

REPORTER

ILLINOIS LIBRARY ASSOCIATION



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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.



Cover illustration by Dennis Pryber, Verso Design Corp.

ON THE COVER

It's a good thing I live in Illinois, because I've always loved the snow, from fond memories of snow days as a child to the beauty of the prairieland after a dusting. The smiling snowman on this issue's cover represents the joy and honor I feel to have joined ILA as executive director last month. The opportunity to lead Illinois and Illinois librarians now and into the future, through the inevitable snowstorms to come, is a welcome one! I look forward to getting to know all of you—our members and partners—over the months and years to come. I will be relying on all of you to let me know what is on your minds in Illinois libraryland, so please be in touch. I am at your service!

—Diane Foote, Executive Director

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 3,000 members are primarily librarians and library staff, but also trustees, publishers, and other supporters.

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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 press-ready digital photos (300 p.p.i.) and graphics with your articles, which will be included on a space-available basis.

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It's Not Just Part of the Job: Speaking Out About Sexual Harassment

Those of us fortunate enough to work in public libraries are well acquainted with the rewards of this profession, seeing firsthand the gratitude after a positive reference interaction and the excitement of a first library card. While working with the public often brings immense satisfaction, it can also be accompanied by challenging and uncomfortable situations, particularly with regard to unsolicited, inappropriate, sexually charged comments and behavior.

Last June, we presented a conversation starter session at the American Library Association (ALA) Annual Conference titled "It's Not Just Part of the Job." In preparation, we conducted a survey of librarians to learn more about their experiences. We thought that the scenarios we and our colleagues had encountered were not unique to our library—and we were right. Our anecdotal survey indicated that 63 percent of survey respondents, primarily female public library workers, had encountered sexual harassment on the job. And while we weren't surprised, we were heartbroken by the stories of interactions that were physical and threatening in nature, showing that sexual harassment isn't limited to sexually charged comments.

Staff safety should never come second to so-called good customer service, because it's not good customer service to persevere through an interaction that makes a staff member feel unsafe or uncomfortable. In order to foster a safe work environment, it's time to start talking about sexual harassment in the library. The conversation we initiated at ALA continued at the Illinois Library Association (ILA) Annual Conference in October, and in writing this piece, we hope to address some of the questions and concerns raised by the wonderful library workers, managers, and directors who attended our sessions, helping us refine and focus the conversation to best serve our profession.

DEFINING OUR SCOPE

Sexual harassment, in its most basic definition, is uninvited and unwanted verbal or physical behavior of a sexual nature. In a workplace, it may come from any number of internal and external sources; our focus is primarily on harassment by members of the public, since there is a unique relationship between the library employee and the patron. Most librarians take pains to be helpful and friendly toward the public, but our good intentions can be misinterpreted.

There are nuances that we as a profession need to consider, and we hope that this discussion will spark further conversations about the ways in which sexual harassment can manifest. The issue becomes even more complicated when we consider how people of color, people who identify as LGBTQ+, and underage workers experience harassment. In the survey we conducted, respondents reported a wide variety of behaviors that ranged from inquiries about a staff member's marital status to sexual jokes to physical contact to stalking and threats of assault. Many respondents also reported that the unwelcome behavior continued even after the person was asked to stop.

[continued on page 6]

A close-up photograph of a young woman with long brown hair, wearing a black and white horizontally striped shirt. She is holding a large, light-colored rectangular protest sign with both hands. The sign features the text "#METOO" written in a bold, black, hand-painted style. Her fingernails are painted a vibrant blue. The background is a soft-focus green, suggesting an outdoor setting.

#METOO

MANAGEMENT SETS THE TONE

One of the simplest and most powerful things a library can do is to assure employees that their personal safety is important. For example, if a staff member reports that a patron made an inappropriate comment about his or her outfit, that is not the time to talk about the dress code or whether or not his or her outfit is appropriate. Staff needs to understand that nothing they did warranted the harassing behavior and that they will not face disciplinary action for reporting it. The administration should take the lead in starting the conversation and creating an atmosphere of trust, asking staff about issues they've noticed and listening to their experiences. Discuss ways to address problematic behavior in the moment and role play situations to offer solutions.

If the library has a procedure for documenting problematic incidents, make sure employees know how to report this behavior and what happens to the report once it is submitted. If not, initiate a clearly defined process with consequences for harassing behavior and repeat offenders. These procedures and policies need to be actively employed to stay on top of any new situations that arise and keep the lines of communication open.

TOOLBOX: ADDRESSING HARASSMENT IN THE MOMENT

If you're a library employee, you've probably encountered uncomfortable situations with the public, whether it's someone enquiring about your personal life or following you into the shelving area uninvited. It can be difficult to know what to do in those situations, particularly if you feel unsafe, but there are some strategies to help you stay calm and take control of the situation. Some of these responses may feel unnatural or even rude at first, but practicing, whether alone or role playing with coworkers, will make them easier to use. And remember that setting boundaries is not rude or unprofessional, and does not go against a library's service-oriented philosophy. By addressing problematic behavior, you are ultimately helping to create a more comfortable environment for yourself, your coworkers, and other patrons.

Keep your responses calm, simple, and direct.

- "That's inappropriate. Please stop."
- "I keep my work life and my personal life separate."
- "My name is not 'sweetie'/'baby'/'honey'. Please do not call me that again."

Redirect the conversation to library-related questions.

- "Do you have a question about the library? If not, I need to return to my work."
- "That question has no bearing on my ability to assist you in the library."

Bring in a third party if necessary, especially if the problematic behavior continues.

- "I am going to have someone else continue assisting you."
- "Would you care to speak to a manager/security officer about this?"

End the interaction.

- "If this does not stop, I will need you to leave the library."

Document the incident and report it to a manager or safety officer.

Of course, even the most prepared person may find themselves at a loss in a particular situation, and that's okay. If you find yourself uncomfortable addressing the situation in the moment, remove yourself to a safe location, inform someone, and document the incident. If possible, talk about the situation with a coworker. Talking about possible solutions may help you feel more comfortable addressing a similar situation in the future.

POLICIES AND PROCEDURES

Developing a strong framework to address issues of harassment needs to be part of the work of the library's governing board. An open process will ensure policies that are specific and effective, and that have the full support of the entire organization. Once developed, training staff to refer to them will be key to creating a safe and successful environment for employees and patrons alike.

Training on policies relevant to personnel, operations, and safety should be part of orienting all new hires by both human resources and department heads. Supervisors onboarding new team members should reiterate policies and connect them specifically to the kind of work that new hires will be responsible for. This is the time to make it clear that inappropriate behavior that makes an employee uncomfortable is not acceptable. Offer examples to illustrate how these policies support and empower them, using situations relevant to their positions.

Ongoing training should be provided to all staff, regardless of position or years of experience. A regular schedule of trainings on the major policies—such as personnel, operating, harassment-free workplace, collection development, media relations, photography and video policies—is the best way to keep these policies up-to-date and applicable.

Sexual harassment is only one of many issues such policies address, but in the current climate, it may make sense to make it a primary topic of discussion. It is one step among others to create a safer, more welcoming work environment, and it may be a particularly sensitive topic for a variety of reasons. Be open to feedback, gathering input that can strengthen both the formation and implementation of successful policies.

CULTURE CHANGE

Without a change to a library's culture, it will be difficult to move beyond a reactive approach to sexual harassment of library employees by members of the public. The first step might be a strategy session, an opportunity for senior leaders to speak frankly, making an honest assessment of the current situation. Articulate the kind of environment you want to foster, and incorporate feedback from the full library staff. Then, strategize: identify what steps you can take, short- and long-term, to get there. Communicate those action items back to all staff, and provide opportunities to hear their feedback.

Sexual harassment is a personal and uncomfortable experience—it's important to make space for difficult conversations, and model open communication. Spark change by jumping in where you can and doing something differently from before. For example, you might reserve five minutes at each staff meeting to engage with issues around sexual harassment. One month, try role playing some new language at the desks. Another month, ask a staff member (in advance) to share an example of a successful interaction where she was able to address harassing behavior head on.

Any kind of change—even change in support of a safer workplace—can be intimidating or scary for some members of your organization. Even though this isn't like implementing new software or a change in your service delivery plan, some of the same tactics used to manage those changes can be helpful. Think about developing a messaging plan, a timeline for implementation and check-in, monitoring progress, setting milestones, involving other departments such as HR, etc. Culture change doesn't happen overnight, but the investment in support of a more supportive, safer, shared work environment will be well worth the effort. **ILA**

"One of the simplest and most powerful things a library can do is to assure employees that their personal safety is important."

The advertisement features a large circular graphic divided into four quadrants. The top-left quadrant shows a building facade with windows. The top-right quadrant shows a modern building with glass panels. The bottom-left quadrant is white. The bottom-right quadrant shows a building with a decorative facade. Above the circle, the text reads "EXPERT EVALUATIONS", "INNOVATIVE SOLUTIONS", and "BETTER BUILDINGS". Below the circle, the company name "Building Technology Consultants, Inc." is written. At the bottom, contact information is provided: "1845 East Rand Road, Suite L-100, Arlington Heights, Illinois 60044", "Phone: (847) 454-8800", "Fax: (847) 454-8801", "Web: www.btc.expert", and "E-Mail: info@btc.expert". To the right of the text is a small illustration of a building facade.

From the Medici to Middle America: The Evolution of Patronage

Our lead article this month tackles one of the more difficult aspects of working with the public, and I hope it leads to further discussion and substantive action at every library in the state. But while we're considering the raw feeling that the subject has rightly opened up in all of us, I also want to pause for a moment and appreciate the unique importance of patron relationships. As someone very new to the profession (and who hasn't been to library school), I may be able to appreciate the enormity of that which might get taken for granted by those more seasoned in the field.

My background is in museums. My earliest memories have to do with the thrill of visiting mummies and masterpieces, so working in museums for years as a digital strategist fulfilled a childhood dream. But then a content strategy position opened up at the Skokie Public Library. I thought that museums and libraries were basically the same thing: big repositories full of stuff that is maintained for the public good. But my experience in museums did not prepare me for the incredible reciprocity that is so fundamental to the library world.

Most museums use "guest" to refer to their visitors. It's polite and implies an expectation of service provided. But it also establishes an immediate power imbalance. If you're a guest in my house, you're expected to behave according to my instructions, you mustn't touch anything without permission, and you will defer

to my expertise. That is often how it can feel to visit a museum as well: you listen quietly as experts talk at you or you read the interpretive labels they've written, you shuffle quietly from object to object keeping your hands in your pockets, and you don't feel like the space belongs to you or that you've been invited to participate in a dialogue. (It should be noted that children's museums, science centers, and many other museums take a far more dynamic approach to learning and audience engagement, and I acknowledge that I'm somewhat unfairly generalizing here based on more traditional organizations.)

"Customer" and "user" are equally problematic words because they shift the power imbalance the other way; you're just here to take stuff from me and I'm passively providing it without much stake of my own in the experience, other than the money that I hope to collect from you. Sadly, museums (like many libraries) tend to be so underfunded that the business operations are solely focused on increasing revenues, and everything else becomes secondary. What's important is selling the one-time ticket, not cultivating a relationship. Again, the very words "guest," "customer," and "user" imply a temporary arrangement that ends when the visit or transaction is completed. Museums also use "member," but it carries the strong smell of a sales quota and a manufactured exclusiveness that affords access to perks which are purchased only by those who can afford the price. How nice for them.



I know that all of these words are used in our field too, and that there have been numerous debates over the proper terminology for library visitors. But for me, the word “patron” is a revelation. It puts me in mind of the Medici family or other wealthy benefactors of old, who gave generously to those they believed were contributing to the greater good through their creative and scientific endeavors. What their investments made possible had a global impact from which we have all benefitted. Now, few of us serve districts occupied by fortunes of that size, but to me that makes the fact of our residents’ patronage that much more noble. By simply living where they do, they make our work possible. It is not a direct exchange of money for services rendered, but rather an investment in making the world better for everyone. In modern usage, “patron” is a word that instantly puts us all on equal footing. It means that we rely on each other and support each other and give each other the tools we need to help one another for the long term. Suddenly it’s not about a transaction, but about sharing, empowering, and appreciating.

This is the key difference between museums and libraries. Yes, both are buildings full of stuff, but libraries are full of your stuff! You made it possible and it’s truly at your disposal. A child may go to a museum and be inspired to become an archaeologist because of what he or she sees, but it’s in a library that he or she will find the actual pragmatic assistance and resources to tangibly pursue that dream. Museums give you information. Libraries give you the power to use information. And librarians are there to help you, because they recognize the investment that has been made in them, so that they can offer their assistance in return. I don’t know of any other industry that conducts business in such a mutually equitable way.

So, while there are no doubt many challenges to serving the public, for me the fact that we are concerned with cultivating genuine patron relationships at all is something worth shouting about. Perhaps librarians are drawn to the work because this is an obvious value to them right from the start. But for me, and others on the “outside”—even those working elsewhere in the nonprofit and cultural sector—it is a unique concept, worthy of reverence and not to be taken for granted. **IA**

2017 Sylvia Murphy Williams Scholars!

Nearly all of this year's American Library Association (ALA) Spectrum Scholars who are enrolled in graduate programs in information and library science in Illinois were able to attend the Illinois Library Association (ILA) Annual Conference in October, thanks to support from the fund established in honor of the late Sylvia Murphy Williams, 2002 ILA President. Seven of them contributed these impressions of the conference, and we welcome all of them as future members of the profession.



Front row, left to right: **Jaime Bravo**, Dominican University, School of Information Studies; **Aldo Vasquez**, University of Illinois at Urbana-Champaign, School of Information Sciences; **Van McGary**, University of Illinois at Urbana-Champaign, School of Information Sciences; **Sharon Han**, University of Illinois at Urbana-Champaign, School of Information Sciences; **Kelly S. Campos**, Dominican University, School of Information Studies; **Siobhan A. McKissic**, University of Illinois at Urbana-Champaign, School of Information Sciences; and **Darnetta Bolton**, University of Illinois at Urbana-Champaign, School of Information Sciences.

Back row: **Marcus A. Berry**, University of Illinois at Urbana-Champaign, School of Information Sciences

Not pictured: **Christina D. Bush**, University of Illinois at Urbana-Champaign, School of Information Sciences; **Kristin Lansdown**, University of Illinois at Urbana-Champaign, School of Information Sciences; **Carli V. Lowe**, University of Illinois at Urbana-Champaign, School of Information Sciences; and **Joan J. Parker**, University of Illinois at Urbana-Champaign, School of Information Sciences

Since 2003, ILA has awarded ninety-nine scholarships.



Marcus A. Berry

It is a great honor being named an ALA Spectrum Scholar and receiving the Sylvia Murphy Williams (SMW) award. I am also grateful for the opportunity to attend my first ILA Annual Conference, which I really enjoyed. Being an extrovert, I relished the opportunity of meeting my fellow award recipients in person—hearing their stories and getting to know them. I was also excited to meet new people from various parts of Illinois, from various library backgrounds. I learned so much during my three days at the conference. The workshops were very informative, particularly the ones related to community outreach and diversity. I found the *Access to Justice in the Library* workshop very helpful, demonstrating the need for open access to legal resources and offering advice on how to handle patrons seeking legal resources and information. At the Awards Luncheon, it was a pleasure seeing people who do great work being recognized for their efforts. Attending this conference has inspired me to learn more about innovative ways of serving diverse communities. I am more determined than ever to learn as much as I can about librarianship and all the ways I can best serve my community. I want to provide and connect people with the information and resources they need and explore creative ways to utilize library space and make it welcoming, accessible to all people.



Darnetta Bolton

When I am at a conference, I am in my happy place! I love being among like-minded people, learning, and growing together over several days. The ILA Annual Conference did not disappoint, and thanks to the SMW award, I thoroughly enjoyed the experience. The highlight for me was attending the Awards Luncheon on Tuesday afternoon. Illinois Secretary of State and State Librarian Jesse White opened the ceremony with remarks and acknowledgments. One by one, the awardees were introduced, and the speakers described the work each person has done to influence the field. Watching those with twenty-plus years of experience receive acknowledgment—including Kathy Parker, the director of Glenwood-Lynwood Public Library where I used to work—sparked a desire in me to make a similar impact. I attended several sessions that focused on youth services and diversity. The panel of former University of Illinois students that spoke on diversity in their current libraries was particularly useful because it helped me to see how courses I choose to take can help with practical issues librarians face. I also enjoyed the Tween to Teen workshop led by several teen librarians and received many ideas for programming that would be relevant to the tween/teen age group, as well as some book suggestions. Not only were the workshops great, the conference also offered time to network with colleagues. I was able to speak with several students from my online classes, as well as a few on-campus students. I was also able to have coffee with my mentor, Hannah Rapp, head of readers' advisory and teen services at Berwyn Public Library. When taking classes online it's easy to feel isolated. ILA helped me nurture and grow my relationships with my peers and colleagues, and I hope to attend the conference for many years to come.



Jaime Bravo

Although this was my second ILA Annual Conference, attending as a recipient of the SMW award was a great honor. In 2016, I was a presenter on a panel for the Chicago Public Library, titled *Discovery, Advocacy, and Leadership in Every Day STEAM-Powered Teen Programs*. But this year I was able to enjoy various presentations that inspired new ideas and validated my current work as a teen library associate. I was also able to connect with fellow awardees, bonding over our excitement about the conference and school programs. My mentor, Trixie Dantis, made sure I felt welcomed and prepared for a day full of sessions and connecting with other professionals. Two sessions that stood out to me the most were *Tween to Teen Collaboration in Action and Keeping YA Real*. Both sessions were very informative, and the presenters connected their everyday work experience with their passion for teen librarianship. My time at ILA 2017 was very meaningful to me as a person of color, where I was able to see myself as part of the future in library science and advocacy.



Kelly Campos

There is a peculiar phenomenon in comedy that I refer to as a recognition laugh. When we see something that is of minor humor, but that we recognize from our own lives, we laugh louder. We feel that humor deep in our bones. I had a similar experience at the ILA Annual Conference. No, I didn't laugh "at" presentations. All of the presentations I attended were very good, insightful, and inspiring, but everyone will tell you about that. At this conference, I had a moment of bone-deep recognition. Although it was through ALA that I received the amazing honor of the Spectrum Scholarship, the SMW award from ILA made it real to me, when I knew I would meet a local group of my peers in person. I grew up in Detroit, a majority black city, surrounded by people who look like me. Life took me away from home, and I now live in spaces that are more reflective of the American experience we all see on TV: majority white. I adore my friends, my coworkers, and the patrons I serve, but the Spectrum Scholarship and the SMW mentorship program have given me something I didn't realize I was missing so much. I now have a network of people that intrinsically understand not just the library-related issues, joys, concerns, and dramas; but also the ones related to race. Even though we do not share a monolithic mind, I know that the people in this cohort, and those who have gone before, have all dealt with facets of the same issues: being the sole representative of your ethnic group, being looked to as the answer for diversity, having your voice valued only if it fits the desired narrative. These heavy issues were all lightened by the camaraderie of the group of Spectrum Scholars I had the pleasure of being with at the ILA conference. Often, just knowing that someone else is in your position lightens the burdens you feel. Not only did this lighten my load, it gave me the ability to reach out to people who also have some of the same concerns and dreams, so that I can help to lighten theirs. And I hope they feel it all the way down to their bones.



Sharon Han

I would like to thank the Illinois Library Association, the ILA Diversity Committee, and the SMW award program for inviting me to this year's ILA Annual Conference. Each person I met during this conference treated me with kindness and enthusiasm, and this experience reaffirmed that I made the right decision to pursue my dream of becoming a librarian. As an aspiring public librarian, I was blown away by the knowledge, creativity, and openness of the presenters and attendees. Since this was my first library conference, my schedule was packed with a variety of different programs. Some highlights included *Let's Do Lunch: Serving Summer Meals at Your Library*, *We Welcome Everyone—Inclusive Readers' Advisory*, and *Tween to Teen: Collaboration in Action*. Vernā Myers was an invigorating opening speaker, as I was reminded that open dialogue will play a key part in cultivating the library as an inclusive community space and workplace. I am grateful to have met my fellow awardees and members of the Diversity Committee throughout the conference. My SMW mentor, Miguel Ruiz, is very supportive and inspires me to pursue my passion in community engagement. This has been a truly humbling experience, and I hope to pay it forward in the future.



Kristin Lansdown

I am lucky enough to live in Chicago and had the opportunity to attend the ALA Annual Conference this summer. As a result, I had a better idea of what to expect and what I was looking for out of my ILA conference experience. Some of my favorite sessions included *Dealing in Diversity: Proactively Serving Communities Through Authentic Representation*, *What Now?: Diversity, Intellectual Freedom and Activism*, and *Project Middle School: Bringing School and Public Libraries Together to Benefit Students*. The conference made it clear that diversity and inclusion are priorities within the field, based on the fruitful selection of sessions pertaining to the topic. I am currently working in a public library, so I was happy to learn about a number of programs and tools that I will be incorporating into my work. After the DiversiTÉA event, I was able to meet with my mentor who quelled my anxieties about the breadth of my interests across both academic libraries and youth services in both public libraries and school libraries. She has worked in areas that interest me and currently holds a position that is one of my career goals. I have no doubt that she'll continue to be a great resource as I move forward in my career! I look forward to continue participating in ILA to help shape future scholars' experiences at conferences and beyond.

**Van McGary**

I am extremely fortunate to have been selected for the ALA Spectrum Scholarship and the SMW award. I would like to thank ILA for the wonderful opportunity to attend the 2017 ILA Annual Conference, which was a remarkable learning opportunity. I was inspired by so many of the presentations and poster sessions. It was incredibly exciting and stimulating to learn what other libraries, both big and small, are doing for their communities both inside and outside of their facilities. I truly enjoyed meeting fellow awardees and networking with other professionals in the library field. I would like to thank my mentor, Katrina Belogorsky, who gave me words of guidance and encouragement for my aspiring career, as well as advice during the conference. As Lian Ruan reminded us during her DiversiTEA presentation, through Woodrow Wilson's words: "You are not here merely to make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand." The ILA Annual Conference was a wonderful way for librarians to show and hear about how those in the field are continuously rising up to enrich the world to live more amply.

"At this conference, I had a moment of bone-deep recognition. Although it was through ALA that I received the amazing honor of the Spectrum Scholarship, the SMW award from ILA made it real to me, when I knew I would meet a local group of my peers in person."

2017 Annual Conference Awards



Hugh C. Atkinson Memorial/Demco Award

Sponsored by Demco.

Award presented to Kathleen Bloomberg, Illinois State Library.



Demco Library Innovative Award

Sponsored by Demco.

Award presented by Jackie Flavin (r), Demco, to Waukegan Public Library, accepting the award are Gale Graves (l) and Manny Hernandez (c).



Intellectual Freedom Award

Sponsored by Robert Zimmers of Quality Books.

Award presented by Maria F. Meachum (r), ILA Intellectual Freedom Committee, to Hinsdale Public Library, accepting the award Karen Kleckner Keefe (l).



Crosman Memorial Award

Sponsored by Dominican University School of Information Studies.

Award presented by Kate Marek, Dominican University, (r) to Jennifer Hovanec (l), Indian Trails Public Library District.



Golden Ticket Award

Sponsored by Quality Books, Inc.

Award presented by Jill Martorano (r) to Sue McCowin (l), Cook Memorial Public Library District.



Librarian of the Year Award

Sponsored by Sikich.

Award presented by Scott Wegner, Sikich, to Diana Brawley Sussman, Carbondale Public Library.



Davis Cup Award

Sponsored by ABDO Publishing.

Award presented by Jill Martorano (r) to Amber Creger (l), Schaumburg Township District Library.



Illinois Academic Librarian of the Year Award

Sponsored by the Consortium of Academic and Research Libraries in Illinois (CARLI). Award presented by Anne Craig (r), CARLI, to Lian Ruan (l), Illinois Fire Service Institute Library.



Robert R. McClaren Legislative Development Award

Sponsored by ILA Public Policy Committee. Award presented by Scott Pointon (r), Public Policy Committee chair, to Illinois State Representative Michael J. Zalewski (l).



Deborah Dowley Preiser Marketing Award

Sponsored by Oak Park Public Library. Award presented by James Madigan, Oak Park Public Library, to Christina Janiczek, Elmwood Park Public Library.



Alexander J. Skrzypek Award

Sponsored by the Illinois State Library. Award presented by Greg McCormick (r), Illinois State Library, to Renee Grassi (c), Dakota County (MN) Library System, and Sharon Ruda (l), Illinois State Library.



Young Adult Librarian of the Year Award

Sponsored by Sourcebooks.

Award presented to Lynette Pitrak (l), Downers Grove Public Library, by Margaret Coffee (c) and Beth Oleniczak (r), Sourcebooks.

2017 Annual Conference Awards



Readers' Advisory Service Award

Sponsored by Adult Reading Round Table (ARRT).

Award presented by Melissa Stoeger (l), to Debbie Hoffman (r), Warren-Newport Public Library District.



TBS, Inc. Technical Services Award

Sponsored by Today's Business Solutions, Inc. Award presented by Vivienne Porter (r), Today's Business Solutions, Inc., to Jennifer Fredericks (l), Downers Grove Public Library.



Reference Services Award

Sponsored by Ancel Glink.

Award presented by Britt Isaly, Ancel Glink, to Alexandra Annen, Homer Township Public Library District.



Trustee of the Year Award

Sponsored by Peregrine, Stime, Newman, Ritzman & Bruckner, Ltd.

Award presented by Peggy Danhof, ILA Trustee Forum manager, to Dave Barry, Bartlett Public Library District.



Oberman-Rich Award

Sponsored by Reaching Forward

Awarded to Noelle McDonough, La Grange Public Library.



Robert P. Doyle Award

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Awarded to Lynda Spraner, St. Charles Public Library District.

2017 Annual Conference Statistics

Total attendees: 1,545

Exhibit booths: 126

Conference Registration

	2017 Tinley Park	2016 Rosemont	2015* Peoria	2014 Springfield	2013 Chicago	2012 Peoria	2011 Rosemont	2010 Chicago	2009 Peoria	2008 Chicago	2007 Springfield	2006 Chicago	2005 Peoria
Full	616	641	837	555	620	538	623	673	460	767	580	844	616
Single day	543	527	451	170	611	197	643	575	138	588	189	580	181
Preconference only	0	0	20	0	0	0	0	0	0	16	5	32	6
SUBTOTAL	1,159	1,168	1,308	670	1,231	735	1,266	1,248	654	1,371	774	1,456	803
Speakers	50	42	47	49	81	84	80	147	65	83	74	100	2746
Exhibits only	46	61	89	101	131	102	169	220	91	326	141	206	50
Exhibitor representatives	290	270	250	267	378	203	430	469	187	407	227	368	207
TOTAL	1,545	1,541	1,694	1,087	1,821	1,124	1,945	2,084	997	2,187	1,216	2,130	1,087

* Joint conference with ISLMA.

Hotel and Booth Statistics

Hotel Rooms Reserved by ILA	402	475	1,325	980	491	810	685	685	994	695	795	592	783
Hotel Rooms Used	398	354	1,190	921	352	729	432	384	737	611	939	690	945
Number of Companies	114	113	116	113	124	111	125	149	101	157	125	137	113
Number of Booths (including any paid canceled booths)	126	128	138	131	141	124	145	170	118	178	142	158	129
Total Booth Square Feet	12,600	12,800	13,900	13,100	13,300	12,400	14,500	17,000	11,800	17,600	14,200	15,800	12,900

1,166 early bird registrations accounted for 76 percent (75 percent last year) of final registration figures; 121 advance registrations accounted for 11 percent (versus 19 percent last year) of final registrations; and 208 late and on-site registrations accounted for 13 percent (versus 6 percent last year) of final registrations.

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

Joshua Avery, Wheaton College
Flannery Crump, Aurora Public Library
Ryan Hellenbrand, Glenview Public Library
Christine Hwang, Vernon Area Public Library District, Lincolnshire
Jason Kepler, Roselle Public Library District
Karen Krupka, Willow Springs
Emily Laidley, Lansing Public Library
MC Neal, Savoy
Nichole Novak, Illinois Institute of Technology, Chicago
Yadira Perez, Elmwood Park Public Library
Dina Ragano, Schaumburg Township District Library
Emma Rothenfluh, St. Charles Public Library District
Rochelle Ruff, Fossil Ridge Public Library District, Braidwood
Rosana Santana, Schaumburg Township District Library
Molly Scheibler, Glenview Public Library
Laura Spradlin, Carol Stream Public Library
Kortni Springer, Acorn Public Library District, Oak Forest
Maura Stutzman, Mahomet Public Library District
Erica Thompson, Prospect Heights Public Library District
Melissa Turner, Charles B. Phillips Public Library District, Newark
Dawn Walczak, Eisenhower Public Library District, Harwood Heights
Colleen White, Oak Park Public Library

CO-MEMBERS

Jennifer Jacobs, Avon Center School, Round Lake Beach
Sarah Marshall, Woodridge Public Library
Jacqui Murk, Crystal Lake School District 47

STUDENT MEMBERS

Lauren Bobysud, Hodgkins
Madison Borth, Chicago
Catheryn Broady, Champaign
Julie Calcagno, Chicago
Nikki Camp, Mount Prospect
Kelly Campos, Lansing
Allison Charles, North East, MD
Jillian Collier, Champaign
Erin Damm, LaSalle Public Library
Robert Daniel Smith, Chicago
Joy Davis, Wheaton
Tura Dover, Bloomington
Mary Elmquist, Champaign
Amanda Endicott, Edwardsville Public Library
Yunhuan Fan, Urbana
Inga Fonder, Champaign
Leah Freemon, Monticello
Tammy Hansen, Normal
Emily Hoch, Champaign Public Library
Brittany Jacobs, Yorkville
Gargee Jagtap, Buffalo Grove
Dustin Kelley, Westmont
Emily Leonard, Lake Villa
Matthew MacKellar, Skokie Public Library
Sarah Marshall, Homewood
Jessica Mason, Urbana
Sarah Meisch-Lacombe, Chicago
Yuliya Melnyk, Oak Park
Justin Miller, Chicago
Emily Mulligan, Chicago
Heather Munao, Elgin
Amy Odwarka, Evanston Skokie District 65
Vicki Pietrus, Champaign
Naomi Prager, Champaign
Michael Pritz, Chicago
Devyn Quaile, Champaign

Allison Rand, Urbana
Rachel Rheinecker, Sparta
Jennifer Schmidt, Northbrook
Sarah Schoon, Central Citizens' Library District, Clifton
Stephanie Shallcross, Lisle
Lauryn Smith du Toit, San Jose, CA
Adriane Sparks, Mattoon
Melissa Starr, Champaign
Molly Stevenson, Bloomington Public Library
Joshua Valentine, Champaign
David Whittingham, Chicago
Adam Widera, Chicago
Mark Winger, Wood Dale
Shuhan Yang, Champaign
Ann Zettervall, Urbana
Erica Zhang, Urbana

TRUSTEE MEMBERS

Ramanan Athmalingam, Algonquin Area Public Library District
Jennie DeVine, Freeport Public Library
Terri Downey, Fossil Ridge Public Library District, Braidwood
Robert Gephart, St. Charles Public Library District
Deborah Giles, Bellwood Public Library
Liz Gridley, Freeport Public Library
Nicholas Harkovich, Des Plaines Public Library
Karen Kaluzsa, St. Charles Public Library District
Sinaria Lee, Maywood Public Library District
Daniel Prath, St. Charles Public Library District
Umair Qadeer, Des Plaines Public Library
Rebecca Quiggle, Freeport Public Library
Constance Riales, Bellwood Public Library
John Rice, Maywood Public Library District
Phyllis Saunders, University Park Public Library District
Michael Smith, Algonquin Area Public Library District
Connie Tapia, Maywood Public Library District
Nita White, Freeport Public Library



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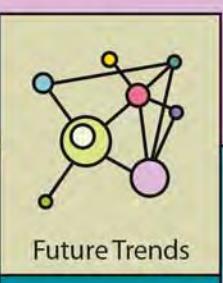
Collections



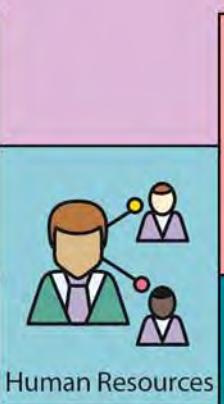
Conversation
Stations



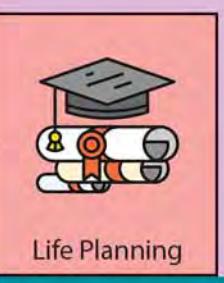
Customer Service



Future Trends



Human Resources



Life Planning



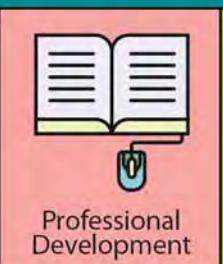
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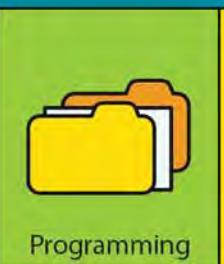
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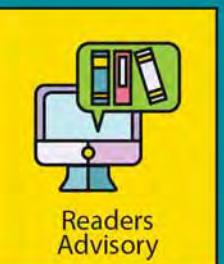
Performers'
Showcase



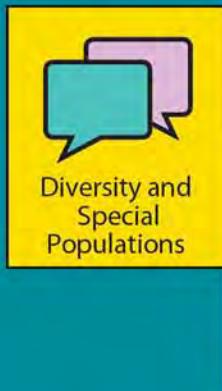
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Development



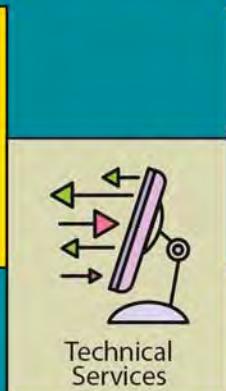
Programming



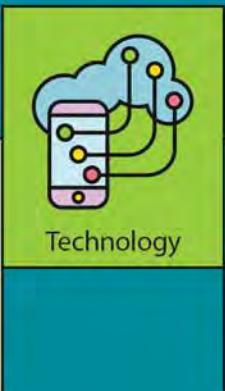
Readers
Advisory



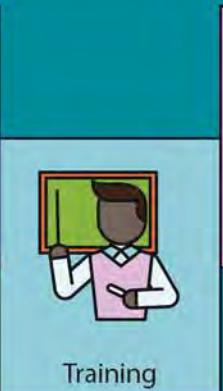
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or ila@ila.org with questions For details and updates visit
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Library Trustee Forum

Illinois Library Association

Illinois Library Trustee Forum Workshop • Saturday, February 17, 2018
Chicago Marriott Oak Brook • 1401 West 22nd St., Oak Brook

Register at ila.org/TrusteeWorkshop

Registration includes a full day of programming, a continental breakfast, buffet luncheon, and coffee breaks.

ILA Member: \$135 • Non-Member: \$160

Register one attendee at the full price and each additional attendee from your institution will receive a \$10 registration discount.

Agenda

8:00 – 9:00 A.M. Continental Breakfast and Networking

9:00 – 9:15 A.M. Welcome and Introductions

9:15 A.M. – NOON Advocacy Bootcamp

James LaRue and Marci Merola, American Library Association

"Who needs libraries?" Beneath those three words is an iceberg of challenges, from delivering on-point messaging, gathering compelling statistics, and the need to re-educate key audiences on the value of libraries, fundamental not only to librarians, but to our democratic society at large. The recent rash of anti-library trends, including the anti-tax movement, privatization, removal of independent library boards and deprofessionalization, point to a systemic shift in our landscape that is very different than budget cuts and recession: an attack on libraries as a public service.

Advocacy Bootcamp urges attendees to re-think advocacy: to re-define the library community and expand the way we have been advocating for libraries. This session will help library communities prepare to advocate for libraries as fundamental building blocks to democracy, building on the momentum of and key message of ALA's new public awareness campaign, Libraries Transform. The program will cover advocacy basics such as messaging, networking, and community engagement. Intellectual Freedom, as the essential brand of librarianship, and as a value that grows from a solid policy infrastructure, will also be covered. Attendees will focus on working on an advocacy plan that they can implement in their library. This is joint effort of ALA's Office for Library Advocacy and the Office for Intellectual Freedom.

A 15-minute break will be held at 10:30

NOON – 1:00 P.M. Lunch and Forum Business Meeting

1:15 – 2:15 P.M. Derek Blaida, ILA Legislative Consultant

Derek will provide an update on what's going on in Springfield and the status of legislation impacting libraries.

2:15 – 2:30 P.M. Break

2:30 – 3:30 P.M. Legal Q&A

Hotel Information

Chicago Marriott Oak Brook

Single/Double Rate: \$92, plus tax, per night
Please call 800-228-9290 or 630-573-8555 to make your reservation.

Reservations must be made by Friday, January 26, to receive the workshop rate.

Cancellations must be received in writing before February 9. Please e-mail your cancellation request to tina@ila.org. Cancellations received before February 9 will receive a refund and are subject to a \$15 processing fee. No refunds will be given for cancellations received after February 9.

ANNOUNCEMENTS



DIANE FOOTE SELECTED AS THE NEXT EXECUTIVE DIRECTOR OF THE ILLINOIS LIBRARY ASSOCIATION

The Board of Directors of the Illinois Library Association (ILA) unanimously approved the hire of Diane Foote as the organization's next Executive Director.

Diane Foote, 50, boasts a long history of effective leadership, both as an Executive Director of a membership association and as a member leader. Most recently, Diane served as Assistant Dean of the School of Information Studies and Curator of the Butler Children's Literature Center at Dominican University in River Forest. At Dominican, Foote recruited and shaped new librarians, launched and managed multiple special projects, and conducted both donor stewardship and development—particularly with the Butler Family Foundation.

"The mission of the Illinois Library Association resonates with me as a citizen, a parent, and a professional," explains Diane. "I have spent my entire career, as well as my volunteer time and effort, in organizations dedicated to ensuring a literate, educated population. As the information environment grows ever more complex, librarians will be needed more than ever, and the opportunity to lead Illinois librarians in these ventures is extremely exciting to me."

Foote has a B.A. from Colgate University and an M.S. in Library and Information Science from the University of Illinois Urbana-Champaign.

The Illinois Library Association (ILA) 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. More than 2,500 personal (individuals) and 500 institutional members, made up of public, academic, school, and special libraries as well as librarians, library assistants, trustees, students, and library vendors, comprise the ILA membership.

ILA Board President Melissa Gardner commented, "We are excited to bring Diane on board as our next leader. Her experience, energy, and vision are the perfect combination to propel us into the next era at ILA. I am confident that she will serve our membership well."

The Illinois Library Association's current Executive Director, Robert P. Doyle, is retiring after twenty years of dedicated service and leadership. Ms. Foote will officially step into the role on November 14, 2017.

ILA's Board of Directors retained Alford Executive Search, a division of KEEs, as its executive search partner in the Spring of 2017. A national search was launched, and the search committee ultimately selected Diane for the Executive Director position.

For more information, please visit www.ila.org or contact Diane directly at (312) 644-1896 or dfoote@ila.org.

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Park Ridge - Niles, IL



This colorful school library design by Studio GC Architecture, with product and installation by LFI, supported a request for a 21st century, flexible learning space for students and staff. With mobile shelving to display books in a meaningful way, flexible classroom space, flip-top collaborative tables with sensory friendly seating, and a contemporary circulation desk for staff, this small space makes a big impact. See what LFI can do for your library!





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