. Unfortunately, we have not done a very good job of capturing the results of these efforts. The number of people served has been collected via hash marks and reported in a larger figure of library program attendance or door count that tells nothing about the difference the service made to the individual or collectively to the community.

FRAMING THE WORK

How you frame what the library does matters. It shapes public perceptions of the library and its services. If library programs are seen as simply entertaining and fun, it is easy for funding authorities to cut the revenues for the library in tight times. If, on the other hand, the library can show that library programs contribute to essential learning, it will be easier to garner support for the library and its programs. Valerie Gross, director of the Howard County Public Library in Maryland, is a strong proponent of emphasizing the educational function of the public library and has been very successful in ensuring sustained funding for the library system. In Howard County, education may be the primary concern, while in another community it may be that health, economic development, workforce development, or immigrant integration is foremost in the minds of government officials and community leaders. As Amy Garmer notes in a recent Aspen Institute report, aligning library services in support of community goals is the primary strategy for success in public libraries.[3] Being able to show that library programs contribute to individual outcomes and have an impact on the broader community in areas of essential concern is critical.

[continued on page 10]

[continued from page 9]

I successfully ran for the office of president of the Public Library Association (PLA) in 2012 on the platform of the need to adopt a system of outcome measures for public libraries so that we could begin to show the true impact of essential library programs and services. In 2013, the PLA Executive Board appointed a Performance Measurement Task Force to begin the development of simple surveys that all public libraries could use to measure outcomes, enabling PLA to begin to compile data for use in advocacy on a larger scale. The task force has been chaired by Denise Davis of the Sacramento Public Library and former director of the Office of Research and Statistics at the American Library Association. The composition of the task force includes a state librarian, a state data center coordinator, and representatives of public libraries of different sizes throughout the United States; advisors include public library researchers John Bertot, Joseph Matthews, and Carl Thompson.

WHAT AND HOW TO MEASURE

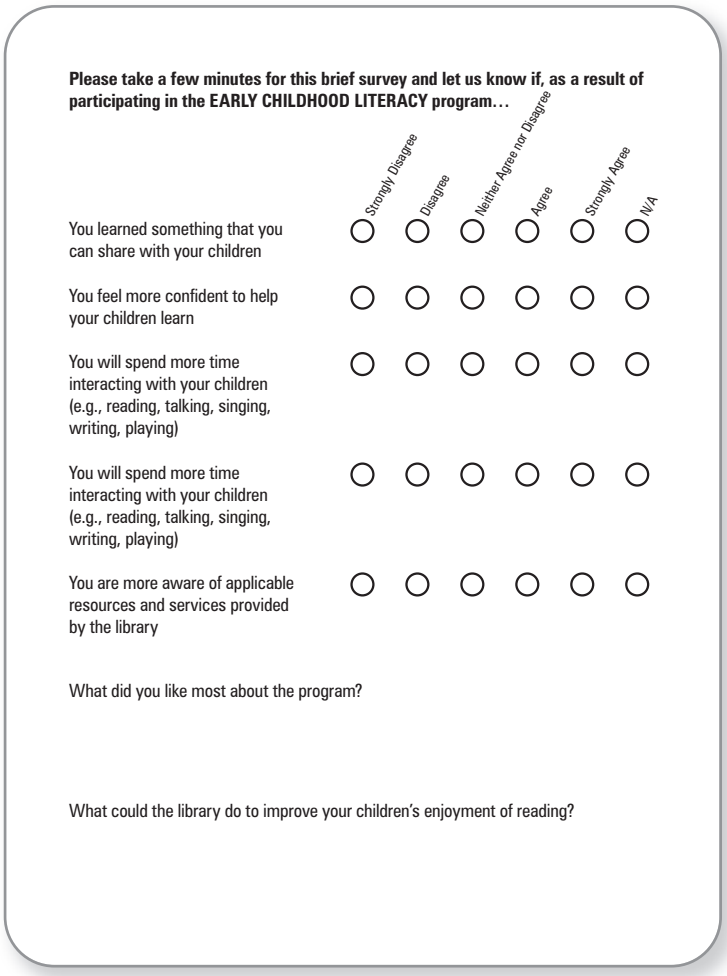
So what are outcome measures? Outcome measures assess the knowledge, skills, attitudes, and behavior brought about by participation in a program or service. Some outcomes may be easily observed as in the case of the demonstration of a skill. For example, you might teach a finger play at a preschool storytime and observe that ten of the twelve children are able to sing the lines and execute the finger play by the end of the program. That's an outcome you could report, noting that 83 percent of the children attending the session acquired the skill of performing the finger play, an important step contributing to preschool literacy and kindergarten readiness. An example with adults might be the number of people who successfully download an e-book to a reader or tablet after being shown the appropriate steps.

Of course, it can be hard to observe and make notes on performance while you are simultaneously conducting the program, answering questions, and helping people who are struggling to learn the demonstrated skill. It can be a great help to have a second staff person or volunteer who can make such observations and record the results. Librarians definitely need more than the program instructor simply reporting back that "everyone was on board and the program was a big success." Outcome measures assess the learner's perspective on gains from the program or service. To get direct feedback from program participants, the task force decided to implement a series of simple surveys to capture the needed information. The surveys can be completed by participants quickly at the end of a program or after receipt of a service. In the case of young children, a parent or caregiver may be asked to complete the survey on behalf of the small child.

The task force developed surveys in seven areas of essential library service including:

- Civic/Community Engagement
- Digital Learning
- Early Childhood Literacy
- Economic Development
- Education/Lifelong Learning
- Job Skills
- Summer Reading

The surveys each have just six questions. Four questions ask the participant to choose on a five-point Likert scale from "Strongly Disagree" to "Strongly Agree" whether they learned something new from the program or service, increased their confidence in the subject area, anticipate a change in their behavior, and have increased awareness of library resources in support of the subject. The other two questions are open-ended, asking for general feedback on the program and suggestions for improvement. The following example shows a survey that could be given to parents of young children following a parent/child early literacy program.



Please take a few minutes for this brief survey and let us know if, as a result of participating in the EARLY CHILDHOOD LITERACY program…

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
You learned something that you can share with your children	○	○	○	○	○	○
You feel more confident to help your children learn	○	○	○	○	○	○
You will spend more time interacting with your children (e.g., reading, talking, singing, writing, playing)	○	○	○	○	○	○
You will spend more time interacting with your children (e.g., reading, talking, singing, writing, playing)	○	○	○	○	○	○
You are more aware of applicable resources and services provided by the library	○	○	○	○	○	○

What did you like most about the program?

What could the library do to improve your children's enjoyment of reading?

PUTTING RESULTS TO WORK

The surveys were completed and field tested in 2014. Testing and subsequent experience have shown that people are very willing to complete these brief surveys that can be administered in print or digital form. The work caught the eye of the Bill and Melinda Gates Foundation, which provided generous funding support to enable PLA to accelerate the project. As a result, PLA built online resources and support tools around the task force's work and Project Outcome was officially launched in June 2015.

The Project Outcome website, www.projectoutcome.org, was designed to easily guide public library staff through the outcome measurement process, from choosing appropriate service areas for measurement to scheduling the surveys, inputting the responses, analyzing the results, and using the results to take action. Project Outcome is a free service for all public libraries in the United States and Canada. The three-year funding runs through the end of 2017 and PLA is committed to continuing Project Outcome beyond the term of the initial grant, adding it to the list of ongoing successful PLA products such as Every Child Ready to Read and Turning the Page.

Since its initial launch, Project Outcome has had over 1,400 participants register from over 900 public libraries across all 50 states in the United States and Canada. Nearly half of Project Outcome's libraries are already using the survey tools within their library and have collected over 11,000 patron surveys. For the first time, public libraries, whether they are new to outcome measurement or advanced in data collection, have free access to an aggregated set of performance measurement data and analysis tools they can use to effect change within their communities and beyond.

Results from the surveys have already been used by participating libraries to revise and refine programs, to allocate resources to priority areas with demonstrated outcomes, and in advocacy to tell the library's story and obtain support. Use of outcome measurement fits neatly within the strategic planning process in which one starts with determining goals and objectives answering such questions as: What do we hope to accomplish? Why are we doing this activity? How will people benefit? Who will benefit? In strategic planning, representatives from the library board, staff, and community consider current community needs and the library's capacity to respond to those needs, addressing the question, where can the library have the most impact on the community? Project Outcome surveys will help the library measure its success in accomplishing the strategic planning objectives and make any needed mid-course corrections.

PLA's Performance Measurement Task Force continues to meet and work together to help libraries of all sizes measure outcomes successfully. Members of the task force have developed and are in process of testing follow-up surveys to be given to patrons three to six weeks after a program or service to determine whether participants were able to apply knowledge gained as anticipated and whether they have indeed changed their behavior as a result. For example, someone may attend a library class in digital learning on the software Microsoft Publisher with the intent of producing a brochure for their organization or business. The patron may feel they learned new skills and leave the class feeling confident about their new skills, responding accordingly on the survey following the program. But were they able to apply the knowledge, combine the skills, and produce a brochure as planned? The follow-up survey provides a second opportunity for the library to collect data on the effectiveness of its programs. Another example of a change in behavior might be that a parent reports reading more frequently with their young child or incorporating singing, talking, and playing in everyday interactions with their child as a result of attending a parent/child storytime at the library.

Project Outcome is being crowd-sourced, evolving in response to feedback from libraries as the various components are rolled out. The Project Outcome follow-up surveys will be introduced at the ALA Annual Conference in June 2016. Further work is planned to assist libraries that want to work on data collaboration with partner agencies, such as local schools, as well as guidelines for libraries that want to write their own outcome measures. States and other regional agencies have come forward looking to roll out Project Outcome throughout their networks. Affiliate groups have been created among participating libraries for those who want to share implementation techniques and results with each other. What seems clear is that public librarians are eager to take this next step, to learn just how library programs make a difference in their communities, and how they can use outcome data to be more effective advocates. As ALA's public awareness campaign states, public libraries do indeed transform individuals and communities, and now with Project Outcome we can demonstrate the ways that transformation is occurring.

1. John B. Horrigan, "Libraries at the Crossroads," Pew Research Center, 9/15/2015.

2. Kathryn Zickuhr, "From Distant Admirers to Library Lovers—and Beyond," Pew Research Center, 3/13/2014.

3. Amy K. Garmer, "Rising to the Challenge: Re-Envisioning Public Libraries," The Aspen Institute, October 2014.

Gina Edwards, Heart of Illinois United Way Peoria, and **Pam Tomka**, volunteer

Measuring Up: Outcomes, Results, and Accountability

Accountability is a big word and an even bigger concept. It is also an integral part of running a business, whether it is for-profit or nonprofit. By definition, accountability cannot exist without accounting. While a nonprofit's effectiveness has always included a focus on how funds are utilized, the big picture of accountability must also show how the funds are being invested in their mission. Governmental entities, such as libraries, are likewise accountable—to their patrons, taxpayers, and other local authorities.

For-profit businesses have preset indicators to measure their success such as market share, revenue, and return on investment. Public and nonprofit organizations are in business to fulfill missions such as improving people's lives or helping their community—harder to measure, but not impossible.

Libraries and nonprofits can no longer depend on heartfelt messages alone to bring in funding or justify their existence to supporters. A growing number of funders and donors want to see a more logical measurement of success—they want to see program outcomes. For libraries, this kind of accountability is something increasingly being asked for by their funders, i.e., voters.

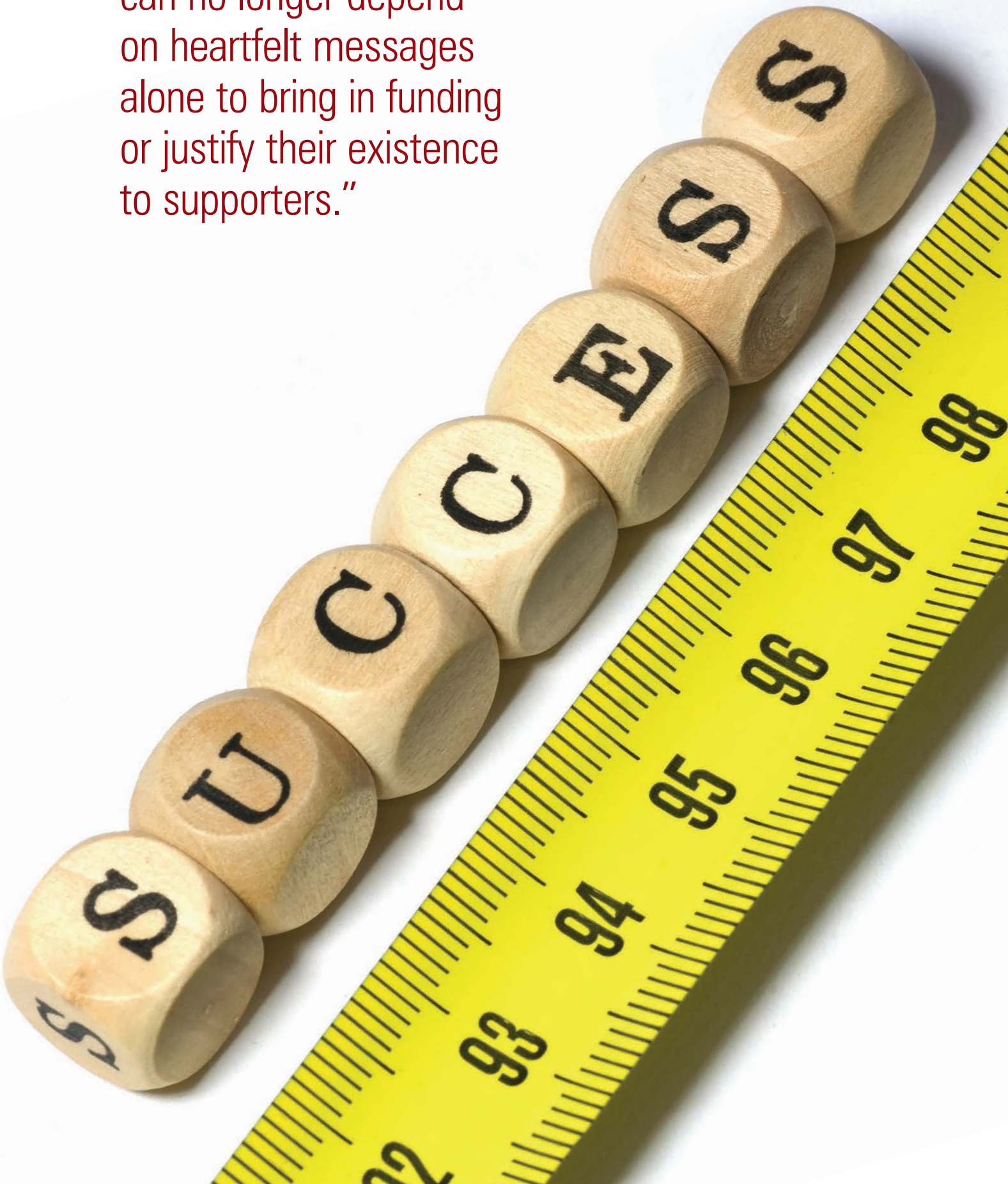
Outcomes are not just visions or goals. They are specific changes or benefits that include a transformation in knowledge, attitudes, values, skills, behaviors, or conditions. For public and nonprofit entities, outcome information and measurement are the equivalents of the for-profit industry's return on investment. Outcomes document the changes they are making in a client's, patron's, or community's condition.

Over the last ten years, the Heart of Illinois United Way has been the leader in central Illinois at implementing outcome-based funding through our Community Impact Fund. Our competitive grant cycle uses outcomes to systematically evaluate whether or not the health and human care programs we fund are making an impact on the clients being served. This performance evaluation is integral to our effectiveness and how we communicate with donors.

The Heart of Illinois United Way consistently collaborates with a variety of community leaders, most importantly in the health and human care sector, to define indicators for our outcome-based funding. Every three years, we identify and evaluate critical community needs in our Peoria Area Community Assessment. This collaborative process improves our effectiveness at assessing and supporting key areas of social concern such as the education, income, and health of central Illinois.

[continued on page 14]

"Libraries and nonprofits can no longer depend on heartfelt messages alone to bring in funding or justify their existence to supporters."



[continued from page 12]

This results in a set of program-centered outcomes that help our partner agencies focus on the reach, participation level, and condition of the clients in their programs. Libraries can construct their own metrics using these criteria and adapt them to their mission and goals.

- **Reach** measures the percentage of the program's target population enrolled in the program.
- **Participation** measures attendance, utilization, commitment, and engagement of the clients.
- **Condition** is the ultimate outcome because it measures how a client improved his or her social status (better relationships, grades, etc.), economic condition (employment, housing, etc.) or health condition (improved dental hygiene, eliminated substance abuse, etc.).

Measuring and reporting outcomes is just the first step in a continuous process. Once parameters are set and data collected, the next step in this evolution is to periodically examine how the program is performing and use this analysis to improve and manage services, thereby creating a basis for self-assessment. This last piece of the outcome puzzle enables organizations to make important decisions now and better choices for the future.

This process—called the Fund Distribution Continuous Improvement Process (FDCIP)—is based on the Caterpillar Production System (CPS) model, which is the company's tool to engage employees in continual improvement. The success of CPS, and of United Way's FDCIP, is people based. By encouraging employees to share ideas, Caterpillar Inc. fosters employee engagement and strengthens their sustainability. The system ensures quality from development through production to support. In the for-profit industry, a quality product equals

Library Jobline of Illinois

http://www.ila.org/jobline

Positions for Librarians and Support Staff

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

a competitive advantage. In the public and nonprofit sector, having engaged staff and reporting on the quality of their services provides a much-needed advantage in competing for funds and support.

The Heart of Illinois United Way relies on donors to fulfill our mission. As the largest non-governmental funder of local health and human care programs in the area, we have to make philanthropy easy and effective. With established success in implementing and managing outcome-based funding, United Way shortens the gap between community investment and a stronger, healthier region. Accountability to our donors is not just how the money is invested, but how well those investments improve people's lives in central Illinois.

A portion of this article was originally published in the June 2012 issue of InterBusiness Issues magazine, *online at peoriamagazines.com, and is reprinted with permission.* ILA

"Accountability to our donors is not just how the money is invested, but how well those investments improve people's lives in central Illinois."

Ancel Glink understands the benefits of sharing a good read.

Ancel Glink | Diamond Bush DiCianni & Krafthefer

Think Ancel Glink.

Ancel Glink. No law firm knows library law like we do – we wrote the book. Progressive in our thinking, zealous in our client advocacy, and relentless in our commitment to Illinois libraries, only a firm like Ancel Glink could know this much about library law.

Visit **www.ancelglink.com** to download pamphlets on labor law, tort immunity and other subjects from the Ancel Glink Library. Please contact Rob Bush, Julie Tappendorf or Britt Isaly at 312-782-7606 to find out how Ancel Glink may be of service to you.

So whatever your needs are, **think Ancel Glink!**

Serving Illinois with offices in Chicago, Vernon Hills, Naperville, Crystal Lake & Bloomington | 312 782-7606 | **www.ancelglink.com**

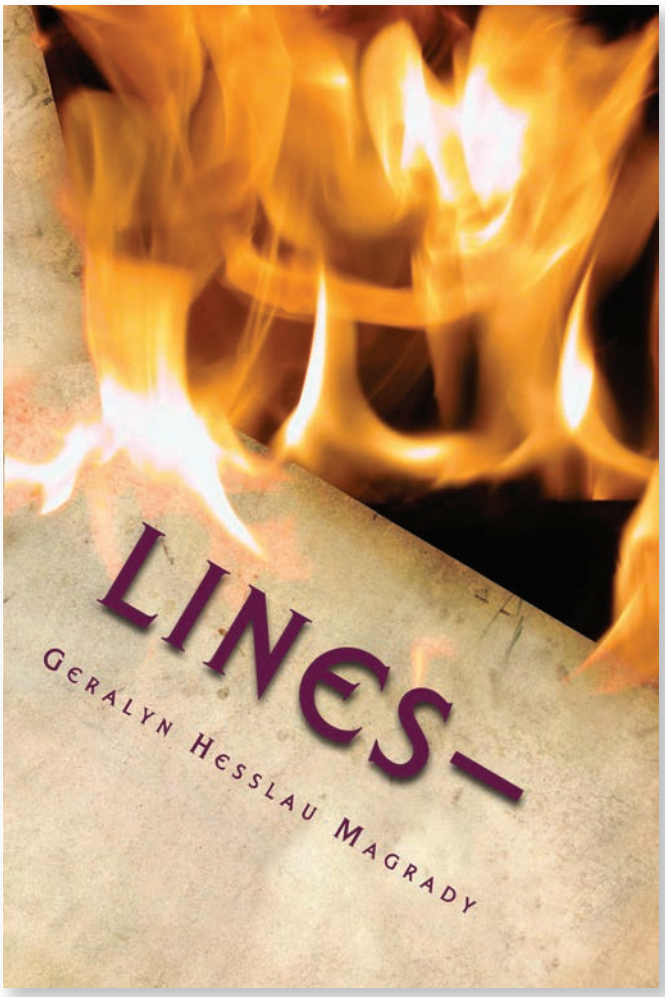
Geralyn Hesslau Magrady

Soon to Be Famous: Still Going Strong!

If there's a book you really want to read, but it hasn't been written yet, then you must write it. — Toni Morrison

I didn't know that I wanted to read this story, *Lines*—, until my genealogy obsession turned up an interesting fact: my great-great-grandmother, Livia Haas, was in Chicago prior to the Great Fire of 1871, and she was still here after it. That was the point when the vignettes I had written—imagining what life was like for my ancestors—turned into a new obsession with Chicago history. One little story led to another, and then I had questions about what my ancestors lost, where they sought shelter, what became of them, what role they could have had in the rebuilding process, for whom did they mourn, what daily struggles did they endure? Before I knew it, there was the book I really wanted to read.

Reading and writing have always been a personal love. I was the kid who actually enjoyed the SRA program, a chance to escape into a card of fiction or nonfiction, because those experiences took place in our minimalistic school library, and I'd have time to browse when I was done. I was the kid who read a children's Bible and then rewrote the stories with dialogue and my own new details. I created my first fictional story, "The Bubble Gum House," on pages of pink paper I received from a neighbor who worked for a printing company. What joy to have written a book!



"I'm proud to have gone the self-publishing route so that my connection to the story took on a personal layer of depth that would not have existed if I had taken the traditional path."

Strawberry Girl, Trixie Belden, The Diary of Anne Frank: these were the stories that occupied my young mind and inspired me to put my own words on that page, and with age, more and more authors fed the fire of creative writing, but it wasn't until I became an English teacher that my personal love for these past times became something I needed to share with others, my students. I wanted them to witness my reading and witness my writing. When I became a mother, the need for sharing these passions deepened.

The Berwyn Public Library became a place where my sons and I bonded, where I learned about their interests and what topics brought them joy. Books became a part of who they were. When I returned to teaching in 2008, a new purpose for reading and writing evolved. I created a Chicago history and literature curriculum, and I found that while teaching the subjects about which I was writing, I learned about my characters and setting and conflict more than ever. And then I started reading as a writer, looking to Charles Dickens' use of parallelism to create rhythm and structure or Carlos Ruiz Zafon's descriptive language to create mood. I started writing as a reader, revising my work with an eye for detail and authenticity.

Lines— became a labor of love during my summers. I kept the writing habit during the school year with poetry and essays and blog posts, but most of my research and story scenes for the novel came when school was on break, and after many years with this pattern, there were times I thought it would never come to a conclusion. I didn't have closure, even though there were drafts that came to unsatisfactory ends. I remember spending June to August one year creating fifty pages of backstory and the following June to August scrapping those fifty pages. But that didn't disappoint me because every step along the way of this writing journey brought me to something better.

I'm happy to have waited one more summer, over and over again, because the result is what has gotten me here today. I'm proud of *Lines*—. I'm proud to have gone the self-publishing route so that my connection to the story took on a personal layer of depth that would not have existed if I had taken the traditional path. I think my ancestors are proud of me, too. Even though the story is not theirs, the names and backgrounds are their names and their backgrounds, and their spiritual presence has always been with me. Once, at a funeral, the priest said something in his homily along the lines that one is never truly gone until their name is uttered for the very last time. In writing *Lines*—, I've allowed my ancestors to live on, and for that, I'm blessed.

I want to thank all those involved with the Soon to be Famous Illinois Author Project for their dedication to local writers. Through this experience, I have had more exposure and recognition in the past three months than I thought possible in a lifetime.

This was the third year of the Soon to Be Famous Illinois Author competition, and the winner was announced on April 14 at the Chicago Ridge Public Library. The three finalists included James Hosek for Give a Dog a Bone *and Amanda Meredith for* Irish Heart, *in addition to winner Geralyn Hesslau Magrady for* Lines—.

2016 ELECTION RESULTS

PRESIDENT-ELECT:

449 Melissa Gardner
Palatine Public Library District

294 Bev Obert
retired

Board of Directors (three-year term beginning July 1, 2016—June 30, 2019). A candidate from each pairing is elected in accordance with the ILA bylaws as amended at the 1998 ILA Annual Conference; a total of four directors are elected to serve three-year terms on the ILA Executive Board.

DIRECTOR-AT-LARGE:

369 Jason Kuhl
Arlington Heights Memorial Library

359 Tim Jarzemsky
Bloomingdale Public Library

DIRECTOR-AT-LARGE:

467 Nanette Donohue
Champaign Public Library

245 Alissa T. Henkel
Decatur Public Library

DIRECTOR-AT-LARGE:

476 Leander Spearman
Belleville Public Library

240 Rohini Bokka
Naperville Public Library

DIRECTOR-AT-LARGE:

411 Sarah Keister Armstrong
Fremont Public Library District

299 Bill Coffee
La Grange Public Library

This was the twelfth year that ILA offered electronic voting.

In 2016, with 2,447 personal members eligible to vote 759 voted (**31 percent**). This breaks down as: 738 electronic (2,310 eligible electronic voters or 31 percent) and 21 paper (137 eligible paper voters or 15 percent).

In 2015, with 2,494 personal members eligible to vote 774 voted (**31 percent**). This breaks down as: 724 electronic (2,185 eligible electronic voters or 33 percent) and 50 paper (309 eligible paper voters or 16 percent).

In 2014, with 2,777 personal members eligible to vote 813 voted (**29 percent**). This breaks down as: 774 electronic (2,503 eligible electronic voters or 30 percent) and 39 paper (274 eligible paper voters or 13 percent).

In 2013, with 2,548 personal members eligible to vote 911 voted (**36 percent**). This breaks down as: 857 electronic (2,229 eligible electronic voters or 38 percent) and 54 paper (319 eligible paper voters or 17 percent).

In 2012, with 2,749 personal members eligible to vote 874 voted (**32 percent**). This breaks down as: 817 electronic (2,398 eligible electronic voters or 34 percent) and 57 paper (351 eligible paper voters or 16 percent).

In 2011, with 3,054 personal members eligible to vote, 852 voted (**28 percent**). This breaks down as: 769 electronic (2,508 eligible electronic voters or 31 percent) and 83 paper (546 eligible paper voters or 15 percent).

In 2010, with 3,059 personal members eligible to vote, 840 voted (**27 percent**). This breaks down as: 776 electronic (2,639 eligible electronic voters or 29 percent) and 64 paper (420 eligible paper voters or 15 percent).

In 2009, with 2,477 personal members eligible to vote, 834 voted (**34 percent**). This breaks down as: 762 electronic (2,004 eligible electronic voters or 38 percent) and 74 paper (473 eligible paper voters or 16 percent).

AMERICAN LIBRARY ASSOCIATION ELECTION STATISTICS

As a point of comparison,

In the 2016 American Library Association (ALA) election, with 54,494 eligible to vote: 10,493 voted (**19.26 percent**).

In the 2015 American Library Association (ALA) election, with 50,697 eligible to vote: 10,656 voted (**21 percent**).

In the 2014 American Library Association (ALA) election, with 52,049 eligible to vote: 9,940 voted (**19 percent**).

In the 2013 American Library Association (ALA) election, with 51,811 eligible to vote: 11,083 voted (**21 percent**).

In the 2012 American Library Association (ALA) election, with 52,866 eligible to vote: 11,248 voted (**21 percent**).

In the 2011 American Library Association (ALA) election, with 52,901 eligible to vote: 9,613 voted (**18 percent**).

In the 2010 ALA election, with 55,330 eligible to vote: 11,069 voted (**20 percent**).

In the 2009 ALA election, with 56,069 eligible to vote: 13,125 voted (**23.41 percent**), breaking down to: 12,610 electronic (26 percent) and 500 paper (6.62 percent).

In the 2008 ALA election, with 59,141 eligible to vote: 17,089 voted (**28.90 percent**), breaking down to: 15,655 electronic (32.52 percent) and 1,434 paper (13.04 percent).

ILA ELECTION RESULTS

Year	Ballots returned	Total personal members	Percent of membership
2016	759	2,447 personal members	31 percent
2015	774	2,494 personal members	31 percent
2014	813	2,777 personal members	29 percent
2013	911	2,548 personal members	36 percent
2012	874	2,749 personal members	32 percent
2011	851	3,054 personal members	28 percent
2010	840	3,059 personal members	27 percent
2009	834	2,477 personal members	34 percent
2008	839	2,459 personal members	34 percent
2007	613	2,457 personal members	25 percent
2006	648	2,453 personal members	26 percent
2005	472	2,462 personal members	19 percent
2004	727	2,330 personal members	31 percent
2003	742	2,403 personal members	31 percent
2002	787	2,481 personal members	32 percent
2001	817	2,456 personal members	33 percent
2000	914	2,532 personal members	36 percent
1999	982	2,471 personal members	40 percent
1998	1,110	2,489 personal members	45 percent
1997	886	2,262 personal members	39 percent

2015 NATIONAL LIBRARY LEGISLATIVE DAY

Registration Numbers for National Library Legislative Days

Year	Illinois Delegation	Total Attendance
2016	33	412
2015	25	401
2014	28	423
2013	40	387
2012	27	361
2011	25	361
2010	81	2,000 (held in conjunction with ALA Annual Conference)
2009	53	410
2008	52	405
2007	76	422
2006	68	525
2005	62	480
2004	58	500
2003	49	450
2002	68	450
2001	81	441
2000	76	500
1999	90	600
1998	78	450
1997	73	500
1996	62	500
1995	58	450
1994	60	500
1993	59	No Data
1992	46	550
1991	50	550
1990	50	550

Attendance by the ten most populous states: California 20; Texas 7; New York 11; Florida 8; Illinois 33; Pennsylvania 11; Ohio 11; Georgia 14; Michigan 23; and North Carolina 8. Total attendance 412.

The Illinois delegation discussed the following topics with our federal officials:

- Confirm Carla Hayden as the Librarian of Congress;
- Support level funding for the U.S. Institute of Museum and Library Services (IMLS) and the Library Services and Technology Act (LSTA);
- Restore the Constitutional privacy rights of library users and all Americans: Pass Electronic Communications Privacy Act (ECPA) reform;
- Enact Meaningful Freedom of Information Act (FOIA) modernization;
- Ensure public access to unique National Technical Information Service (NTIS) data;
- Ratify the Marrakesh Treaty for the print disabled;
- Reject unneeded changes to copyright law; and
- Support network neutrality.

JUNE IS GLBT BOOK MONTH

Originally established in the early 1990s by The Publishing Triangle as National Lesbian and Gay Book Month, this opportunity for book lovers and libraries to feature GLBT programs and collections has been sponsored by the American Library Association (ALA) since 2015.

GLBT literature is supported by ALA through the Stonewall Book Awards, as well as two bibliographies including Rainbow Books and Over the Rainbow Books. These awards and lists recognize the best in contemporary literature and serve as invaluable tools for building quality GLBT collections.

GLBT Book Month will culminate with the many events and programs at ALA's 2016 Annual Conference in Orlando focusing on GLBT issues and services. For additional information, visit www.ala.org/glbtrt/glbt-book-month

DISCOVERY ADVOCACY LEADERSHIP

2016 Illinois Library Association Annual Conference

Conference and Exhibition • October 18-20, 2016
Donald E. Stephens Convention Center • Rosemont, Illinois
For full conference information and to register online, visit ila.org.

#ILAAC16

Conference Preview

The 2016 ILA Annual Conference theme, **Discovery Advocacy Leadership,** focuses on how libraries and library staff serve as community leaders to support lifelong learning and engagement within Illinois communities.

Register by the September 12 Early Bird deadline to take advantage of the discounted rate.
Not an ILA Member? Join when you register to save more on registration and throughout the year.

Conference registration includes attendance at the Awards Luncheon on Tuesday, and Exhibit Buffet Luncheons and breaks on Wednesday and Thursday.

Nina Simon

TUESDAY, OCTOBER 18

9:00 – 10:30 A.M.

[Opening Keynote]
Sponsored by Today's Business Solutions

Nina Simon has been described as a "museum visionary" by *Smithsonian Magazine* for her audience-centered approach to design. She is the Executive Director of the Santa Cruz Museum of Art & History, where she led an institutional turnaround based on grassroots community participation. Nina is the author of *The Participatory Museum* (2010), *The Art of Relevance* (coming June 2016), and the popular Museum 2.0 blog. Previously, Nina worked as an independent consultant and exhibition designer with over one hundred museums and cultural centers around the world. Nina began her career at the International Spy Museum in Washington, D.C. She lives off the grid in the Santa Cruz mountains with 14 people, 27 chickens, 5 dogs, and 1 zipline.

Mike Curato

WEDNESDAY, OCTOBER 19

8:00 – 10:00 A.M.

[Youth Services Author Breakfast]

2017 iREAD artist Mike Curato loves drawing and writing almost as much as he loves cupcakes and ice cream (and that's a LOT!). He is the author and illustrator of everyone's favorite polka-dotted elephant, Little Elliot. His debut title, *Little Elliot, Big City*, released in 2014 to critical acclaim, has won several awards, and is being translated into ten languages. *Publishers Weekly* named Mike a "Fall 2014 Flying Start." The follow-up book, *Little Elliot, Big Family*, was released in October 2015, and has received several starred reviews. The third installment, *Little Elliot, Big Fun*, comes out this August. Meanwhile, Mike had the pleasure of illustrating *Worm Loves Worm* by J.J. Austrian, released last January. He is also working on several other projects, including his first graphic novel. Mike lives and works in Brooklyn, New York.

Laila Hussein Moustafa

WEDNESDAY, OCTOBER 19

4:15 – 5:15 P.M.

[DiversiTEA: The Engagement of Discovery, Advocacy, Leadership]

Join the ILA Cultural and Racial Diversity Committee for tea! Over delectable refreshments, Laila Hussein Moustafa, assistant professor of library administration and the Middle East and North Africa subject specialist in the International Area Studies Library at the University of Illinois, Urbana-Champaign, will discuss her research about libraries and crisis from her work with landmine survivors and the continuous crisis of libraries dealing with terrorism in their communities. She will provide suggestions and tips for solutions and discussion.

Conference Highlights

Visit ila.org for a complete list and full descriptions of conference programs and events.

MONDAY, OCTOBER 17

Welcome Reception

8:00 – 10:00 P.M.

All conference attendees are invited to attend this event, which will be held in the Embassy Suites Chicago O'Hare Rosemont.

TUESDAY, OCTOBER 18

Awards Luncheon

Noon – 1:30 P.M.

Celebrate the achievements of your colleagues at the Awards Luncheon. Attendance at the luncheon is included in conference registration.

Stories & Spirits

5:15 – 6:45 P.M.

The ILA Youth Services Forum invites all librarians serving youth to enjoy light snacks and drinks while networking.

Dinner with Colleagues

7:00 P.M.

Staying over in Rosemont and looking for something to do on Tuesday night? Sign up for dinner with colleagues. Signup forms will be available prior to conference at ila.org.

WEDNESDAY, OCTOBER 19

Youth Services Author Breakfast

8:00 – 10:00 A.M.

2017 iREAD artist Mike Curato will discuss his work at this annual event. A book signing will follow the breakfast. *Pre-registration is required for this ticketed event.*

ILA Membership Meeting

11:30 A.M. – 12:15 P.M.

Wondering what's going on with your association and around the state? Whether you're an ILA member or not, you'll want to attend this event, which will feature a legislative update.

Public Library Forum Luncheon

12:15 – 1:45 P.M.

Join your public library colleagues for a networking lunch. Speaker to be announced. *Pre-registration is required for this ticketed event.*

Gaming Session

3:15 – 4:15 P.M.

Gaming in libraries has been steadily gaining steam over the last few years. Join us to chat with other library staff about gaming programs, check out some easy-to-learn starter games, and pick up hints and tips about starting your own gaming program. Attendees will be entered into a raffle to win a game for their library!

DiversiTEA

4:15 – 5:15 P.M.

Join the ILA Cultural and Racial Diversity Committee for tea! Laila Hussein Moustafa will discuss her research about libraries and crisis at this annual event. *Pre-registration is required for this ticketed event.*

iREAD Showcase

4:15 – 5:15 P.M.

The iREAD Summer Reading Showcase in the Exhibit Hall is STEAMing hot this year! You won't want to miss this opportunity to learn about innovative crafts, program ideas, and other great activities that will make 2017's *Reading By Design* the most successful summer reading program your library has ever seen.

Sixth Annual ILA Pub Stroll

6:00 – 10:00 P.M.

Don't miss ILA's most popular networking event! Each stop on the Pub Stroll in Rosemont's MB Financial Park serves food and will offer drink specials. Plan to have dinner and drinks with old friends and new colleagues. No registration is required. Attendees set their own schedule and are responsible for their own food and beverage purchases. A full list of venues and a map will be available prior to the conference.

THURSDAY, OCTOBER 20

Trustee Day

8:00 A.M. – 4:15 P.M.

A full day of conference programming is planned for library trustees. The day begins with a continental breakfast and includes a luncheon and time in the exhibits. Trustee Day registration is required for meal events.

Academic Libraries Unconference

9:00 A.M. – NOON

Spend the morning with other academic librarians discussing the issues of interest to YOU! The unconference format lets attendees decide on the topics to be discussed. Please indicate that you plan to attend the unconference when registering for conference. There is no additional charge, but participants will be contacted by unconference organizers prior to the conference.

IACRL Luncheon

12:15 – 1:45 P.M.

Join your academic library colleagues for a networking lunch. *Pre-registration is required for this ticketed event.*

Visit the Exhibit Hall

Exhibit Hours:

WEDNESDAY, OCTOBER 19

12:15 P.M. – 5:15 P.M.

THURSDAY, OCTOBER 20

9:00 A.M. – 2:00 P.M.

The following free events will be held in the exhibit hall:

WEDNESDAY, OCTOBER 19

12:15 – 1:45 P.M.	**Exhibits Opening Lunch**
4:15 – 5:15 P.M.	**Exhibits Reception**

THURSDAY, OCTOBER 20

10:00 – 11:00 A.M.	**Coffee & Donuts Break**
12:15 – 1:45 P.M.	**Exhibits Lunch**

Exhibits are not open on Tuesday, October 18.

Exhibits-Only passes are available for $15. Wednesday pass holders are invited to attend the ILA Membership Meeting at 11:30 A.M. Passes can be purchased prior to conference and onsite.

Conference Hotels

DoubleTree by Hilton Chicago O'Hare Rosemont

5460 North River Road
Rosemont, IL 60018
847-292-9100
Group Code: ILA
Book Online: http://bit.ly/1T8ZPO7
Single/Double Rate: $176

Embassy Suites by Hilton Chicago O'Hare Rosemont

5500 North River Road
Rosemont, IL 60018
847-678-4000
Group Code: ILA
Book Online: http://bit.ly/1T3A9jG
Single/Double Rate: $186

Schedule at a Glance

MONDAY, OCTOBER 17

8:00 – 10:00 P.M.	Welcome Reception at Embassy Suites

TUESDAY, OCTOBER 18

9:00 – 10:30 A.M.	Opening General Session
10:45 – 11:45 A.M.	Program Session 1
12:00 – 1:30 P.M.	Awards Luncheon
1:45 – 2:45 P.M.	Program Session 2
3:00 – 4:00 P.M.	Program Session 3
4:15 – 5:15 P.M.	Program Session 4
5:15 – 6:45 P.M.	Stories & Spirits
7:00 P.M.	Dinner with Colleagues

WEDNESDAY, OCTOBER 19

8:00 – 10:00 A.M.	YSF Breakfast*
9:00 – 10:00 A.M.	Program Session 5
10:15 – 11:15 A.M.	Program Session 6
11:30 A.M. – 12:15 P.M.	ILA Membership Meeting
12:15 – 1:45 P.M.	Exhibits Opening Lunch
12:15 – 1:45 P.M.	Public Library Forum Luncheon*
2:00 – 3:00 P.M.	Program Session 7
3:15 – 4:15 P.M.	Gaming Session & Program Session 8
4:15 – 5:15 P.M.	Exhibits Reception iREAD Showcase
4:15 – 5:15 P.M.	DiversiTEA*
6:00 – 10:00 P.M.	Pub Stroll

THURSDAY, OCTOBER 20

8:00 – 9:00 A.M.	Trustee Continental Breakfast*
9:00 – 10:00 A.M.	Program Session 9
9:00 A.M. – NOON	Academic Library Unconference
10:00 – 11:00 A.M.	Coffee & Donuts in the Exhibits
11:15 A.M. – 12:15 P.M.	Program Session 10
12:15 – 1:45 P.M.	Exhibits Closing Lunch Trustee Luncheon* IACRL Luncheon*
2:00 – 3:00 P.M.	Program Session 11
3:15 – 4:15 P.M.	Program Session 12

*Pre-Registration Required

Registration Form **Register online at www.ila.org**

First Name: Last Name:

Institution: Mailing Address:

City: State: Zip:

Phone: Fax: E-mail:

☐ Check here if registering as a non-member at the ILA member rate, using an institutional member credit.

☐ Check if this is your first ILA Conference.

Conference Registration Fees (Please circle fee)

Full Conference	Early Bird (by 09/12)	Advance (by 10/03)	On-site (after 10/03)
ILA Member	$200	$225	$250
Non-Member	$250	$275	$300
Full-Time Student/Retired/Unemployed Member	$100	$125	$150

Trustee Registration	Early Bird (by 9/12)	Advance (by 10/03)	On-site (after 10/03)
ILA Member Trustee Day Only (Thursday, October 20)	$150	$175	$200
Non-Member Trustee Day Only (Thursday, October 20)	$175	$200	$225
ILA Member Trustee Day + full conference	$200	$225	$250
Non-Member Trustee Day + full conference	$250	$275	$300

Single Day	Early Bird (by 9/12)	Advance (by 10/03)	On-site (after 10/03)
ILA Member*	$150	$175	$200
Non-Member*	$200	$225	$250
Full-Time Student/Retired/Unemployed Member*	$75	$100	$125

*Check day attending: ☐ Tuesday 10/18 ☐ Wednesday 10/19 ☐ Thursday 10/20

Exhibits Only	Early Bird (by 9/19)	Advance (by 10/03)	On-site (after 10/03)
Single Day Access to Exhibit floor only**	$15	$15	$15

**Check day attending: ☐ Wednesday 10/19 ☐ Thursday 10/20

Special Events	Early Bird (by 9/19	Advance (by 10/03)	On-site (after 10/03)
Event registrations will not be available on-site. Please plan to register early to save money and secure your space.			
Tuesday, October 18			
Stories & Spirits	☐ no charge, please check if you plan to attend		
Wednesday, October 19			
Youth Services Author Breakfast	$45	$50	N/A
Public Library Forum Luncheon	$55	$60	N/A
DiversiTEA	$35	$40	N/A
Thursday, October 20			
IACRL Unconference	☐ no charge, please check if you plan to attend		
IACRL Luncheon	$55	$60	N/A

Please indicate if you require a special meal:
☐ vegetarian ☐ vegan ☐ gluten-free
☐ other, please explain: _____

_____

Registration Recap (Please Complete)

Conference Registration Fee $_____

Meals and Special Events Fee $_____

Total $_____

Payment

☐ Check or money order enclosed (payable to ILA)

☐ P. O. #: _____

☐ Charge my: ☐ Visa ☐ Mastercard ☐ Discover ☐ AmEx

Card #:

Exp. Date: CCV#:

Signature:

Please photocopy and retain for your records. Thank you.

Mail your completed registration form to: Illinois Library Association, 33 W. Grand Ave., Suite 401, Chicago, IL 60654-6799. Or, fax with credit card payment to: 312-644-1899. (If sending by fax please DO NOT send a duplicate by mail.)

You may also register securely online at **ila.org**. Deadlines refer to date of online registration, postmark, or fax. Please print clearly.

All refund requests must be received in writing by September 30, 2016. This includes refunds for conference registration, meals, and special events. No telephone cancellations/refund requests can be accepted. No refunds after September 30. All cancellations are subject to a $15 processing fee. Email tina@ila.org for more information.

Conference speakers who are employees or trustees of Illinois libraries, library agencies, or library schools are required to register for the conference at the appropriate rate.

Special Needs: If you have physical or communication needs that affect your participation at the conference, please contact Cyndi Robinson, ILA Conference Manager, at robinson@ila.org or 312-644-1896.

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.

INSTITUTIONAL MEMBERS

Elgin Area School District U-46

ASSOCIATE MEMBERS

FirstMerit Bank, Chicago

PERSONAL MEMBERS

Donna Crummie, North Palos SD117, Palos Hills
Heidi Estrada, Indian Prairie Public Library, Darien
Dana Folkerts, Mount Prospect Public Library
Emily Gilbert, Rasmussen College, Mokena
Heather Gunnell, Rockford Public Library
Amy Longwell, Warren-Newport Public Library District, Gurnee
Susan Mayer, Arlington Heights Memorial Library
Sarah Schroeder, Tinley Park Public Library
Stacie Thorpe-Burnett, Park Forest
Chip Westenberger, South Elgin
Tyler Works, Indian Prairie Public Library, Darien

STUDENT MEMBERS

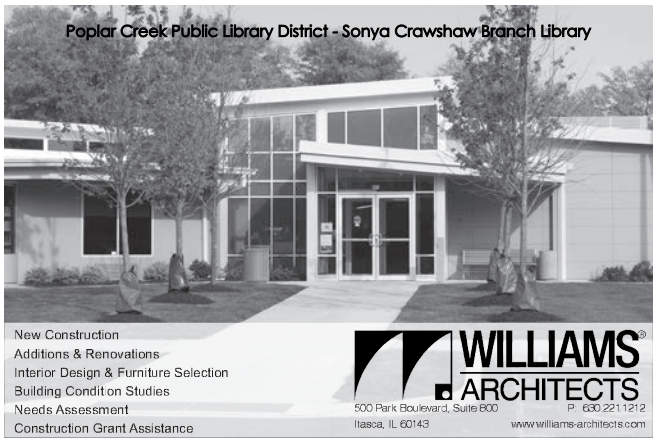
Daniel Messer, Ingleside
Nathan Rowlett, Chicago
Lori Teipel, Schaumburg Township District Library
Chandi Wittenberger, Arlington Heights

SUPPORT STAFF MEMBERS

Becky Allen, Champaign Public Library
Lynn Armstrong, Blackburn College, Carlinville

TRUSTEE MEMBERS

Wendy Darling, Lake Forest Library
Robert Kreher, New Athens District Library
David Rose, Lake Forest Library
Carrie Travers, Lake Forest Library



If only to be a kid again.

Woodridge Public Library
Woodridge, Illinois

Scan with mobile to see a video of children's area ideas!

Libraries today are playing a unique role on the front lines of children's early education. This requires settings for kids and parents to both enjoy. Play spaces that are fun, engaging, and promote learning make being a kid never better. See what LFI can do for your library!

libraryfurnitureinternational.com
847.564.9497

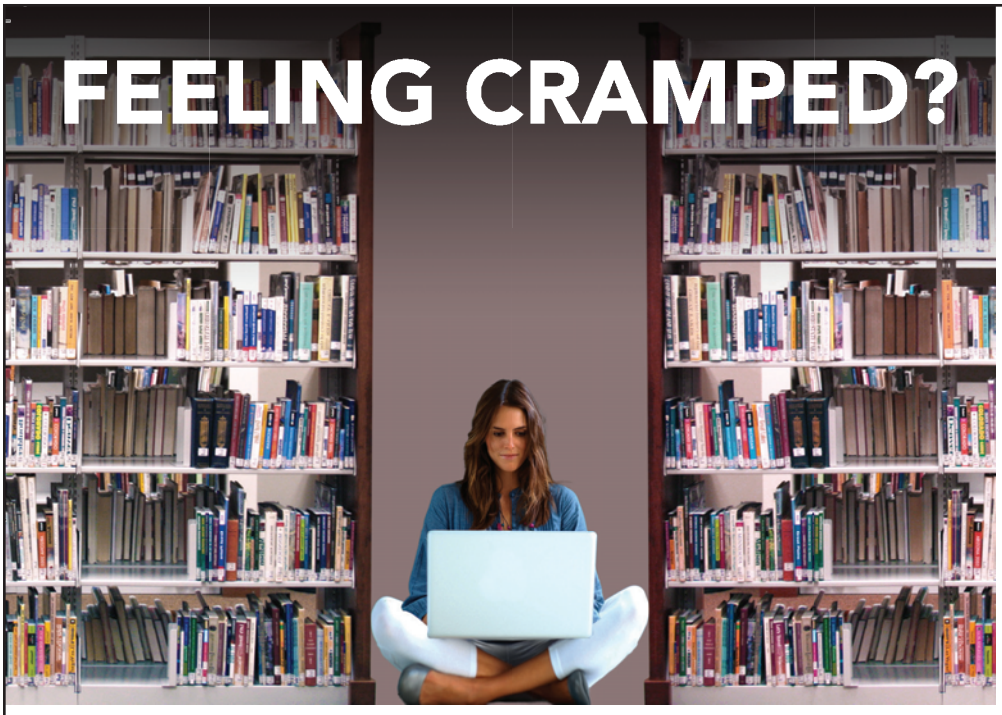
lfi library furniture international

Illinois Library Association

33 West Grand Avenue, Suite 401
Chicago, IL 60654-6799

RETURN SERVICE REQUESTED

Non-Profit Org.
U.S. Postage
PAID
Permit #126
Elgin, IL



Smart. Storage. Solutions. www.BRADFORDSYSTEMS.com

EDUCATION

NEED TO RE-PURPOSE YOUR SPACE?

Spacesaver has storage solutions to help you maximize your existing library space for new uses such as collaborative study lounges, computer learning centers, cafes, retail stores, children's spaces, you name it.

The storage experts at Bradford Systems recommend creative storage solutions (on-site or off-site) to fit your needs and budget. You do not need a big budget to make a big impact! Storage solution options can range from complex high-density mobile storage units to simple static shelving.

Let Spacesaver be the solution to your space challenges by creating space to think.

Contact Dave Bradford from Bradford Systems, an Authorized Representative of Spacesaver. Call **1-630-350-3453** or email **dave@bradfordsystems.com**.

Spacesaver
Authorized Representative

BRADFORD SYSTEMS