

REPORTER

ILLINOIS LIBRARY ASSOCIATION

JUNE 2015

VOLUME XXXIII ISSUE 3

Written By

LEMONY SNICKET

THE COMPOSER

IS DEAD

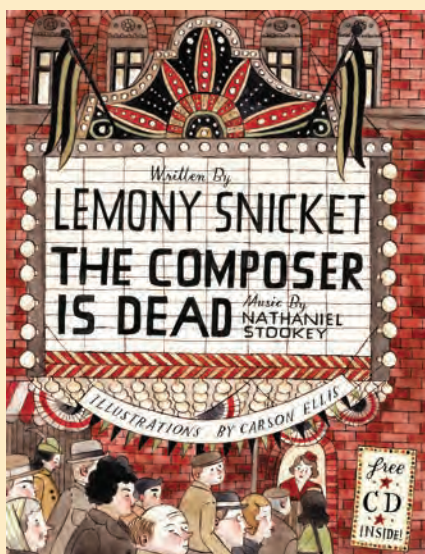
Music By
**NATHANIEL
STOOKEY**

ILLUSTRATIONS BY CARSON ELLIS

free
★
CD
★
INSIDE!

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

Lemony Snicket Is Coming to Peoria!

According to a 2009 book by the same title, the composer is dead. . . .but Lemony Snicket is alive and well and coming to Peoria! Daniel Handler—aka Lemony Snicket—will be the Closing Session Speaker at the 2015 Illinois Library State of Mind Conference on October 24 at 3:00 P.M. Snicket's *The Composer Is Dead*, illustrated by Carson Ellis, is a delightful send-up of a police inspector in a bowler hat, investigating the instruments of the orchestra to discover who murdered the composer.

The text delights in characterizing the players: the First Violins have the trickier parts but the Second Violins are more fun at parties, and the Trombones take the French Horns out to the club to cheer them up. The Tuba is a confirmed bachelor and plays cards with his landlady, the Harp. Ellis's period-piece illustrations range from stark pen and ink to sepia and tinted watercolors, and the whole thing is accompanied by a CD with original score to accompany a reading by the author.

You'll have to read the book to find out who and how all the composers—including unfinished Schubert and incomprehensible Schoenberg—end up dead. And it's a perfect addition to this summer's iREAD theme, Read to the Rhythm!

To hear more from the pages of Lemony Snicket, register to attend the 2015 Illinois Academic, Public, School, Special Libraries Conference at librariesillinois.org.

Cover courtesy of HarperCollins Children's Books.

The Illinois Library Association is the voice for Illinois libraries and the millions who depend on them. It provides leadership for the development, promotion, and improvement of library services in Illinois and for the library community in order to enhance learning and ensure access to information for all. It is the eighth oldest library association in the world and the third largest state association in the United States, with members in academic, public, school, government, and special libraries. Its 3,200 members are primarily librarians and library staff, but also trustees, publishers, and other supporters.

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

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

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

CONTENTS

FEATURES

- 4 **THE WAY WE WORK**
by Anthony Auston
- 8 **IT'S THE LITTLE THINGS THAT COUNT**
by Anthony Glass
- 10 **TOP TEN TIPS TO DELIVER ON "YES"
WITH YOUR STAFF**
by Michelle Petersen
- 11 **MARKING TIME: ORCHESTRAL LIBRARIANS
AT WORK**
by Christine Watkins
- 14 **THE NEXT SOON TO BE FAMOUS ILLINOIS
AUTHOR IS...**
by Michael Alan Peck
- 20 **NEW MEMBERS**

OPINION & COMMENTARY

- 29 **MY TURN**
by Sharon Wiseman

NUMBERS

- 17 **ILA ELECTION RESULTS**
- 19 **2015 NATIONAL LIBRARY LEGISLATIVE DAY**
- 20 **2015 CONFERENCE PREVIEW & REGISTRATION
FORM**

INSERTS

BOOKS CHALLENGED OR BANNED, 2014-2015
by Robert P. Doyle



Illinois Library Association

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

2014/2015 EXECUTIVE BOARD

PRESIDENT

Jeannie Dilger, La Grange Public Library

VICE PRESIDENT/PRESIDENT-ELECT

Betsy Adamowski, Wheaton Public Library

IMMEDIATE PAST PRESIDENT

Su Erickson, Robert Morris University

TREASURER

Leora Siegel, Chicago Botanic Garden

DIRECTORS

Veronica DeFazio, Plainfield Public Library District
Jeremy Dunn, Chicago Public Library
Keshia Garnett, Chicago Public Library
Anne M. Hughes, Retired
Rick McCarthy, StudioGC
Rob Morrison, National Louis University
Carol E. Reid, Heartland Community College Library
Becky Robinson, Illinois School Library Media Association
Amanda E. Standerfer, The Lumpkin Family Foundation
Christina Stoll, Indian Trails Public Library District
Susan L. Westgate, Carol Stream Public Library

ALA COUNCILOR

Denise Zielinski, Joliet Public Library

EX OFFICIO

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

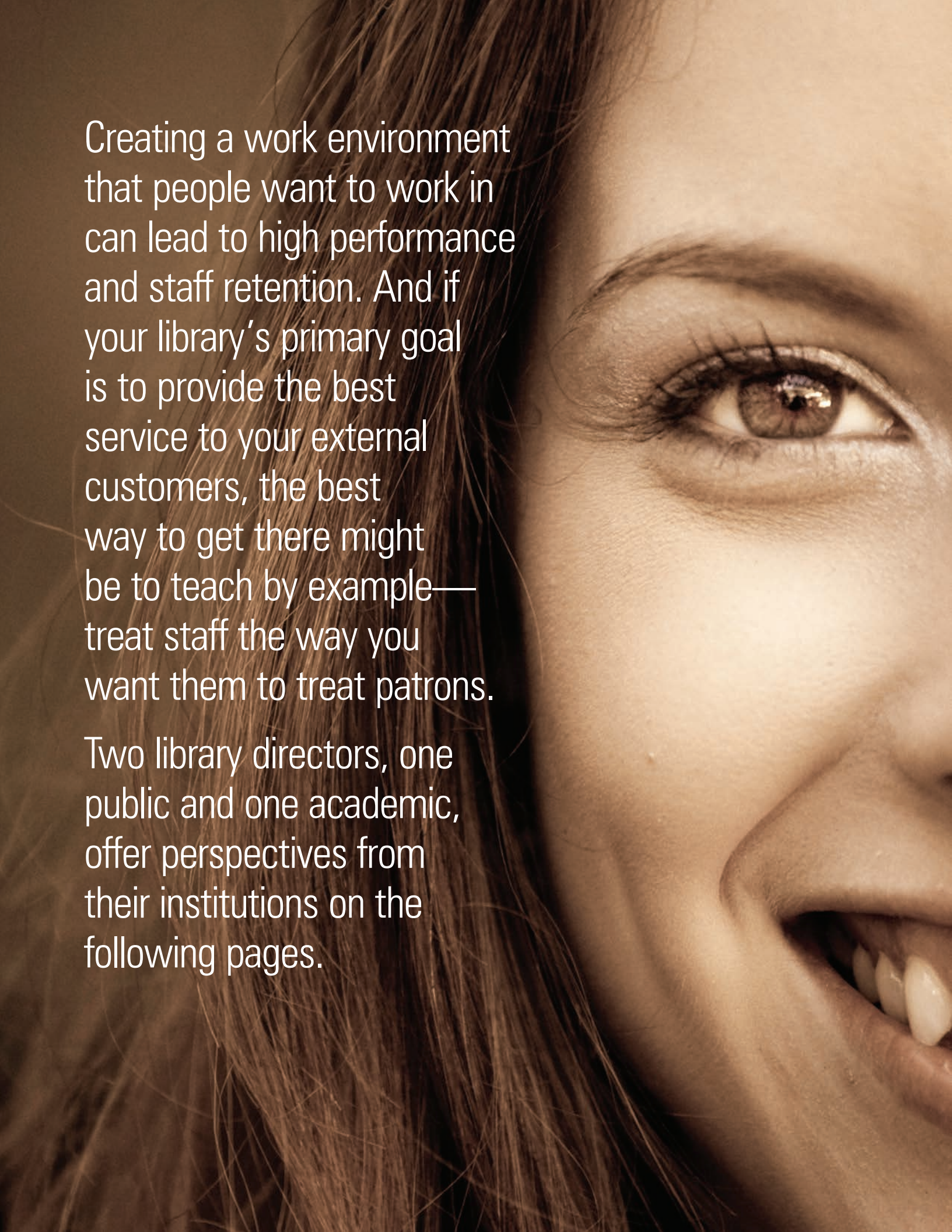
EDITOR

Robert P. Doyle

ILA REPORTER ADVISORY COMMITTEE

Kara Kohn, Plainfield Public Library District, chair
Amy Crump, Homewood Public Library
Nanette Donohue, Champaign Public Library
Heather McCammond-Watts, Oak Park Public Library
Diana Brawley Sussman, Carbondale Public Library
Pam Tomka, Retired

The
Golden
Rule
of
Internal
Customer
Service



Creating a work environment that people want to work in can lead to high performance and staff retention. And if your library's primary goal is to provide the best service to your external customers, the best way to get there might be to teach by example—treat staff the way you want them to treat patrons.

Two library directors, one public and one academic, offer perspectives from their institutions on the following pages.

The Way We Work

It's an exciting time to be a librarian. Yet between the boundless ingenuity and enthusiasm of an engaged staff determined to deliver "yes, we can" results and the shifting social and technological expectations of our communities of users, there's a well-worn path known as "the way we work."

To support and strengthen our human resources as we embrace brave new industry trends in customer service, library leaders need to establish a framework for reinforcing libraries' cultural values, customer service skills, and professional skills to transform our organizations from within.

For many libraries, the recent economic downturn led us to evaluate our internal methods to help us make the most efficient use of our resources. Self-study and process improvement have helped us to work smarter, but are we also providing our teams with a sustainable model of trust, mentorship, stimulation, and motivation to promote our future vision? What strategies can we employ to better serve our most valuable asset, our staff?

THE ART OF LISTENING

The first thing that a leader can do to foster a productive and supportive office culture is to listen to one's staff. Trust is established and teams are built when the entire organization feels valued in their daily contributions. When we acknowledge that leadership exists at every level of the organization, we become more responsive to our customers and more responsible with our resources. Inspire shared accountability for the organization's success by demonstrating mutual respect, promoting active listening, managing emotional responses, recognizing team contributions, and welcoming feedback.

Set expectations for behavior, responsiveness, and performance. With contributions from all staff, define and articulate your library's cultural values. Post these values in your workrooms, share it online, and make it as much a part of your identity as your mission and vision. Develop clear measures of quality and success; share that information with all stakeholders, and lead by example.

Continuously listen to your customers (both internal and external). Analyze your core services and their fulfillment. Study statistical and trending data about your community, collections, and services, and align your efforts accordingly. Advocate for your organization's strengths.

GETTING "UNSTUCK"

Support efforts to cross-train one another or trade roles for a day. Provide role reinforcement and articulate essential job duties through succession planning. Empower and deploy staff to their highest and best purpose through delegation of tasks. Make better use of volunteers. Create a wish list of which roles and services you'd create and fulfill if money were no object.

Acknowledge when it's time to discontinue projects or services that no longer deliver enduring value. Banish silos and challenge "we've always done it this way" thinking. Creating training documentation and transparent knowledge resources can help to identify unnecessary methods and procedures. Help make duties easier and more enjoyable to improve employee engagement. Recognize idle behaviors and strive to eliminate the root causes of office conflict.

"When we acknowledge that leadership exists at every level of the organization, we become more responsive to our customers and more responsible with our resources."

- Don't just provide and respond to comment forms, conduct an employee opinion survey and bravely commit to addressing the results. Involve your staff in the process each step of the way. Tap into the tacit knowledge and diverse skill sets of your team to inspire creative solutions. Some of our most successful initiatives have been led by cross-departmental teams.
- Foster a healthy work environment and promote the wellness of your staff. Provide the tools necessary to do the job effectively and ensure employee comfort. One needn't have a radically permissive telecommuting policy—it's amazing how simply replacing that old toaster in the staff lounge can make a difference.
- Cultivate professional competence and develop skills by providing meaningful training and continuing education opportunities. Encourage sharing of information from development opportunities with all relevant stakeholders.
- Strive to support a facilitative mind-set. Help to stretch your team's perspective by establishing consistency and eliminating obstacles. Make way for adaptive change. Encourage staff to visit other libraries, network, and build connections in the community and beyond.

CELEBRATE!

Make time for fun. Celebrate your successes in a meaningful way. Share stories and outcomes of your team's efforts to not only serve the public, but also one another. Recognize birthdays and work anniversaries. Acknowledging both dates underscores that you not only value the individual, but also their place on the team.

Consider giving each department a stipend for treats and decorations for a special goodie day throughout the year. Make a specific day of the week special so staff has something fun to look forward to—"casual" Fridays are just one of many creative options. Reinforce your commitment by promoting your values, recognizing each member of your team, and projecting the library's fun image through your social media channels.

There is opportunity in every connection we make to improve the way we serve one another and model our vision for the libraries we wish to become. **ILA**



It's the Little Things That Count

Melick Library at Eureka College is the only library serving a four-year liberal arts institution with an enrollment of 650 students, 45 faculty members, and a staff of 94 serving the college as a whole. Because we are part of a parent institution, there are several layers when we talk about “internal customer service”—the library staff, which includes student workers who are both employees and patrons, as well as the campus staff.

The library itself has a staff of two librarians (plus one vacancy currently suspended for budgetary reasons) and two non-professional staff members classified as salaried professionals. We also have 4.5 FTE student workers, which actually adds up to about 20 student workers, each working from 5 to 10 hours per week.

“Flexibility and creating an atmosphere where everyone’s contribution or initiative counts for something have gone a long way toward keeping key staff from seeking greener pastures.”



PERKS...AND UNDERSTANDING THE UNPREDICTABLE

Many of our student workers have duties comparable to what a paraprofessional might have at a larger institution. This is simple economic necessity; but one side effect is that many go on to work in libraries and even pursue MLS degrees. In many ways, our best students are little different from paid interns. They get valuable experience plus reasonably flexible scheduling. We have appreciation lunches for them, one before Christmas break and another just before graduation for our graduating seniors.

All of the permanent staff, including myself, are eligible for college benefits, including free tuition for college courses. Currently one staff member, an alumna, is working on her second bachelor’s degree. As one might imagine, pay at a small, tuition-driven institution is relatively low, but this and other college benefits sweeten the pot.

I maintain a reasonably flexible policy on work hours for staff members pursuing studies outside of work, or who have duties that involve unpredictable, last-minute assignments. The library’s audiovisual coordinator, in particular, serves the entire campus and is really only a library employee by tradition—many of our AV services are digital in nature, and that infrastructure is maintained by the college’s IT department. The AV coordinator is responsible not only for instructional support, but for campus events as well, many of which are outside of library hours, including weekends. It would be impossible for him to do all of this between the default staff hours of 8:00 to 5:00. So if he needs a morning off here and there, I allow some comp time to make up for the odd hours. I know he’s monitoring his e-mail and phone messages from home off-hours anyway, so there is no doubt in my mind that, whether he’s in the office or not, he’s minding the store.

RUNNING WITH IT

After several years on the job, the library's access services coordinator decided she wanted to relocate her desk to the circulation area itself. This was a radical idea that had some considerable merit—it keeps her close to the action, and she doesn't at all seem bothered by the frequent interruptions. Given that this was her own idea for how she could best do her job, it made sense for me to let her run with it and “come what may.” In all honesty, I still have some personal reservations about it, but here is an example where you take into account the employee's own judgment, as well as their ownership of their position.

As long as the overall mission of the organization continues to be served, I see no reason to not let a staff member run with an idea, even if I can see potential pitfalls. These too have a way of working themselves out if the benefits outweigh the drawbacks. In this particular case, I can tolerate a slightly untidy desk if it means a stronger presence at a key service point.

Our “internalness” extends beyond the library to a certain extent; the librarians are part of a larger faculty body, and meet with other campus staff as a larger organization under their staff council. Staff are encouraged to “get out more” and attend regular staff meetings and other events. This includes consortial involvement with other institutions and organizations; mileage and some registration fees are paid for out of the library budget, although in recent years much of this has been conducted online.

As I think about these things, none of them really stand out as grand gestures, but unfortunately we're not on a “grand gesture” budget or schedule. However, flexibility and creating an atmosphere where everyone's contribution or initiative counts for something have, I believe, gone a long way toward keeping key staff from seeking greener pastures. If nothing else, we are living proof that money alone does not buy job satisfaction. **ILA**



Ancel Glink understands the benefits of teamwork.

**Ancel
Glink**

DIAMOND BUSH
DiCIANNI
& KRAFTHOFER

Think Ancel Glink.

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

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

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

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

Top Ten Tips to Deliver on “Yes” with Your Staff

Move beyond blame to finding a solution

- 1** Focus on the how and not the who
- 2** Embrace flexibility
- 3** Recognize the abilities of everyone
- 4** Make an effort to be kind and understanding with each other
- 5** Identify problems, but then find solutions
- 6** Empower staff members
- 7** Keep up enthusiasm by distributing tokens of appreciation or prizes
- 8** Distribute the easiest incentive: words of praise*
- 9** Laugh, enjoy, and be thankful
- 10** Create an environment where you want to go, where you want to work, and that others will want to be part of



**To send FREE ePraise eCards, visit www.baudville.com/epraise*

Marking Time: Orchestral Librarians at Work

The Chicago Symphony Orchestra (CSO) Music Library is literally underneath the stage, tucked away on the lower level of Orchestra Hall at Symphony Center on Chicago's Michigan Avenue. All those notes that you hear soaring and wafting their way to your place in the audience start out as little black marks on cream-colored paper, stored on the library shelves. Thousands of musical scores as well as the separate parts for each individual instrument are organized by composer. When the next season is announced, the orchestra librarians review the holdings to see what they already own, which scores and parts they may need to buy or rent from music publishers.

But if you think there's nothing more to it than to take the music off the shelves and deliver it to the music stands upstairs, you're mistaken. There's a lot to learn about the role of orchestral librarians—they are not, in fact, librarians in the typical sense of the term. They do not hold library degrees, and they are not even very similar to what we would think of as a "music" librarian, someone who manages a collection that includes books, recordings, and any number of things related to the study of music, as well as performance.

KEEPING SCORE

They are, in short, the keepers of the score, which goes far beyond just making sure the orchestra has the right ones on hand. The scores—and parts—are carefully reviewed for any errors in notation: a wrong note, a missing measure, or mark of some sort. The review—a kind of proofreading—includes comparing the parts to the score, to make sure nothing's been lost. And after review, there's a kind of copy-editing—marking up the parts for things like when the strings move their bows up or down or when to turn the page, so everything happens in unison, seemingly without effort.

The librarians attend rehearsal, and make note of anything that might need their attention. Rehearsal time is precious, and the goal is to make sure the music is clearly marked ahead of time. Peter Conover, one of three CSO librarians, sums it up: "Our expertise involves the preparation of materials for use in performance. Although we are called librarians, in truth we are really more musicians. Most of us trained as performing musicians, and since there are relatively few opportunities to formally train as an orchestra librarian, internships or apprenticeships have traditionally been the way we've learned our skills."

[continued on page 12]

This is where MOLA—the Major Orchestra Librarians Association—can come in handy. Founded in 1893, it has grown from an organization of about twenty-five orchestra librarians located mostly on the east coast of the United States to a membership of more than 270 institutions from around the world. In addition to being a forum for experienced orchestra librarians, it can also be a resource for musicians who end up with responsibilities for managing the music, so to speak, with little or no experience.

Conover was a conservatory-trained bass player in an east coast orchestra, and got his start because the orchestra was willing to pay him an extra \$50 per performance to mark up the music. He came to find the work interesting and rewarding, and somewhere along the line, made a career choice that led him to orchestras in Arizona and Texas before coming to Chicago in 1998. His colleagues, Mark Swanson and Carole Keller, came by slightly different routes, though both are trained musicians. Swanson started out playing trombone, moved into arranging and copying music, and free-lanced his way to becoming a CSO librarian. Keller studied the cello and worked in the library of her college orchestra and after graduation got a job in the box office of the Minnesota Orchestra. When she heard there was an opening in the library, she jumped at the chance, and her college experience paid off. She moved on to become principal librarian for the National Arts Centre Orchestra in Ottawa, Canada, then joined the CSO in 2000.

“Founded in 1893, the Major Orchestra Librarians Association has grown from an organization of about twenty-five orchestra librarians located mostly on the east coast of the United States to a membership of more than 270 institutions from around the world.”

EVERYTHING IN ITS PLACE

One thing orchestra librarians have in common with the rest of the profession is a penchant for organization. Scores and parts are moved from the “general collection” to a series of shelves for the current season. Then as the performance approaches, the parts are marked and broken up into individual folders for each player. Those folders move to another shelving area, ready to be taken to the stage each night and placed on the music stands, first for rehearsals of that week’s program, then eventually for each performance.

Another is attention to detail, and patron preferences. Music for cellists, for example, may need to be slightly enlarged, because they are further away from their music stands than other players. Some musicians may want their parts scanned and sent to them electronically for practice. When asked the most important part of their job, a response on the MOLA website reads: “To have the right music in the right place at the right time.”

There are no fines for unreturned music, but it rarely disappears. The orchestra members know it’s in their own best interests for the music to be held in the library. As far as the decision to rent or buy, it depends on a number of factors. Works in the public domain, which include a large part of the classical repertoire, are likely to be purchased. For works with current copyright restrictions, especially those that may be performed rarely or infrequently, renting from the publisher may be the only choice.

The collection doesn’t circulate, but besides traveling up to the stage at Symphony Center and some miles north for the orchestra’s summer season at Ravinia, it does go on tour. Along with all the pieces scheduled for the tour, the librarians are in charge of deciding what else should come along—anthems for countries they’re visiting, repertoire that’s appropriate if there’s a tragedy or death that occurs on the day of the concert, and a selection of encores, which can be unpredictable.

“Maestro Barenboim was challenging when it came to encores, he might ask for almost anything!” said Conover. “We were on tour in 2001 when the World Trade Center was hit,” adds Keller. “We had no idea what—or even if—we were going to play that night. We eventually did, but we added the *Star-Spangled Banner* at the beginning of the performance.”

In general, e-music doesn’t seem to have become as prevalent as e-books. Some smaller ensembles use or experiment with “electronic music stands,” but they are far from the norm for major orchestras. The complexity of the music, the number of players, the consequences of a glitch, and to some extent, the age of the players, all contribute to a strong preference for paper.

“Paper is infallible and hard to improve on,” says Conover. ■■



STRAVINSKY

GLAZOUNOV

HAYDN

INDY

RAVEL

LISSORGSKY

BRUCKNER

OFFICIAL MEYER WENTHE DE2-1422

VERDI

OFFICIAL MEYER WENTHE DE2-1422

OFFICIAL MEYER WENTHE DE2-1422

MOZART

VIVALDI

CHICAGO SYMPHONY

BERLIOZ

BACH

ROSSINI

ORDER FROM HORDER

SCHUBERT

BEETHOVEN

PUCCINI

ORDER FROM HORDER

BARTOK

HANDEL

OFFICIAL MEYER WENTHE DE2-1422

WEBER

SCHUMANN

CHOPIN

STRAUSS

OFFICIAL MEYER WENTHE DE2-1422

LISZT

ORDER FROM HORDER

ORDER FROM HORDER

OFFICIAL MEYER WENTHE DE2-1422

ORDER FROM HORDER

ORDER FROM HORDER

PROKOFIEV

HONEGGER

LIBERT

MENDELSSOHN

CHAIKOWSKY

ORDER FROM HORDER

SCHUBERT

DVORAK

ORDER FROM HORDER

GOLDMARK

ORDER FROM HORDER

BERN

SCHUMANN

The Next Soon to Be Famous Illinois Author Is...



The second annual Soon to Be Famous Illinois author was named at an event held on April 16. Michael Alan Peck's *The Commons Book 1: The Journeyman* was chosen from among a field of three finalists, including *Wicked Waves* by Sharon Kay and *The House of Closed Doors* by Jane Steen. The following remarks were made by Peck as he accepted the award.

Soon after I found out that I was a semi-finalist, I posted to Facebook, saying that of any contest I'd entered, this was the most important to me because I love libraries, and I love librarians. I also said that the little-kid version of me, who was wandering up to the check-out desk with copies of *Robert the Rose Horse* and Richard Scarry's *The Great Pie Robbery*, would have been so happy to know that this was going to happen to him.

And that got me thinking: how did I know that those were the books I wanted to read when I was seven years old? It's not like I walked into the library and said, "Do you have something about a working-class horse who's allergic to his own product? Or maybe a nice mystery with a cat and a pig who solve a crime involving baked goods?"

I just wanted something good to read. So I asked a librarian, and a librarian put those books in my hand and launched me on a journey of reading that continued with the guidance of libraries.

Where that brings us today is that we have more books than ever with the self-publishing revolution. It's easier to publish than ever. We can read them on paper. We can read them on our Kindle, on our iPad, on our phone—and the platforms just continue to multiply. And there are people who say that this creates a crisis in literature, where there's just a tsunami of story, and we're not going to know what to read, and how are we going to find the good stuff?

I don't believe that's a crisis. I don't think that you can have too much choice as long as you have the things that we know about: you've got algorithms, and you have social media. You have the old dependables of friends to ask and word-of-mouth. But we also have libraries and librarians who are the professionals at doing this.

Using the word "professional" is like calling me a professional writer. Librarians do recommending for a living, and writers—if we're lucky—write for a living. But we would all do it for free. We would do it anyway. If you go on Goodreads and look at some of the most prolific reviewers and the people who have some of the most influence, and just do a little digging, you'll see that a lot of these people are also—surprise—librarians in real life and not just on Goodreads.

It's an enthusiasm that's baked in. They share because that's something they would do anyway.

That's dedication. It's the kind of dedication that creates the Soon to Be Famous project.

Speaking of dedication, I want to call out that when I found out about the contest—me being me—I couldn't leave myself plenty of time before the deadline to get everything done. It was seven days before the deadline, and I realized, "Wow. I didn't read the rules closely enough and I actually have to have a librarian sponsor me. So it's time to start making panicky phone calls, which I'm good at."

[continued on page 16]

THE COMMONS



1

THE JOURNEYMAN

MICHAEL ALAN PECK

I called the Edgewater branch, which is my local branch of the Chicago Public Library. A librarian named Stuart Griner was either lucky enough or unlucky enough to pick up the phone. Here, it's seven days to deadline, and I know what it's like: the guy's at work, and he has a plan of what he wants to do that day, and I blew up his plan. Here I am saying, "Because I wasn't responsible, and I only have seven days, would you read a 91,000-word book on top of everything else you have to do?"

He did. He didn't complain. This is something that he took on, and it's what got me standing here today. I couldn't have done it without him. Again, that's dedication. To have the validation of somebody like that means everything to me.

And the validation of readers. We have readers out there who, if they go on Amazon and download a sample, may like your book enough to then pay the money for the whole thing. That's because if you've done your job, they're dying to find out what happens next.

We are writers, but we are readers, too. And librarians are readers. You're just dying to find the book that you can't put down—where, when you're doing something else, you're thinking about that character and what happens to them next. So it's the validation of the reader that counts for everything as well.

It's the librarians who are going to tell the readers about my book, and about Sharon's book, and about Jane's book.

When I made the semi-finals, a friend of mine said to me, "You've already won. Because librarians have recognized what you're doing, and readers are recognizing what you're doing."

Whichever one of us has their name called as the winner, we've all won. And again, that's the kind of validation that is the whole game to us.

So I'll wrap up the way I started. Thank you.

For more on the Soon to Be Famous Illinois Author project, see www.soontobefamous.info 



ANNOUNCEMENTS

2015 ELECTION RESULTS

PRESIDENT-ELECT:



454 Pattie Piotrowski,
Illinois Institute of Technology, Chicago

290 April Becker,
Hanson Professional Services, Springfield

Board of Directors (three-year term beginning July 1, 2015 – June 30, 2018). A candidate from each pairing is elected in accordance with the ILA bylaws as amended at the 1998 ILA Annual Conference; a total of four directors are elected to serve three-year terms on the ILA Executive Board.

DIRECTOR-AT-LARGE:



403 Christine Barr,
Fabyan Elementary School, Geneva

331 Karen Smith-Cox,
Lovington CUSD 305, Sullivan

DIRECTOR-AT-LARGE:



420 Dennis Krieb,
Lewis & Clark Community College, Godfrey

317 Jennifer Paliatka,
Elmhurst College

DIRECTOR-AT-LARGE:



460 Nancy Maloney,
Deere & Company, Moline

273 Sandra Dunbar, Heyl,
Royster, Voelker and Allen, Peoria

DIRECTOR-AT-LARGE:



536 Richard Kong
Skokie Public Library

221 Georgia Bouda,
Bloomington Public Library

ALA COUNCILOR:



394 Allen Lanham,
Eastern Illinois University, Charleston

350 Megan Jaskowiak,
Bradley University, Peoria

This was the eleventh year that ILA offered electronic voting.

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

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

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

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

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

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

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

Poplar Creek Public Library District - Sonya Crawshaw Branch Library

New Construction
Additions & Renovations
Interior Design & Furniture Selection
Building Condition Studies
Needs Assessment
Construction Grant Assistance

WILLIAMS
ARCHITECTS

500 Park Boulevard, Suite 800
11806, IL 60143 P: 630.221.1212
www.williams-architects.com

ANNOUNCEMENTS

AMERICAN LIBRARY ASSOCIATION ELECTION STATISTICS

As a point of comparison,

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

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

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

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

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

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

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

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

ILA ELECTION RESULTS

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

2015 NATIONAL LIBRARY LEGISLATIVE DAY

Registration Numbers for National Library Legislative Days

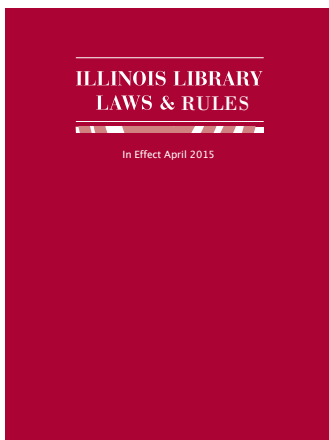
Year	Illinois Delegation	Total Attendance
2015	25	401
2014	28	423
2013	40	387
2012	27	361
2011	25	361
2010	81	2,000, held in conjunction with ALA Annual Conference
2009	53	410
2008	52	405
2007	76	422
2006	68	525
2005	62	480
2004	58	500
2003	49	450
2002	68	450
2001	81	441
2000	76	500
1999	90	600
1998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

Attendance by the ten most populous states: California 20; Texas 5; New York 8; Florida 6; Illinois 25; Pennsylvania 15; Ohio 12; Georgia 6; Michigan 17; and North Carolina 1. Total attendance 401.

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

- Support level funding for the U.S. Institute of Museum and Library Services and the Library Services and Technology Act (LSTA);
- Require school librarians in the Elementary and Secondary Education Act (ESEA);
- Restore the Constitutional privacy rights of library users and all Americans and pass Electronic Communications Privacy Act Reform;
- Enact meaningful Freedom of Information Act (FOIA) modernization and ensure public access to unique National Technical Information Service data;
- Ratify the Marrakesh Treaty for the print disabled and reject unneeded changes to copyright law;
- Support public access to taxpayer-funded research; and
- Support network neutrality.

Order now to receive your copy of *Illinois Library Laws & Rules in Effect April 2015.*



Reflecting all changes to laws affecting libraries passed by the Illinois General Assembly since the previous 2012 edition, including changes to administrative rules.

Recommended for all library trustees, directors, and others charged with library administration and compliance.

Member \$25 | Nonmember \$50

Method of payment:

- Check or money order for \$ _____ made payable to ILA
 Charge \$ _____ VISA MasterCard AMEX Discover

Account No.: _____

Expiration Date: _____

Signature: _____

Order online at www.ila.org, call 312-644-1896 or fax orders to 312-644-1899.

ILA Welcomes New Members

We would love to welcome your friends and colleagues, too. By sponsoring a new member, you share the benefits of membership with others ... and help create a stronger and more effective voice to promote the highest quality library services for all people in Illinois.

INSTITUTIONAL MEMBERS

Yorkville Public Library

ASSOCIATE MEMBERS

First Midwest Bank, Aurora

Gnade Insurance Group, Frankfort

Lundstrom Insurance, Elgin

WFK Ltd, Wheaton

PERSONAL MEMBERS

Heather Booth, Thomas Ford Memorial Library, Western Springs

Caroline Broeren, Chicago Public Library

Monica Cameron, Shelbyville Public Library

Brian Conway, Mount Prospect Public Library

Emily Glimco, Northbrook Public Library

David Kelsey, St. Charles Public Library District

Jennifer Levine, American Library Association

James Muller, Fox Lake Public Library District

Rachel Snyder, Glenview Public Library

Noreen Trotsky, Deerfield Public Library

STUDENT MEMBERS

Elizabeth Clemmons, Gail Borden Public Library District

Rebekah Loyd, Champaign

Kim Naples, Urbana

Kristen Reno, Edwardsville Public Library

ISLMA CO-MEMBERS

Travis Dudley, Methodist College Library, Peoria

SUPPORT STAFF MEMBERS

Sarah Koncos, Schaumburg Township District Library

TRUSTEE MEMBERS

Stephanie Gray, Morton Grove Public Library

Emily Kelehan, Bloomington Public Library

Regina Kurtz, New Athens District Library

Ron Levitsky, Lake Forest Library

Julie Liesse, Hinsdale Public Library

Van Miller, Bloomington Public Library

Douglas E. Nieman, Lake Villa Public Library District

Robert Porter, Bloomington Public Library

Todd Puch, Lake Forest Library

Michael Raikes, Bloomington Public Library

Kathryn Renshaw, New Athens District Library

Peggy Smith, Lewistown Carnegie Public Library District

Susan Snow, Palos Heights Public Library

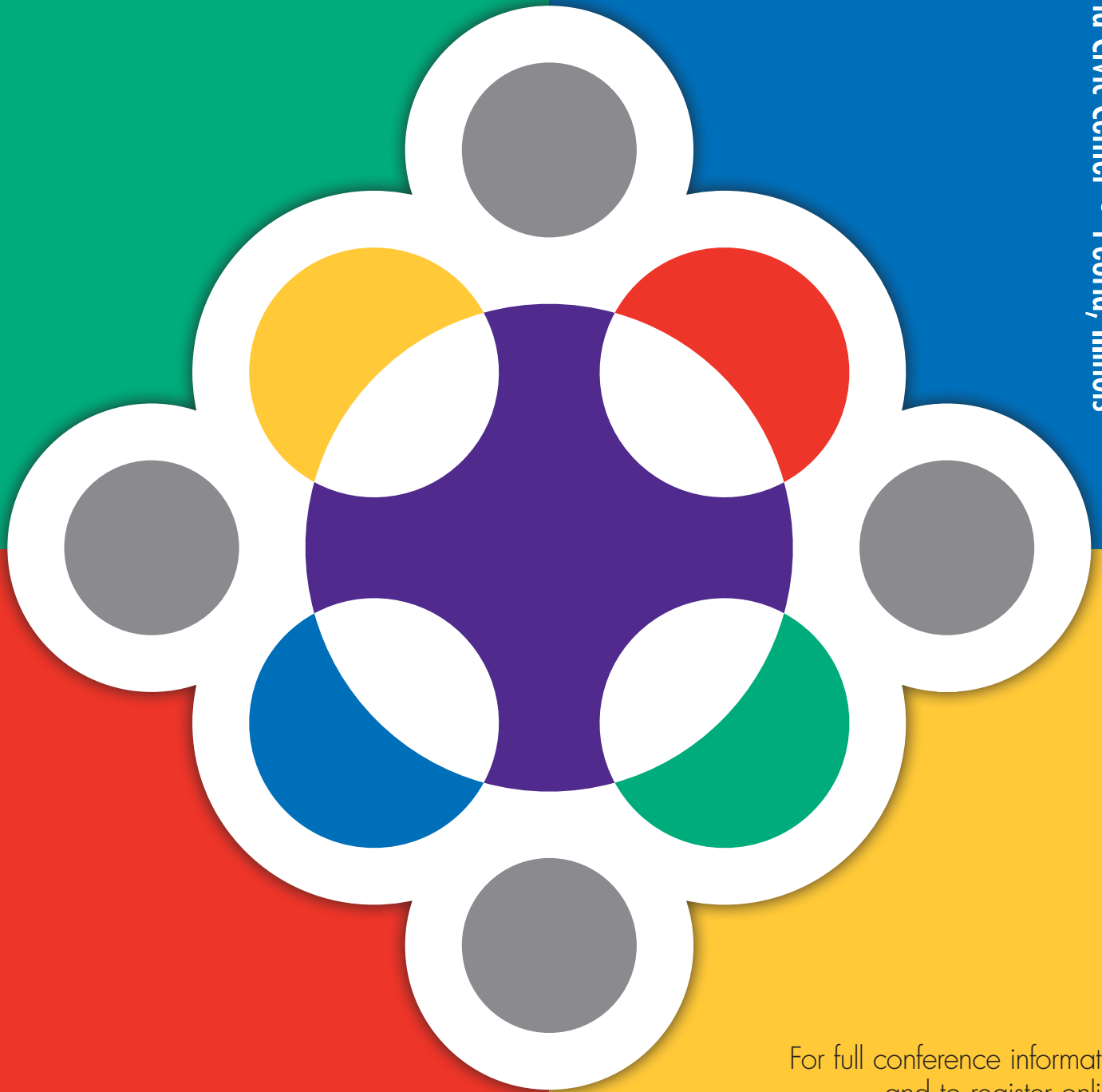
Laura Tortorello, Hinsdale Public Library

David Viverito, Prairie Trails Public Library District

CONFERENCE PREVIEW

2015 Illinois Library Conference

Peoria Civic Center • Peoria, Illinois



For full conference information
and to register online,
visit librariesillinois.org

#ILLibrary15

A Library State of Mind

2015 Illinois Academic, Public, School & Special Libraries Conference

The 2015 Illinois Library Conference: A Library State of Mind brings together library organizations in Illinois for a chance to connect, network, and learn together. Academic, public, school, and special libraries will come together for the first combined annual conference of the Illinois Library Association and Illinois School Library Media Association, in collaboration with the Illinois Association of College and Research Libraries and the Special Libraries Association Illinois Chapter.

Members of ILA/IACRL, ISLMA, and SLA Illinois are eligible to register at the discounted member rate. Not a member? Join today and take advantage of this discount. Save even more by registering by the September 21 Early Bird deadline.

All conference registrations include the following free meals: exhibit buffet luncheons on Thursday, Friday, and Saturday, an exhibits ice cream social on Thursday afternoon, and an exhibits continental breakfast on Friday morning.

FEATURED SPEAKERS



Shankar Vedantam

Opening Keynote, Thursday, October 22, 9:00 – 10:30 A.M.

Shankar Vedantam is a social science correspondent with National Public Radio and the author of the non-fiction book, *The Hidden Brain: How Our Unconscious Minds Elect Presidents, Control Markets, Wage Wars and Save Our Lives*. The focus of his reporting is on human behavior and the social sciences, and how research in those fields can get listeners to think about the news in unusual and interesting ways.



Beck Tench

Friday Keynote, Friday, October 23, 4:00 – 5:00 P.M.

Beck Tench is a simplifier, illustrator, storyteller and technologist. Formally trained as a designer and journalist, she has spent her career helping people and organizations of all types to embrace risk-taking, creativity, and change. Beck has learned that small things add up to big things over time, especially change.



Daniel Handler (aka Lemony Snicket)

Closing Keynote, Saturday, October 24, 3:00 – 4:00 P.M.

Daniel Handler is a writer of books that fascinate and intrigue. His novel, *We Are Pirates*, and *Hurry Up and Wait*, co-authored with Maira Kalman, are new this spring and have inspired a flurry of events. In the fall, the final installment of Lemony Snicket's *All The Wrong Questions* series will be published. Its sequel, *A Series of Unfortunate Events*, is currently being developed by Netflix as an original series.



Chris Raschka

Youth Services Author Breakfast, Friday, October 23, 8:30 – 10:00 A.M.

2016 iREAD artist Chris Raschka is the illustrator of two Caldecott Medal books – *The Hello, Goodbye Window* in 1994 and *A Ball for Daisy* in 2012. He is also the illustrator of the 1994 Caldecott Honor Book *Yo! Yes?* Raschka's other books include *Charlie Parker Played Be Bop*, *Mysterious Thelonious*, *John Coltrane's Giant Steps*, and *Can't Sleep*.



Scott Bonner

Public Library Forum Luncheon, Friday, October 23, 12:15 – 1:30 P.M.

Scott Bonner is director of the Ferguson Municipal Public Library in Ferguson, Missouri. He will speak on how the everyday work of libraries makes them well suited to helping communities in crisis, and how the Ferguson Library helped its community by simply being true to its own mission, only more so.



Nicole A. Cook

DiversiTEA, Friday, October 23, 2:45 – 3:45 P.M.

Join the ILA Cultural and Racial Diversity Committee for tea! Over delectable refreshments, Nicole A. Cooke, PHD, M.ED, MLS, and co-author of *Instructional Strategies and Techniques for Information Professionals* will share keeping a library state of mind in serving minorities and planning for a diverse community.



Jonathan Hunt

Multiple Programs, Friday, October 23, and Saturday, October 24

Jonathan Hunt is a school librarian for the Modesto City Schools District in California. He is an experienced, enthusiastic school librarian who focuses on aligning our K-5 school libraries to match the rigorous academic demands of the new Common Core standards. In addition to his primary work in a K-5 school, he also teaches classes about children's and young adult literature. Jonathan is a principal reviewer for the *Horn Book Magazine* and blogs for *School Library Journal*. He served on the 2006 Newbery Award Selection Committee, and has also judged the Printz Award, the Boston Globe-Horn Book Awards, and the *Los Angeles Times* Book Prize.

CONFERENCE HIGHLIGHTS

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



PRECONFERENCE

Better Together: Libraries in the New Economy

Wednesday, October 21, 10:30 A.M. – 5:45 P.M.

2015 is the 50th anniversary of the establishment of Illinois library systems. Illinois was a leader and innovator in establishing first public and then multi-type systems, but work remains to be done. The Better Together Preconference is an opportunity to honor our past while actively seeking new directions, strategies and goals. It will bring together exciting speakers from across the country to talk about practical experiences in resource sharing and inspiring leaders who have initiated groundbreaking projects.

Presented by Chicago Public Library, Consortium of Academic and Research Libraries in Illinois, Illinois Heartland Library System, Illinois State Library, and Reaching Across Illinois Library System

Welcome Reception

Wednesday, October 21, 8:00 – 10:00 P.M.

All conference attendees are invited to attend this event, which will be held at the Peoria Public Library.

Stories & Spirits

Thursday, October 22, 5:00 – 6:00 P.M.

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

Networking Pub Stroll

Thursday, October 22, 6:00 – 10:00 P.M.

Each stop on the Pub Stroll will be hosted by a library group and feature snacks provided by vendor sponsors. Plan to have dinner and drinks with old friends and new colleagues. No registration is required. Attendees set their own schedules and are responsible for their own food and beverage purchases. A full list of venues and a map will be available prior to the conference.

Membership Meetings

Friday, October 23, 11:15 A.M. – NOON

Wondering what's going on with your association and around the state? Attend the ILA or ISLMA Membership Meetings to discover the state of Illinois libraries. Both meetings will include an update from ILA Legislative Consultant Kip Kolkmeier.

Awards Gala

Friday, October 23, 7:00 – 11:00 P.M.

Celebrate the accomplishments of your colleagues at the first-ever joint ILA-ISLMA Awards Gala. The evening will include dinner, drinks, and dancing, along with the opportunity to celebrate the best of the best in Illinois libraries. Registration includes a plated dinner, attendance at the awards ceremony, and the chance to dance the night away. A cash bar will be available.

Readers' Choice Awards Breakfast

Saturday, October 24, 7:30 – 9:00 A.M.

Celebrate our 2015 Readers' Choice winners for the Monarch, the Bluestem, the Abe Lincoln High School, and the Rebecca Caudill Young Readers' Book Awards. Hear the winning authors' acceptances for each award. In addition, an Illinois author will be seated at each table for you to meet and get to know.

Author Showcase

Thursday, October 22 – Saturday, October 24

Held in the Exhibit Hall at scheduled times, the Author Showcase is a perfect opportunity to connect with authors from Illinois and beyond. Authors can apply to be a part of the showcase at librariesillinois.org.

Trustee Day

Saturday, October 24

A full day of conference programming has been designed for library Trustees. The day begins with a continental breakfast and includes a luncheon and time in the exhibits. Program topics include parliamentary procedure, board governance, the Open Meetings Act and Freedom of Information Act, and a legal Q&A with Phil Lenzini.

Illinois Teens for Libraries YA Day

This day-long event offers the opportunity for Illinois young adults to attend sessions, visit the Exhibit Hall, talk informally with YA authors, attend special events, and interact with other young adults who share their interest in reading, technology, and libraries. For more information on how to participate, visit librariesillinois.org.

CHECK OUT THE EXHIBIT HALL

Find new products, ideas, and solutions for your library in the Exhibit Hall. Exhibits will be open all three days of the conference.

Exhibits Schedule

All Exhibits meal and social events are included in your registration

Thursday, October 22 (NOON – 5:00 P.M.)	
NOON – 1:30 P.M.	Exhibits Opening Lunch
4:00 – 5:00 P.M.	Exhibits Ice Cream Social

Friday, October 23 (9:00 A.M. – 2:00 P.M.)	
9:00 – 10:00 A.M.	Exhibits Continental Breakfast
12:15 – 1:45 P.M.	Exhibits Lunch

Saturday, October 24 (10:00 A.M. – 1:30 P.M.)	
10:00 – 11:00 A.M.	Exhibits Coffee Break
NOON – 1:30 P.M.	Exhibits Closing Lunch

Exhibits-only passes are available for \$15. Badges can be purchased prior to conference or onsite at the Peoria Civic Center.

CONFERENCE HOTELS

Reservation Deadline for all hotels: September 30, 2015

Courtyard Peoria Downtown

533 Main Street
Peoria, IL 61602
Marriott Reservations: 800-228-9290
or <http://tinyurl.com/peoriacourtyard>
Rate: \$109

Embassy Suites East Peoria

100 Conference Center Drive
East Peoria, IL 61611
Reservations: 1-800-EMBASSY
or <http://tinyurl.com/PeoriaEmbassy> using the code ILA
Rate: \$142 single/double; \$152 triple; \$162 Quad
Reservation includes cooked-to-order breakfast buffet and evening reception with complimentary drinks and refreshments

Holiday Inn & Suites East Peoria

101 Holiday Street
East Peoria, IL 61611
Reservations: 800-465-4329
or <http://tinyurl.com/PeoriaInn>
Rate: \$132
Reservation includes complimentary Grab & Go (whole fruit, granola bars, coffee)

Peoria Marriott Pere Marquette

501 Main Street
Peoria, IL 61602
Marriott Reservations: 800-228-9290
or <http://tinyurl.com/PeoriaPere>
Rate: \$119

SCHEDULE AT A GLANCE

Wednesday, October 21

10:30 A.M. – 5:45 P.M.	Better Together: Libraries in the New Economy Preconference
8:00 – 10:00 P.M.	Welcome Reception

Thursday, October 22

9:00 – 10:30 A.M.	Opening General Session featuring Shankar Vedantam
10:45 – 11:45 A.M.	Program Sessions
NOON – 5:00 P.M.	Exhibits Open
NOON – 1:30 P.M.	Exhibits Opening Free Lunch
1:45 – 2:45 P.M.	Program Sessions
3:00 – 4:00 P.M.	Program Sessions
4:00 – 5:00 P.M.	Exhibits Free Ice Cream Social
5:00 – 6:00 P.M.	Stories & Spirits Reception
6:00 – 10:00 P.M.	Pub Stroll

Friday, October 23

8:30 – 10:00 A.M.	Youth Services Author Breakfast featuring Chris Raschka*
9:00 A.M. – 2:00 P.M.	Exhibits Open
9:00 – 10:00 A.M.	Exhibits Free Continental Breakfast
10:00 – 11:00 A.M.	Program Sessions
11:15 A.M. – NOON	ILA and ISLMA Membership Meetings
NOON – 1:30 P.M.	Exhibits Free Lunch
12:15 – 1:15 P.M.	IACRL Luncheon* Public Library Forum Luncheon featuring Scott Bonner*
1:30 – 2:30 P.M.	Program Sessions
2:45 – 3:45 P.M.	Program Sessions
2:45 – 3:45 P.M.	DiversiTEA: Serving a Library State of Mind*
4:00 – 5:00 P.M.	Friday General Session featuring Beck Tench
6:30 – 11:00 P.M.	Awards Gala*

Saturday, October 24

7:30 – 9:00 A.M.	Readers' Choice Awards Breakfast*
9:00 – 10:00 A.M.	Program Sessions
10:00 A.M. – 1:30 P.M.	Exhibits Open
10:00 – 11:00 A.M.	Readers' Choice Awards Author Showcase
10:00 – 11:00 A.M.	Exhibits Coffee Break
11:00 A.M. – NOON	Program Sessions
NOON – 1:30 P.M.	Exhibits Closing Free Lunch
12:15 – 1:15 P.M.	Trustee Luncheon*
1:45 – 2:45 P.M.	Program Sessions
3:00 – 4:00 P.M.	Closing General Session featuring Daniel Handler (aka Lemony Snicket)

*Pre-Registration Required

Registration Form Register online at librariesillinois.org

Last Name:		First Name:	
Institution:		Mailing Address:	
City:	State:	Zip:	
Phone:	Fax:	E-mail:	

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

Members of ISLMA are eligible to register at the discounted member rate if their membership is valid through Oct 31, 2015. You must renew/join prior to registering for conference since membership is not included in the nonmember conference rate this year.

ISLMA is an ISBE approved provider of professional development activities and will provide renewal PD credit hours at conference **for sessions that meet ISBE requirements**. An evaluation form must be submitted for each session for which credit is requested.

Conference Registration Fees (Please circle fee)

Full Conference	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
ILA/IACRL/ISLMA/SLA Illinois Member (please circle membership type)	\$200	\$225	\$250
Non-Member	\$250	\$275	\$300
Full-Time Student/Retired/Unemployed Member	\$100	\$125	\$150

Trustee Registration	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
ILA Member Trustee Day (Saturday, October 24)	\$150	\$175	\$200
Non-Member Trustee Day (Saturday, October 24)	\$175	\$200	\$225
ILA Member Trustee Day + full conference	\$200	\$225	\$250
Non-Member Trustee Day + full conference	\$250	\$275	\$300

Single Day	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
ILA/IACRL/ISLMA/SLA Illinois Member (please circle membership type)	\$150	\$175	\$200
Non-Member	\$200	\$225	\$250
Full-Time Student/Retired/Unemployed Member	\$75	\$100	\$125
Classroom Teacher/Administrator	\$75	\$100	\$125

Check day attending: Thursday 10/22 Friday 10/23 Saturday 10/24

Preconference	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
Better Together	\$20	\$20	N/A

Exhibits Only	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
Single Day Access to Exhibit floor only	\$15	\$15	\$15

Check day attending: Thursday 10/22 Friday 10/23 Saturday 10/24

Special Events	Early Bird (by 9/21)	Advance (by 10/05)	On-site (after 10/05)
Friday, October 23			
Youth Services Author Breakfast	\$30	\$35	N/A
IACRL Luncheon	\$35	\$40	N/A
Public Library Forum Luncheon	\$35	\$40	N/A
DiversiTEA	\$27	\$32	N/A
Awards Gala	\$45	\$50	N/A
Saturday, October 24			
Readers' Choice Awards Breakfast	\$30	\$35	N/A

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

Registration Recap (Please Complete)

Conference Registration Fee \$ _____
 Meals and Special Events Fee \$ _____
Total \$ _____

Payment

Check or money order enclosed
 (payable to ILA)
 P. O. #: _____
 Charge my: Visa Mastercard
 Discover AmEx

Card #: _____
 Exp. Date: _____ CCV#: _____
 Signature: _____

Please photocopy and retain for your records. Thank you.

Please complete and return this form with your payment or credit card information no later than October 5 for the Advance rate. Save money by returning the form by September 21 for the Early Bird rate.

Mail your completed registration form to:
 Illinois Library Association
 33 W. Grand Ave., Suite 401
 Chicago, IL 60654-6799

Or, fax with credit card payment to: 312-644-1899
 (If sending by fax please DO NOT send a duplicate by mail.)

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

Registration Policies: To qualify for Early Bird registration rates, registrations must be postmarked or faxed by September 21. All registrations postmarked/faxed after September 21 and by October 5 qualify for the Advance rate. Registrations post-marked/faxed after October 5 qualify for the on-site registration rate.

All refund requests must be received in writing by September 28, 2015. This includes refunds for pre-conferences, conference registration, meals, and special events. No telephone cancellations/refund requests can be accepted. No refunds after September 28. All cancellations are subject to a \$15 processing fee.

Membership rates are available to ILA/IACRL/ISLMA/SLA Illinois members – personal, trustee, student, retired, unemployed, and co-members. ILA Institutional member libraries may send a non-member at the personal member rate by noting "institutional credit" on the conference registration form. If your institution is unsure whether they have credits available, please contact the ILA office at 312-644-1896 or ila@ila.org.

Conference speakers who are employees or trustees of Illinois libraries or library agencies are required to register for the conference.

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



◀ MY TURN ▶

| Sharon B. Wiseman, Gail Borden Public Library District |

Internal Customer Service — How We Treat Others

What a wonderful field to be part of for forty years! Along with holding positions at several libraries, I have been fortunate to have taught for thirteen years at Dominican University and consulted with many folks in libraries for twenty years with Wiseman Consulting & Training. There have been many changes in the library field since I started and yet some things remain true, such as how we treat others.

We have a wonderful staff here, and we want them to feel acknowledged and appreciated. We also want to satisfy their desire to know what is going on in their organization. A common complaint in libraries is that “no one tells me what is going on!” People want to be “in on the changes.” And that means being informed and included in the decision-making process. I don’t think you can communicate or involve others too much. Here are some things that I believe have helped at the Gail Borden Public Library.

The library’s information flow begins with the monthly library board meetings. The day after the meeting, our Executive Director, Carole Medal, meets with our staff for “Coffee with Carole.” Carole explains actions the board has taken and how these will affect staff as well as other projects. She also answers any questions. A Fish Award for the Main Library and Muskrat Award for the Rakow Branch are given. The awards are chosen from staff nominations of co-workers who have been caught “making a difference.” All nominations are later posted for everyone to see.

Not everyone can attend these sessions, so “Coffee with Carole” is streamed via Google Hangouts so that employees at the

Branch can watch live. Also, the information from “Coffee with Carole” is summarized and sent to all staff via electronic newsletter. One of the most popular features in the newsletter is “Guess the Secret Library Person,” which is entertaining and helps with staff learning about other staff.

Bulletin boards are used to update staff including one for the Staff Association and a new Health and Wellness Committee. These two groups add fun and get us together as a community.

Weekly Cabinet meetings with the Director, Deputy Director, and five Division Chiefs help to keep the information flowing. The Library Leadership Team, consisting of managers and the Cabinet, meets monthly. Information flows both ways at these and monthly meetings.

We also encourage professional growth as another way to acknowledge, appreciate, and support. We offer attendance at professional meetings and conferences, webinars, professional memberships, and tuition assistance. Staff members get to share what they have learned from conferences at a program called “Pathways to Learning.” We made sure all staff had multiple opportunities to contribute to our recent strategic planning process, including a session at the library-wide staff day.

These are some of the ways that we can acknowledge, inform, and involve our staff members, our library’s most valuable resource. It is not perfect and it never will be, but they are steps in the right direction.

Feel free to contact me if you have any questions; better yet, come and visit sometime. **IA**



Idea Playground:

Youth Services UnCon

Thursday, August 6, 2015 • Dominican University, Parmer Hall • 7900 W. Division St. • River Forest, IL 60305

Players Gonna Play

Sponsored by the ILA Youth Services Forum, ILA Young Adult Services Forum, and Dominican University Graduate School of Library and Information Science.



From simple manipulatives to complex electronic gaming, the role of play and its relationship to learning and development is a burgeoning area of research and discussion. On August 6, the concept of play will be explored in depth as attendees of the 2015 Unconference "Players Gonna Play" discuss tips and best practices revolving around libraries, play, advocacy, gaming, and programming.

The Unconference is an opportunity for idea and resource sharing while providing a chance to network with colleagues. This event is cosponsored by the ILA Youth Services Forum, the ILA Young Adult Services Forum, and Dominican University GSLIS.

- Keynote presented by Jenna Nemeć-Loise, librarian at the Chicago Public Library Roosevelt Branch, adjunct instructor at Dominican University, and advocacy columnist for *Children and Libraries*.
- Closing remarks
- Additional speakers, programming, and networking opportunities

Registration opens in July at ila.org. The \$45 registration fee includes a continental breakfast and sandwich buffet lunch.

Unconference Schedule

8:30 A.M.	Registration Opens
9:00 – 9:30 A.M.	Breakfast and Voting for Sessions
9:30 – 9:40 A.M.	Opening Remarks
9:40 – 10:40 A.M.	Jenna Nemeć-Loise Keynote
10:40 – 11:00 A.M.	Session Moderator Selection
11:00 – 11:10 A.M.	Break
11:10 – 11:40 A.M.	1st Session
11:50 – 12:20 P.M.	2nd Session
12:20 – 1:20 P.M.	Lunch
1:20 – 1:50 P.M.	3rd Session
2:00 – 3:00 P.M.	Play Expo and 4th session
3:00 – 3:15 P.M.	Break
3:15 – 3:45 P.M.	Closing Remarks
3:45 – 4:00 P.M.	Vendor Sales

For more information and to register for this event, please visit www.ila.org

Tables for every purpose.



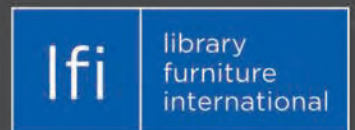
Barrington Area Library
Barrington, IL

A generous meeting table, a modern and practical study table, a long impressive conference table, or a flexible, mobile working desk. A table suitable for all purposes is just what a library needs and LFI has many that are just perfect for yours. See what LFI can do for your library!



libraryfurnitureinternational.com | 847 564 9497

Scan with your
mobile device to see
a video of table ideas!





Illinois Library Association

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

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

RETURN SERVICE REQUESTED

RE-PURPOSE

space is premium.

You're hearing it everywhere, you're hearing it often — our libraries are knowledge spaces, and accessing knowledge has changed.

Space can be made if you employ the right resources and solutions to optimize it. From high-density storage systems to modular casework and shelving systems, after over 40 years we can solve the design challenges you face, while also respecting the dignity of our library's historical and necessary role in public service.

Contact Dave Bradford - dave@bradfordsystems.com
or call 800-696-3453.

Smart. Storage. Solutions.

Bradford Systems Corporation www.BRADFORDSYSTEMS.com 800.696.3453

BRADFORD
SYSTEMS