

# REPORTER

ILLINOIS LIBRARY ASSOCIATION

JUNE 2012

VOLUME XXX ISSUE 3



# *The Illinois Library Association Reporter*

is a forum for those who are improving and reinventing Illinois libraries, with articles that seek to: explore new ideas and practices from all types of libraries and library systems; examine the challenges facing the profession; and inform the library community and its supporters with news and comment about important issues. The *ILA Reporter* is produced and circulated with the purpose of enhancing and supporting the value of libraries, which provide free and equal access to information. This access is essential for an open democratic society, an informed electorate, and the advancement of knowledge for all people.



## ON THE COVER

Carmen Slayton in spectacle wardrobe when she was with the Ringling Brothers & Barnum and Bailey Circus in the 1950s. This photo comes from the Sverre O. Braathen collection of Kodachrome slides at Illinois State University's Milner Library, Special Collections. To see more images like this, please go to: <http://tempest.lib.ilstu.edu/braathen.php>. See article beginning on page 4.

The Illinois Library Association is the voice for Illinois libraries and the millions who depend on them. It provides leadership for the development, promotion, and improvement of library services in Illinois and for the library community in order to enhance learning and ensure access to information for all. It is the eighth oldest library association in the world and the third largest state association in the United States, with members in academic, public, school, government, and special libraries. Its 3,700 members are primarily librarians and library staff, but also trustees, publishers, and other supporters.

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

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

See ILA calendar for submission deadlines for the *ILA Reporter*. Copy should be submitted by e-mail to [ila@ila.org](mailto:ila@ila.org). You are encouraged to include digital or film photos (black/white or color) and graphics (on disk or camera-ready) with your articles, which will be included on a space-available basis.

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# When the Circus Came to Town: A Community Builds a Collection

**S**pecial Collections in Milner Library at Illinois State University houses four magnificent collections: a Rare and Fine Book Collection, the Abraham Lincoln Collection of Harold K. Sage, a Children's Literature and Historical Textbook Collection, and a Circus & Allied Arts Collection. This last collection arguably has the strongest ties to the Bloomington-Normal community, with a history of feats in the air and a legacy left on the ground. It also has some of the most alluring and endearing stories, as these twin towns on the prairie served as home to many circus performers in the late 1800s and into the mid-twentieth century.

## FLYING HIGH

In the 1870s, two local brothers from the 4th Ward district of Bloomington saw some men putting up posters for a circus showing outside of town. Lured to the show, one of the brothers, Fred Greene, decided he would join the show for the season working as a roustabout. After returning to Bloomington in the late fall, he convinced his younger brother, Howard, to use their father's barn as a place to practice some early aerial tricks. They erected some rude rigging to do so, practiced, and then together, they went out to perform the next season.

No reports exist of their earliest performances, but year after year, the boys trouped, and their act – known most notably as The Flying LaVans – got better and better. While touring the states with circuses, the brothers helped to spread the word that Bloomington was a fabulous place to winter for those interested in aerial arts and specifically, trapeze. The barns, ice houses, vaudeville venues, along with the YMCA, were places that could support the rigging used to practice. Furthermore local train service and the reasonable cost of living – especially when compared to Chicago or St. Louis – made this community even more attractive. More and more circus folk started using the twinned cities as their winter quarters.

At the turn of the twentieth century, Eddie and Jennie Ward were a brother-and-sister trapeze act that helped transform the community into to a factory, pumping out dozens of “flyers,” as trapeze performers are known. They did so from their specially built practice barn, which once stood at 1201 East Emerson Street, near a circus-inspired eatery, the Grand Hotel. It has been estimated that nearly 90 percent of all trapeze acts in the early twentieth century were once booked from this community.

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## THE GREATEST SHOW ON EARTH

The Ward Barn was later owned by Art Concello, who eventually became general manager of the Ringling Brothers and Barnum & Bailey Circus. Concello started flying recreationally as an eleven-year-old youth when the local YMCA physical director, Clarence D. Curtis, pulled him off the streets, educated him about the dangers of nicotine, and taught him how to fly. Concello was a reluctant student initially, but after learning that there was real money to be earned if he became good enough at it, he embraced the craft.

He started touring professionally with circuses when he was sixteen, after dropping out of school. At eighteen, he wed Antoinette Comeau, a French-Canadian young woman whose sister, Mickie King, was a rising star as a single-trapeze aerialist. Art, Antoinette, and their catcher, Eddie Ward Jr., became the Flying Concello's, an act that advertised both a male and female flyer performing the triple somersault.

Concello's star grew brighter over time as he did what many thought was impossible: transitioned brilliantly from performer to heading up the combined Ringling Brothers and Barnum & Bailey circuses. He was so effective as a manager that Charleston Heston's role in 1952's Academy Award-winning film, *The Greatest Show on Earth*, was based on Bloomington's own, Art Concello.

## A COLLECTION TAKES ROOT

Aerialists moved from Bloomington-Normal to places like Sarasota, Florida in the mid-1950s. Milner Library's Circus & Allied Arts Collection was started in 1955 by then-library director Eleanor Welch. The purpose of this collection was to document the important relationship that existed between the twin cities of Bloomington-Normal and circus acts throughout modern history. It can be reasonably argued that the effect these circus performers had on Normal and Illinois State University resulted in the creation of the Gamma Phi Circus, the oldest collegiate circus in the United States, if not the world.

Instrumental to the growth of this collection has been the acquisition of outstanding private collections of enthusiasts and past performers. Illinois State University's Special Collections proudly holds over 8,000 books dedicated to circus — more than any other academic library. The earliest circus-related book is from Italy and is dated 1521. It details the steps needed to prepare horses for show in court. Equestrian acts were some of the first circus acts presented. Other notable books include *The Memoirs of Joseph Grimaldi*, "edited by Boz" — better known today as that prolific and popular Victorian literature giant, Charles Dickens. Our monographic holdings have drawn visitors from as far away as Japan and Australia.

International periodical holdings, programs, and posters are also a valued part of the collection which, along with route books, detail not only the circuit various circuses used to take each year, but often also provide the show's personnel, names of performers, and behind-the-scenes people. Prints, advertising pieces, and musical scores as well as recordings give the researcher a more global view of the show history. Financial ledgers, cashbooks, and contracts provide those interested in the business side of circus an insight into the successes and failures of people whose aim it was to make money by bringing entertainment to the agrarian-based country.

Correspondence, scrapbooks, photo albums, and slides give detail and dimension to lives spent traveling more than half the year and/or readying to do so. The slides are Kodachrome and their deeply-hued colors and the content of each have provided Milner Library's Special Collections with the most online traffic, easy to browse at *A Passion for Circus*, <http://tempest.lib.ilstu.edu/braathn.php>. Images from this site have been used by *The New Yorker*, ABC News' Photo Blog, Huffington Post, and some appeared in *Circus, 1870–1950*, published by Taschen, the notable illustrated book publisher. Along with photography enthusiasts, these images have helped circus model builders pursue their passions to recreate circuses of years gone by in miniature form.

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All these material holdings taken together help provide the foundation of this comprehensive circus research collection and give the researcher, scholar, and/or fan a glimpse into aspects such as the costuming, marketing, and staging a circus required to maintain its livelihood. The tremendous cultural impact circus had on the United States is difficult to articulate, but we welcome anyone who would like to try. **ILA**

If you'd like to view the Circus & Allied Arts Collection in person, call 309-438-2871 for an appointment. It's almost as good as a ride on a flying trapeze.







# Digital Roots: Community Approaches to Local and Family History

When asked why they attended one of the “Digital Local and Family History” workshops held in spring of 2012, responses were almost as many and varied as the participants:

*“Gives people a sense of belonging.”*

*“People are looking for roots and connection to family and place.”*

*“To understand where you came from.”*

*“Perspective on who people are and what they can do.”*

*“Preserving the past for future generations.”*

*“To preserve memories.”*

*“To preserve family history for my children.”*

*“To share history with others.”*

*“To learn about people from the past you could never meet.”*

*“To educate family, friends, and residents of their history.”*

*“To learn from the past.”*

People from public libraries, genealogical societies, historical societies, and local museums were joined by graduate students, graphic designers, and library patrons from the general public at these workshops. Presented by partnerships between public libraries and institutions of higher education, these workshops covered basic social and technical procedures for launching, building, and sustaining community-based digitization programs, ranging from digital libraries of local historical material, blogs, wikis, videos, social networking sites, and other means of representing and sharing community and family memory online.

As people become interested in researching their family histories, they also become interested in looking into local history. Family and local history go together, especially in services provided by public libraries. Innovative models are being developed by public libraries to meet this growing informational need, such as:

- Denver (Colorado) Public Library's *Creating Your Community* initiative (<http://creatingcommunities.denverlibrary.org/>). This project knits together a public library, municipal government, educational institutions, and historical societies around the creation of a participatory digital local history.
- Allen County (Indiana) Public Library's WeRelate genealogy wiki (<http://www.werelate.org/>). This project unites the public library and the Foundation for On-Line Genealogy, a Utah-based nonprofit, around the creation of an ever-expanding database of genealogical information.
- Local History Group of South Chicagoland (<http://groups.yahoo.com/group/localhistorygroupofsouthchicagoland/>). Formerly the Metropolitan Library System local history group, this body brings together librarians, archivists, historians, and other interested individuals interested in building, supporting, and sustaining local history projects.

As these examples show, innovative projects require partnerships that go beyond the walls of libraries, bringing together supporters of local and family history from related institutions and from the general public. As technologies change, public libraries can be at the forefront of change in developing new ways to help people find and share information about personal, familial, and local heritage.

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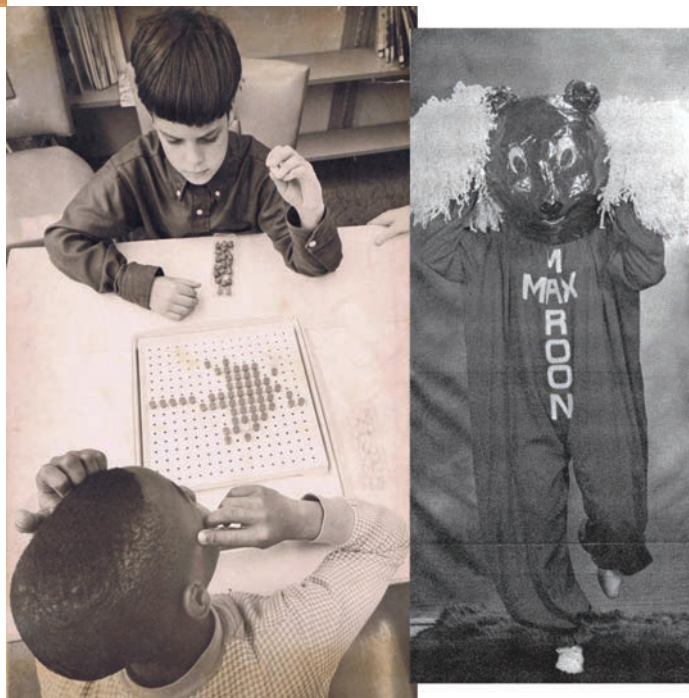
eBlackCU intern Adrian Rochelle (right) works with members of St. Luke C.M.E. to identify local history photographs in summer 2011.

## IT'S SOCIAL, NOT JUST TECHNOLOGICAL

The Digital Local and Family History workshops emerged out of the two-year eBlack Champaign-Urbana (eBlackCU.net) collaborative digitization program. In the eBlackCU project, students, faculty and staff from the University of Illinois at Urbana-Champaign partnered with local community groups, institutions, and citizens, including public libraries, to develop a publicly accessible digital library on African-American history in the Champaign-Urbana area. This project also produced digital exhibits, computer classes, public meetings, digital oral history events, and other public programming initiatives. Out of these projects, a manual was developed on how to build and sustain digital local and family history projects for use by other communities. This manual, available in draft stage at <http://manual.eBlackCU.net>, forms the basis of the workshop series run in spring 2012. A final version of the manual will be released in summer 2012, and will include both text and audiovisual tutorials and resources on developing digital local and family history programs.

Unlike other digitization tutorials, these workshops emphasize *social resources* for digital local and family history. Social resources refer to things like volunteerism, the willingness to donate technical equipment and technical know-how, and the willingness to donate local and family history information and memories into collaborative projects. A belief guiding this project is that the tools needed to build digital local and family history projects are increasingly all around us. We need to figure out how to mobilize the resources of our communities and families to build a renaissance of cultural heritage in which no voices are left out. For example, supporting community digitization projects in Champaign-Urbana required the purchase of very little equipment. Using preexisting multipurpose photocopiers at the University of Illinois and a local high school, and flat-bed scanners at a local church, we were able to digitize tens of thousands of pages of local historical material on a relatively small budget.

“Digital representation is fast becoming the norm as the information society continues to develop.”



In this image from the eBlackCU digital library, local history information is being brought together and shared in new ways. Photo courtesy Champaign County Historical Archives and Champaign Central High School.

“Digital representation is fast becoming the norm as the information society continues to develop. Our project, eBlackCU, is a case study of how this can be done for the historical and cultural heritage of an urban African-American community. This methods manual will enable us to share our project with others who want to launch a digital memory project. A grant from the Illinois Humanities Council is enabling us to hold workshops in different local communities to begin this process. Our basic partner will be the local library,” said Professor Abdul Alkalimat, who serves as principal investigator of this grant-funded project.

## SHARING METHODS AND RESULTS

The workshops are organized around six steps:

- **Getting organized** — how to mobilize people and technology in your community around digital local and family history.
- **Finding the information** — determining what types of information your project will focus on and beginning to identify where that information exists.
- **Digitizing the information** — technical steps needed to digitize and aggregate diverse information sources, including print, photographs, audiovisual, born digital, and artifactual.
- **Sharing the information with others** — developing ways to begin sharing digitized information, both online and in face-to-face settings.
- **Building a digital library** — developing a digital library for all the information gathered, using free, open-source tools like Omeka (<http://omeka.org/>).
- **Building collaboration & sustainability** — embedding digital local and family history projects into the ongoing lives of communities to ensure their sustainability.

## FILLING A FUNDING GAP

The need for this type of workshop came from a realization that in times of declining budgets, support for digitization and for cultural programming around local and family history in public libraries is at risk. The Illinois State Library (ISL) has been unable of late to provide funding for digital imaging grants through its Library Services and Technology Act (LSTA) funding, a source which in the past provided support for public and college libraries to launch digitization projects. In this economic climate, local and family-based projects need to find resources within their social networks to build and sustain online local and family heritage. It is the hope of this initiative that these workshops, and the online manual that results from them, will be of use to individuals interested in doing this type of work.

From February through May of this year, workshops and presentations have been held at the University of Michigan; Kankakee Community College (co-sponsor Kankakee Public Library); Indiana University-Indianapolis; University of Illinois at Urbana-Champaign; Danville Area Community College (co-sponsor Danville Public Library); Eastern Illinois University, Charleston; University of Illinois, Chicago (in conjunction with the eChicago 2012 conference); and Carbondale Public Library. The purpose of these workshops is to spread knowledge about how to “do” digital local and family history in this new environment, to hear from people about the issues they are confronting, and to fine-tune our online manual to support these types of initiatives in the future. ■

Anyone interested in learning more about these workshops or the online manual is welcome to e-mail project director Noah Lenstra at [nlenstr2@illinois.edu](mailto:nlenstr2@illinois.edu) for more information, with a special invitation to public librarians trying to develop new ways to share and preserve local and family history.



Participants in “Digital Local and Family History” workshops held in spring 2012; from top left, clockwise, Indiana University-Indianapolis, University of Illinois at Urbana-Champaign, Kankakee Community College, Danville Area Community College, and University of Michigan. Not pictured: Eastern Illinois University, University of Illinois at Chicago, and Carbondale Public Library.

**Author’s Note:** The workshop series is a project of the GSLIS’s Community Informatics Research Laboratory with financial support from the Illinois Humanities Council and additional support from the university’s Office of the Vice Chancellor for Public Engagement. Professor Abdul Alkalimat and Assistant Professor Kate Williams oversee the workshops, led by Noah Lenstra, a PhD student in the program and author of this article.

# All Work and No Play: Public Meets Private

I had been a corporate librarian at Scot Forge Company for two years before I started to look at my public library's event calendar. With more than a little envy, I started feeling as though the public librarians were having all the fun organizing exciting programs and events.

Corporate libraries are important information hubs that contribute to the bottom line and deliver exceptional services in the work place. This does not mean that they cannot encourage recreational reading or host interesting programs. It took a while to learn this, and to take some cues from the librarians I envied, but then it was time to start developing unique and relevant programs for Scot Forge employees.

Adding programs to your corporate library's services increases the library's presence in the company, generates positive experiences employees will talk about, and is just plain fun. The key is to design simple, self-managing, and low-cost programs with an element of professional development or building company loyalty. Managers will be hard-pressed to argue against them. Start with some of the examples below ... and then check out your public library's event calendar for more inspiration.

## WINTER READING PROGRAM

Yes, it is possible to host a winter (or summer) reading program in the corporate library. I created Scot Forge Reads, a reading program that ran from January through March this year. Employees read any book and turned in a review sheet, which became their entry into biweekly drawings for small prizes. If they read a work-related title, they also received two hours toward an education bonus our company offers. At the end of the event, a grand prize was drawn from all of the review sheets and an additional prize was awarded for the most books reviewed. All participants received a book bag printed with READ (in our company plaid!) and a booklet of the reviews.

Bookmarks, flyers, and e-mail blasts advertised the program. A bookcart full of books from the library and popular fiction donated from employees was placed in the lunchroom along with review sheets and a dropbox. The program required a few hours for planning and design, and less than an hour each week to maintain. Thirty people participated in the program.

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## AUTHOR TALKS/MEET THE AUTHOR

From authors of company research and white papers to employees who have contributed to their field by publishing journal articles and research, chances are there are several published authors just down the hall. Bring one or more in to the library for a thirty-minute talk and discussion during lunch. A casual discussion about their research and the publishing process will be more appealing than a formal presentation.

Food always draws people, especially at lunch time, so serve cookies or snacks while encouraging attendees to bring their lunch. If spending on snacks is not an option, whip something up or purchase them yourself. I cannot emphasize the difference this will make. Getting employees to associate the library with a positive experience (cookies) will bring them back when they need assistance. Trust me, the reputation of the library will not be degraded by serving cookies, as long as the context is appropriate and interesting.

## E-READER BASICS

Introduce the library's e-book collection by inviting employees to bring in their e-readers for a hands-on tutorial on how to download e-books, articles, and other documents. If possible, show tablet, iPad, and smart phone users how to access the library catalog from their device. No e-book collection? Host the program during lunch and show employees how to access their public library's e-book collection or use a website like Project Gutenberg.

## DISPLAY CASES/EXHIBITS/ BULLETIN BOARDS

If the library also functions as the company archive, then this is easy. Pull out the photographs, research, and ephemera and create interesting displays of company history. Or choose a theme and incorporate historical company pictures or items. A good example for manufacturers is the evolution of safety. Compare photos and equipment from the archive of men welding with short sleeves and small glasses in the 1940s with today's long-sleeved, flame-retardant shirts and full face masks.

Even if your library is not the company archive, there is still a good chance you have something interesting in the collection that is begging to be displayed. My company library, for example, is the home of a spectrometer and prism. They could just stay in the box or they could be displayed with information about how light refraction is used in our quality department during inspections.

If the display space is in the break room or a high-traffic area outside the library, make sure it is clear that the display was created by the library. Get the credit, don't let the compliments go to HR or have an employee go to engineering to ask for more information.

Developing programs for your corporate library is a great opportunity to use your creativity and to partner with other departments. In the end, your efforts will help embed the library in the corporate culture. And remember to add these new programming experiences to your resume; leverage these skills for professional association committee opportunities, and they may be useful in the event of a career change. Who knows, maybe your local public library will even start looking to you for some program ideas. **ILA**

“Even if your library is not the company archive, there is still a good chance you have something interesting in the collection that is begging to be displayed.”



# Library Jobline of Illinois



<http://www.ila.org/jobline>

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# Future of Illinois Library Cooperation: Exploring Effective, Efficient Service Models

The full text of the report prepared by The Galecia Group, focusing on next steps for materials delivery and other areas for potential statewide collaboration, was posted on the ILA website for review and comment on February 10, 2012. A series of meetings were held in March with Lori Ayre, the report's primary author, and stakeholders representing the two merged systems, Chicago Public Library System, the Illinois Library Delivery Service (ILDS), and other stakeholders.

The report was prepared for the Illinois Library Association (ILA) with funds awarded by the Illinois State Library (ISL), a division of the Office of the Secretary of State, and provided by the Institute for Museum and Library Services (IMLS) under the Federal Library Services and Technology Act (LSTA); LSTA Grant 11-1008.

The executive summary follows and the full draft report is available at <http://www.ila.org>

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## EXECUTIVE SUMMARY

### Background

In 2010 and 2011, regional systems in Illinois—the main instrument of cooperative library services—underwent major restructuring as a combined result of budget constraints and a changing environment. Before and as these changes were occurring, the Illinois Library Association (ILA) began convening groups of stakeholders to plan and provide for cost-effective responses to these changes that would best serve Illinois library patrons.

The initial effort was a statewide planning process that developed five priority areas for cooperation: Delivery, Shared Catalogs, Group Purchasing, Library and Professional Development, and Advocacy/Marketing. Subsequently, the Illinois State Library (ISL) awarded an LSTA grant to ILA to investigate new service models, especially in the area of materials delivery.

Delivery was identified as a priority because it is of great value and it is one thing that libraries truly cannot do without collaboration. The delivery study, as the project has come to be known, was developed with input from representatives from both former and newly merged library systems, Illinois Heartland Library System (IHLS) and Reaching Across Illinois Library System (RAILS); Chicago Public Library System (CPLS); Illinois Library Delivery Service (ILDS); Illinois State Library (ISL); and other interested parties.

### Parameters of the Study

In order to prevent any possible future conflict of interest, the study was limited to investigation and documentation of current conditions and did not allow contact with vendors or the issuance of an RFP/RFI to providers. Initial information was gathered and shared via a wiki in early 2011, a stakeholders' meeting was held in April 2011, and a consultant RFP was issued. Lori Ayre of The Galecia Group, an experienced delivery consultant based in California, was awarded the consulting contract in August 2011.

The purpose of engaging an outside consultant with delivery expertise was twofold: to bring in a neutral party to provide analysis, as well as bringing examples and best practices from around the country. In addition to reviewing the current state of delivery in both the north and south, as well as through ILDS, the report addresses issues such as

- Sorting
- Coordination
- Shared ILS (Integrated Library System)
- Route optimization
- Equipment
- Logistics/transportation

This report, in and of itself, is not an implementation plan, but provides information and analysis to be used in developing such a plan. Implementation will have to be undertaken by those with decision-making authority, i.e., the systems and the state library. The recommendations section makes specific suggestions to improve and remedy existing conditions, as well as providing incremental steps and sequence for implementation. The recommendations are intended to provide information to decision makers at the systems and ISL as they plan for a new delivery environment.

Throughout the fall of 2011, the consultant conducted interviews, presented preliminary findings at the ILA Annual Conference, and developed “delivery profiles” for each of the former regions to assess costs, needs, capacity, etc. The consultant's report includes extensive information on delivery practices in libraries across the country, data and cost comparisons on current delivery costs in Illinois, and a series of recommendations on how to migrate to a new model that utilizes existing resources to minimize costs and maximize the patron experience, including how materials are requested as well as delivered.

In early March 2012, the consultant and ILA held a series of meetings with representatives from RAILS, IHLS, CPLS, ILDS, and ISL. These sessions were intended to solicit reactions and additional input to the report, as well as transfer this process to the parties directly responsible for future research, evaluation, and implementation (i.e., systems and state library). The meetings were constructive and while they did not result in any major changes in the report's findings or recommendations, they offered an opportunity for clarification, provided additional information, and created a dialogue that is reflected in this final draft.

Other priority areas of the initial FILC report are addressed in the third section, and include discussions with a California-based project and other collaboratives to explore group purchasing, as well as possible roles for cooperation between ILA, ISL, and other library agencies in providing continuing education and professional development for libraries, librarians, and trustees.

## KEY FINDINGS

Resource-sharing is complex. Illinois has a long history of strong state-level support for shared catalogs and delivery services. But as populations grow and resources decline, new models are needed. The consolidation of regional library systems is part of this, with implications at the operational and individual library level, and a goal to minimize the impact on patrons. This study begins from the premise that the purpose of delivery is to support resource-sharing, and the findings and recommendations stem from that fundamental premise.

The sample surveys that were conducted as part of this study reported a high level of patron satisfaction with current delivery services, but the underlying assumption is that costs must be contained in order to continue to provide sustainable and equitable service in the future. While the study does not cost out specific proposed operational or capital expenditures, it does make significant strides in providing metrics to evaluate current costs to compare to other models and best practices.

The following list attempts to capture key characteristics, trends, and directions of current practice as the former regional systems have begun to merge.

### **One-Size-Fits-All Solution Will Not Work**

- Academic library delivery needs are different from publics
- Large public library needs differ from small publics
- Geography, individual library policies, and philosophical views of resource-sharing all play a role in differentiating “ideal” delivery for each library

### **Existing Models Are Heavy on Administration and Overhead, Short on Some Critical Information**

- Too many hubs, too many delivery managers, not enough coordination (consolidation is under way)
- Overall lack of comparable data, especially in terms of true delivery volume and sorting metric

### **Lack of Shared Vision and Practice**

- Inconsistent resource-sharing practices
- Not enough sharing of “best practices”
- Inconsistent reporting methods
- Inconsistent methods for packaging and transporting and labeling material

### **Resource-sharing (ILL) System Beyond the Shared ILSs Is Cumbersome**

- Unintuitive and difficult for users unless on shared ILS
- All requests beyond shared ILS must be staff mediated

### **Inefficiencies in Operations**

- Routes
  - Not optimized (without knowledge of pickup and delivery volumes, can't optimize)
  - Inefficient use of delivery vehicles and drivers (some overlapping routes)
- Sorting
  - Presorting in libraries is generally inefficient, expensive, and takes up valuable in-library work space, even if it does sometimes allow for same-day delivery
  - On-truck sorting is generally inefficient and expensive and takes up valuable driver time
  - Sorting in most regional hubs is less efficient than it could be, based on reported sorting rates
- Containers
  - Inconsistent and often not optimal for transport and safeguarding material
  - Too much packaging; uses up too much space in libraries and trucks
  - Difficult to handle
  - Process of preparing outgoing material is unnecessarily complex
  - Even if pickup and delivery volume were known, different container types make it impossible to predict when vehicles are full

## KEY RECOMMENDATIONS

### **Establish Illinois Logistics Coordinator (or develop mechanisms to coordinate)**

- Create statewide standards
- Share best practices and provide ergonomics guidelines
- Track delivery volume and performance of delivery services
- Provide ongoing monitoring and evaluation of delivery services
- Guide implementation of recommendations adopted from this report
- Seek opportunities for collaboration among systems

### **Move IHLS to Shared ILS (under way at time of the study)**

- Makes resource-sharing much easier for patrons and staff
- More control over how requests are handled

### **Consolidate RAILS into Fewer Shared ILSs**

- Explore overlay of consortial ILS, especially within RAILS (e.g., Evergreen)
  - Provides options for stand-alone libraries
- Potential to reduce and/or consolidate overall number of shared ILS operations

### **Optimize Sort Operation for Each Shared ILS**

- Standardize practices, adopt Lean methodologies
- Evaluate label-less sorting, implement where possible
  - Eliminates need for presorting and labeling by library staff for all items within shared ILS system
  - Items sorted at regional hub associated with shared ILS by reading bar codes
- Evaluate batch level check-in of delivery (aka tote manifesting)

### **Explore Modified ILDS for Implementation in RAILS**

- ILDS handles daily delivery
- Items sorted at regional hubs (reduce number of hubs)
- Projected savings of \$240,000 in delivery expenses
- Provides proxy/pilot project approach to partial/selective outsourcing

### **Reduce Number of Sorting Hubs/Facilities at Both RAILS and IHLS**

- More than one shared ILS can be served by a single hub
- Fewer needed to support overall consolidation of system services, etc.

### **Standardize Delivery Frequency**

- Establish standard five-day-per-week stops where applicable
- All others to be on-demand
- Eliminates delays caused by some stops not receiving daily pickup

### **Evaluate Outsourcing Options**

- Develop mechanisms to evaluate costs and benefits of outsourcing some or all of the delivery service (transport only, transport + sort, on-demand vs. scheduled, etc.)
- Objective is to fairly evaluate options and ensure that in-house system is competitive, whether or not you choose to outsource

### **Standardize at State Level**

- Use standard codes, totes, and packaging (could eventually streamline intra-system delivery)
- Set standards for service levels in order to provide equitable service statewide and seek commitment from participating libraries to support (pull requests daily, etc.)

### **Implement State-of-the-Art Resource-Sharing System for State**

- State-of-the-art systems improve staff workflow with circulation interoperability
- State-of-the-art systems improve patron experience with self-service
- Examples include Relais D2D, OCLC Navigator, Auto-Graphics AGen Resource Sharing, and Fulfillment (not yet released)

## CONCLUSION

Following the release of a draft version of this report, the consultant and representatives from ILA and ISL held meetings with staff and board members at Burr Ridge, Decatur, and Chicago Public Library. The meetings were video-conferenced so that stakeholders could attend their local meetings in person as well as the meetings in other regions via video conference. A participant list is included in this report as a start on building a network for information sharing.

The meetings provided an excellent opportunity to ensure that the report was as accurate as it could be, given the moving targets of the merging systems. But more importantly, the meetings became an opportunity for all the key players in the state to think collectively about resource-sharing and delivery.

Many of the recommendations call upon the Illinois State Library and the entities delivering the resource-sharing solutions (e.g., LLSAPs and other shared ILSs as well as the delivery operations and those handling the traditional ILL transactions) to think more broadly about the goals of resource-sharing in the state of Illinois. Whereas the state has traditionally been a leader in this area, it has now lagged a bit behind when it comes to resource-sharing beyond the shared ILS. It will take leadership on the part of the regions and at the state level to shift into a new level of resource-sharing that works not only for those on a shared ILS but for the stand-alone libraries as well. It is now possible to build more robust relationships between shared ILSs to further extend the reach of all libraries.

The current delivery operations have been designed around the LLSAPs and to some degree the shared ILSs. This makes sense because roughly 90 percent of all materials movement tends to happen within the confines of the shared ILS membership. Discovering and requesting material in a shared ILS environment is very easy and this is what drives delivery. As the tools used by patrons improve across the shared ILS systems and as stand-alone libraries join in (e.g., by participating in the recommended consortial ILS), all these delivery patterns will change. If an ILL product that supports patron-initiated ILL transactions is implemented, this too will change delivery patterns (and increase volume dramatically outside of the shared ILSs). In other words, it is important that the delivery operations that are developed out of this process are designed for change.

Between the changing patterns of physical delivery as determined by the resource-sharing tools being used and the unknown effect that downloadable media and e-books will have on physical delivery, it is important to remain vigilant about the capital investments made to physical delivery. In many cases, using some outsourced services can not only reduce cost but also provide more flexibility. It will be important to continually monitor the effects of these changes to ensure that the best possible delivery choices continue to be made.

## NEXT STEPS

Several areas of this evaluation will be informed by additional review and analysis because the data used had to be estimated in some cases, and had only recently been collected. As the report is digested and implementation begins, this will take place as a matter of course.

The timing of this study was designed to support the merger of several delivery operations (and other services) into two new regions: IHLS and RAILS. Over the course of the study, the process of merging these systems had begun and, as a result, some of the information in this report is already outdated. In some cases, the process of gathering this information and working with various stakeholders helped inform their efforts. The hope is that this report serves as a planning document that will support their ongoing work.

The recommendations include suggestions for sequencing, (e.g., which things make sense as initial steps because they are either lower-cost or provide information for subsequent steps, etc.). A timeline for implementation is beyond the current scope, in part because ramifications associated with some of the recommendations go beyond delivery, and need to be taken into account in the larger context of the overall situation.

The recommended next steps include:

1. Formalize the coordination of delivery statewide. Whether this takes the form of a statewide logistics coordinator or other means, better coordination between delivery operations can address some of the concerns: standardized containers, labels and codes, shared best practices, support for optimizing routes, and good metrics for reporting delivery volume, costs, and a baseline for comparing in-house services to outsourced options.
2. Evaluate the long-term objectives for resource-sharing in Illinois in terms of the tools used by patrons and staff. Extending resource-sharing opportunities for stand-alone libraries and between shared ILSs may require a commitment at the state level.
3. Support each of the newly merged systems as they work to consolidate and optimize their operations. While outsourcing is something that should always be on the table as an option, it makes sense to allow some time for each delivery service to adjust to the changes and identify best practices from each of the former hubs. Outsourcing, or partial outsourcing, may or may not be a better solution but it can only be determined after seeing what can be accomplished with the new entities.
4. Pilot projects aren't specifically identified in the report, partly because they can be costly to implement and the scale sometimes required to evaluate results can make them impractical. But modeling potential redesigns using existing information and criteria can be a useful and productive way to explore options, such as the "modified ILDS" recommendation. Similar logic might be applied to other recommendations ranging from consolidation of ILSs to label-less sort options.

# 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.

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# ANNOUNCEMENTS

## 2012 ELECTION RESULTS

### VICE PRESIDENT/PRESIDENT-ELECT:

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**468 Su Erickson,**  
Robert Morris University, Aurora  
  
373 Jocelyn Tipton,  
Eastern Illinois University, Charleston

Su will begin her three-year term on July 1, 2012, running through June 30, 2015.

Board of Directors (three-year term beginning July 1, 2012 — June 30, 2015). A candidate from each pairing will be elected in accordance with the ILA bylaws as amended at the 1998 ILA Annual Conference.

### DIRECTOR-AT-LARGE:

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**556 Carol Reid,**  
Heartland Community College, Normal  
  
272 Anthony Glass,  
Eureka College

### DIRECTOR-AT-LARGE:

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**447 Susan Westgate,**  
Bartlett Public Library District  
  
401 Amber Creger,  
Chicago Public Library

### DIRECTOR-AT-LARGE:

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**515 Becky Robinson,**  
Galesburg Senior High School  
  
318 Jeremy Dunn,  
Chicago Public Schools

### DIRECTOR-AT-LARGE:

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**555 Leora Siegel,**  
Chicago Botanic Garden, Glencoe  
  
279 Ann Lee,  
Dow Jones and Company, Chicago

### ALA COUNCILOR:

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**423 Denise Zielinski,**  
Joliet Public Library

422 Allen Lanham,  
Eastern Illinois University, Charleston

This was the eighth year that ILA experimented with electronic voting.

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

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

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

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

## AMERICAN LIBRARY ASSOCIATION ELECTION STATISTICS

As a point of comparison, in the 2012 American Library Association (ALA) election, with 52,866 eligible to vote: 11,248 voted (21 percent).


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

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

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

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

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



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## 2012 NATIONAL LIBRARY LEGISLATIVE DAY

Registration Numbers for National Library Legislative Days

Year	Illinois Attendance	Total Attendance
2012	27	361
2011	25	361
2010	81	2,000
2009	53	410
2008	52	405
2007	76	422
2006	68	525
2005	62	480
2004	58	500
2003	49	450
2002	68	450
2001	81	444
2000	76	500
1999	90	600
1998	78	450
1997	73	500
1996	62	500
1995	58	450
1994	60	500
1993	59	No Data
1992	46	550
1991	50	550
1990	50	550

## ILLINOIS LIBRARY DAY

Registration Numbers for Illinois Library Days

Year	Attendance
2012	62
2011	no event
2010	no event
2009	142
2008	209
2007	338
2006	581
2005	259
2004	337
2003	346
2002	352
2001	313
2000	358
1999	no event
1998	no event
1997	no event
1996	83
1995	86
1994	153
1993	175
1992	211
1991	284
1990	unknown

Attendance by the ten most populous states: California 19; Texas 4; New York 6; Florida 3; Illinois 27; Pennsylvania 8; Ohio 12; Michigan 9; New Jersey 8; and Georgia 3. Total attendance 361.

The Illinois delegation requested our elected officials to support the following issues:

- Support the U.S. Institute of Museum and Library Services;
- Protect Individual Privacy and Personal Reading Records;
- Support the E-rate Telecommunications Discounts in the FCC's Universal Service Program; and
- Support Bipartisan Legislation Expanding Access to Federally Funded Research.

**Key Messages:** Maintain library funding in the budgets of the Secretary of State and the Illinois Board of Higher Education, including:

Library Equalization Aid Grants  
 Public Library Per Capita Grants  
 School Library Per Capita Grants  
 Library System Grant Funding  
 Illinois State Library  
 Library Capital Projects  
 Academic Library Collections

**OPPOSE Senate Bill (SB) 2073 and Senate Bill (SB) 2862**

Senate Bill 2073, sponsored by Rep. Jack D. Franks (D-63, Woodstock) would reduce the revenues available to local taxing districts in tax-capped counties. This same proposal is also contained in Senate Bill 2862, sponsored by Senator Martin A. Sandoval (D-12, Chicago). SB 2073 and SB 2862 will directly affect libraries in property tax-capped counties with declining assessments by not allowing for an increase in the property tax extension, ignoring escalating budget factors that are beyond the control of the library such as insurance programs (property, liability, unemployment, workers' compensation), employee benefits, fuel supplies, etc.

# Sally in Libraryland



Sometimes when I'm going about my life, for no apparent reason two concepts will collide in my brain. The result can be as odd a combination as guava and liver (which I have never experienced personally, but it sounds...odd) or as wonderful as peanut butter and chocolate. I move past the odd ones as quickly as I can, and I ponder the delicious ones for as long as I can.

So when Women's History Month and National Library Week popped up together in my brain, it was instantly delicious — like champagne and chocolate, even — and I'm taking this opportunity to share some of the deliciousness with you!

I realized that my entire library career — right to this moment — has been nurtured, shaped, enhanced, and expanded by a phenomenal number of women. Most of them, initially, were a generation ahead of me. Lately I am delighted to have in my network many younger women from whom I learn a lot about a lot of things.

It's no surprise to anyone reading this that libraries operate in a female-majority universe. Library history tells me that it was not always thus, but it's been so long since that change occurred that I have no experience of it. Beginning with my local branch library when I was so small I couldn't get my books up on the circulation desk without help, librarians have improved my life in ways I probably don't fully appreciate even now. And with few exceptions, they were women. Rest assured that I am grateful for the men I encountered as well, and as I keep telling my tall, WASPy husband, when Men's History Month is a separate event instead of the way we live our lives, I'll celebrate that, too.

I have had major mentors — the woman at Indian Trails who went to library school as a career changer and then encouraged me to do it, too; the woman who showed me how to be a Head of Adult Services somewhere, someday; the woman who took a chance and hired me to be a moonlighting reference librarian, when I finished school and there wasn't a librarian position open at my library.

And there are ad hoc mentors liberally lining my path: the librarian who said, "Of course you can do this," when I didn't think I could; all those creative-thinking problem-solvers who somehow managed to find a way to get important things done

with no time, no money, and no staff. Most of them didn't realize they were mentoring me — because I'm not sure I always did. "Here — you should propose a program for ILA." "It's your turn to go to PLA — make your plans." "You can do that if you get some money for it — go looking for a grant." "I expect you to serve on a professional committee — pick one and go after it."

And so many more. The woman — long gone from ILA — who asked if I'd write this column, when my track record for writing was sparse. The very first woman who called to ask if I could come speak at their staff day! Women from a startling number of states who have contacted me to see if I could come talk to them, or write for them. The women who run for election to leadership roles in all our library organizations, and showed me the importance of being involved.

And the younger women in my network? They've helped me come to terms with all things in the library universe that were invented after I turned forty, and that's a lot of things. They recommend books that I might never have read on my own, and I've loved them. They keep ILA humming along, and ALA and PLA, and ask me to do things ever so slightly out of my comfort zone, and I'm glad. They are generous with their time and energy, and their passion for libraries — whatever position or organization they're in — reassures me that although the ride through the current stage of disequilibrium will clearly be a bumpy one, our libraries will prevail.

In return for all the benefits I have reaped from these ordinary, extraordinary women, I am even MORE conscious of ways that I can reach out and help someone else. I am beside myself with glee about the page I hired who is a manager now, the entry-level librarians who are department heads or directors, the newly professionally active who ask really good questions and accomplish really good things, and women who find their path partly due to informational interviews we've had.

Yep — women and libraries, champagne and chocolate. Women's History Month and National Library Week will be long past by the time you read this, but the deliciousness continues.

Agree? Disagree? Better stories? Tell me! You can reach me at [sallyinlibraryland@yahoo.com](mailto:sallyinlibraryland@yahoo.com). 



## ◀ MY TURN ▶

| Eve Kirk, Cherry Valley Public Library District |

# Back to the Future with Digital Images

**B**ack in 2001, the Cherry Valley Public Library District applied for and received one of the first Educate & Automate grants from the Illinois State Library to digitize a group of historical photographs. The remarkable thing about Cherry Valley is that it is, well, in many ways unremarkable — a typical, small Illinois community. Our photographic images portrayed the people, homes, schools, churches, businesses, transportation, and social aspects of a quintessential Illinois small town. As a former museum director, I was thrilled to receive the grant, and a decade later, feel satisfaction when I consider our accomplishment. Would I recommend you take on such a project? You bet!

- **Back to the future.** What was old in libraries — preserving material for future generations — is new again, as a service for which the public library is uniquely poised.
- **Staff will gain new skills.** While scanning and working with photographs is not as “new” as it was more than a decade ago, it’s still a relatively untapped service area for many libraries. Selecting what to digitize, creating a title, adding keywords and dates that work with the Illinois Digital Archives search mechanism is time-consuming, but rewarding.
- **Become a “locavore” with history.** Buying “local” in the purchase of food products and business services is so *au courant*. Take advantage of that trend. Historical societies are often filled with volunteers with the desire, but not the expertise, to conceive of and complete such a project. The library’s professional assistance can be an invaluable community resource in the saving of local history.
- **Gain respect from your older library customers and attract their friends who don’t currently use the library.** As people age, they like to remember the past. The library can engage this important group by partnering with them in saving their most important photographs or oral memories. As an added bonus, the digital images or audio you have saved can be parlayed into some interesting, well-attended library programming.

- **Credibility with elders can lead to gifts.** Volunteers, memorials, and donations to the library were unintended but rewarding consequences of the project. The stature of our local historical society was greatly enhanced by this project, so much so that the village of Cherry Valley granted them a \$1 per year lease to use the 1899 historic old village hall for their activities.
- **Provide an easy portal for children’s local history projects assigned by your school district.** As a result of the project, all Cherry Valley historic photo records are searchable within the library’s catalog as a group (Cherry Valley Historical Collection) or as individual items. (Try this: <http://www.niclibraries.org/> with the keywords “mill” and “tornado.” Neat!)
- **It’s the right thing to do.** Often, public libraries these days are very focused on best sellers, e-books, and new technologies — current services that our patrons want and demand. However, we need to remember that the public library as a community treasure is also exceptionally positioned to preserve what every community needs — a sense of its unique characteristics and heritage as defined by its past.

Where will you find the money? Well, next to projects for little children, I believe the preservation of local history ranks right up there. Local clubs, local businesses, even individuals will help you with the extra dollars you may need for staff time and a few pieces of equipment or software. Write up a good plan, present it with enthusiasm, and it will happen! Set a realistic timeline. Announce the conclusion of your project with fanfare. Set a program date to show the public what you’ve accomplished. Then be prepared to bask in grateful adulation. **ILA**



# Preparing Future Librarians to Serve Our Diverse Communities

**O**ur nation's libraries serve increasingly diverse communities. Often, librarians need to offer resources in multiple languages and create programs and services to meet the lifelong learning needs of patrons from a variety of cultural and linguistic groups.

Future librarians enrolled in the fully online, ALA-accredited Master of Library and Information Science (MLIS) program at the San José State University School of Library and Information Science (SLIS) have a unique opportunity to study cultures and languages as they prepare to serve diverse communities.

In partnership with the Department of World Languages and Literatures at San José State University (SJSU), SLIS is launching a new, fully online Chinese language and culture course in Fall 2012. The Chinese course builds upon a pilot project launched last year, when the two SJSU departments partnered to introduce interdisciplinary, online courses in Spanish and French for SLIS students.



“We are delighted to offer these courses, which help students understand how to communicate cross-culturally, how to develop a collection of library resources to serve non-English speaking patrons, and how to develop library services

that meet local needs,” said Dr. Linda Main, SLIS associate director.

The Chinese, Spanish, and French courses complement the robust curriculum that prepares SLIS students for numerous exciting career pathways. More than 200 course sections are available each semester, providing students with a wealth of options when choosing electives.



The School will continue offering other elective courses aimed at learning to serve diverse communities, including a new intercultural communication course, as well as scholarship programs for individuals from traditionally underserved communities.

The San José State University School of Library and Information Science offers two fully online master's degrees, a fully online certificate program, and a doctoral program: Master of Library and Information Science (MLIS), Master of Archives and Records Administration (MARA), Post-Master's Certificate in Library and Information Science, and the San José Gateway PhD Program.

Let the learning begin:  
[slisweb.sjsu.edu/ila](http://slisweb.sjsu.edu/ila)



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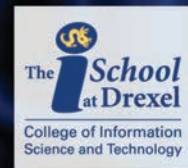
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