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SUPPLEMENT TO
MARCH/APRIL 2014

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION



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Your Portal to Professional Growth

by Barbara K. Stripling, ALA President

The American Library Association has made a firm commitment to invest expertise and resources in fulfilling our strategic goal of increasing “the availability of and access to continuing education, career development, and certification opportunities for librarians, library staff, trustees, and library advocates.” ALA, its divisions, offices, and other units provide essential online learning designed to meet the ongoing needs of library and information workers. This annual *American Libraries* digital supplement offers a convenient introduction to ALA’s extensive eLearning options.

Look for the launch later in the year of the ALA eLearning Commons.

Advances in technology allow for increasingly dynamic and interactive learning options that enable ALA to provide powerful online continuing education. The range of offerings and formats allows you to tailor professional development for you, your colleagues, and your staff to meet specific learning goals for everyone at all levels and in all fields. The experts who develop and deliver online learning cover fundamentals, advances, trends, and innovations across all library types and areas of work. The hot topics addressed include collection management, issues and advocacy, management and leadership, service delivery and programs, technology, e-content and ebooks, job seeking, outreach and marketing, and social media. Formats include synchronous and asynchronous webinars, e-courses, online workshops, and podcasts, with options for on-demand, one-time events or multiple-session courses, and free or fee-based sessions.

Participants in some ALA online courses and programs are eligible to receive continuing education units (CEUs), enabling you to document personal growth and achievement. (A few years ago, the Association earned the prestigious status of Authorized Provider as designated by the International Association for Continuing Education and Training.) Certificates of completion are available for some programs that do not offer CEUs.

This year is going to be an innovative and exciting one for ALA eLearning. Look for the launch later in the year of the new ALA eLearning Commons, which will be an invaluable one-stop source for finding, accessing, and managing your online learning. The new site will be straightforward, comprehensive, and personalized.

In the meantime, this supplement can help you plan how to use ALA Online Learning for training and skills development, forums for reflection and debate, exposure to new ideas, refreshers on nuts and bolts, and personal networking. It is always at your fingertips whenever you have time to learn something new, want to know current best practices for a new initiative, or seek inspiration from a thought leader. The website offers quality professional development choices, extending ALA’s ability to advance its goals of advocacy, excellence, leadership, participation, and service. ■

american libraries

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

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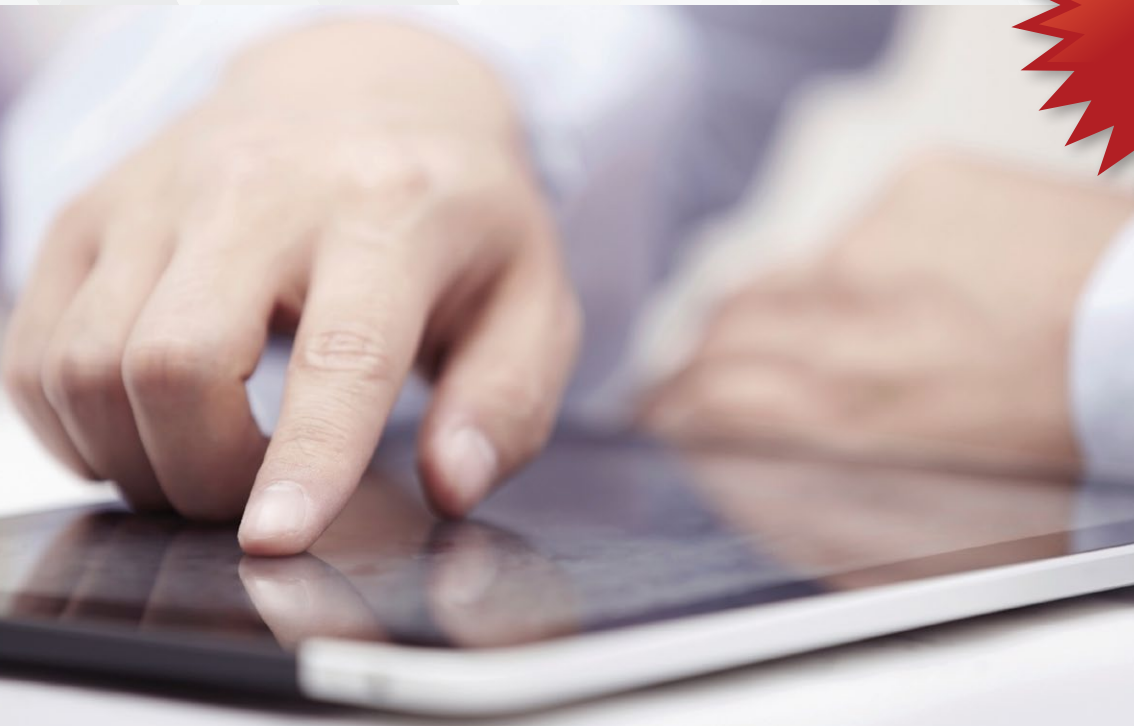
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ONLINE @ALA

The American Library Association provides continuing education in a variety of venues and formats for librarians, library support staff, and library trustees. Check out the course list that follows for a sampling of offerings from ALA's 11 divisions as well as its Publishing Department; find even more professional development opportunities at ALA's Online Learning web page.

AASL



eCOLLAB | Your eLearning Laboratory

ARCHIVED

eCOLLAB | Your eLearning Laboratory, available to AASL members and subscribers, is a repository of webcasts, podcasts, and resources from AASL professional development events. With the recent addition of recorded sessions from the AASL 16th National Conference and Exhibition, eCOLLAB offers over 155 webcasts and podcasts for on-demand learning. eCOLLAB also contains an online read-only version of the latest issue of AASL's print journal, *Knowledge Quest*, which is available for view before the issue mails. Visit eCOLLAB for on-demand profes-

sional development or to register for live webinars focused on best practices and important topics in school librarianship. Access to eCOLLAB is provided to AASL members as a feature of membership. Non-AASL members can purchase a yearly subscription.

COST:

- Complimentary to AASL members
- \$199 per person for nonmembers



ACRL

Helping Non-Innovators through Innovation: Managing Change

MARCH 3–23

Change can be difficult to deal with in any workplace, but the fast pace of change in libraries is particularly difficult. Designed for library supervisors who will need to lead staff (at any level) through change and learn about the potential impact of the stress of change and how to properly prepare others and oneself for change.

REGISTRATION DEADLINE:

- March 3

COST:

- \$60 per person for student members
- \$135 per person for ACRL members
- \$175 per person for ALA members
- \$195 per person for nonmembers

[+ REGISTER HERE](#)

Precision Googling: Techniques to Extract Exactly What You Want from the Largest Search Engine

MARCH 11, 2–3:30 PM EASTERN

Google changes its search interface and algorithms periodically, and knowing current and deprecated search functions will make your searching—and your patrons' searching—faster and smarter. This interactive webcast will include a review of advanced search techniques, syntax, and operators; an explanation of recent changes to the search interface; hands-on practice with advanced search operators and tools; and real-time exploration and discussion of the algorithms that generate user-specific results.

REGISTRATION DEADLINE:

- March 11

COST:

- \$40 per person for student members
- \$50 per person for ACRL members
- \$75 per person for ALA members
- \$90 per person for nonmembers
- \$295 for a group

[+ REGISTER HERE](#)

ACRL

The Publishing Rollercoaster: Writers Sound Off

MARCH 25, 2–3:30 PM EASTERN

Expand your knowledge of professional publishing from concept through research, submission, revision, and publication. Bringing firsthand experience of the writing and publishing process, this session's panelists will share their experiences while presenting strategies and tips for those who are hoping to get published for the first time, or who wish to grow their skills.

REGISTRATION DEADLINE:

- March 25

COST:

- \$40 per person for student members
- \$50 per person for ACRL members
- \$75 per person for ALA members
- \$90 per person for nonmembers
- \$295 for a group



What You Need to Know about Writing Data Management Plans

APRIL 7–25

Demand for data-management-plan consultants is growing as more granting agencies add this requirement. This course teaches participants about the elements of a successful data management plan and provides practice critiquing data management plans in a supportive learning environment where no grant funding is at stake. Join two experienced data-management-plan consultants with experience in liaison librarianship and information technology as they demonstrate how all librarians have the ability to successfully consult on data management plans.

REGISTRATION DEADLINE:

- April 7

COST:

- \$60 per person for student members
- \$135 per person for ACRL members
- \$175 per person for ALA members
- \$195 per person for nonmembers



Creating and Sustaining a Library Residency Program: Voices from the ACRL Residency Interest Group

APRIL 14, 2–3:30 PM EASTERN

Residency programs, which are professional experiences for early career librarians, are receiving increasing attention in the library community—both from recent graduates seeking their first post-MLS positions, and from institutions interested in recruiting new librarians in the field. In this webcast, residents and residency coordinators will engage with attendees about the opportunities afforded by such programs and the considerations host institutions should bear in mind in either initiating or further developing their current programs. This program will provide the vital information needed for planning or reinvigorating an academic library residency program.

REGISTRATION DEADLINE:

- April 14

COST:

- \$40 per person for student members
- \$50 per person for ACRL members
- \$75 per person for ALA members
- \$90 per person for nonmembers
- \$295 for a group



ACRL

You're Doing it Wrong: 10 Rules to Break to Create Awesome Tutorials

APRIL 22, 2-3:30 PM EASTERN

In this webcast, the presenters will draw upon the latest research in instructional design and e-learning to show how we can break the rules that have led us down the path of ineffective and often-ignored tutorial content. By deconstructing a tutorial created with current guidelines and applying new ways of thinking about e-learning, learn how to break free of traditional and ineffective best practices and hear about a new set of pedagogical strategies that are based on current research in e-learning. Participants will be inspired as we show examples of cutting-edge tutorials from corporate, academic, and library entities.

REGISTRATION DEADLINE:

- April 22

COST:

- \$40 per person for student members
- \$50 per person for ACRL members
- \$75 per person for ALA members
- \$90 per person for nonmembers
- \$295 for a group

 REGISTER HERE

Customer Service in the Digital Age

JUNE 2-20

The idea of a fully automated library may seem antithetical to traditional notions of user service. Libraries may struggle with balancing automation and personalized service, but this need not be an either/or proposition. Technology can be leveraged to provide outstanding, personalized user service. Explore the ways in which customer service differs in an online environment and how it is the same as it has always been. Aimed at library managers with minimal technological expertise and modest budgets, this course focuses on strategies for providing outstanding service through freely available and easy-to-implement automated tools.

REGISTRATION DEADLINE:

- June 2

COST:

- \$60 per person for student members
- \$135 per person for ACRL members
- \$175 per person for ALA members
- \$195 per person for nonmembers

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ALCTS



Fundamentals of Preservation

MARCH 10–APRIL 4
MAY 12–JUNE 6
AUGUST 18–SEPTEMBER 12
OCTOBER 20–NOVEMBER 14

This course introduces participants to the principles, policies, and practices of preservation in libraries and archives.

REGISTRATION DEADLINE:

- Two weeks prior to the start date

COST PER FUNDAMENTALS COURSE:

- \$109 per person for ALCTS members
- \$139 per person for nonmembers



Fundamentals of Electronic Resources Acquisition

APRIL 14–MAY 9
JULY 21–AUGUST 15
SEPTEMBER 22–OCTOBER 17
NOVEMBER 10–DECEMBER 5

This course provides an overview of acquiring, providing access to, administering, supporting, and monitoring access to electronic resources.

REGISTRATION DEADLINE:

- Two weeks prior to the start date



Fundamentals of Collection Development and Management

APRIL 21–MAY 16
JULY 28–AUGUST 22
SEPTEMBER 29–OCTOBER 24
NOVEMBER 17–DECEMBER 12

This course addresses the basic components of collection development and management in libraries.

REGISTRATION DEADLINE:

- Two weeks prior to the start date



Fundamentals of Collection Assessment

APRIL 28–JUNE 6
JULY 28–SEPTEMBER 5
OCTOBER 13–NOVEMBER 21

This course introduces the fundamental aspects of collection assessment in libraries, designed for those who are responsible for or interested in collection assessment in all types and sizes of libraries.

REGISTRATION DEADLINE:

- Two weeks prior to the start date



Fundamentals of Acquisitions

APRIL 28–JUNE 6
JULY 21–AUGUST 29
SEPTEMBER 15–OCTOBER 24
NOVEMBER 10–DECEMBER 19

This course provides a broad overview of the operations involved in acquiring materials after the selection decision is made.

REGISTRATION DEADLINE:

- Two weeks prior to the start date



ALCTS

ALCTS Webinars

ALCTS offers webinars on important and timely topics in library technical services frequently throughout the year. Upcoming topics include but are not limited to MOOCs, preservation, and RDA. A schedule of upcoming webinars is available on the [ALCTS website](#). Check back frequently for updates.

REGISTRATION DEADLINE:

- Three business days prior to the webinar

COST:

- \$43 per person for ALCTS and international ALA members
- \$59 per person for nonmembers
- \$99 per person for a group of members
- \$129 per person for a nonmember group



ALA ONLINE LEARNING

E-courses, webinars, online workshops, and on-demand recorded archives covering fundamentals, advances, trends, and hot topics across all library types and areas of work—delivered by the experts.

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www.ala.org/onlinelearning



ALSC



ALSC Online Education

ONGOING

No matter your schedule, ALSC has a professional development opportunity for you. From hour-long webinars to multiweek online courses, there are a variety of formats to meet the needs of all learners.

ONLINE COURSES

ALSC offers quarterly online courses that are perfect for busy librarians. Courses are 4–6 weeks in length and many are now CEU-certified. All courses are offered asynchronously so there's no need to log in at a certain time.

WEBINARS

ALSC's webinars are the perfect solution for someone who wants and needs educational information but doesn't have a lot of time or resources. These short (1–2 hour) interactive sessions taking place in Adobe Connect give librarians and library support staff the opportunity to learn right at their desks.

WEBCASTS

Webcasts are webinars that have already taken place but are still available for only a fraction of the cost. Webcasts are on-demand video that can be watched by the purchaser at any time. These are perfect for trainings and viewing multiple times.

STUDENT SESSIONS

Held quarterly, these are free, one-hour virtual workshops. Hosted by the ALSC Membership Committee, student sessions are focused on topics which are of interest to students or early career professionals.



ASCLA

Being an Effective Facilitator

APRIL 24, NOON–1:30 PM EASTERN

Want to run better meetings or lead better planning discussions? You can be a more effective facilitator. Learn how to improve group participation and productivity. Activities such as focus groups, staff meetings, brainstorming sessions, and learning sessions require an effective facilitator. With some knowledge about group dynamics, learning styles, and models for running meetings and group sessions, you can be a great facilitator. Discover ways to improve participation and productivity. Both face-to-face sessions and online sessions will be discussed.

COST:

- \$40 per person for ASCLA members
- \$45 per person for ALA student and retired members
- \$50 per person for ALA members
- \$65 per person for nonmembers

GROUP RATES:

- \$99 for a single login
- \$38 per person for multiple logins (minimum of two people)



Improving Library Services to People with Disabilities

MAY 19–JUNE 15 PLUS CHATS ON
MAY 29, 4–5 PM EASTERN
JUNE 12, 4–5 PM EASTERN

Library services to people with disabilities are provided by all levels of library staff. From the part-time aide charging out library materials to the library director determining policies, staff skills and attitudes are crucial for a satisfactory library experience.

All libraries have a plan for serving people with disabilities, whether it is the installation of ramps or the creation of special needs storytimes. But improvements are always possible.

Library staff who enroll will review the current level of service to people with disabilities, and then explore materials and sources that provide additional support or new ideas.

This course is designed for all library staff, including support staff, general professional staff, age-level or subject specialists, managers, and administrators.

Week 1 Visible or invisible: Who are the people with disabilities?

Week 2 What has changed? Attitudes, laws, and practices affecting services to people with disabilities.

Communication: Etiquette, alternative communication, and people-first language.

Week 3 Didn't know we had that: discovering assistive technology already at your library.

Week 4 Know the rules: applying policies and procedures of your library.

One step forward: Share one personal goal and one organizational change that you would recommend to improve service in your library for people with disabilities.

Course participants who complete four assignments and two discussion postings will receive a certificate of completion. Students who complete the required coursework will receive 1.2 CEUs.

COST:

- \$120 per person for ALA student and retired members
- \$150 per person for ASCLA members
- \$195 per person for ALA members
- \$230 per person for nonmembers

GROUP RATES (TWO OR MORE FROM THE SAME LIBRARY OR NETWORK):

- \$85 per person for ALA student and retired members
- \$110 per person for ASCLA members
- \$149 per person for ALA members
- \$178 per person for nonmembers



ASCLA



Understanding Personalities in the Workplace

JULY 2, 9, AND 16

Are you an employee? A manager? Do you have a spouse? Children? Friends? Acquaintances? Do you volunteer in an organization? Are you on committees? Do you ever deal with people in any context at all? Of course you do! This three-part webinar series is an invaluable tool in understanding your own personality style, as well as understanding those with whom you interact. You'll be introduced to Tightrope Walkers, Ring-leaders, Attendants, and Clowns (TRAC), and find out how we are all so different and yet so alike. Why do others do the things they do and why do you react the way you do? Why do you struggle to communicate effectively with some people? Why don't they have the same goals you do and see things the way you do?

In the first session, you'll find out your own personality style as well as the strengths and weaknesses of each of the four basic styles. As you learn about yourself, you'll undoubtedly experience an "aha!" moment regarding someone else (or sev-

eral "someone else"). In the second session, we'll delve deeper by finding out what makes them—and us—tick. In the final session of the series, we'll learn how to stay on TRAC with specific ways to deal with each style.

If you've ever asked yourself "why did they *do* that?" attend this informative and fun workshop series and find out.

COST:

15% off for those who also register for Emotional Intelligence (see page 14).

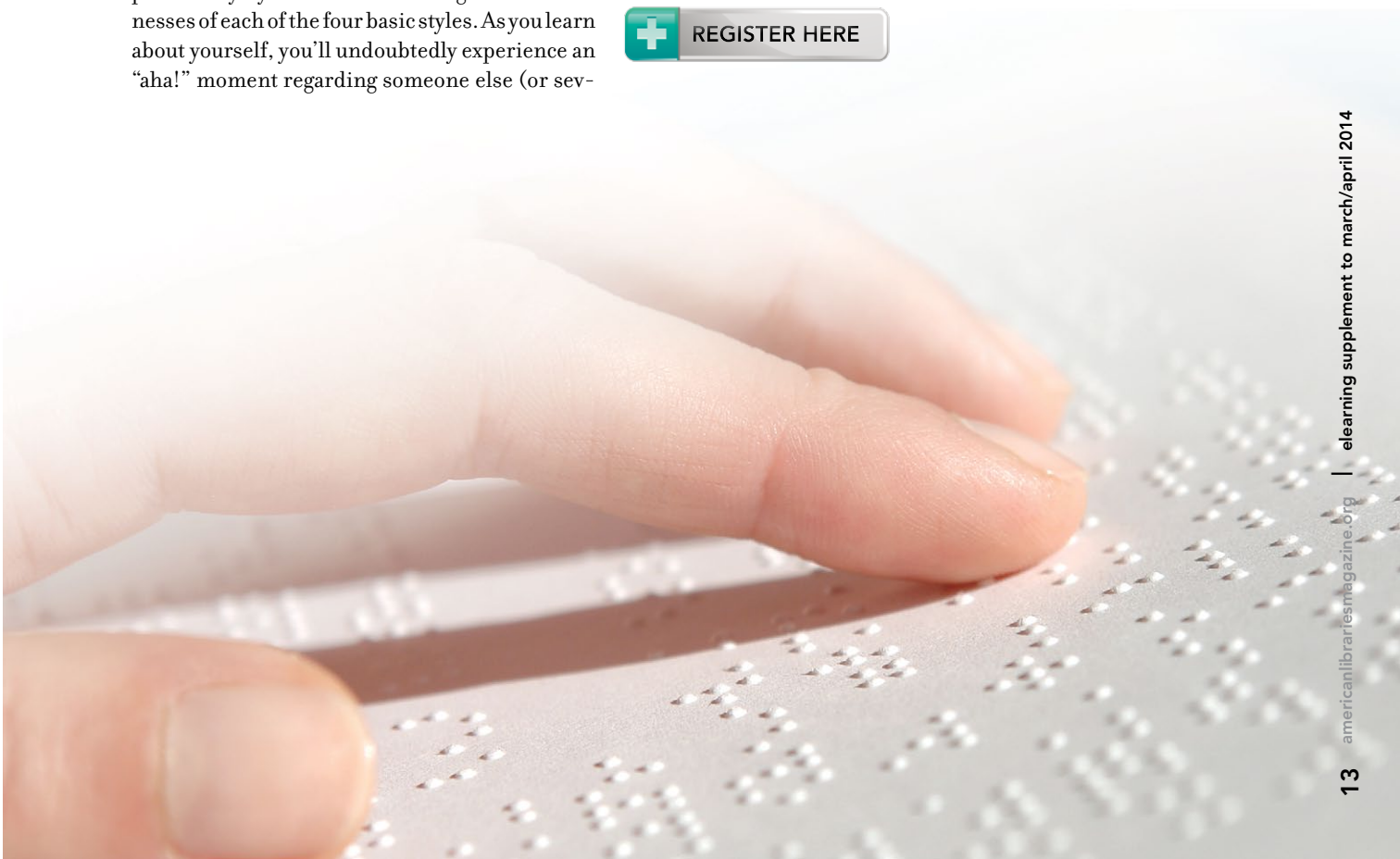
- \$105 per person for ALA student and retired members
- \$120 per person for ASCLA members
- \$150 per person for ALA members
- \$195 per person for nonmembers

GROUP RATES (TWO OR MORE FROM THE SAME LIBRARY OR NETWORK):

- \$299 for a single login
- \$115 per person for multiple logins



REGISTER HERE



ASCLA

Emotional Intelligence in Your Workplace

JULY 23, 30, AND AUGUST 6

Emotional Intelligence—maybe you’ve heard the term, but what in the world does it mean? The short answer is simply being intelligent about emotions—your own and others’. The longer—and much more interesting—answer will fascinate you.

In the first session, we’ll discuss the idea of Emotional Intelligence and why interest in the field is increasing. We’ll delve into how our behavioral styles can affect our levels of emotional intelligence.

In the second session, we’ll take a closer look at emotions:

- What are emotions anyway?
- Are we even aware of them when they happen?
- Can we control them?

Then we will “look in the mirror” and begin to explore the first two of the four elements of Emotional Intelligence.

In the last session, we will investigate the other two elements by probing how our emotions affect how we interact with others. We’ll also discover the potential for improving our emotional intelligence, why it matters in the workplace, and why it might be challenging to do so.

Participants will learn and begin to master:

- An understanding of Emotional Intelligence and how it affects our relationships;
- What part our emotions play in how we interact with others;

- How to identify the elements of Emotional Intelligence;
- Specific tips for enhancing Emotional Intelligence;

Participants will also receive a resource list for more information on the topic.

The use of emotional intelligence in the workplace can benefit every staff member. Less conflict and fewer hurt feelings lead to a more inspiring and productive workplace.

COST:

15% off for those who also register for Understanding Personalities in the Workplace (see page 13)

- \$105 per person for ALA student and retired members
- \$120 per person for ASCLA members
- \$150 per person for ALA members
- \$195 per person for nonmembers

GROUP RATES (TWO OR MORE FROM THE SAME LIBRARY OR NETWORK):

- \$299 for a single login
- \$115 per person for multiple logins

 REGISTER HERE

LLAMA



Webinars

ONGOING

LLAMA offers bimonthly webinars presented by subject experts on leadership and management topics for all types of libraries. Recent topics include: identifying your personal management style; managing intergenerational teams; library fundraising; project management; library safety and security; creating multimedia spaces; cover letter and résumé tips; facilities management; and change management. Each webinar offers participants the opportunity to have their questions answered and includes a link to a recorded version for future viewing. LLAMA members also have access to a complete archive of past LLAMA webinar recordings.

 REGISTER HERE





PLA

PLA 2014 Virtual Conference

MARCH 13–14

PLA is offering a great way to participate in and enjoy the PLA Conference, even if you can't be there in person. The PLA 2014 Virtual Conference will consist of live programming on March 13–14, including five hourlong programs each day, plus author interviews, poster sessions, and networking opportunities. Programs are chosen from among the highest vote recipients in PLA's session preference survey and will cover a variety of topics including: administration/management, collection development, marketing, adult and children's services, facilities, and staffing. Each day will also include a closing session "happy hour" event for attendees to get together and discuss the day's programming.

REGISTRATION DEADLINE:

- March 6

COST:

- \$105 per person for students
- \$230 per person for PLA and Indiana Library Federation members
- \$285 per person for ALA members
- \$340 per person for nonmembers
- \$575 for groups



How to Win Grants for Your Library

APRIL 21–MAY 16

Stephanie Gerding, grants expert and author of *Winning Grants*, will lead this interactive four-week course designed to help make grant work easier and more effective. Participants will learn how to find the best funding sources and grant opportunities suited to their public library; how to plan and write grant proposals with a competitive edge; and how to bring clarity and professionalism to grant proposals. The course includes online discussions and webinars, independent activities, and personal feedback.

REGISTRATION DEADLINE:

- April 18

COST:

- \$129 per person for PLA members
- \$159 per person for ALA members
- \$179 per person for nonmembers



On-Demand Webinars

ARCHIVED

On-Demand Webinars from PLA offer affordable, anytime access to archived PLA webinars. These recorded webinars feature public library professionals tackling topics such as customer service, branding, website development, ebooks, and more, as well as programs that were presented during the PLA 2013 Virtual Spring Symposium.

COST:

- \$28 per person, with 10% discount for ALA/PLA members
- \$119 for groups, with 10% discount for ALA/PLA members



PLA

Service Response Online Workbooks

ARCHIVED

Based on the management concepts delineated in PLA's bestselling Results Series of publications, the 18 Service Response Workbooks are intended to help library planners identify the many possibilities that exist for matching their services to the unique needs of their communities. These are not traditional online courses and there are no assignments or grades. Instead, they are self-directed online workbooks with tools to assess your current services in a specific area or topic and to identify what would be required to expand those services. Workbooks covering 18 areas of service are offered.

COST:

- \$15 each



Turning the Page Online

ARCHIVED

Turning the Page Online is a free library advocacy training course developed and presented by PLA with generous support from the Bill & Melinda Gates Foundation. It is available any time you are inspired to invest in your library's future. In this self-paced series of 11 courses, library staff and supporters will learn how to: create and tell their library's story; deliver effective presentations; develop a compelling case for support; and build and sustain partnerships along the way. Participants are encouraged to come with a specific, self-determined advocacy goal for their libraries. By the end of the training, they'll have a complete advocacy work plan to guide their efforts. All of the training is online and self-paced, and should take 12–15 hours to complete.



PUBLISHING

AMERICAN LIBRARIES

American Libraries knows how essential it is to stay up to date on new developments in our field. American Libraries Live, a free, streaming video broadcast that you can view from your home, library, or favorite Wi-Fi spot, is a program that allows viewers to watch broadcasts about library issues and trends in real time and interact with hosts via a live chat, offering immediate answers to all of your pressing questions. Every episode is then archived for your convenience.

Ebooks: The Present and Future
MARCH 13, 2-3 PM EASTERN

Copyright Conundrum
APRIL 10, 2-3 PM EASTERN

Library Security
MAY 8, 2-3 PM EASTERN

Going Beyond Google
JUNE 12, 2-3 PM EASTERN

The Kid Friendly Library
JULY 10, 2-3 PM EASTERN

COST: Free to all

[+](#) REGISTER HERE

BOOKLIST WEBINARS

TUESDAYS, 2-3 PM EASTERN

Booklist offers 30–40 free, hourlong webinars per year, moderated by *Booklist* editors and special guests, and including presentations from numerous publishing and librarian experts. Attendees receive a list of titles discussed, a PDF of the PowerPoint presentation, and a certificate of completion. Registrants receive a notification when the video archive is available for viewing. The wide range of topics include: Common Core State Standards; reluctant/struggling readers; youth and YA announcements; crime fiction; graphic novels; audiobooks; series non-fiction; books for boys; multimedia in your library; book group–related topics; cookbooks, crafts, and gardening; poetry; and special topics such as resources on bullying.

COST: Free to all

[+](#) REGISTER HERE



PUBLISHING

ALA EDITIONS

Demystifying Copyright: How to Educate Your Staff and Community

MARCH 3–30

Topics covered:

- Understanding the risks of copyright infringement and how to protect your library from lawsuits;
- Understanding the need for compliance under US and global copyright law;
- Evaluating copyright issues in your library;
- Developing a copyright education plan;
- Assessing materials, content, and technology in order to equip an instruction team for your institution;
- Keeping your educational program up to date.

Libraries are hubs of content, not all of it purchased or licensed from traditional publishers. As libraries move into the roles of publisher, platform-provider, or aggregator, it is important to make sure your staff has a basic knowledge of copyright. Following copyright best practices can protect your institution from cease-and-desist letters, time-draining threats, and lawsuits. The first step is to develop an effective and practical copyright education plan.

Lesley Ellen Harris, an intellectual property attorney, has trained libraries, museums, and corporations in copyright. In this four-week eCourse, she will guide you step by step through developing a copyright education program for your staff and community.

Certificate of completion available upon request.

COST:

- \$157.50 per person for ALA members
- \$175 per person for nonmembers



Social Media Basics: Engaging Your Library Users

MARCH 3–30

Learning outcomes:

- Ability to use the accounts you've set up in at least two of the four social media sites covered in this eCourse for your own professional purposes or for your library;
- Understanding potential applications of these sites as a way of reaching and assisting library users and other library colleagues;
- Knowledge of how to harness these sites as reference tools and learning tools in library staff and public training programs;
- Using resources from the eCourse to become more proficient on your own;

Are you new to social media? Have you been intimidated by the idea of getting started with sites like Facebook, LinkedIn, Google+, or Twitter?

If your library doesn't have a presence on these social media sites, you are missing an important chance to make vital connections with library users as well as with other libraries. And once you get the hang of it, social media can be the most fun you'll ever have sharing your library with others.

In this eCourse, designed for new and inexperienced social media users, Paul Signorelli will take you through the basics of social media, showing you how you can use Facebook, LinkedIn, Google+, and Twitter to connect with a library audience for reference, library instruction, outreach, and marketing. With his guidance, you'll set up social media accounts that your library will actually be able to build upon and use once the eCourse is over.

Certificate of completion available upon request.

COST:

- \$157.50 per person for ALA members
- \$175 per person for nonmembers



PUBLISHTING

iPads, Tablets, and Gadgets in the Library: Planning, Budgeting, and Implementation

MARCH 31–MAY 11

At the end of this eCourse, you will be able to:

- Understand your library's/community's needs related to tablets and other technologies;
- Become familiar with the types of tablets and other electronic tools that can enhance library services and staff productivity;
- Set up a multifaceted tech tool program;
- Use tablets and other tech tools efficiently and effectively;
- Communicate effectively with a network of individuals with the same interests regarding tech tools;
- Stay up to date with tablets and other tech tools.

Now that personal electronic devices like tablets, smartphones, and digital cameras are ubiquitous, it's important for librarians to be able to incorporate these devices into both library services and internal staff activity. In this first-of-its-kind eCourse, Virginia Tech librarians and gadget experts Rebecca Miller, Carolyn Meier, and Heather Moorefield-Lang will show you what you need to know about these gadgets, from surveying the landscape of available products to purchasing and implementing these devices in your library. Over the six weeks of the eCourse you will also gain new tech skills, such as communicating via video blog or podcast and using Twitter and social bookmarking tools to share ideas.

Certificate of completion are available upon request.

COST:

- \$225 per person for ALA members
- \$250 per person for nonmembers

 REGISTER HERE



PUBLISHING

ALA TECHSOURCE

Using Infographics in Library Instruction

MARCH 5, 2:30–4 PM EASTERN

Infographics, visual representations of information or data, run rampant on the web. While they may look impressive, the information they convey can be either powerful or trite. Can your students discern the difference? Because library instruction encompasses visual literacy and because data abounds on campus and corporate networks, your students need the skills to read and interpret charts and graphs accurately. They will also undoubtedly create their own infographics for class presentations or reports. This workshop will show you how to incorporate the basics of infographics in your library instruction, capturing students' attention and making learning active. In this workshop, you will learn:

- How to use popular freemium tools, such as Piktochart, Infogram, and Easel.ly, along with various features built into Excel and Word;
- Ways to teach critical thinking by showing how one data set can undergo contrasting graphical interpretations;
- How to cite sources in infographics;
- The types of imagery that will best communicate your message;
- Examples of creative design through colors, fonts, or hand-drawing;
- Best practices of library instruction librarians using infographics in presentations.

COST:

- \$54 per person for ALA members
- \$60 per person for nonmembers

GROUP RATE FOR THREE OR MORE:

- \$108 per person for ALA members
- \$120 per person for nonmembers



Creating a Digital Media Space for Today's Teens

MARCH 20–27

In the age of iPads, YouTube, and instant information sharing, an ordinary “computer lab” doesn’t draw teens into the library the way it used to. To get teens more active in the library and enthusiastic about library programs and services, a Digital Media Space can be the draw—a place that teens can go to record videos, use social media, create projects, and engage with the community and their peers on their own terms. As the digital learning librarian at Carnegie Library of Pittsburgh, Corey Wittig knows what it takes to build an effective, popular lab, and he’ll share his knowledge with you in this comprehensive, two-part workshop. Topics include:

- Steps for getting started, including planning and getting buy-in from library stakeholders;
- Budgeting and allocation;
- Scheduling staff time efficiently;
- Ways to get funding through grants and community partnerships.

COST:

- \$49.50 per person for ALA members
- \$55 per person for nonmembers

GROUP RATE FOR THREE OR MORE:

- \$99 per person for ALA members
- \$110 per person for nonmembers



Health Information 101

MARCH 3–APRIL 11

During this six-week course, we'll demystify and decode medical terminology, then learn the basics of evidence-based biomedical literature searching. We'll learn how to systematically evaluate a health website then look at some of the best-of-the-best sites for medical, pharmaceutical, and drug information.

We'll learn about PPACA, the Centers for Medicare & Medicaid Services, HealthIT and HITECH, Meaningful Use, Physician and Hospital Rankings & Ratings, and the Personal Health Record.

And finally, we'll discuss health literacy issues and how to create partnerships with hospital and academic medical librarians through the National Network of Libraries of Medicine.

By the end of this course, students will be able to:

- Construct an information search using medical terminology;
- Formulate a search strategy in PubMed utilizing both controlled vocabulary and natural language terms;
- Recommend consumer health resources based on patron literacy levels;
- Design a shame-free environment within the library;
- Apply the Ten-Question Consumer Health Website Evaluation Checklist when assessing a consumer health website;
- Adopt health reference interview techniques;
- Describe health care reforms.

Although Health Information 101 is asynchronous, participants may also choose to schedule online chat time with the instructor.

This course was designed with public librarians in mind. Primary, secondary, and academic librarians will find this course useful, too.

The course is divided into six modules: medical terminology; evidence-based biomedical literature searching; literacy and health outcomes; evaluating health and medical websites; consumer health resources; and the business of health care.

COST:

- \$120 per person for ALA student and retired members
- \$150 per person for RUSA members
- \$195 per person for ALA members
- \$230 per person for nonmembers

GROUP RATES:

15% off for groups of two or more library staffers from the same library or network enrolling in the same course at the same time.



User Experience Research 101

MARCH 5, 3–4:30 PM EASTERN

This 90-minute webinar will introduce the concept of user experience, research planning, and practical research methods to librarians who may not have formal training in user experience research. Content of the webinar will be structured along the user-centered design process to help the audience integrate user experience research into their existing work. We will also use real-world examples from libraries. Content includes:

- What is user experience research?
- Why user experience is good and fits into reference services
- History of user experience research
- How to plan your user experience research topic
- What are my objectives?
- How much time do I have?
- How much money do I have?
- How many people resources do I have?
- Who am I presenting this to?
- Is this for an existing product?
- Intro to user-centered design process;
- User experience techniques;
- Interaction design;
- Focus groups;
- Contextual inquiry;
- Participatory design;

RUSA

- Steps techniques;
- Tips or pitfalls;
- ROI—what is expensive to implement?
- Some ways to start integrating user experience research into your workflow;

COST:

- \$35 per person for ALA student and retired members
- \$40 per person for RUSA members
- \$50 per person for ALA members
- \$65 per person for nonmembers

GROUP RATES (TWO OR MORE FROM THE SAME LIBRARY OR NETWORK):

- \$99 for a single login
- \$38 per person for multiple logins



Introduction to Spatial Literacy and Online Mapping

MARCH 10–30
OCTOBER 6–26

With so many people using GIS technology in their daily lives, it is time to train librarians to not only assist library clients with their inquiries, but to use the technology themselves. This three-week course will introduce students and library staff to a variety of mapping tools and GIS technologies that are of interest to both public and academic library users. Librarians will be able to apply their newly developed Web 2.0 mapping skills in their reference work and liaison responsibilities. Through hands-on exercises, demonstrations, and presentations, the librarian will receive a thorough overview of GIS-related technologies that they may be exposed to in the library. Examples of topics include geographic literacy, GIS, and online mapping (Google Earth, Google Maps, etc).

The course will include:

- Online lessons—two hours a week;
- Two assignments;
- Two tutorials;
- One discussion question.

COST:

- \$100 per person for ALA student and retired members
- \$130 per person for RUSA members
- \$175 per person for ALA members
- \$210 per person for nonmembers

GROUP RATES:

15% off for groups of two or more library staffers from the same library or network enrolling in the same course at the same time.



Readers' Advisory 101

MARCH 31–MAY 18
OCTOBER 13–NOVEMBER 30

Learn how to become more comfortable providing readers' advisory (RA) services. Through practice sessions, learn how to use RA tools, craft annotations, read in genres, articulate appeal, and experiment with methods to offer RA services. Readers' Advisory 101 is tailored for support staff, library technicians, newly hired reference librarians, and those librarians who want to brush up on their skills. The topics covered are introductory in nature. Class segments are geared to cover issues of interest to staff in all types of libraries.

This course includes practice chat sessions conducted online.

COST:

- \$100 per person for ALA student and retired members
- \$130 per person for RUSA members
- \$175 per person for ALA members
- \$210 per person for nonmembers

GROUP RATES:

15% off for groups of two or more library staffers from the same library or network enrolling in the same course at the same time.



Interlibrary Loan 101

APRIL 7–MAY 2

This online course will provide new interlibrary loan (ILL) practitioners and those who need a refresher with a broad overview of ILL policies, procedures, and practices. Participants will learn standard practices, gain an overview of emerging trends, and practice writing policies for interlibrary borrowing and lending. ILL managers and practitioners in all types of libraries, although primarily academic and public libraries, who are new to the field of interlibrary loan will benefit from this course.

The course will be separated into four modules that cover the ILL process from both the borrowing and lending perspectives, copyright law and licensing impacts on ILL, and ILL resources and systems. This course will cover both policies and procedures. Each module will be taught by an ILL expert who will offer practical examples to support the concepts discussed in each section. Each module will have a live, synchronous chat session for presentation and discussion as well as offline readings and assignments for a total commitment of roughly three hours per week for four weeks.

COST:

- \$100 per person for ALA student and retired members
- \$130 per person for RUSA members
- \$175 per person for ALA members
- \$210 per person for nonmembers

GROUP RATES:

15% off for groups of two or more library staffers from the same library or network enrolling in the same course at the same time.



How to Conduct Usability Studies: A Librarian Primer

APRIL 9, 3–4 PM EASTERN

Interested in conducting some usability test of your library website or resources but not sure where to start? Come to this one session and hear about what things to consider when conducting usability tests for the first time. We will cover research questions, recruitment, creating user study scripts, and other best practices.

Scope: This 60-minute session is relatively cut-and-dry. We'll be teaching librarians how to do usability tests on their library services. Basically from start to finish, we will explain what librarians need to do to implement this method of gathering user feedback. We will also discuss implementations of usability tests at Purdue University libraries.

Content:

- What is a usability test?
- User centered design process—introduction;
- How to plan your usability test topic;
- What are my objectives?
- How much time do I have?
- How much money do I have?
- How many people resources do I have?
- Who am I presenting this to?
- Is this for an existing product?
- Research questions recruitment;
- The usability study script;
- Best practices;
- Capturing results;
- Interpreting results;
- Communicating;
- Findings;
- Where to find out more.

COST:

- \$35 per person for ALA student and retired members
- \$40 per person for RUSA members
- \$50 per person for ALA members
- \$65 per person for nonmembers

RUSA



GROUP RATES (TWO OR MORE FROM THE SAME LIBRARY OR NETWORK):

- \$99 for a single login
- \$38 per person for multiple logins



Reference Interview 101

APRIL 21–MAY 30

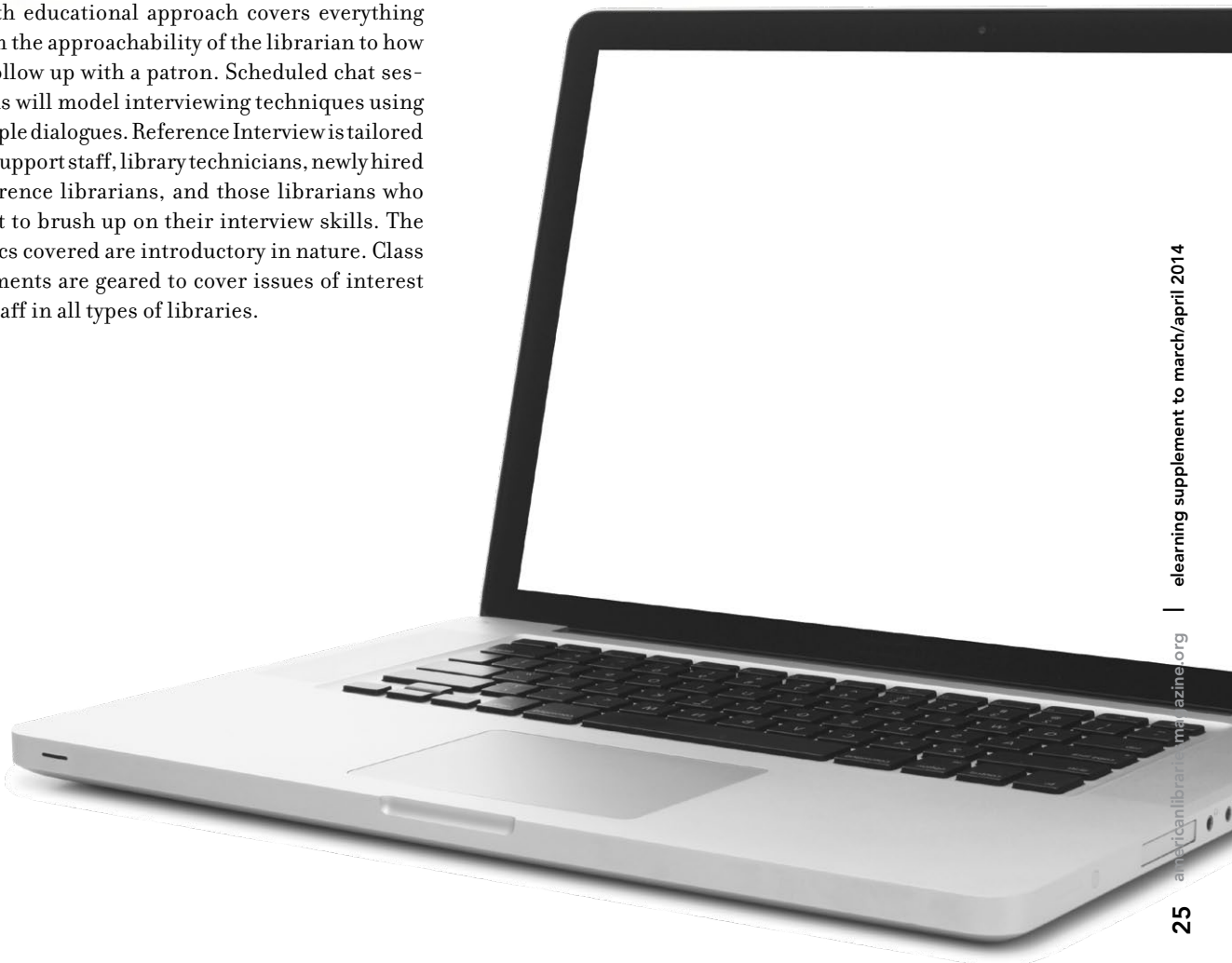
Reference Interview 101 is a comprehensive course focusing on the methods of evaluating reference service, behavioral aspects of reference service, and the different types of questions that can be used to help patrons identify what they need. Using images, audio, and video, this in-depth educational approach covers everything from the approachability of the librarian to how to follow up with a patron. Scheduled chat sessions will model interviewing techniques using sample dialogues. Reference Interview is tailored for support staff, library technicians, newly hired reference librarians, and those librarians who want to brush up on their interview skills. The topics covered are introductory in nature. Class segments are geared to cover issues of interest to staff in all types of libraries.

COST:

- \$100 per person for ALA student and retired members
- \$130 per person for RUSA members
- \$175 per person for ALA members
- \$210 per person for nonmembers

GROUP RATES:

15% off for groups of two or more library staffers from the same library or network enrolling in the same course at the same time.



UNITED FOR LIBRARIES

Engaging Today's Volunteers for Libraries and Friends

ARCHIVED

The baby boomers are retiring! And they are volunteering in large numbers in communities across the country. If libraries and Friends groups aren't successful in recruiting this special group, some other community agency will be. This three-part series of webcasts is designed to inform library Friends, trustees, and staff about this new generation of baby boomer volunteers—how they are different from volunteers in the past, what they want from service opportunities, and how libraries and Friends can attract them.

Webcast 1: Meet Today's New Volunteers

Learn what studies are showing about the baby boomers' commitment to community service, what they bring to the volunteer workforce that is unique, and how baby boomers want to spend their volunteer time. Get tips for developing strategies to recruit this special group.

Webcast 2: Friends and Baby Boomers—Getting New Active Members for Your Group

Find out how Friends of the Library groups can attract and retain baby boomer volunteers while ensuring that the group will remain strong and viable long into the future.

Webcast 3: Library Volunteers—Bringing in Skilled and Committed Baby Boomers

Get specific information on how librarians and those who supervise volunteers can best recruit, train, and retain a volunteer workforce that can support staff members and help enhance library services.

COST:

- \$39 for a single-seat license for United for Libraries group and individual members
- \$139 for a single-seat license for non-members

- \$49 for a multiseat, single-library-site license for United for Libraries group and individual members
- \$149 for a multiseat, single-library-site license for nonmembers
- Libraries, Friends, and trustees in Kansas, North Dakota, and Nebraska have free access to all three courses through statewide partnerships.

 REGISTER HERE

How to Start a Friends of the Library Group

ARCHIVED

United for Libraries Executive Director Sally Gardner Reed presents this informative session on how to start a Friends of the Library group. Learn about how a Friends group can support your library through fundraising and advocacy. Find out the steps to getting started and how to ensure the success of your new Friends group.

COST: Free to all

 REGISTER HERE

Trustee Academy

ARCHIVED

The United for Libraries Trustee Academy is a series of online courses to help trustees become exceptionally proficient in their roles on behalf of their libraries. All of the online courses are taught by a professional in the field and are priced both à la carte so individual attendees can pick and choose what courses are important to them, and as a full curriculum that reflects discounted pricing per course. In addition, a board of trustees can sign up for further discounts. Trustees may request a certificate of completion.

UNITED FOR LIBRARIES

Courses include:

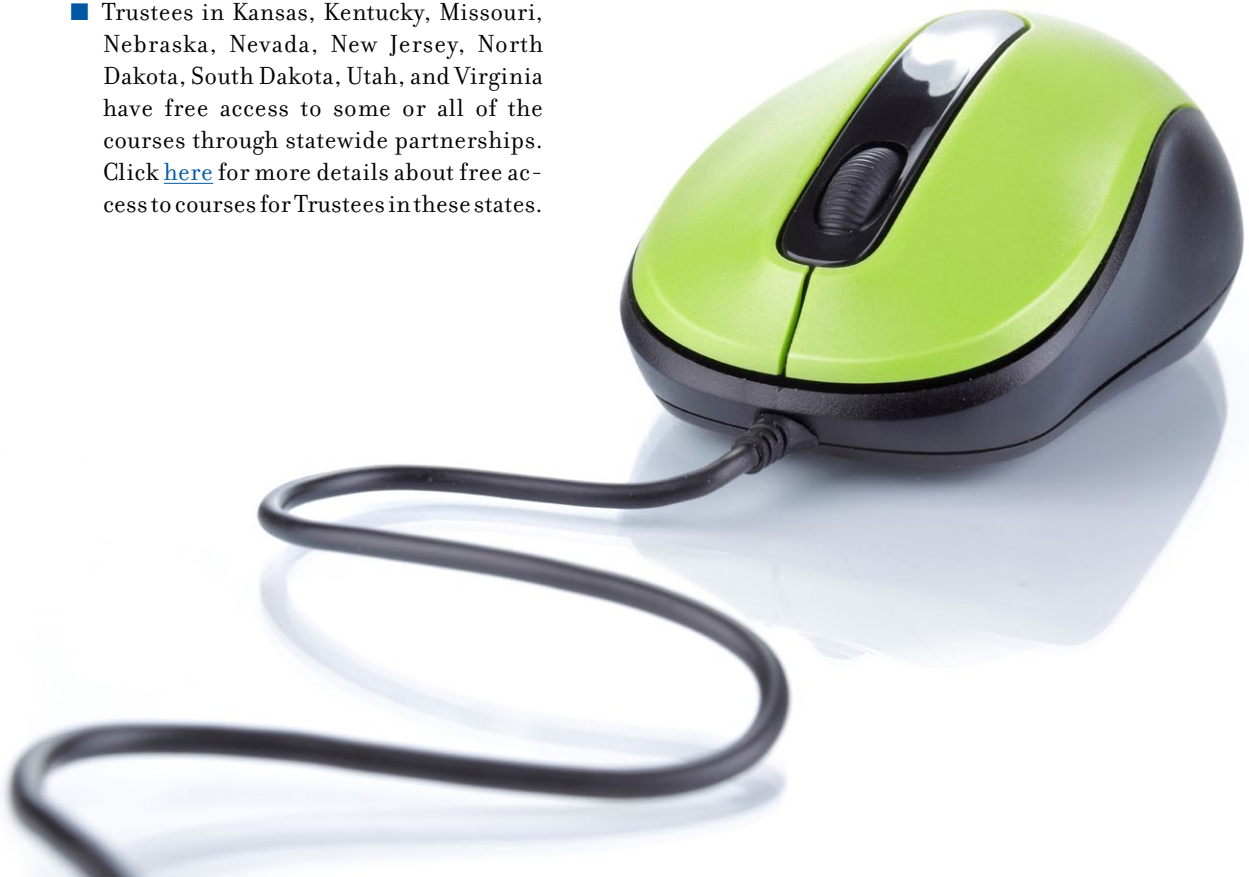
- Trustee Basics, Part I
- Trustee Basics, Part II
- Working Effectively with the Library Director
- The Library's Budget
- Advocating for Your Library
- Evaluating the Library Director
- Intellectual Freedom for Library Trustees: Defend the Freedom to Read: Reporting Challenges
- Intellectual Freedom for Library Trustees: Meeting Room Policies for Library Trustees

COST:

- \$30 per person for United for Libraries individual and group members
- \$40 for nonmembers
- \$100 per board for United for Libraries individual and group members
- \$125 per board for nonmembers
- Trustees in Kansas, Kentucky, Missouri, Nebraska, Nevada, New Jersey, North Dakota, South Dakota, Utah, and Virginia have free access to some or all of the courses through statewide partnerships. Click [here](#) for more details about free access to courses for Trustees in these states.

COST FOR THE SERIES OF FIVE COURSES:

- \$115 per person for United for Libraries individual and group members
- \$150 per person for nonmembers
- \$225 per board for United for Libraries individual and group members
- \$300 per board for nonmembers



Digital Badges: Show What You Know to Your Boss or Potential Employer

MARCH 20, 2 PM EASTERN

You've taken the professional development courses, created projects, and developed your skill sets. But now that you've been taught the lessons, how do you demonstrate your skills to current or potential employers? By providing a firsthand look at content you've produced and the community feedback you've received. Micro-credentialing, or badging, is an emerging segment of professional development. In this webinar, you'll learn about digital badges and their place within a more expanded definition of learning, as well as YALSA's badging project as an example of how to demonstrate your knowledge in the library community.

REGISTRATION DEADLINE:

- March 18

COST:

- Free to YALSA members
- \$19 to nonmembers of YALSA beginning one month after the live event
- \$99 to nonmember groups, allowing access to archived recording for six months



Reading with a Critical Eye: Evaluating YA Literature

JULY 1–AUGUST 10

This course is designed for anyone who wishes to develop a more critical lens while reading. It focuses on the basic elements of literature (including both fiction and nonfiction) then broadens out to consider form and format (i.e., graphic novels, audiobooks) and related topics (i.e., multicultural books, blogging, reviews, resources, etc.). Participants should learn:

- How to read YA literature in a critical and evaluative manner;
- How to apply evaluative criteria for genre, form, and format;
- How to write both brief annotations and extensive annotations.

REGISTRATION DEADLINE:

- June 27

COST:

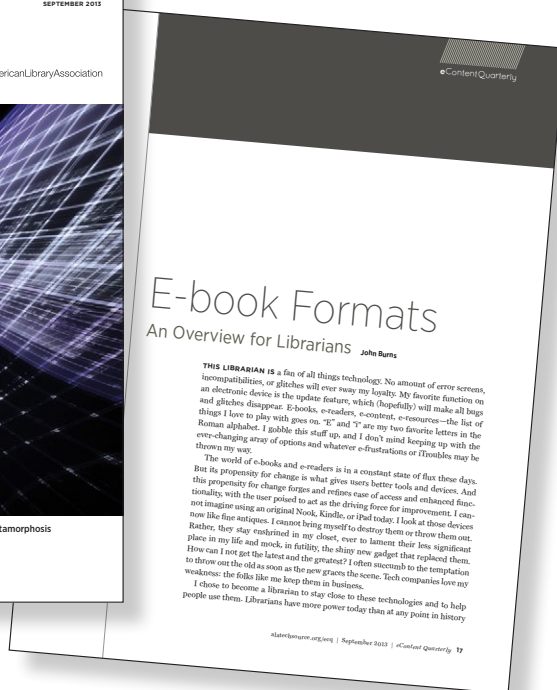
- \$155 for YALSA members
- \$195 for ALA members
- \$215 for nonmembers



econtent

QUARTERLY

A new digital journal from ALA TechSource, *eContent Quarterly* is written by and for information professionals in the business of producing, selling, buying, and managing e-content—including librarians, publishers, aggregators, distributors, and other library vendors. Editors **SUE POLANKA** and **MIRELA RONCEVIC** harness their deep knowledge of the e-content landscape and vast library and editorial experience to cover the topic from every angle and in greater depth than is usually available in other LIS publications.

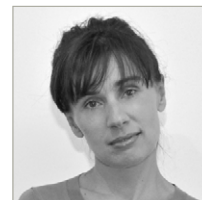


Download the **free preview issue** and learn more about our special introductory subscription offer at alatechsource.org/ecq

About the Editors



Sue Polanka (left) created No Shelf Required®, an award-winning blog about the issues surrounding e-books for librarians and publishers, which led to the best-selling books *No Shelf Required* and *No Shelf Required 2*. She is the head of reference and instruction at the Wright State University Libraries in Dayton, Ohio, president of the Academic Library Association of Ohio and a member of the ALA Council. **Mirela Roncevic**, (right) an independent writer, editor and content developer, has been at the forefront of the e-book revolution since its infancy. She managed *Library Journal's* first e-book reviews column in 1999 and is a consultant for e-content producers. Editor of *The Library Journal Guide to E-Reference Resources*, she is also author of “E-book Platforms for Libraries,” an issue of ALA TechSource’s *Library Technology Reports*.



a publication of the American Library Association

The Constant Innova

When library workers expand their horizons,
so do libraries





By Megan Hodge

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A superior way to innovate is to gather a varied mix of people to think about problems and solutions in much the same way that variety enhances a species gene pool. But getting everyone from frontline staff up to administrators on board and actively innovating is time-consuming and could disrupt the daily functions of a library.

This time must be managed somehow, and indeed there is a way.

Google's "20% time" is an inspiring model for allocating time for innovation at a sustainable level over the long term. The model provides employees with a significant number of work hours—ideally 20% of their total hours each week—to devote to unstructured, unregulated innovation. According to Google, many of its best ideas, such

as Gmail and AdSense, are products of 20% time.

Twenty percent of a full-time employee's workweek is one full workday. Trying to squeeze in an hour here and there to think is probably never going to happen; meetings run over, a patron has just one more question, and too many distractions clamor for attention. Having a full eight hours, on the other hand, is analogous to having parentheses on either side of one's day: a closed office door

.....



GOOGLE'S "20% TIME"

is an inspiring model for allocating time for innovation at a sustainable level over the long term.

protecting one from the minutiae that pop up just from walking across the building. Another advantage to a 20% time program is the ability to work from home. Telecommuting is an increasingly desirable alternative arrangement that has the added bonus of boosting employee morale. Alternatively, one's 20% time could be used to meet with a group and collaborate.

Grouplet power



Group work is an important part of how Google handles its 20% time model. Work in grouplets (Google-speak for "teams") happens "when the thing you really want to work on is to make a broad change across the whole organization, [and] you need something new," Google's Bharat Mediratta said in the October 21, 2007, *New York Times* ("The Google Way: Give Engineers Room"). "These grouplets have practically no budget, and they have no decision-making authority. What they have is a bunch of people who are committed to an idea and willing to work to convince the rest of the company to adopt it." These parameters—a limited or nonexistent budget and the need for a broad change—align perfectly with library needs and resources. This shift in management style—from independent work and decision making to collaborative processes—can improve function at the individual library level, too.

Perhaps the most important aspect of effective national and international innovation is sharing ideas in a timely fashion. If one library comes up with an excellent new service, that library's patrons will be thrilled. But that is not enough. One of the library profession's greatest strengths is its willingness to share great ideas; libraries are not in competition with one another and the success of one does not injure that of another, even that of a neighbor. Of course, libraries already share ideas through conference presentations and journal articles, and more informally through personal blog posts and social media, but the former methods are too slow and the latter either reach too small an audience or have a limited forum in which to expound and explain. Alternatives are needed.

While it is important that staffers at all levels embrace the importance of transformation, workflow changes and staff redistribution simply will not happen without buy-in from the top down. Library leaders and managers must acknowledge, in an Upton Sinclair *The Jungle*-like moment,

that libraries are at a critical juncture and that idea generation and service creation are critical for the profession's continued existence and relevancy. Librarians are already skilled at putting individual needs, such as privacy, over those of the corporate, so it is not such a stretch to put the needs of the library as an institution above those of the individual library from which a librarian receives a paycheck. It is vital that employees receive not only permission but also encouragement to pursue such projects.

Library administrators need not worry about their subordinates aimlessly wandering the internet searching for ideas. In *What They Don't Teach You in Library School* (ALA Editions, 2010), Elisabeth Doucett has come up with an excellent strategy for finding, identifying, selecting, and obtaining good ideas. It may be challenging to determine which technologies will become part of library patrons' quotidian lives and which are simply fads, but predictive research, such as Gartner Research's Hype Cycle for Emerging Technologies will help.

Each year, Gartner Research says, it publishes visual and narrative reports that "provide a graphic representation of the maturity and adoption of technologies and applications, and how they are potentially relevant to solving real business problems and exploiting new opportunities," tracking various technologies from their "trigger" to a "plateau of productivity." These reports are published online every year, and its Hype Cycle for Emerging Technologies is especially useful for librarians. A similar resource is the Horizon Report (Higher Ed edition) published annually by the Educause Learning Initiative and the New Media Consortium. Taking the conjecture out of determining what is a fad and what is the future will enable librarians to become proactive, instead of reactive, by creating solutions for problems that don't yet exist.

Next, libraries of all types must create a vision they can strive toward. The profession is currently in a state of flux, a condition not unlike a midlife crisis: Who are we? What do we do? Many groups have been working to create a vision for libraries, but unless these questions are addressed first, libraries will continue to flounder, exhausting limited resources on services that users do not expect and do not use. Cutting tangential services will free up resources necessary to implement the library's vision. As Carl Grant of the University of Oklahoma Libraries notes, "Our end

goal should always be to become the best at providing those [core] services for our library members.” Creating this vision will also save time and energy that would otherwise be spent fixing historical library problems that will not apply to the library of the future.

Achieving transformation does not require the upending of all established workflows; on the contrary, many suggestions described here are already happening. For example, libraries of all types have noticed a reduction in the number of reference questions that come their way. Where once librarians handled reference by triage, patrons now rely on free, web-based services like Google and Wikipedia. Rather than reacting with dismay to a reduction in reference desk demands, librarians can look at the bright side: They now have increased time to work on projects. Less expensive library clerks or student workers can replace librarians at the desk, as indeed they already have in many libraries, to answer ready reference questions and refer more complex ones to a librarian.

Success through sharing



The Google grouplets model of organized innovation takes advantage of one of the most wonderful characteristics innate to our profession: to share, rather than hoard, good ideas that work. Currently, this sharing of ideas happens informally through word of mouth, Twitter, and blogs, and formally through journal articles and conference presentations. These methods all have serious drawbacks, discussed previously, that prevent them from being utilized as media for sharing instantaneous, useful information. However, these methods are the only substantial ways in which librarians share ideas and collaborate.

Even at the institutional level, how many libraries—or organizations of any type—have a reliable, accessible medium through which to disseminate success stories? On the other end of the spectrum there is the librarian “in the field,” working “largely in isolation on a daily basis” (as blogger Hugh Rundle noted on April 4, 2012 in “It’s Not About the Books”), encountering the same challenges as her colleagues in the library the next town or state over. Not all of these problems are worth discussing at the conference or peer-reviewed-article level, but these librarians would certainly benefit from increased collaboration with their peers. As Steve Matthews pointed out on his 21st Century

Library Blog on December 14, 2011, “Doesn’t sharing experiences with colleagues equate to professional development? Who doesn’t need professional development?”

What is needed is a centralized conduit that librarians can use to pass information to colleagues so they need not read dozens or hundreds of different information feeds. This conduit could be a centralized repository—a Library of Congress of good ideas. Ideally, this conduit would be able to share information quickly and inexpensively and organize ideas by topic: readers’ advisory, collection management, and so on. The Netherlands-based internet TV series *This Week in Libraries*, which *American Libraries* described in its May 2010 issue as featuring “global library news and interviews with individuals involved in library innovation,” is already doing something along these lines. Such a conduit, whether an internet television series, a podcast, or a news feed blog or e-newsletter with quick links, could become a Channel One for librarians, where watching the latest installment at the start of every workday or week could be obligatory.

The benefits of adopting a Google grouplets model of innovation are many. Libraries will no longer be bogged down by bureaucracy and professional caution, unable to adapt quickly to new technologies and cultural shifts. They will be able to take the initiative and create the software and services they need. Libraries continue to be underfunded and understaffed, but by distributing the time for innovation among all current staff members, they will have more time and money to create new services and hire new staff. Staffers will enjoy improved morale because they will grow beyond their quotidian duties and become invested in the big picture of the profession.

As Google’s Mediratta noted in the *New York Times*, “It sounds obvious, but people work better when they’re involved in something they’re passionate about.” Most important, the profession will be nimbler and more dynamic, more effectively staying ahead of trends and providing services that not only meet the needs of patrons but also amaze them. ■



MEGAN HODGE is teaching and learning librarian at Virginia Commonwealth University in Richmond. This article is an excerpt from *Planning Our Future Libraries: Blueprints for 2025*, edited by Kim Leeder and Eric Frierson (ALA Editions, 2014).

One of the library profession’s greatest strengths is its willingness to
SHARE GREAT IDEAS.

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American Libraries knows how essential it is to stay up to date on new developments in our field. *American Libraries Live*, a free, streaming video broadcast that you can view from your home, library or favorite wi-fi spot, is a new program that allows viewers to watch broadcasts about library issues and trends in real time and interact with hosts via a live chat, offering immediate answers to all of your pressing questions.

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April 10 : Copyright Conundrum

May 8 : Library Security

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