

REPORTER

ILLINOIS LIBRARY ASSOCIATION

FEBRUARY 2009

VOLUME XXVII ISSUE 1



We wrote the book on library construction.



Recently completed Addison Public Library

Pictured from left: Rick McCarthy - BCA, Sara Chrzanoloski - BCA, Mary Medjo Me Zengue - Addison Public Library Director, Neil Wisker - Mortenson Construction, Jon Jumper - Mortenson Construction, Edwin Vega - Mortenson Construction.

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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.



ON THE COVER

Addison Public Library
Photography by Joe Kay, Joe Kay Studios

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 2,900 members are primarily librarians and library staff, but also trustees, publishers, and other supporters.

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 H.W. Wilson in *Library Literature & Information Science*. The *ILA Reporter* was first published in 1962.

EDITOR'S REMARKS

Like most organizations, ILA is changing and adapting with the times. In early December, we introduced the ILA e-newsletter to be able to be more timely in alerting and informing the ILA membership about issues and events that are significant to the Illinois library community. We also plan to incorporate in the e-newsletter the following *ILA Reporter* sections: In the News, Announcements, Committee and Forum News, and the Calendar. This allows us to reduce our design, printing, and mailing costs, thus reducing the association's environmental footprint. We are committed to producing a slimmer, better, and more colorful and thought-provoking *ILA Reporter*.

Throughout 2009, lead articles will highlight exemplary Library Service and Technology Act (LSTA) grants with the goal of inspiring librarians to say, "We can do that!" Illinois libraries are a fertile ground of experimentation with more LSTA grants than any other state in the nation. These projects benefit not only the individual grantees, but also build a stronger foundation for all libraries that are inspired by these models of excellence and innovation, refining and adapting them to their own use.

We are excited about these changes — our new e-newsletter and the *ILA Reporter's* new look debuting with this issue — and as always, your comments and suggestions are encouraged.

The Illinois Library Association has three full-time staff members. It is governed by a sixteen-member executive board, made up of elected officers. The association employs the services of Kolkmeier Consulting for legislative advocacy. ILA is a 501(c)(3) charitable and educational organization.

See ILA calendar for submission deadlines for the *ILA Reporter*. Copy should be submitted by e-mail to ila@ila.org. Copy may also be submitted on disk or faxed to (312) 644-1899. 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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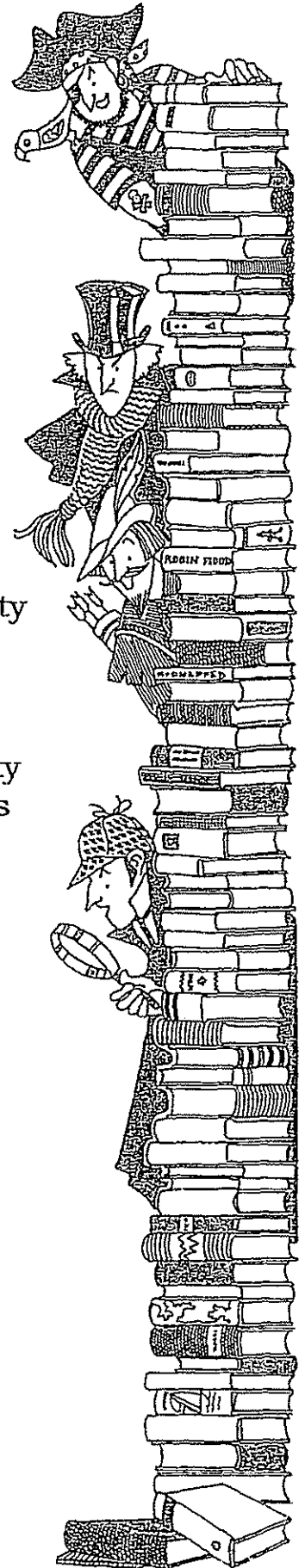
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Each year, individual Illinois libraries and systems receive Library Service and Technology Act (LSTA) grants from the Institute of Museum and Library Services (IMLS) through the state library to innovate and excel in all areas of library service. Collections, technology, outreach, management and, ultimately, taxpayers all benefit from this capital support. The process is competitive, resulting in the strongest and best ideas being financed. These projects benefit not only the individual grantees, but also build a stronger foundation for all libraries that are inspired by these models of excellence and innovation, refining and adapting them to their own use.

Spreading the success of these individual projects requires not just reporting on them, but a dialogue among creators and observers. This series of articles in the 2009 issues of the *ILA Reporter* aims to do just that — initiate a dialog on significant LSTA projects in the state and beyond that can advance these ideas and motivate a new generation of change.

This first article discusses a 2006 LSTA grant that embodies the themes of communication and outreach. This grant was particularly inspiring, having received acclaim from the Institute for Museum and Library Services as exemplary and was featured on its Web site <http://www.imls.gov/profiles/Jan08.shtm/>. It hopes to show how a regular process can lead to pioneering in grant seeking.

| Pierre Gregoire, Frankfort Public Library District |

Communication and Outreach

PolyTalk was the idea of the Lincoln Trail Libraries System (LTLS) as a solution to the continual challenges to library staff to communicate effectively with non-English speaking patrons. LTLS Consultant Joe Sciacca participated in an annual brainstorming session held at LTLS prior to the year of this grant's creation. These sessions were an effort to utilize the collective ingenuity of the staff. When state library grants were announced, the group would assemble and begin suggesting ideas for projects that met the grant criteria. Individuals might then expand on the details of the ideas that "stuck." One of these inspired ideas eventually became PolyTalk — to establish a translators' forum to assist libraries in real-time in communicating with non-English speaking patrons. Other ideas wound up "sticking" that first year but the problem that inspired the initial idea did not go away. Non-English speaking patrons

continued to visit member libraries and attempted to ask directional, procedural, and ready-reference questions. With most libraries having few non-English speakers on staff, the inquiries created frustrations for staff and patrons alike. Many LTLS member libraries would attempt to find translators at the University of Illinois campus by phone or request help from the library system. Accessibility to the right translator was additionally hampered by the frequent inability to identify the patron's spoken language.

Lincoln Trail essentially approached this problem as a reference interview challenge writ large and in a foreign script! Does your library have a reference interview challenge like this that frequently occurs? What sort of project could you create (and write a grant to support) that would solve your problem?

The next year's grant brainstorming session at Lincoln Trail yielded a deeper discussion of the translation problem. The challenge of non-English speaking patrons had grown as reflected by the dynamic change in demographics in communities with previously low or non-existent minority populations.

The PolyTalk grant that arose out of that second session was at its core a telephone-based corps of volunteers but with a Web-based access point giving language availability, times of support, and phone numbers all in one universally accessible source, <http://www.polytalk.info/>. The PolyTalk Language Kit was added as a practical adjunct to telephone support. The kit includes sets of cards for thirty languages. These help library personnel identify the language being spoken and answer simple informational and directional questions. When needed, the reference interview then directs the user to the PolyTalk Web site for the appropriate live translation volunteer.

The standardization of the language kit begs us to ask if patrons at our own libraries receive a consistent and immediate response to reference questions. While different librarians will have their own preferred sources, do those regularly repeated questions, e.g., "When was the town founded?" "Where do I find my ancestors?" receive an initial standardized, repeatable response? Have we made those responses as universally available as possible? What kind of project would improve the availability and standardization of those answers? Do you need highly developed technology or just the time and money to do the research and publish the result?

One of the most inspiring qualities of the PolyTalk grant was the time and effort it clearly took to organize an effective list of volunteers. We sometimes focus in our grant writing on the technology and lose sight of the value of a grant in supplying simply the funds to pay for that research which seems straightforward while we are writing, but is nearly impossible to accomplish within our normal schedules and workloads. What project that you've been dreaming about at your library could you accomplish next year if all you needed were the funds and staffing?

The PolyTalk grant was also exemplary in the elegant simplicity of the language kit. No advanced technology was employed beyond the acquisition of Lucite boxes and card printing. Yet the process of using the kit is immediately understandable to both library personnel and patrons.

The grant included funding for a coordinator, Michelle Ralston, who manages the distribution of the kits and organizes the registration of library users and volunteer translators. Successful grants are not just about asking for the stuff but organizing work, focusing on who will do the work and manage the material, and more importantly resolve the unforeseen problems that will occur. The key idea with PolyTalk was immediacy of service. A collection



of language cards and a Web site may provide an excellent ready-reference source but may not be immediately available. Without offering a training session, many users may have remained unfamiliar or even unaware of their library's new tool. Ralston provides that training to libraries that sign up for PolyTalk. Does your project idea include training for others? Who will do the training, and when and how are they paid?

Sciacca summarized Lincoln Trail Libraries System's approach to grant writing by emphasizing the need for an organized response when the grants are announced:

- Utilize your group's creative energy together rather than every librarian for himself or herself
- Identify the real community need
- Does a service already exist attempting to fill that need? Do you want to compete with that service just because you are the library or do you have a better solution to the need?
- Read the goals of the grant. Does your project aim for those goals or do they address those as an afterthought?

PolyTalk has been a very successful project currently serving 175 libraries with four hundred registered users of the Web site. Volunteer translators offer assistance in forty-five languages. Your library can take advantage of the PolyTalk network and purchase a PolyTalk language kit by e-mailing [http://polytalk@lincolntrail.info](mailto:polytalk@lincolntrail.info) or submitting your request through the Web site at <http://www.polytalk.info>.

Communication and outreach are broad goals for an organization but can be achieved one small response at a time. The most effective grant projects are frequently those which focus on one piece of these overarching goals. We can sometimes better reach our communities through a singularly focused project — like solving directional questions in a foreign language — than through a major production that works once and is forgotten. The most important lesson from the PolyTalk grant is that communication begins with each other. Get your team together now for the next round of grants. We can do that! **ILA**

Top 10 Marketing Tips for Communication and Outreach

1 Work with local and/or regional cultural centers that reflect the demographics you are targeting. They can post a flyer or put an advertisement in their program guide.

2 Distribute flyers or posters in languages spoken in your region to religious institutions catering to the targeted demographic.

3 Seek to distribute flyers through the public school system(s).

4 Post the information on the local cable access station, if the station has any programming specific to the targeted demographic.

5 Pursue PSAs on radio stations that feature or target the same demographic.


6 Post information, distribute flyers, or arrange for table toppers in restaurants most likely serving the targeted demographic.

7 Post information in groceries or retail outlets most likely serving the targeted demographic.

8 Display and disseminate information at programs and facilities for the homeless.

9 Ask religious institutions to help disseminate information, especially to special demographic segments, such as families or mothers with young children.

10 Work with service clubs and organizations. Make presentations about your program, or ask to put something in their newsletter.

For more ideas visit <http://illinoislibrariesmatter.wordpress.com>, your inspiration station for marketing ideas. 

Learning Solutions for Spanish-speakers

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Institute of Museum and Library Services (IMLS) Funds in Illinois

You can do it. We can help. Who would think Home Depot's motto might well apply to the Institute of Museum and Library Services? But each year through the Grants to States program, IMLS provides approximately six million dollars to the Illinois State Library. The funds are used to fulfill the institute's primary goal to "expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages." In these hard economic times, these funds help enhance our limited local funds to expand our efforts and services. The funds help us "do it" better.

The state library may use these Library Service and Technology Act (LSTA) funds to support statewide initiatives or may distribute the funds through subgrant competitions or cooperative agreements. There are four Illinois goals for the use of LSTA funds 2008–2013:

Goal 1: position Illinois libraries as the educational anchor of the community by providing opportunities that support information fluency and lifelong learning to address the diverse needs of Illinois residents.

Goal 2: position Illinois libraries to provide access to abundant resources and information, both virtual and tangible, to collaborate for resource sharing, develop ideas that embrace technology, and extend library services for all Illinois citizens.

Goal 3: position libraries to further a literate Illinois by creating a reading culture that encourages reading fluency for recreation or education.

Goal 4: provide tools for the future to facilitate the ability of libraries to lead their communities through planning, research, innovation, partnerships, best practices, and discovery to improve the quality of life for Illinoisans.

Illinois LSTA funds are distributed through a combination of competitive and noncompetitive grants. The successful application must provide three expected outcomes of this proposal; explain evaluation strategies to be used to determine if the project was successful; demonstrate how the needs of the target audience were met; and include a list of outputs that will be counted during the project. Most Illinois LSTA funds are awarded on a one-year basis, although consideration is given to multi-year grants if there is an enhancement the second year.

The number of competitive LSTA grants awarded in Illinois is frequently larger than the total of many other states combined. Nationwide in Fiscal Year (FY) 2007, nearly 9,000 LSTA and state grants were awarded. The Illinois State Library awarded 2,000 grants, the most in the nation or 22 percent of the nationwide competitive grants. Yes, we do it!

**TOP TWENTY ILLINOIS LSTA RECIPIENTS
IN 2006 (LATEST FIGURES AVAILABLE)
ILLINOIS RECEIVED \$6,249,722 IN FY 2006**

\$1,248,326 or 19.9% of total LSTA funds

ILLINOIS STATE LIBRARY

FirstSearch is an online service that gives library professionals and end users access to a rich collection of reference databases that are paid for with grant funds.

\$199,136 or 3.2% of total LSTA funds

ILLINOIS STATE LIBRARY

Ask Away is an Illinois statewide virtual reference project. The Illinois State Library has the lead role in administering this project. The grant coordinates a statewide project coordinator, establishment of a governing board, an academic and public queue, user group training, access statewide, marketing, and software platform.

\$165,731 or 2.6% of total LSTA funds

ILLINOIS STATE LIBRARY

Inform is a service that allows the Illinois State Library to deliver the table of contents for a select list of journals to patrons for them to then choose articles of interest related to their job responsibilities.

\$128,150 or 2.1% of total LSTA funds

METROPOLITAN LIBRARY SYSTEM

NoveList and NoveList K-8 are being made available to Illinois's academic, public, special, and high school library buildings and to middle and elementary library buildings.

\$120,000 or 1.9% of total LSTA funds

ILLINOIS STATE LIBRARY

The Illinois State Library awarded sixteen training grants for students to complete their Master of Library Science degree at an ALA-accredited library program.

\$100,000 or 1.6% of total LSTA funds

CHAMPAIGN PUBLIC LIBRARY

Champaign Public Library (CPL) worked to develop business information services, programs, collections, a business Web site, and collaborative online resources for local business owners, entrepreneurs, future business owners, and other members of the community to get the information they need to start and sustain a successful business.

\$100,000 or 1.6% of total LSTA funds

LEWIS AND CLARK LIBRARY SYSTEM

"Putting Illinois on the Map" is the development of an interactive GIS database to display information and maps in a user-friendly manner.

[continued on page 12]



\$87,060 or 1.4% of total LSTA funds

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

During the 2007 fiscal year, the staff at the Library Research Center sought to provide clear and accurate data and to respond to requests for statistical information and analysis from the staff of the Illinois State Library. Through the continued analysis of existing data, the Library Research Center has continued to meet the statistical needs of policy makers at the Illinois State Library.

\$84,000 or 1.4% of total LSTA funds

BEACH PARK COMMUNITY CONSOLIDATED SCHOOL DISTRICT 3

The purpose of One World, Our Future, was to change the environment of Beach Park Middle School Library to meet the diverse learning needs of the school population.

\$80,000 or 1.3% of total LSTA funds

SHAWNEE LIBRARY SYSTEM

Thirty librarians are selected to attend three, three-day workshops to investigate local, state, and global environment issues, foster and expand networking opportunities by creating a cohort group, establish mentoring relationships, and develop vision of and beyond the field of librarianship to reach out to expand services for learning and access to information and education resources for the residents of Illinois.

\$80,000 or 1.3% of total LSTA funds

NORTH SUBURBAN LIBRARY SYSTEM

The goal is to increase the speed with which Illinois academic, public, and school library managers move from awareness of twenty-first century tools and techniques to adoption and actual use.

\$80,000 or 1.3% of total LSTA funds

NEWBERRY LIBRARY

We created an interactive online map of Chicago. The map, available at www.chicagoancestors.org, allows us to map data of interest to genealogy and local history researchers. It also allows users to contribute data and commentary to the map.

\$79,865 or 1.3% of total LSTA funds

ILLINOIS STATE LIBRARY

The Illinois State Library used these funds for activities to support administration of the LSTA program. This includes staff to manage statewide LSTA projects and the costs for the Illinois Five Year Evaluation of LSTA Funds 2003–2007.

\$74,100 or 1.2% of total LSTA funds

ALLIANCE LIBRARY SYSTEM

The primary purpose of the project was to introduce library patrons to a new audiobook format, which requires no use or knowledge of technology on the part of the patron. PlayAways are small, portable, and self-contained.

\$74,000 or 1.2% of total LSTA funds

ROLLING PRAIRIE LIBRARY SYSTEM

The purpose of the Plinkit Project was to allow even the smallest and least technical library to have an attractive, easy-to-update Web site.

\$73,800 or 1.2% of total LSTA funds

LASALLE PUBLIC LIBRARY

The LaSalle Public Library is host to a premier collection of children's literature for the State of Illinois, making it available for statewide resource sharing.

\$73,000 or 1.2% of total LSTA funds

LINCOLN TRAIL LIBRARIES SYSTEM

PolyTalk Library Interpreters Network is a telephone-based interpretation service designed to facilitate communication between library staff and limited English proficient library patrons.

\$70,540 or 1.1% of total LSTA funds

SOUTHERN ILLINOIS UNIVERSITY AT EDWARDSVILLE

The purpose of VISUAL is to allow faculty from the schools of nursing and pharmacy to collaborate with Library and Information Services (LIS) faculty and staff in the use of Web-based conferencing technology. This technology provides a more interactive and engaging method of introducing information literacy and other library-related competences into the online classrooms of nursing and pharmacy students, and, if successful, into other classes at SIUE.

\$70,000 or 1.1% of total LSTA funds

LINCOLN TRAIL LIBRARIES SYSTEM

The project targeted library staff, trustees, and patrons throughout the State of Illinois and provided programs that enhanced diversity awareness.

\$70,000 or 1.1% of total LSTA funds

BRADLEY UNIVERSITY

The Illinois State Library's Institute for School and Public Libraries offers librarians from throughout the state a rare opportunity to immerse themselves for a full week in the best practices in librarianship, to network, and to share experiences with their peers.

\$54,866 or 1% of total LSTA funds

UNIVERSITY OF ILLINOIS SPRINGFIELD

The Illinois State Library's Small Public Library Management Institute is a weeklong institute intended for directors of smaller public libraries and directors new to the Illinois library community.

Total \$3,039,574 or approximately 50% of total FY 2006 LSTA funds were spent on these top twenty recipients. 1A

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Addison Public Library

A standing-room-only crowd of nearly five hundred people filled the new Addison Public Library September 21, the day of its grand opening — and they haven't stopped coming in since. Numbers show the library is busier than ever, recording a 40 percent increase in visitors year-over-year from the fall of 2007 to fall 2008.

The new 54,600 square-foot-library serves Addison's 36,000 residents and unites the village's municipal campus. Its dynamic contemporary design complements architecture of the adjacent village hall, police department, and high school administration office building (the former library). The three-storied steel structure clad with brick, stone, glass, and fiber cement panels blends the old with the new. It reuses pavers and two sculptures from the old library.

The Addison Public Library incorporates environmentally friendly features wherever possible. "The green roof system reduces heating and cooling costs, provides acoustic insulation, and improves air quality, reducing the heat-island effect," said Greg Werner, vice president of Mortenson Construction. "The roof system modules were pre-planted at a nursery and shipped to the site ready to install."

The building's exterior curtain wall features low-emissivity (Low-E) insulated glass throughout while permitting extensive day lighting. Inside, energy-efficient T5 lighting is used while the building's insulation values exceed energy code requirements.

Interiors also make use of sustainable materials such as bamboo flooring in the Internet café and cork flooring in the quiet reading room and study rooms. Meeting room chairs use material made from recycled seat belts and car batteries.


Coming to this library is an adventure in itself. Books spring to life through a collection of thirty imaginative hanging art sculptures suspended from the ceiling in a two-story, open space visible from the children's and adult areas. The sculptures depict numerous themes and stories from planets, to music, to sports, to nursery rhymes.



The library's interior reflects a vibrant display of daylight and rich interior finishes creating comfortable reading niche areas. Suspended wood acoustical ceiling panels create visual interest in the lobby, complementing the terrazzo and carpet flooring patterns that lead to the focal point of the lobby floor — the children's reading area. High-speed Internet, Wi-Fi, public computers, DVDs, and music CDs provide new media offerings, while more than 124,000 books rest comfortably on new library shelves.

"The Village of Addison landscape has been enhanced by a magnificent new library building," said Addison resident Annette Baldwin. "The light-filled spaces and the lively furnishings welcome community residents into this building."

The proof is in the numbers. In addition to a year-over-year increase of more than 5,000 visitors per month, the number of new library cards is up. The Addison Library staff issued more than 1,000 new library cards since the new library opened, while Internet registrations increased with 2,400 more in 2008 than in 2007.

In addition to the imaginative green initiatives taken with the construction of this building, the project came in on time and under budget. "I am so proud of the hard work the board, staff, architects, and construction managers did to design and build our new library," said Library Board President Rob Kepka. 

Fast Facts

Building:	54,600 square feet
Project Costs:	\$12,843,504
Seating:	390
Collections:	148,412
Computers:	71 public computers
Hours:	69 per week
Staff:	50 full and part-time staff members
Architect:	Burnidge Cassell Associates
Construction Manager:	Mortenson Construction
Interiors:	Burnidge Cassell Associates
Web site:	http://www.addisonlibrary.org



Photography by Joe Kay, Joe Kay Studios



Eisenhower Public Library District

The dream to build a new state-of-the-art library began in 1996, when the Eisenhower Public Library District hired Forrest Wendt, WCT Architects and Les Stoffel, building consultant, to build a cutting-edge facility which would accommodate the ever-changing library materials, provide environmental savings, and support future growth in twenty-first century technology. After two failed referendums and two different proposed sites, the voters of Norridge and Harwood Heights accepted a project plan in April 2003 by a 61 percent to 39 percent margin.

The building process was not straightforward — flexibility, patience, and positive attitude were needed throughout the project. The original proposed site was abandoned after an Illinois Environmental Protection Agency (EPA) investigation revealed that the site had insurmountable problems. The owners of the site and the library mutually agreed to end further discussion and the library was forced to look elsewhere for another site. After much searching, a new site was discovered in 2005.

Construction, LEED, Employee Safety, Working as a Team

One of the goals was to build the library according to the guidelines of the U.S. Green Building Council's program Leadership in Energy and Environmental Design (LEED®). The library is awaiting approval for our Silver Certificate, which should be issued in 2009. To be a LEED® building requires additional expenses which will be recovered through energy savings, the use of high efficiency lighting combined with natural light, lessened water usage, recycling, and using green building products. This process forces one to think about the bigger picture and how the building and choices affect and make a difference within the community and the environment. The Library is proud to set an example and make others aware of the positive impact a new building can have on the environment and the community. A polluted factory site is now turned into a clean new facility for use by the community. Eisenhower is one of the first libraries in Illinois to have entered this program and a grant funded the green design. Mortenson was able to recycle more than 75 percent of the construction waste produced by this project. This equates to diverting more than 150 tons of materials from end-

ing up in landfills and in turn sends them to processing facilities to be reused. Low-VOC paints and sealants were used throughout the building to ensure a healthy environment for the occupants. The roofing membrane is reflective, thus reducing the heat absorption in the building. A large percentage of recycled, post-consumer and post-industrial materials were used to build this project, which helps reduce the use of nonrenewable resources. The project also procured regional building materials, reducing the amount of energy required to transport these materials to the site, while also benefiting the local economy.

In addition to pursuing LEED® Silver Certification, many other features make this library unique. The building structure and interior are designed so that the second floor can be expanded at any time in order to accommodate the growing community. The facility also utilizes natural lighting through tall windows and skylights. Working masonry arches support the weight above, which is typically done by using building steel. Inside the library you will find an interactive children's area along with separate teen and adult sections. A very special room in the library is the local history room dedicated to the rich history of Harwood Heights and Norridge and the surrounding communities. And on the second floor employees can enjoy a rooftop patio perfect for breaks and a breath of fresh air.

This unique facility was constructed on a brownfield redevelopment site in which a former manufacturing facility was located. The site was remediated and redeveloped for the construction of the new library. The project team converted this unusable, contaminated piece of land into a beautiful community site that brightens the neighborhood.

All projects come with obstacles and challenges. A major obstacle the construction team had to overcome during this building process was the unexpected discovery of an underground tank (the size of railroad tank car). It took more than thirty days to get the permits required to remove this tank, thus affecting the construction schedule. A few other challenges that were faced during the construction was the discovery of unsuitable soils that required foundation redesign, long lead times associated with



Interior photography by Jack Long, Longshots Photographics, Inc.



procuring post-consumer recycled materials, and rejections from state and local agencies regarding the use of waterless urinals. This challenged the project's goal to reduce the facility's water usage. Despite the challenges the project team encountered, WCT and Mortenson were still able to deliver the community their new library on time!

Delivering a safe and quality library was of the utmost importance to Mortenson Construction. The quality program executed for this project was composed of several different elements. The majority of the activities were proactive — they were intended to prevent mistakes or deficiencies from occurring through comprehensive planning of the work by Mortenson and its subcontractors. All team members of the Eisenhower Public Library project team were responsible for ensuring the elements of the quality management program were executed on their project.

Mortenson was committed to eliminating worker injury. As a result of this commitment, every team member, trade contractor, supplier, design team, engineer, and library staff member (weekly staff tours were conducted) were able to work in safe and favorable working conditions throughout the construction of the Eisenhower Public Library.

Teamwork was essential. The staff worked together to select tables, chairs, workstations, and other aspects of the building's day-to-day working interior. It needed to be comfortable and inviting, yet practical as a functioning work environment. The various carpeting patterns were used to visually delineate different areas, as well as create a pathway to direct patrons to the many services the library provides. Forrest listened to the staff's ideas and directed us to possible solutions. Even Mortenson, with all it needed to do, coordinated daily construction tasks so that library staff activities could be conducted with ease and swiftness.

The Public

On January 27, 2008, hundreds of patrons entered the new facility for the first time. Their praise for the new building is the reward for the hard work of the library board, staff, Forrest, and the Mortenson team! On a cold but sunny winter's day, to show their pride for the new library, the public formed a human chain, passing the last remaining children's book and adult book hand to hand from the old building a block and half away to the new. These are the people for whom this project was designed, planned, and executed. The Eisenhower Public Library stands as a testament to the diligence and creativity of all involved. The building located in a predominantly industrial area encircled by residences stands out as a visual and educational jewel of the community. **IA**

Fast Facts

Building:	44,576 square feet
Total Project Costs:	\$15,763,920
Land:	\$ 1,900,000
Construction Costs:	\$11,254,586
Furnishings:	\$ 788,843
Seating:	150 chairs, including lounge and café seating
Collections:	119,907 books, 245 magazines and newspaper subscriptions; 8,015 audiobooks and music CDs, 5,894 DVDs and videos
Computers:	50 public access computers and 52 staff computers
Hours:	68 per week
Staff:	27 FTE
Architect:	Forrest Wendt, WCT Architects, Inc.
Building Consultants:	Les Stoffel; original plan was later updated by Dick Thompson
Structural Engineers:	ABX Engineering P. C.
MEP/FP Engineers:	Systems Design Group, International LEED, AP & Commissioning
Consulting Engineer:	R. L. Millies & Associates
Interiors:	Agati, Allsteel, KI, Milliken
Construction:	Mortenson Construction
Technology Consultants:	John Keehn, Paul Haertel, TechSavant
Financial Consultant:	Jamie Rachlin, BMO Capital Markets GKST Inc.
Web site:	http://www.eisenhowerlibrary.org



Charleston Carnegie Public Library

The Charleston Carnegie Public Library had been living in the shadow of the town's water tower for fifty years but on September 23, 2001, the water tower came down, giving the library the opportunity to build a large addition to the 1904 Carnegie Library. The library hired Burnidge Cassell Associates April 21, 2001, to create a good design for the Charleston community. Over the next three months the library purchased a total of eight properties to add additional parking for the library. After working with library consultant Fred Schlipf and Burnidge Cassell architects, a seven million dollar price tag would give the Charleston community their dream library. The library board knew that a referendum would have to be passed to see the dream come true. With hard work from staff, board, friends, and a community that values their library, the referendum passed on April 5, 2005, by 73 percent. The library would grow from 9,373 square feet to 29,373 square feet.

Built with the public in mind, the building offers three multimedia interface meeting rooms, two quiet study rooms, and a wooden paneled reading room that offers a quiet space by the fire with a nice cup of tea or coffee. Large overhead signs and smaller directional signs help patrons find their way around the library. From the historic Carnegie side patrons enjoy the character of a 1900 prairie style design while looking into the future of the open natural light atrium with floor-to-ceiling windows, high columns, and wood furniture coupled with warm accent colors to offer a comfortable and relaxing environment. Exterior of the addition matches the original Carnegie building with limestone and brick, while the north side offers a brick patio and black wrought iron benches for outdoor enjoyment.

The Charleston Library's focus for the new addition included a parking area, large community rooms accessible after-hours, craft and story areas for ages three to eleven, a teen area, and a local history room. Youth services and teen services and two large meeting rooms occupy the first floor. A family restroom

is a welcome addition for parents. Big overstuffed books greet children in the sprawling children's area, a perfect place for going on an adventure with a good book.

Technology in a one hundred-year-old building could mean just an electrical outlet, but with the remodeled and new addition, we are ready for the newest in technologies. Self-check station offers quick "grab and go" checkout and the same RFID technology is used at the service desk for checkout and returns. Wi-Fi serves the entire building along with Wi-Fi printing. Security cameras and an alarm system for outside doors and mechanical equipment make the building run smoother.

To have the space to develop and offer programming for all ages is an exciting opportunity the staff eagerly awaited. The library staff graciously offers opportunities to "show off" with new program ideas and highlight services. Volunteer hours help make the community a close part of the library. When visiting the library you'll see familiar staff but you might also see a friend or neighbor helping with programs, tutoring children, or sitting at the information desk. **ILA**



Photography by Bev Cruise



Fast Facts

Building:	square feet: 29,373
Project Costs:	\$7,399,000
Seating:	188 through out the building, two large meeting rooms with seating for 214; craft/story hour room 38
Collections:	62,398
Computers:	35 public computers
Hours:	60 hours
Staff:	30 total, 4 salary 4 full-time 22 hourly
Architect:	Burnidge Cassell Associates
Engineers:	Pease Borst Associates
Interiors:	Burnidge Cassell Associates, Beth Ranney
Construction:	Grunloh Foundation Work, English Brothers Co. A & R Mechanical Contractors, Inc. Bodine Electric
Web site:	www.charlestonlibrary.org



| Sally Decker Smith, Indian Trails Public Library District, Wheeling |

Sally in Libraryland

You will be reading this well after the holidays, but I'm writing it a couple of weeks before, deadlines being what they are. Not yet dragged down by relentless winter, or wondering what surprises the weather elves have in store for those of us making the pilgrimage from O'Hare (always a treat in January) to Denver (only, I can just imagine, more so) for ALA Midwinter, I am here basking in the warmth of last night's staff holiday party, and amusing myself to no end with the memory of the staff singing group that brings such silly and lovely laughter to the event each year.

Luckily for me, being able to actually sing is not a requirement for membership in the Tone Defs. What we all have in common is the willingness to look incredibly foolish to our colleagues while singing (for lack of a better term) song parodies created largely by Pat Tunstall, reference assistant extraordinaire, and also by other staff members as the spirit moves them. We have arguably the best cataloguer accompanist in the state in Richard Stewart, who has, as Pat says, cheerfully sacrificed his musical sensibilities to our cause.

We perform twice a year, once at staff institute, and once at the holiday party, with a new and different program of two or three songs for each. We rehearse on our own time, generally starting about eight weeks before whichever event is looming. The lyrics are a closely guarded secret, and the actual tunes sometimes are as well. One attempt at Gilbert and Sullivan proved to be beyond most of us, and we never talk about it.

This year, in our first venture into actual holiday music, we began last night's presentation with Pat's version of the Twelve Days of Christmas, "Our Years at the Library." Memorable lines, complete

with props, included "twelve fines a' growing," "eleven cell phones ringing," "eight movies missing," "six teens a' necking," and "four squalling kids." By about "five missing rings" most of the audience joined in for the rest, concluding with "and a power outage and a downed tree," brilliantly enacted with appropriate props by Rose Johnson of our program division.

And you can only imagine the response from the audience when we — fearless staff from every department in the building — donned an assortment of hats Cathy Burns accumulated heaven knows where, and sang to the tune of "YMCA" in a way the Village People never envisioned — because, really, what do they know about RFID? Perhaps they might have preferred Pat's "It's fun to help out with R-F-I-D, when we tag at the L-I-brary." There's no doubt that the audience — most of whom had spent time recently tagging and scanning until our brains (and feet) hurt — did.

We are not constrained by genre, although we do particularly well with what my daughters refer to as "moldy oldies," once we locate and play the CD from the library collection for the staff members who have not had the benefit of such a classical education. The Beatles, old TV themes, and Broadway are all fair game. Past hits have included "Public Library," to the tune of "Yellow Submarine" (available for your viewing pleasure on YouTube at <http://tinyurl.com/3n6vam>), "Morning, Noon and Evening," to the tune of "Some Enchanted Evening," which includes the memorable line "you may hear a cell phone." Julie Fischer of the Page Pool contributed "Our Favorite Place" (as opposed to "things"):

"People in Circ have to stand up for hours. Monitors are plagued by the seeds from sunflowers. Ref. staff locate all the things patrons need. We all do our job when we get them to read."

When we were in the midst of rearranging what seemed like the entire collection, we had staff on their feet, clapping in time, to the tune of “Dry Bones” as we sang “Them books, them books, gonna move around. Them books, them books, gonna move around. Them books, them books, gonna move around. Now hear the word of the Board!” There were even tambourines.

We are also capable of great sensitivity and poignancy. Who has not felt the pain of a patron who insists “It Ain’t Me Babe” and demands we “Take that fine away from my record, Don’t lay the blame at my door. I’m not the one who lost that book, and your suggestions I deplore”? Or the ones who yearn for “Yesterday. All my troubles seemed so far away. Now I seem to have some fines to pay. Oh I believe in yesterday.”

Several years later, maestro Richard Stewart used the same tune to accompany “AskAway, I have found the perfect site for you, Now I can’t see where you’ve logged off to: “Connection lost” on AskAway.”

My personal favorite so far, I must say, was to the tune of that beloved hymn, “Morning Has Broken”: “Self check has broken, long lines are forming. Here in the lobby, tempers are frayed. Praise for the Circ. staff, praise for their patience, when there are blocks and fines must be paid.” And that was just the first verse.

Diana Finstad of ILL fame has contributed a rowdy cowboy song to the tune of the theme from that 50’s TV icon, *Rawhide*, that included this enthusiastic chorus: “Boot ’um up, turn ’um on / Turn ’um on, boot ’um up / Boot ’um up, turn ’um on – UPGRADE Start ’um up, shut ’um down / Shut ’um down, start ’um up / Start ’um up, shut ’um down — UPGRAAADE!”

I could go on and on — the body of work is truly impressive — but I already sound like one of those ads on TV for some music compilation. When Tamiye Meehan, our director, was president of ILA, someone suggested that the group perform at ILA’s Annual Conference. Deer in headlights look happier than we did at the prospect, so it never happened — and, I can say with confidence, never will. But since I am

quite sure song parodies have happened all over the state, in all sorts of libraries, maybe it’s time for all of us to get together and just sing these absurdities for the pure joy of it! Pat Tunstall has generously offered to share her lyrics with anyone who asks — e-mail her at ptunstall@indiantrailspubliclibrary.org. If you have a song to share, please send it to me. Given the wonders of Library 2.0, there MUST be a way to get them posted where we can all get to them (if you have a suggestion for that, send that to me, too!). And if this inspires you to form a group of your own, I assure you that it’s pretty much the most fun you can have with staff. In the building. During their lunch hours. And I’ll bet someone reading this can come up with a song about that.

Gotta song? Gotta story? Share! Sallyinlibraryland@yahoo.com.
ILA

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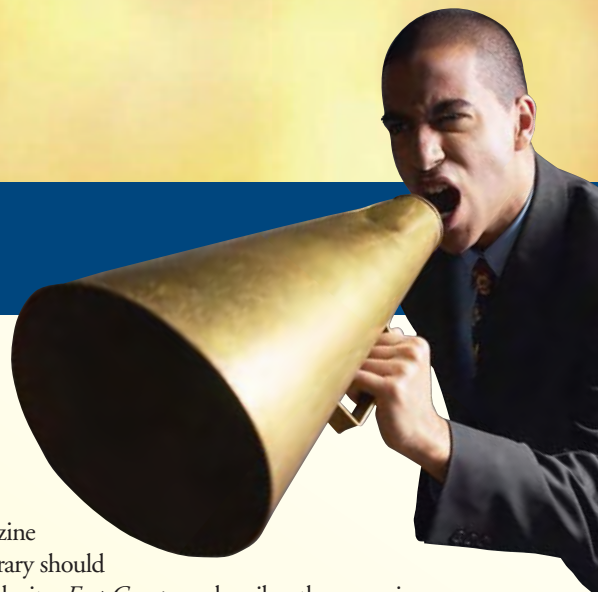
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◀ MY TURN ▶

| Alissa Williams, Pekin Public Library |

Loud Librarian



I am a loud librarian. I am on a personal mission to destroy the stereotype of librarians as quiet, meek, and mild. I tell everyone I am a librarian. I am not afraid of giving presentations in front of groups and basically, I enjoy talking. To me, it's all about communication. Pretty much every misunderstanding and most problems I've encountered in life, both personal and professional, could have been remedied with better communication.

In college I majored in public relations. When I saw an ad for public relations coordinator at my local library, I knew it was the perfect job for me. I love books. I love talking about books. What else could be better? I got the job. Since then I have spent six years promoting the library and its services.

Last year I was involved in the hiring of a new marketing manager, and the question was raised about whether the candidates should have library experience. It's an interesting question for me, since when I first worked in libraries I had no experience, except as a user; however, when it became clear libraries were the right place for me I went and earned an MLS. I was adamant about hiring a person with a strong marketing/communications background, and not necessarily a library background. My first reason for this was that this library needed someone with fresh eyes, who could take the existing marketing plan to a new level. And my second reason was that a good marketing/public relations person researches the industry they're working in as their first step. In a way, getting someone from outside the library community to come to work at the library is a form of outreach.

In my first job as a library public relations person, I spent a lot of time outside the library, and in the beginning my director was resistant to this as it conflicted with time I was scheduled on a public service desk. It took a while, but she soon saw I was more effective out in the community — at every expo or reading night, at committee meetings, or speaking to groups — than I was sitting at the library. The library had more presence in the community, program attendance was up, and more business groups used our meeting rooms. I was out in the public communicating with anyone who would listen about what the library could offer. My definition of outreach is what I've just described — get out of the building and reach out to your community.

When was the last time you attended a conference or workshop that wasn't geared towards librarians? Are you a member of your local Kiwanis, Rotary, or other service organization? Do you read business publications and not just library journals? This too is outreach, getting out of the library world and seeing what's going on. Many of the ideas other industries are trying apply to the library as well.

I highly recommend *Fast Company* magazine and believe every library should subscribe. On its Web site, *Fast Company* describes the magazine as this: "charting the evolution of business through a unique focus on the most creative individuals sparking change in the marketplace. By uncovering best and "next" practices, the magazine helps a new breed of leader work smarter and more effectively. *Fast Company* empowers innovators to challenge convention and create the future of business."

Doesn't that sound a lot like what we want libraries to be?

Each year I am inspired by the LSTA grant list as I see what types of outreach and partnerships other libraries are fostering in their community. Outreach is more than home delivery programs, bookmobiles, and school liaisons. Is there a problem in your community? What can the library do to help solve the problem? The answer to this question results in some wonderful LSTA grant projects.

When you're doing great things, don't forget to communicate about them. How many times are you asked, "how's it going?" or "what's new?" and you respond, "not much" or "same old, same old"? There should always be something to say about the library, whether it's your new LSTA grant project, or when story time is starting, or another program the library is hosting, or what project the library is working on.

And when you communicate be sure to communicate with everyone, from the pages to the trustees. My library started a staff blog earlier this year and it's a great tool for us to keep each other informed of what's going on in various departments, what programs are coming up, and even staff birthdays for the month. Additionally, all blog posts are delivered via e-mail daily so no staff member has an excuse about not seeing something. In each board packet, trustees are given a monthly calendar, along with a separate program description list so they are also in the loop about what's happening at the library. Neither of these are radical ideas, but they help keep everyone informed.

I encourage everyone to become a loud librarian. Talk about what's happening at your library when you get a chance. Attend meetings and conferences outside of libraryland. Read various publications and see if you can apply any of the ideas to your own library. Get out of the building and reach out to your community. Then communicate, loudly, about it. **ILA**

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