

### 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 recent renovation and expansion of the DeKalb Public Library brings the past into the future. Housed in the Haish Memorial Library, designed by Chicago architects White and Weber in the art deco style of the 1930s, the library was added to the National Register of Historic Places in 1980. After a \$19.1 million renovation by Nagle Hartray Architecture, Ltd., it reopened in 2016 with triple the space of the original building and a design that allayed concerns about compromising either the original design or the need to modernize and expand. Learn more about this and other library architecture projects completed in 2016, 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 Strategic Advocacy Group 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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#### Illinois Library Association

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This year's annual round-up features seven new or expanded libraries in communities ranging from west suburban Addison, Allerton and Williamsville in central Illinois, northwest suburban Cary, our cover library DeKalb, to downstate O'Fallon, and the University of Illinois at Chicago Library of the Health Sciences. All made great use of architectural design and planning in creating new spaces — and new services — for their users.

### Addison Public Library



Architect:	Williams Architects
Type of project:	Renovation
Total cost:	\$2 million
Service population:	36,942
Library director:	Mary Medjo Me Zengue

#### What people are saying:

"Before the construction, both the teens and the parents had to be smooshed together in one place, and now thanks to the construction, not only do we have our own place but us teens can now hang out with our friends in our environment."

"It makes me feel like my home away from home. If I'm feeling upset, I can go here and it makes me happy."

"Can I move in here?"

Photo Credit: Ron Langstaff





### Allerton Public Library District



Architect: apaceDesign Architects +

Engineers

Type of project: New construction

(12,350 square feet)

Total cost: \$2.43 million

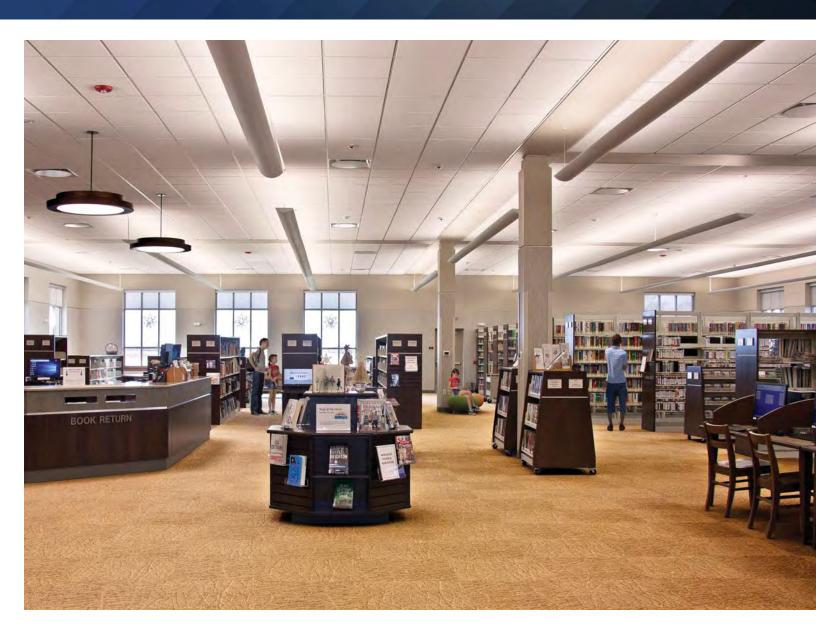
Service population: 5,906

Library director: Lisa Winters

#### What people are saying:

"Wow, this is nice. The windows and the lighting. I can actually see the titles on the spine of the books."

Photo Credit: apaceDesign Architects + Engineers



# Cary Area Public Library



Architect:	Engberg Anderson Architects Milwaukee & Chicago
Type of project:	Renovation
Total cost:	\$2.6 million
Service population:	28,245
Library director:	Diane McNulty

#### What people are saying:

"It is great that libraries are adapting to the needs of the community. The expanded early literacy space is bright and inviting, and there are study rooms and collaboration spaces where we can concentrate on our work."





### DeKalb Public Library



Architect:	Nagle Hartray Architecture, Ltd.
Type of project:	Renovation/Expansion
Total cost:	\$25.5 million
Service population:	44,030
Library director:	Dee Coover

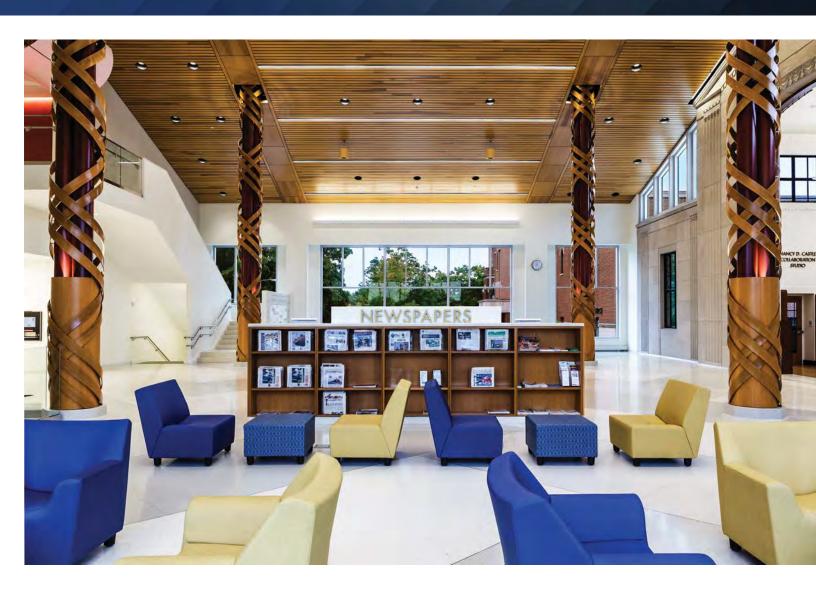
#### What people are saying:

"This expansion compliments the art deco design of the original building and provides full accessibility. It supports current and future technological advances."

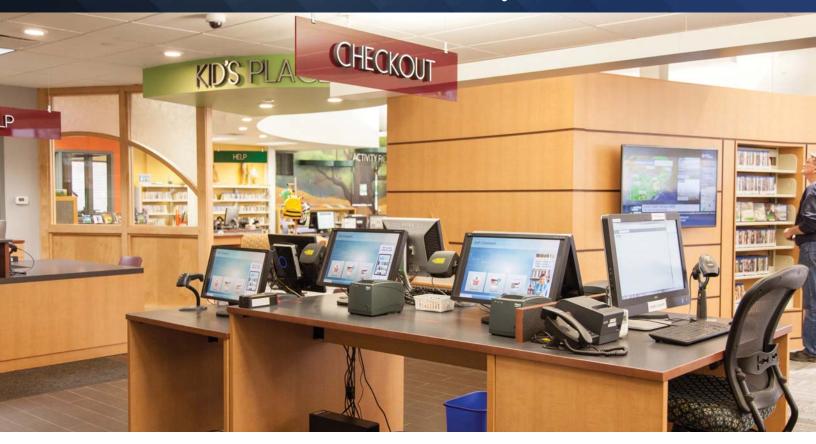
"The extension is an entwinement of history of modernity, mirroring the old and adding a touch of new, coming together to form one big, beautiful building."

"The children's department is amazing!"

Photo Credits: Mark Ballogg



# O'Fallon Public Library



Architect:	Andersson Architecture + Design
Type of project:	Renovation
Total cost:	\$1.2 million
Service population:	28,396
Library director:	Molly Scanlan

#### What people are saying:

"The public has had only positive things to say about the 'new' library. Although no space was added, better use of the space makes the library appear bigger. Now the library is busier than ever and able to offer truly unique programming that is bringing in more patrons."

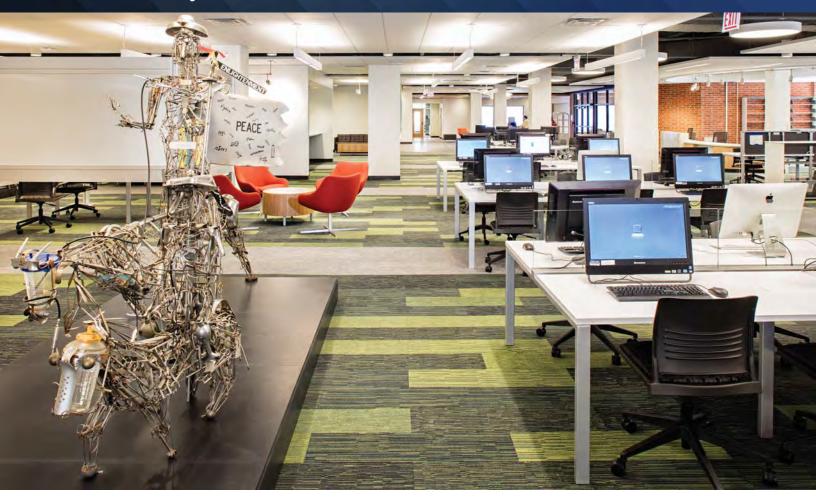
"Zoning the library for noise and closing off the mezzanine open area with a glass wall has made a world of difference. Now patrons can choose a spot that meets their conversation and concentration level."

Photo Credits: Amy Jones





### University of Illinois at Chicago, Library of the Health Sciences



Architect:	RATIO LLC
Type of project:	Renovation
Total cost:	\$5.2 million
Service population:	29,000 students, 15,000 faculty/staff
Library directors:	Mary M. Case, UIC Kathryn Carpenter, UIC LHS

Photo Credit: Vibhu S. Rangavasan, UIC News

#### What people are saying:

"The end goal was to meet the needs of the entire spectrum of students, of burgeoning health professionals, and established health professionals. We've tried to create a space for each of the activities that our studies have shown us that people need."

"They (students) wanted more study areas, longer hours and a café. Medical school students' schedules are so crazy that they need those longer hours, and they have needs that undergraduates don't have."

"UIC has created a place where ideas and conversations can form organically while waiting for coffee, a place where students at neighboring tables from different colleges can overhear each other studying the same information and decide to work together and teach each other."

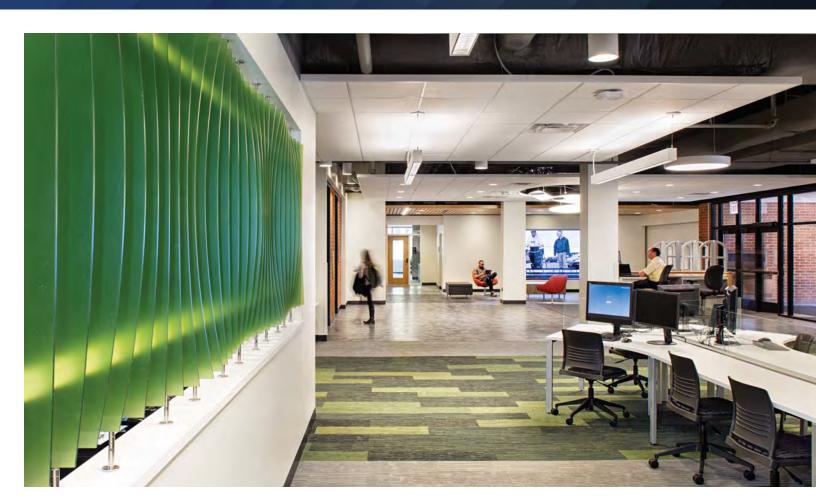




Photo Credits: A.J. Brown Imaging

### Williamsville Public Library and Museum



Architect:	apaceDesign Architects + Engineers
Type of project:	New construction
Total cost:	\$1.6 million (7,886 square feet)
Service population:	1,476
Library director:	Jean Forness

#### What people are saying:

"I have watched this beautiful building being constructed from the ground up. I hope all that come through the doors will appreciate the time, love, and work that has gone into a place where people can learn of Williamsville's past from items that have been preserved and shared by those who have lived here. The library will be a source of learning, books to take you places you have never been and simply enjoy the cozy environment."

Photo Credits: apaceDesign Architects + Engineers





# Libraries for All: Expanding Services to People with Disabilities

eciding where to begin can be the most challenging part of developing new library services for any population, and perhaps especially for people with disabilities. Targeting special populations takes time, work, research, and consideration. Most importantly, it requires strategy. Hosting a one-off Sensory Storytime or creating a collection of Braille materials is simply not enough. Your strategy needs to be comprehensive, address the entire community, and be fully integrated into the library's overall operations.

Here's the reality. Social services are being defunded in dramatic and unprecedented ways across the state of Illinois. Sadly, people with disabilities are among the many vulnerable groups of people affected by these cuts. If we consider libraries as vehicles for community transformation and librarians as change agents, we must evaluate how our libraries are serving all of our patrons, including those with disabilities. It does not matter if your library is small or large, system or stand-alone, rural or urban—all libraries serve people with disabilities.

Does your library have a strategy for serving people with disabilities? If not, here's a game plan to get you started.

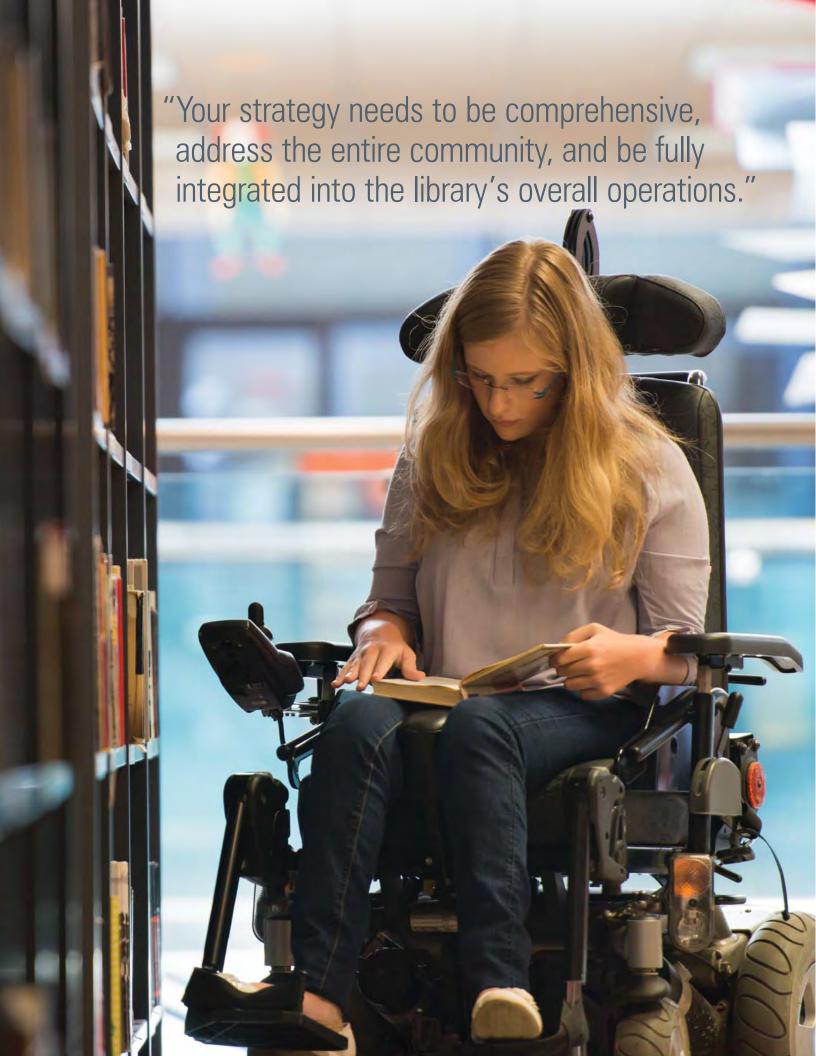
#### DEFINE YOUR GOALS

Address the "why" behind your decision to improve service to this population. Are you responding directly to specific comments from members of the public? Perhaps there has been an increase of students enrolled in the local special education program. Has your board recently embarked on a new strategic planning process? This could be the perfect time to include this area of service in your library's future plan. Whatever the reason, remember to communicate the "why" to staff and make the connection explicit—libraries are for all.

#### TRAIN YOUR STAFF

Everyone from frontline staff to the director should be equipped with customer service tools to serve patrons effectively and inclusively. According to Edge (libraryedge.org), a subscription-based library and management benchmarking tool, "staff [should be] provided with training at least annually for recognizing and serving patrons with disabilities." There are a variety of online learning opportunities available, such as webinars from the Association for Library Service to Children (ALSC) or the new module-based Accessibility Academy series from the Association of Specialized and Cooperative Library Agencies (ASCLA). But also consider in-person trainings such as those offered by local disability awareness groups—one example is JJ's List (jjslist.org), a non-profit organization in Evanston that provides disabilityfriendly customer service trainings to businesses and libraries.

[continued on page 22]



#### ASSESS THE ENVIRONMENT

Every library serves people with disabilities, even if these patrons may not be entering your facility. According to the 2010 U.S. Census, 19 percent of the population had a disability. Analyzing the population of school-aged children across the county, one out of twenty children has a disability. Census data can also help you evaluate your local demographics. Another excellent resource is the local special education district. Inquire about the size and scope of its program to find out statistics about its student population. Are there any local disability-related organizations in your area? This will give you a sense of the types of services already being provided. If you want to dig deeper, develop a community-wide survey or consider leading community conversations around the topic of inclusion in your town.

#### **BUILD RELATIONSHIPS**

The people we serve are at the heart of the library's mission. Serving patrons with disabilities is no different. If you or someone in your library has already established a rapport with patrons with disabilities, ask them about their perceptions and impressions of your library. Don't forget to connect with local disability-related organizations. Perhaps there is an opportunity for collaboration on a city-wide level. Learn from other community stakeholders who have a direct connection with the population you hope to serve. Let's be honest—libraries have not always been the most welcoming and inclusive to people with disabilities. But if we are open and honest about our desire to improve, there is much we can learn from the people we meet.

#### **EVALUATE YOUR SPACE**

If your goal is to welcome more patrons with disabilities into your library, it is crucial that your building be able to accommodate diverse needs and abilities. Perform a walk-through of your facility to evaluate its compliance with the Americans with Disabilities Act (ADA). When considering autism-friendly design, consider not just the physical layout, but also lighting, sound issues, use of color and décor, and signage. Universal design—i.e., spaces and products designed to be usable by anyonetakes into account a broad range of abilities and characteristics, such as age, learning style, language, and culture. Encourage a staff member to become more informed on these principles, then perform a needs assessment for your building.

#### IMPLEMENT PROGRAMS

There is no "one size fits all" program for patrons with disabilities. Instead, program planning is a spectrum. Some patrons may be interested in programs specifically targeting patrons with disabilities, such as early intervention play groups, Sensory Storytimes, Next Chapter Book Clubs, sensory-friendly library hour, life skills programs, parent workshops, therapy dog programs, peer buddy programs, and sensory-friendly films. Other patrons may prefer programs that welcome patrons of all abilities-such programs often utilize universal design principles in their approach. Examples include some types of family programs, open play groups, accessible makerspace programming, drop-in gaming, social groups, Lego building clubs, and summer reading programs.

#### OFFER APPROPRIATE TOOLS

There's more to serving patrons with disabilities than just program development.

- Offering an Accommodation Request Form assesses the various needs of those attending library programs.
- Home delivery services provide access to patrons who cannot visit your library in person.
- · Visual supports at service desks, such as library-themed social stories or visual choice boards, support patrons with disabilities needing assistance with communication.
- Launching an Accessibility Services webpage allows patrons to preview accessible services before visiting your facility.

Assistive technologies are excellent investments for libraries looking to expand the accessibility of media. Accessible operating systems and web browsers, screen readers, magnifying machines, and touch-screen devices can be excellent tools to support library use. For more information about discounts available to Illinois libraries purchasing assistive technology, check out The Chicago Lighthouse at chicagolighthouse.org.



#### MANAGE YOUR COLLECTIONS

Library collections should be accessible to those with different reading and learning styles. Provide access to all format types, including audio and e-audio, large print, touch-and-feel books, and big books. Hi-lo books, developed by publishers such as High Noon Books and Saddleback Educational Publishing, are high-interest titles written at low reading levels for those with reading disabilities. Consider launching a new collection of adaptive books, such as the adaptive books available through Illinois Leap into Literacy Program (adaptivebooks.weebly.com). Circulate non-traditional collections promoting hands-on learning, such as early literacy kits, sensory kits, STEM and STEAM learning kits, and adaptive toy collections. For information about Braille service, talking book players, and other materials available to those with physical or visual disabilities, check out the Illinois Talking Book Outreach Center at illinoistalkingbooks.org/.

#### MARKET INCLUSIVELY

Librarians excel at many things, but marketing is not always one of them. How do we market to non-users? People with disabilities may be uncomfortable or anxious about visiting a public space. Inclusive marketing strategies can help change the perception of the library to a more positive and welcoming one. One strategy is to establish partnerships with local therapists, doctors' offices, and other disability-related organizations. Some may be willing to share information about the library with their network. Don't forget to connect with your local special education district. Ask if the district can e-mail information, send flyers home in backpacks, or add your library's programs to their e-calendar of events. Visit places that are frequented by everyone, regardless of ability. Post flyers at bus stops, train stations, park districts, community centers, or your local coffee shop. Lastly, consider utilizing paid advertisements on social media to target certain areas of the online community. People with disabilities may be uncomfortable or anxious about visiting a public space. Inclusive marketing strategies can help change the perception of the library to a more positive and welcoming one. I



#### **IDEAS AND RESOURCES**

#### LIBRARY PROGRAMS

Illinois libraries have led the way in developing innovative and inclusive programs for patrons with disabilities. To find out information about any of these programs, contact the host library to learn more.

<u>Club Wonder</u> - Skokie Public Library

Community Access Naperville - Naperville Public Library

Early Intervention Play Group - Arlington Heights Memorial Library

Friendship Club - Glenview Public Library

<u>High School Special Education Class Visits</u> - Vernon Area Public Library District and Glen Ellyn Public Library

Inclusion Game and Movie Night - Batavia Public Library District

Next Chapter Book Club - Gail Borden Public Library District

NextGen Programs for Adults - Schaumburg Township District Library

Sensory Friendly Saturdays - Galesburg Public Library

Sensory Storytime - Deerfield Public Library and Oak Park Public Library

Special Needs Resource Fair - Evanston Public Library

#### **FURTHER READING**

Assistive Technologies in the Library by Barbara T. Mates Crash Course in Library Services to People with Disabilities by Ann G. Roberts

Including Families of Children with Special Needs: A How-To-Do-It Manual for Librarians (revised) by Carrie Scott Banks

The New Social Story Book, Revised and Expanded by Carol Gray Programming for Children and Tweens with Autism Spectrum Disorder by Barbara Klipper

#### **WEBSITES**

ASCLA: Universal Design ala.org/ascla/resources/universaldesign Chicago Lighthouse chicagolighthouse.org Illinois Talking Book Outreach Center illinoistalkingbooks.org JJ's List jjslist.org

Leap into Literacy adaptivebooks.weebly.com/

SNAILS: Special Needs and Inclusive Library Services snailsgroup.blogspot.com/

Targeting Autism targetingautismlibs.com/

# Going Beneath the Surface: outreach to Latino and Other Communities

ive years ago, it had become apparent in recent years that Waukegan Public Library's patrons no longer reflected the city's changing demographics. In particular, Waukegan's growing Latino community was underserved. In 2012, the library conducted an environmental scan that sought out perspectives from individuals throughout the community, with a particular focus on Latinos. Carmen Patlan, then the library's Spanish Literacy and Outreach Manager, executed the scan in such a way that it delivered meaningful data that wasn't guided by preconceived ideas about what a library should do or be.

In addition to changing the approach to the content of the survey used to gather data, the library launched a Promotores program—Spanish for "promoters"—to leverage the personal networks of dedicated volunteers. The goal was to gain information from potential new users through connections with community leaders, and encourage them to advocate for library services. Modeled after community health ambassadors, the program has been successful since its launch and continues to grow.

Along with the *Promotores*, Patlan asked one question: What are the barriers keeping you from success? The question was frequently skipped, but the survey persisted. Do you have a driver's license? Can you speak English? Do you have a doctor? Did you graduate high school? Do you have a long-term career or just a job? Do you know how to read? The results of the environmental scan revealed deep inequities, along with opportunities for positive intervention.

Identifying the chief challenges wasn't enough. The library needed to know particulars—such as age of the respondent, where they lived, current level of library use—in order to develop the kind of targeted strategy and services that could have an impact on the community's need. At the same time, we conducted an

in-depth review of our operating statistics and existing patron demographics, using data available through the cardholder database, general tracking (door counts, computer usage statistics, and reference questions), and website analytics. The Lake County Health Department and Community Health Center then used that information to create heat maps highlighting demographics such as age, race, and cardholder status to help the library team see trends by location and need.

The environmental scan revealed not just the barriers facing the interviewed community members, but also those keeping their children from success. Based on the results of this work, the library launched a new strategic plan in 2014 with a strong emphasis on functional literacy, committing itself to developing the programs and services the community said it wanted and needed. The plan also incorporates a significant focus on early childhood education and grade-level reading, to support students' learning outside the classroom.

A number of different programs developed in response to the results of the scan—Conversational ESL, Health Awareness, Leamos (pre-ESL Spanish-language literacy), and otherscontinue to be offered. Beginning in 2016, the complete library website now appears in Spanish and English. Translated by a member of the community to ensure accurate and culturally sensitive translations, it provides Latino patrons with the flexibility to browse the site in either language, flipping between the two whenever they like.

Whether by encouraging community dialogue or developing innovative services and resources, Waukegan Public Library remains committed to serving its wonderfully diverse community. The challenge now facing our community engagement team is to replicate that success across other underserved demographics, but this experience will be invaluable.



# From Hashtags Better Readers' Advisor

ashtag activism has been getting a lot of flak these days, and often for good reason. After all, a hashtag isn't directly affecting anything. But as the success of the #WeNeedDiverseBooks movement shows, there's a lot of room for hashtags to do good—assuming they are followed by action. We Need Diverse Books (WNDB) has done just that, going from hashtag to full-fledged nonprofit that works to increase diversity in the world of children's literature and publishing. As librarians, I think most of us agree that this is a cause we should get behind, but it can be hard to know how.

When #WeNeedDiverseBooks started trending over two-and-ahalf years ago, I thought it was a great idea, and enjoyed hearing the conversations about what people wanted from diverse books. But it wasn't until one of my teen volunteers selected this as a topic for a blog entry that I really started to see how important this could be for our patrons, and to think about ways I could incorporate the movement into my own library. Ever since then, I have been working on ways to get diverse books into the hands of teens who will benefit from, or even just enjoy, these mirrors of their own experiences or windows into the experiences of others. It hasn't been easy, but after two years of hard work I have made promoting diverse books part of my daily work, built a well-rounded collection, and succeeded in getting many of these books off the shelf and into the hands of the community.

The biggest hurdle to building a diverse readers' advisory and developing an appropriate collection has been the amount of work it takes! Mainstream publishing is dominated by white, straight, cisgender, abled people—in terms of both authors and characters. Seeking out diverse titles for displays, book lists, and personal reading takes more time than picking up the latest Sarah Dessen or John Green. But the extra time has been well worth it. By putting in the effort to make sure that displays feature authors of color, LGBTQ+ authors, authors with disabilities, and more, as well as characters with diverse identities, I get the pleasure of seeing teens recognizing themselves on the shelves of the library, or picking up a book reflecting a reality they might not otherwise experience. By making sure my book lists are inclusive of a wide

variety of experiences and identities, I ensure that teens asking for book suggestions know the library is a place for them. And most importantly, by making an effort—and at first, it was a big effort—to diversify my own reading, I now have a wide selection of books for every reader at my fingertips, a selection that is slowly coming to reflect the diversity of the world around us.

There's no denying that since diverse books are still only a small portion of publishing, it takes work to get them into the hands of readers. When a teen from the high school gay-straight alliance visits the library to find a book I talked about on a visit, when a Muslim girl sees herself as a superhero on the cover of the newest Ms. Marvel, when a privileged white teen gains empathy for an economic or racial experience they may never know, it is worth the work. And the good news is, we're not on our own. Sites and organizations like We Need Diverse Books, Rich in Color, Disability in Kidlit, LGBTQ Reads, and so many more offer book lists, recommendations, publishing information, and a critical viewpoint that can help not only build a diverse collection, but share tools to help you incorporate these books into readers' advisory.

Librarians have the ability, and with it the responsibility, to push for changes in traditional publishing. When we purchase a book whose author is part of an under-represented group, we tell publishers that books like these can sell. When we recommend them, promote them, and introduce them to potential new fans, we tell publishers that teens can and will engage with these books. By bringing great books to a wider audience, we encourage the creation of high-quality literature for children and teens. When we move beyond the traditional bestsellers to make sure a wide variety of experiences and identities are represented in every display, book list, or book talk, we ensure that a larger group of teens can find a home in books. Perhaps some of those same teens will even find a welcome home in publishing and librarianship one day. Going from the hashtag #WeNeedDiverseBooks to real action is just one of the ways we can positively impact books, publishing, and most importantly, the people in our communities that we serve.



### **ANNOUNCEMENTS**

# ILA Candidates for 2017

The ILA Nominating Committee has announced the candidates for election in the spring of 2017.

#### PRESIDENT-ELECT CANDIDATES

(three-year term beginning July 1, 2017 - June 30, 2020)

Cynthia L. Fuerst, Vernon Area Public Library District, Lincolnshire

Amanda McKay, Effingham Public Library

#### **BOARD OF DIRECTORS**

(three-year term beginning July 1, 2017 – June 30, 2020)

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:**

Anne Slaughter, Reaching Across Illinois Library System (RAILS)

Tina Louise Happ, Pritzker Military Museum & Library, Chicago

#### **DIRECTOR AT LARGE:**

Celeste Choate, The Urbana Free Library Kate Kite, Wood River Public Library

#### **DIRECTOR AT LARGE:**

Brian Shepard, Indian Trails Public Library District, Wheeling Tim Jarzemsky, Bloomingdale Public Library

#### **DIRECTOR AT LARGE:**

Reina Williams, Wilbur Wright College, Chicago Sue Franzen, Illinois State University, Normal

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, 2017.

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, 2017. 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 Deirdre Brennan, Diane Foote, Jennifer Hovanec, Kristine Kenney, Amanda McKay, Diana Brawley Sussman, and Betsy Adamowski, chair.





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# 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.

### **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.

#### PERSONAL MEMBERS

Amy Blanchard, Warren-Newport Public Library District, Gurnee Laura Cohen, Vernon Area Public Library District, Lincolnshire Amanda Dow, Hobart, IN Linda Haring, Martino and Liberty Junior High Schools,

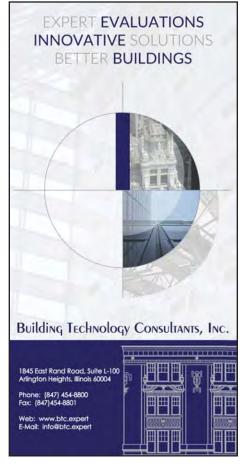
Jane Malmberg, Woodridge Public Library
Evangeline Stephenson, White Oak Library-Lockport Branch
Michele Thurston, Annawan-Alba Township Library, Annawan
Dylan Zavagno, Deerfield Public Library

#### STUDENT MEMBERS

Cathy Geers, Dominican University

John Schussler, Avondale-Logandale Elementary School,
Chicago

Rebecca Strang, SIMLab, Chicago





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Illinois Library Association

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**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**.



