Libraries looking outward ■ Embracing transformation ■ School libraries fighting for resources

american libraries

SPECIAL ISSUE

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

The State of AMERICA'S LIBRARIES

A Report from the American Library Association

2014

American Libraries

Digital Supplement

Special Issue

Top 10 frequently challenged books
Major developments in world of e-books

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*A fully accessible version of this report is available on the American Library Association website.

EXECUTIVE SUMMARY

Libraries continue role as transformative institutions

As libraries continue to transform to meet society's changing needs, 90% of the respondents in an independent national survey said that libraries are important to the community, and 76% said that libraries are important to them and their families.

At the same time, school libraries continue to feel the combined pressures of recession-driven financial pressures and federal neglect, and school libraries in some districts and some states still face elimination or deprofessionalization of their programs.

Some of the key findings of the national survey by the Pew Research Center's Internet and American Life Project were detailed at the 2014 American Library Association Midwinter Meeting and Exhibits in Philadelphia in January. These included:

- Ninety-six percent of those surveyed agreed that public libraries are important because they promote literacy and a love of reading. The same number agreed because libraries provide tech resources and access to materials, and a majority view libraries as leaders in technology.
- While the overall number of visitors to a physical library or bookmobile dropped five percentage points from 2012 to 2013, from 53% to 48%, there was an equally significant increase in the number of users of library websites. Particular increases were noted among African Americans, Hispanics, those age 16 to 29, and those with some college education.

- More than 75% of the survey's respondents want libraries to play an active role in public life. Seventy-seven percent want libraries to coordinate more closely with local schools in providing resources to children, and the same proportion want free early literacy programs for children. People look to libraries to help fix struggling schools and to help children learn to navigate new technologies and become critical thinkers.

An earlier Pew study, released in May 2013, showed that most parents highly value one resource for their children: libraries.

School libraries continue to bear the brunt of budget cuts
But public schools continued to struggle in 2013 with the impact of funding cuts, and for public school libraries, this means that professional staffing has been targeted for cuts nationwide. For example:
- The Sarasota County (Fla.) School District eliminated all high school and middle school library media specialists for the 2013–2014 school year.
- Also in Florida, the Marion County Public Schools cut 15 of its 30 elementary-school librarian positions for 2013–2014.
- New York State mandates that middle and high schools of certain sizes have certified librarians, but enforcement is difficult, and the New York City Department of Education has requested permission to offer fewer librarians in schools, citing funding challenges and technology changes. Librarians are not required in New York elementary schools.
- Recent data from the California Department of Education confirm the ratio of school library media specialists to students to be about 1:7,000.

A report from the National Center for Education Statistics (NCES) released in August 2013 showed that school library spending on books and audiovisual materials decreased by an average of 10.5% ($760) from 2007–2008 ($7,260) to 2010–2011 ($6,500). Part of the decrease may have reflected a shift toward the purchase of digital resources such as software and licensed databases, which accounted for an average expenditure of $2,840 during 2010–2011.

The NCES report also indicated that more than 90% of traditional public schools have a school library, while fewer than half (49%) of public charter schools have one.

ALA advocacy campaign sets goals in five critical areas
The ALA is on the forefront of efforts to shore up support for school libraries.

"On one hand, budget and testing pressures have led to decisions to eliminate or deprofessionalize school libraries," writes Barbara K. Stripling, ALA president. "On the other hand, the increased emphasis on college and career readiness and the integration of technology have opened an unprecedented door to school librarian leadership."

Stripling and the ALA are undertaking an advocacy campaign for school libraries that sets goals in five critical areas: literacy, inquiry, social and emotional growth, creativity and imagination, and thoughtful use of technology.

The task for school librarians, Stripling said, is to fulfill the dream that every school across the country will have an effective school library program.

With transformation, libraries deepen their engagement with their communities

The ALA has made transformation a top priority. As libraries continue to transform in 2014, they deepen engagement with their communities in many ways, addressing current social, economic, and environmental issues, often through partnerships with governments and other organizations. Moving forward from being providers of books and information, public libraries now respond to a wide range of ongoing and emerging needs.

This can include helping communities cope with the unexpected. The rollout of the Patient Protection and Affordable Care Act had many public libraries struggling to keep up with the demand for public computer terminals and with requests for help in using the Healthcare.gov website. And people left homeless by Hurricane Sandy filled libraries in New York and New Jersey, using library computers to complete federal forms and communicating with loved ones using the library's internet connections.

And through it all, libraries continue to deal with societal issues and sometimes with problems—such as homelessness—that are familiar but nonetheless seem intractable. San Francisco Public Library's outreach program to homeless users, for example, is staffed by a full-time psychiatric social worker and includes the services of five peer counselors, all of whom were once homeless themselves. The New York Public Library is reaching out to another at-risk group through BridgeUp, an educational and antipoverty program that provides academic and social support to at-risk 8th–12th graders at NYPL branches in underserved neighborhoods.

And sometimes the word "library" stretches the traditional definition of "library." The Lopez Island (Wash.) Library, offers musical instruments for checkout, and the Northern Onondaga Public Library in Cicero, New York, lends out plots of land on which patrons can learn organic growing practices. ("Anyone can 'check out' a plot!" says the library's website.)

Targeting readers before they are readers

Some libraries even target readers . . . before they are readers. The national organization Family Place Libraries promotes a model for transforming U.S. public libraries into "welcoming, developmentally appropriate early learning environments for very young children, their parents and caregivers." Family Place Libraries help transform parents into first teachers, and the program addresses the physical, social, emotional, and cognitive aspects of child development "to help build a foundation for learning during the critical first years of life."

Family Place librarians collaborate with local service providers and early childhood educators to enhance the community environment for families with very young children and to reach new and/or underserved audiences. Thus, community agencies, educators, and family services providers also benefit from having a strong community partner able to reinforce or enhance their missions, share resources, and develop cooperative services.

Begun in 1996 at the Middle Country Public Library in Centereach, New York, the program now includes some 435 libraries in 25 states.

Digital reading brings a tangle of legal issues for publishers—and libraries

The proportion of adults who read an ebook in 2013 rose to 28%, up from 23% in 2012, but "print remains the foundation of Americans' reading habits," a Pew survey found: More than two-thirds (69%) of Americans reported reading a book in print in 2013. More generally, 76% of

adults said they had read a book in some format in 2013, and the "typical American adult" read or listened to five books in 2013.

And after years of conflict, ebook publishers and libraries made peace in 2013… sort of. The year ended with all the major publishers participating in the library ebook market, though important challenges, such as availability and prices, remain.

- By year's end, Macmillan had expanded its library ebook offerings to include its full ebook backlist of more than 11,000 titles.
- Simon & Schuster, meanwhile, ran two pilot programs during the year, one with the requirement that libraries offer patrons the option to buy ebooks alongside the borrowing option and the other aimed at making 450 of its most popular children's and young adult titles available for use in school classrooms as ebooks.
- Penguin Book Group (USA) ended its embargo policy so that all ebook titles would be available to libraries at the same time as in the consumer market.
- Hachette Book Group made all its ebooks available to libraries at the same time as print books.

Random House and Penguin merged in July, though without any obvious changes in their respective ebook policies, so 2013 became the first year in which all of the Big Six (now Five) publishers were engaged with library ebook lending at some level. Apple, on the other hand, continued to try to overturn a federal district court verdict it had conspired with five publishers to fix ebook prices.

The impact of all this on public library collections "is enormous and will continue to mirror the public's infatuation with e-reader technology," according to Jeannette Woodward, author of a number of books, including *The Transformed Library: E-Books, Expertise, and Evolution* (2013).

A resolution, perhaps, to the long-running *Authors Guild v. Google*
And *Authors Guild v. Google, et al.,* a case that questioned the legality of Google's searchable book database, was dismissed in 2013 by U.S. District Judge Denny Chin after eight years of litigation. The decision protects the Google database that allows the public to search more than 20 million books. In his decision, Judge Chin referenced an *amicus* brief submitted by the Library Copyright Alliance, which is made up of the ALA, the Association of College and Research Libraries, and the Association of Research Libraries. The Authors Guild has filed an appeal.

A victory for the visually impaired and the disabled
Finally, in September 2013, the Library of Congress announced that those who are blind, visually impaired, or have a physical disability can download audio and braille books to their i-device if they are registered with the Library of Congress's National Library Service for the Blind and Physically Handicapped. Yes, there's an app for that, available free through the Apple App Store; it allows access through local cooperating libraries to almost 50,000 books, magazines, and music scores in audio and braille formats, with new selections added daily. "It's a library in your pocket," said National Library Service Director Karen Keninger.

The never-ending battle against censorship

The struggle against censorship continues unabated in 2014, and the ALA remains in the front lines. For example, Banned Books Week, sponsored each year by the ALA and other organizations, celebrates the freedom to read and the importance of the First Amendment. Held during the last week of September, Banned Books Week highlights the benefits of free and open access to information while drawing attention to the harms of censorship by spotlighting actual or attempted banning of books across the United States.

A perennial highlight of Banned Books Week is the Top Ten Most Frequently Challenged Books, compiled annually by the ALA Office for Intellectual Freedom (OIF); the most-challenged works in 2013 included familiar titles and some new ones. *Captain Underpants* and *The Absolutely True Diary of a Part-Time Indian* held onto the no. 1 and no. 2 spots that they occupied last year; *Fifty Shades of Grey* and *Looking for Alaska* are also making return appearances. Toni Morrison finished in the Top 10 again, but with a new novel (last year it was *Beloved*).

Here's the OIF's "Top Ten Most Frequently Challenged Books" in 2013:

1. *Captain Underpants* (series), by Dav Pilkey
   Reasons: Offensive language, unsuited for age group, violence
2. *The Bluest Eye*, by Toni Morrison
   Reasons: Offensive language, sexually explicit, unsuited to age group, violence
3. *The Absolutely True Diary of a Part-Time Indian*, by Sherman Alexie
   Reasons: Drugs/alcohol/smoking, offensive language, racism, sexually explicit, unsuited to age group
4. *Fifty Shades of Grey*, by E.L. James
   Reasons: Nudity, offensive language, religious viewpoint, sexually explicit, unsuited to age group
5. *The Hunger Games*, by Suzanne Collins
   Reasons: Religious viewpoint, unsuited to age group
6. *A Bad Boy Can Be Good for a Girl*, by Tanya Lee Stone
   Reasons: Drugs/alcohol/smoking, nudity, offensive language, sexually explicit
7. *Looking for Alaska*, by John Green
   Reasons: Drugs/alcohol/smoking, sexually explicit, unsuited to age group
8. *The Perks of Being a Wallflower*, by Stephen Chbosky
   Reasons: drugs/alcohol/smoking, homosexuality, sexually explicit, unsuited to age group
9. *Bless Me Ultima*, by Rudolfo Anaya
   Reasons: Occult/Satanism, offensive language, religious viewpoint, sexually explicit
10. *Bone* (series), by Jeff Smith
    Reasons: Political viewpoint, racism, violence

Elsewhere in this report on *The State of America's Libraries,* you will learn that:
- Public libraries' use of social media continues to grow. Libraries increased their level of adoption of many Web technologies, with larger libraries doing so more quickly in 2013 than small libraries.
- Current trends in library building and renovation include open-plan space, which provides flexibility for future modifications; semi-private space, which recognizes that open-plan space may not be appropriate for every activity or suit the taste of every user; and technology-rich space, which should permeate the library and enable users to be the best learners they can.

- The transformation of libraries in terms of outreach and diversity takes many forms, with initiatives targeting an ever-wider range of underserved populations—including those who would become librarians.
- Libraries' scorecard in Washington was, as usual, mixed but did have some bright spots, such as restoration of some funding to the Library Services and Technology Act—the primary source of annual funding for libraries in the federal budget—that was dramatically cut in the 2013 fiscal year under sequestration.

INTRODUCTION

Libraries continue transforming to meet the public's changing needs and expectations, and the vast majority of Americans continue to believe libraries add significant value to their communities, according to a nationwide survey conducted by the prestigious Pew Research Center's Internet and American Life Project.

At the same time, school libraries continue to suffer from a combination of recession-driven financial pressures and federal neglect, with the threat of elimination or deprofessionalization of school library programs in some districts and some states. The American Library Association is leading efforts to raise awareness of the school-library funding crisis and advocate for giving school libraries the support they need to deliver vital services to America's schoolchildren.

Libraries are important to the community
In the Pew report, 90% of the respondents said that libraries are important to the community, and 76% said that libraries are important to them and their families.

Lee Rainie, director of the Pew Research Center's Internet and American Life Project, detailed the report's findings at the 2014 American Library Association Midwinter Meeting and Exhibits in Philadelphia. Among Rainie's key points:
- Libraries are deeply appreciated, especially for their role and impact in the community.
- The number of users of library websites increased by five percentage points from 2012 to 2013.
- Libraries are seen as having a mandate to intervene in public life.

Guarding the freedom to read: Top 10 most-challenged works in 2013
Libraries also play a key role in guarding American's First Amendment rights, and each year the ALA's Office for Intellectual Freedom compiles a list of the most-challenged works. The "Top 10" in 2013 included familiar titles and some new ones:

1. *Captain Underpants* (series), by Dav Pilkey
2. *The Bluest Eye*, by Toni Morrison
3. *The Absolutely True Diary of a Part-Time Indian*, by Sherman Alexie
4. *Fifty Shades of Grey*, by E.L. James
5. *The Hunger Games*, by Suzanne Collins
6. *A Bad Boy Can Be Good for a Girl*, by Tanya Lee Stone
7. *Looking for Alaska*, by John Green
8. *The Perks of Being a Wallflower*, by Stephen Chbosky
9. *Bless Me Ultima*, by Rudolfo Anaya
10. *Bone* (series), by Jeff Smith

Reduced budgets and shifting priorities leave school libraries at a critical point
Despite overwhelming appreciation of public libraries, school libraries remain under threat. Through their consistent and sustained collaboration with other educators, school librarians continue to play a critical role in education and literacy, but squeezed school budgets and increased emphasis on high test scores have led education leaders to recognize that school libraries nationwide are at a critical point.

To meet this challenge, the ALA, led by Barbara K. Stripling, the Association's president, has launched an advocacy campaign for school libraries that sets goals in five critical areas: literacy, inquiry, social and emotional growth, creativity and imagination, and thoughtful use of technology. The task for school librarians, Stripling said, is to fulfill the dream that every school across the country will have an effective school library program.
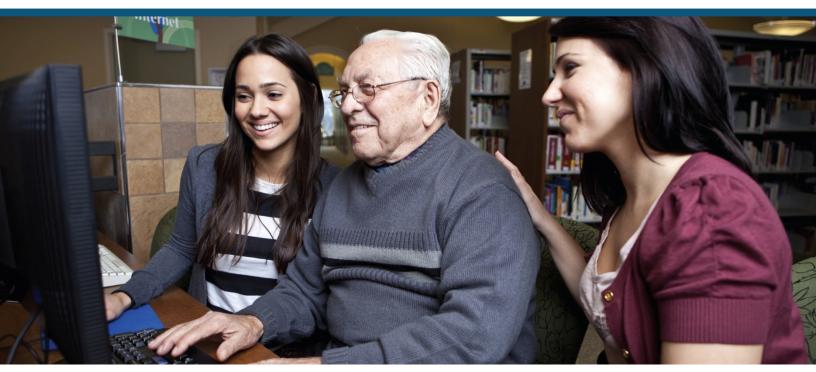
Other major trends:
- **Ebooks gain**—Ebooks continue to make gains among reading Americans—but few readers have completely replaced print with digital editions, according to the Pew Research Center. The rise in digital also brings with it a rising tide of legal issues involving publishers and libraries, but 2013 ended with all the major publishers participating in the library ebook market in some fashion. (More in the "Ebooks, Digital Content, and Copyright Issues" section of this report.)
- **Kentucky libraries under fire**—Courts ruled in Tea Party lawsuits that two Kentucky libraries did not follow state law when they raised tax rates without voter approval, decisions that could mean financial disaster for many of the state's libraries. (Details in the "Public Libraries" section.)
- **Fair use doctrine**—In November 2013, after eight years of litigation, a federal court upheld the fair use doctrine when it dismissed *Authors Guild v. Google, et al.,* a case that questioned the legality of Google's searchable book database. The decision protects the Google database that allows the public to search more than 20 million books. (More in "Ebooks, Digital Content, and Copyright Issues.")
- **Job outlook sluggish**—The overall job outlook for librarians remains slower than average, with a projected growth of 7% over the next decade. The U.S. Bureau of Labor Statistics' reports that the 148,400 librarians in various types of libraries in 2012 earned a

median annual salary of $55,370. The bureau projects that there will be an increase of 10,800 library jobs by 2020, but that the new total might include 40,600 jobs that open due to retirements, career changes, etc.

- **Treaty for the Blind**—In June 2013, the World Intellectual Property Organization finalized a [treaty for the blind,](#) which creates a copyright exception and allows nations to share or make accessible copies for the print-disabled in other countries, who more often than not have little access to reading materials. (More in "Ebooks, Digital Content, and Copyright Issues.")
- **Center for the Future of Libraries**—With a grant from the Institute of Museum and Library Services, the ALA began work on establishing a Center for the Future of Libraries. The goal of the center is to provide library planners and community leaders with information resources and tools that will help them better understand the trends reshaping their libraries and communities.
- **The George Washington Presidential Library** (officially known as the Fred W. Smith National Library for the Study of George Washington) opened on Sept. 27, 2013, at Mount Vernon, Virginia.

LIBRARIES AND COMMUNITY ENGAGEMENT

America's libraries continue to transform themselves, keeping pace with the changing economic, social, and technological aspects of American society. Libraries' deepening engagement with their communities takes many forms, from technology to education to social services, and serves many segments of the population.

In *Public Libraries and Resilient Cities* (ALA Editions, 2013)*,* Michael Dudley has assembled examples of public libraries engaging in innovative services geared toward addressing current social, economic, and environmental issues, often through partnerships with governments and other organizations. Public libraries are responding to a wide range of ongoing and emerging needs, Dudley says, not just as providers of information but as providers of experiences as well, hosting programming and events (often with community partners) and facilitating content creation through the provision of high-tech "maker spaces." "Public libraries are an essential partner for individuals, groups, businesses and governments"—indeed, for society itself.

"Public libraries have always contributed to local economic development through traditional services, such as providing access to educational and training opportunities, patent searches, résumé-writing workshops, and job hunting on public computers," Dudley says. "However, with a renewed emphasis on partnerships and experiences come opportunities for expanding services aimed at economic development. A cutting-edge example is the Eureka Loft in the Scottsdale (Ariz.) Civic Center Library, spearheaded by Arizona State University as a part of their Alexandria Network. The Eureka Loft is a small-business incubator service, a collaborative

workspace which offers entrepreneurs the opportunity to connect with mentors and attend workshops provided by professional and volunteer trainers."

Public libraries also help communities cope with the unexpected. The rollout of the Patient Protection and Affordable Care Act has many public libraries struggling to keep up with the demand for public computer terminals and with requests for help in using the act's website. Libraries also play a key role in the wake of natural disasters; after Hurricane Sandy, for example, people left homeless by the storm were filling libraries in New York and New Jersey, using library computers to complete federal forms and communicating with loved ones using the library's internet connections.

And through it all, libraries continue to deal with societal issues and sometimes with problems—such as homelessness—that seem intractable.

The American Library Association's Libraries Transforming Communities (LTC) is a groundbreaking libraries-as-change-agents initiative.

Through LTC, ALA will help the public library profession become more focused on and skilled at convening aspirational community conversations and more innovative in transforming internal practice to support fulfillment of community aspirations, and ALA will mirror that change internally, in its own processes. This work will help librarians become more reflective of and connected to their communities. It will help libraries to build stronger relationships with local civic agencies, nonprofits, funders, and corporations. It will yield greater community investment in civility, collaboration, education, health, and well-being.

ALA is working with the Harwood Institute for Public Innovation to develop and provide training opportunities and learning resources to support community engagement and innovation. The Harwood Institute has a vision of "turning outward" that emphasizes shifting the institutional and professional orientation of libraries and librarians from internal to external.

Libraries Transforming Communities is made possible through a grant from the Bill & Melinda Gates Foundation.

In Boston, a transformation takes hold, outside and in
The oldest public urban library in the country (1848) is transforming itself into a bustling community center.

The Boston Public Library is in the midst of a major renovation, "breaking out of its granite shell to show an airier, more welcoming side to the passing multitudes," Katharine Q. Seelye writes in the *New York Times*. But what's happening inside is every bit as important as what's happening outside: "Interior plans include new retail space, a souped-up section for teenagers, and a high-stool bar where patrons can bring their laptops and look out over Boylston Street," a main drag in downtown Boston.

Libraries have been transforming themselves nationwide, which Seelye correctly asserts is "a necessity for staying relevant as municipal budgets are slashed and ebooks are on the rise."

At Boston Public, a new section called Teen Central is to become "homago" space, where teenagers can "**H**ang **O**ut, **M**ess **A**round, and **G**eek **O**ut." It will include lounges, restaurant booths, game rooms and digital labs, plus software and equipment to record music and create comic books. The vibe will be that of an industrial loft, with exposed pipes and polished concrete floors, what Amy Ryan, president of the library, calls "eco-urban chic."

The library's reimagined lobby will have an open lounge area that will feature new books, casual seating, and retail space, which could be anything, Ryan said, "from a coffee shop to a high-tech experimental outlet to an exercise space with stationary bikes."

What does the public think of all this? Apparently, they like it: "At Boston's central library alone, the number of physical visits jumped to 1.72 million in 2013, up by almost half a million from 2012."

"The sand is shifting under our business," Ryan said.

In Chattanooga, "a public laboratory and educational facility"
In Chattanooga, Tennessee, the future has already arrived. It is called the Chattanooga Public Library.

The downtown branch of the library cleared out its entire fourth floor—14,000 square feet of former storage space—in 2013 to make way for a community collaboration space. The result, by the library's own description, is "a public laboratory and educational facility with a focus on information, design, technology, and the applied arts." *National Journal* writer Brian Resnick calls it "part public workshop, part technology petting zoo. But members of the community can also use the space to work on projects or try to launch a business."

"The library as a warehouse of information is an outdated concept," Brian Resnick writes in the *National Journal.* "The library of the 21st century is a community workshop, a hub filled with the tools of the knowledge economy." It still has books, "but it also has 3D printers, laser cutters, sewing machines, and spaces for conducting business meetings. It offers computer coding classes. It has advanced video- and audio-production software"—all things that an individual might find too expensive.

System Director Corinne Hill made some changes in the library's $5.7 million budget in order to be able to buy new equipment. She bought makerbots (the 3D printers), a laser cutter, and a vinyl cutter for $3,000; and she began stocking the shelves with more popular titles. The library has rebranded itself as a coffee shop alternative/technology salon for the upwardly mobile," Resnick says. "It even brews its own roast coffee, aptly named 'shush.'"

Meg Backus, who runs the library's fourth floor, says "libraries should find instruction in the evolution of the internet—which started as a place to post static pages and now is a thoroughly collaborative environment."

"There needs to be production capabilities for true access to happen," she says. "That means the ability to create a video, the ability to learn how to make a website, to have access to the software that can create these 3D files."

Engage 3D, a local not-for-profit that promotes education in computer technologies with the hope of attracting more tech jobs to the area, often collaborates with the library. In summer 2013, it helped host a computer coding camp for teens. "It was really kind of sweet to watch [the library] come back and recreate itself," says Bill Brock, the managing director of Engage 3D. He delights in seeing people congregate there and share ideas. "Whether or not they're [3D] printing the next widgets to change the world or not—it doesn't matter—the knowledge transfer is happening around it," he says.

And Tiffany Robinson, a library board member, works with an "angel fund" intended to get more female entrepreneurs set up in Chattanooga. She imagines the library as a "place where female business starters can come and work, while keeping their kids" entertained. "The change in the library is almost like a resurgence in the community," she says. "It's like this thing that's been dead for so long."

"We've been in the information business for 3,000 years," Hill says, waxing philosophical on the role of the librarian in society. "If there's anything we do well, it's deliver information, and information is knowledge. I think if anybody is positioned to help build workers for this new information age, it is the library."

Some libraries target readers . . . before they are readers
In Chattanooga, it's the fourth floor, but hundreds of public libraries are working with a national organization to get in on the ground floor: early childhood education.

That organization, Family Place Libraries, promotes a model for transforming U.S. public libraries into "welcoming, developmentally appropriate early learning environments for very young children, their parents and caregivers." A Family Place Library supports the essential role of parents as first teachers and addresses the physical, social, emotional, and cognitive aspects of child development "to help build a foundation for learning during the critical first years of life." The program positions libraries as early childhood and family support organizations in a local community; its goal is "to ensure that all children enter school ready and able to learn."

The core components of a Family Place Library include:
- A specially designed welcoming space for families with very young children to relax, play, and share books together.
- A five-week parent-child program series for toddlers, parents, and caregivers that provides toys, books, art activities, and an opportunity for families to spend time together, make friends, and talk one-on-one with early childhood and family support specialists.
- Services developed in partnership with community organizations including outreach to new and/or underserved audiences such as new mothers and low-income families.
- Librarians specially trained in child development and family support.

Family Place is designed so that librarians collaborate with local service providers and early childhood educators to enhance the community environment for families with very young children and to reach new and/or underserved audiences. Thus, aside from the obvious beneficiaries of the program—children, parents, and other adults caring for very young children—Family Place organizers say that community agencies, educators, and family services providers benefit from having a strong community partner able to reinforce or enhance their missions, share resources, and develop cooperative services.

Candidate libraries attend a three-day Family Place Training Institute and complete seven hours of pre-training online sessions. After the program is implemented, national Family Place staff conduct an onsite visit; libraries must also complete an annual online survey to remain part of the network, and they receive various technical support services from the national network team. Libraries pay a one-time fee and must provide funding for implementation including the creation of a Family Place space on the public floor, materials for the parent-child workshop, and travel costs to attend the training institute.

Begun in 1996 at the Middle Country Public Library in Centereach, New York, the program now includes some 435 libraries in 25 states.

Libraries redefine themselves to address a wide range of issues
The list of ways in which public libraries engage with their communities is long, and the problems they address are often daunting.

San Francisco Public Library's pioneering outreach program to homeless users, for example, is staffed by a full-time psychiatric social worker and includes the services of five peer counselors, all of whom were once homeless themselves, Michael Dudley reports. "Since its launch four years ago, it has become a model for other public libraries across the country, including Sacramento's, which in 2011 contracted with the non-profit organization Downtown Sacramento Partnership to provide a homeless outreach worker—called a 'Navigator'—to assist patrons in need."

New York Public Library is reaching out to another at-risk group. BridgeUp, an educational and antipoverty program, provides academic and social support to at-risk New York City youth in an effort to prepare them for success. Supported by $15 million from the Helen Gurley Brown Trust, the five-year program offers services to more than 250 New York City 8th–12th graders each year at NYPL branches in underserved neighborhoods.

And the *New York Times's* Seelye cites several examples of libraries that stretch the traditional definition of "library":
- The Chicago Public Library, which offers a free Maker Lab, with access to 3D printers, laser cutters, and milling machines.
- The Lopez Island (Wash.) Library, which offers musical instruments for checkout.
- The Library Farm, an organic community garden on one-half acre of land owned by the Northern Onondaga Public Library in Cicero, New York. The Library Farm lends out plots of land on which patrons can learn organic growing practices. "Anyone can 'check out' a plot!" says the library's website, which adds: "The purpose of the Library Farm is to provide a place for the community to grow, share and learn about food literacy, and organic, sustainable gardening."

In short, the library community has come far in terms of engaging with its communities—farther than anyone might have imagined a few short years ago. Nevertheless, more work awaits: A report issued in December 2013 by the Pew Internet and American Life Project echoed the findings of a 2012 Pew survey: 20% of respondents in 2013 said they don't know very much about what is offered at their local public library, and 10% said they know "nothing at all."

PUBLIC LIBRARIES

The public values libraries' deepening community engagement

The transformation of America's libraries is not going unnoticed by the people they serve. A great majority of Americans "strongly value the role of public libraries in their communities, both for providing access to materials and resources and for promoting literacy and improving the overall quality of life," according to a report issued in December 2013 by the Pew Internet and American Life Project. "Most Americans say they have only had positive experiences at public libraries, and value a range of library resources and services."

An astonishing 95% of the people ages 16 and older polled in the survey said that public libraries play an important role in their communities and that the materials and resources available there "play an important role in giving everyone a chance to succeed." As further strong evidence that public libraries are actively engaging with the communities they serve:

- 95% of respondents said public libraries are important because they promote literacy and a love of reading.
- 94% said having a public library improves the quality of life in a community.
- 81% said public libraries provide many services people would have a hard time finding elsewhere.

The survey also showed that most Americans feel that libraries have done a good job embracing new technology, though many noted that being connected to the internet means that they can find "most information" on their own.

And what would life without the public library be like? "Some 90% of Americans ages 16 and older said that the closing of their local public library would have an impact on their community, with 63% saying it would have a 'major' impact," according to the Pew report. "Asked about the personal impact of a public library closing, two-thirds (67%) of Americans said it would affect them and their families, including 29% who said it would have a major impact."

Or as Robinson Meyer put it in the *Atlantic:* "Using exclusive and highly accurate statistical analysis techniques, I [determined that] public libraries not only rank more highly in the American psyche than Congress, journalists, and President Obama, but they also trump baseball and apple pie. *Public libraries are more beloved than apple pie.*"

A range of services elicits a range of responses
Americans strongly value library services such as access to books and media; having a quiet, safe place to spend time, read, or study; and having librarians help them find information, the Pew survey found. Other services, such as assistance finding and applying for jobs, are more important to particular groups, including those with lower levels of education or household income.

Women, African-Americans, Hispanics, adults who live in lower-income households, and adults with lower levels of educational attainment were more likely than other groups to declare all library services "very important." Adults ages 30–64 were also more likely than younger or older respondents to say many of the services are "very important," as were parents with minor children.

"Libraries are also particularly valued by those who are unemployed, retired, or looking for a job," the Pew survey found, as well as the disabled and internet users who lack home access:
- 56% of internet users without home access said public libraries' basic technological resources (such as computers, internet, and printers) were "very important" to them and their family, compared with 33% of all respondents.
- 49% of unemployed and retired respondents said they found librarians' assistance in finding information to be "very important," compared with 41% of employed respondents.
- 47% of job seekers said help finding or applying for a job is "very important" to them and their families.
- 40% of those who are disabled said help applying for government services is "very important," compared with 27% of those without a disability.

Writing in *Forbes,* David Vinjamuri calls public libraries "dynamic, versatile community centers." More than half of young adults and seniors living in poverty in the United States used public libraries to access the internet, find work, apply to college, secure government benefits, and learn about critical medical treatments. "For all this, public libraries cost just $42 per citizen each year to maintain," Vinjamuri says.

Internet gains as a way of visiting the library
More than half (54%) of Americans age 16 and older have used a public library in some way in the past 12 months, according to the Pew survey, whether by visiting in person or using a public

library website. Internet traffic to public library websites is in fact increasing: 30% of Americans visited a public library website in 2013, up from 25% in 2012.

The survey also indicated that 72% of Americans live in what it considers a "library household." Additionally, among parents with minor children living at home, 70% say that a child in the house has visited a public library or bookmobile in the past 12 months.

Taken all together, this means that 72% of all Americans ages 16 and older have either used a public library in the past 12 months or live in a household where another family member or a child is an active recent user of the library.

And for most, it has been a positive experience. Among all Americans who have ever used a public library:
- 94% said that based on their own experiences, they would say that "public libraries are welcoming, friendly place."
- 91% said that they personally have never had a negative experience using a public library, either in person or online.
- 67% said that the public library nearest to where they live could be described as a "nice, pleasant space to be"; another 22% say it's an "okay space, but could use some improvements."

In Kentucky, tax rulings pose a grave threat to library funding
Rulings by two county judges in Kentucky in 2013 threw into doubt funding for local libraries when they ruled that county library systems hadn't followed the law when raising revenue through property taxes in the past 34 years.

The rulings, by Kenton County Circuit Court Judge Patricia Summe and Campbell County Circuit Court Judge Julie Reinhardt Ward, spiked fears across the state that libraries could be in serious financial jeopardy and drew a strong reaction from the ALA. The rulings resulted from a challenge brought by members of the Northern Kentucky Tea Party, according to *Library Journal.*

Dave Schroeder, executive director of the Kenton County Public Library system, said many counties are looking at 60%–70% cuts and that some would have to take an 80% cut in funding if the rulings stand. "If this ruling stands, it would, without a doubt, close some library systems across the state of Kentucky," he told the Kentucky Public Library Association's annual conference.

Jeff Mando, attorney for the Campbell County Public Library, said the effect of the rulings, if they stand, would be drastic.

"If we have to roll back the tax rates in Campbell County to the level of the rate set when the library was formed in 1978, it will go back to three cents for every $100," he said. "The annual budget will go from $4.6 million to $1.5 million. They will have to close branches, terminate employees, [and] eliminate programs for kids and seniors."

Officials and attorneys with the Campbell and Kenton library systems say they have followed the state's advice for 34 years, which was that a 1979 law gave them the same authority to raise

taxes as any other special district, such as a fire district. "For 34-plus years we've followed the advice and instructions from the state on how to set the rates, and for 34 years no one complained, not a member of the General Assembly, no one," Mando said.

The rulings are under appeal. Campbell County won a temporary reprieve in September when a Kentucky Court of Appeals judge ruled that its tax rate can stay the same until an ongoing lawsuit winds its way through the appeals process, according to *Library Journal.*

Are libraries becoming scapegoats for concerns about property taxes?
The Kentucky case "may indicate that a trend is under way where public libraries are targeted as scapegoats for concerns about high property tax bills," Maureen Sullivan, then ALA president, wrote in an op-ed that appeared in June in the *Cincinnati Enquirer.*

"This would seem to be a rather antithetical—and draconian—solution to saving tax dollars, which are ultimately reserved to serve the state of Kentucky. For no public service meets the Kentuckians quite like the public library—a net gain that . . . far exceeds the investment," Sullivan said.

"More than one million Kentuckians depend on their libraries for job searching, internet access, and other essential services," Sullivan said. "In libraries throughout Kentucky and in more than 16,000 public libraries across the U.S., people find a lifeline to technology training and online resources for employment, access to government resources, continuing education, retooling for new careers, and starting a small business.

"More than ever, libraries are community hubs, operated by librarians who work to maintain a safe harbor for teens, a point of contact for the elderly, and a place to nurture lifelong learning for all," Sullivan said.

In 2011 and 2012, for example, the Kenton County Public Library provided 7,076 programs that reached 129,069 children, both in the library as well as through outreach services and programs offered at daycare centers, community centers, early learning centers and public, private and parochial schools, Sullivan said.

If the rulings are upheld, Kentucky libraries will be forced to reimburse funds collected above the original tax rate and resume business at 1978 funding levels, decisions that would ultimately shutter the library doors, Sullivan said.

But elsewhere, libraries fare well in local funding referenda
The public's positive feelings about their libraries often found expression at the polls: About 60% (41 of 69) of local library funding referenda passed in 2013, Kathy Rosa, director of the ALA Office for Research and Statistics, reports in *American Libraries* magazine.

Perhaps the biggest winner was the Richland Library in Columbia, South Carolina, where a $59 million bond referendum received a whopping 66% yes votes in November. In an era when new taxes are considered anathema, Richland County homeowners bit the bullet and will see a maximum increase of $12 to $14 per year in their property taxes for a $100,000 property. The bond proceeds will be used for extensive renovations to several library buildings and will fund

two new branches, Rosa reports, adding that "since 2009, the number of people visiting the library has gone up 20%, and the number of items checked out has increased 38%."

Local library referenda also met with success in:
- Wasilla, Alaska, where city voters passed a 1% increase in the sales tax that will raise $15 million toward funding construction of a new, 23,500-square-foot Wasilla Public Library that is to include multipurpose rooms, study rooms, a teen area, storytime space, and a business center.
- Round Rock, Texas, where voters approved a $23.2 million bond proposition that will be used to build a 60,000-square-foot main library and an additional branch. The measure garnered 60% of the votes.
- Tolland, Connecticut, where a "YES for a better library" campaign run by the Tolland Public Library Advisory Board, assisted by the Friends of Tolland Public Library and the Tolland Public Library Foundation, resulted in passage of a bond issue that will provide $2.6 million for a library expansion project.

Funding referenda also passed in California, Idaho, Illinois, Louisiana, Massachusetts, Michigan, Montana, New York, Ohio, Oregon, Pennsylvania, and Washington.

And in Florida, in a surprise last-minute move, Miami-Dade commissioners decided in September 2013 to raid rainy-day reserves to avoid laying off 169 library workers and slashing library hours in the coming budget year. Although the action will save the jobs of employees who turned out in force at a public hearing, it has created a huge $20 million budget hole in FY2015 to fund the county's 49 branches at the same level.

Modest increase reported in funding for state libraries
The funding picture also seemed to be improving at the state level in 2013, though the increases reported were on the modest side.

Of the 23 states reporting increases in an ALA survey of state library agencies, 10 (43%) reported gains of 1%–2%, and six reported budget increases greater than 10%. For state libraries reporting decreases—seven in all—the budget changes ranged from 1%–2% to the more than 10% decrease reported by Kansas.

The ALA's online survey of the Chief Officers of State Library Agencies included questions about public library funding on the state and local level, reductions and closures, outreach and communications, and broadband concerns. Forty-eight states responded; Ohio, Virginia, and the District of Columbia did not.

Asked about prospects for funding for state libraries in upcoming budgets, the state officers' responses ranged from cautious to pessimistic. "Most respondents anticipated that their budget for the State Library would remain unchanged or that it was too soon to know the shape of the next year's budget," according to the ALA's *2013–2014 COSLA Survey Overview.* "Only two states felt that the budgets would decline in FY 2015."

But Kentucky State Librarian Wayne Onkst probably spoke for a number of his colleagues in other states when he said that "while state funding stabilized this year, funding cuts from the

previous five years continue to impact service. . . . The outlook for state funding in the future is uncertain at best."

State library funding for local public libraries also a mixed bag
Twenty states said there had been no change in the amount of state funding for public libraries in FY2014, and 14 said that funding had increased. In FY2013, 10 of 46 states had reported decreases in direct aid to public libraries; in FY2014, only two said direct support would decrease.

For states with public libraries with increased funding, most (11 states) indicated that the level of state aid would increase by more than 10%. Montana's state librarian commented that "direct aid for libraries quadrupled," and in Colorado, the state librarian told us that "our state went from $0 state aid for libraries to $2 million in FY2013–2014," according to the ALA survey.

On the other side of the equation, two states were experiencing funding decreases, and Louisiana's direct state aid for public libraries was "eliminated entirely." Eleven states (not including Louisiana) have no direct aid to public libraries.

"As with state aid for state libraries, most state librarians felt that funding would remain unchanged or that it was too soon to project the state of direct aid to public libraries," the ALA report said. "Most states indicated . . . that the state library's ability to support public libraries is unchanged. Compared to FY2013, four more states indicated that the state has been impacted positively by state budget changes, and two fewer states indicated that the state library had been hindered by budget cuts."

Other facts gleaned from the ALA report:
- Ten states reported public library closures, but of fewer than five libraries in each case. That figure is similar to the previous year's report, in which 11 states reported library closures.
- Twenty-two state librarians were aware of libraries in their state that reduced hours.
- More than half of the respondents were concerned about public libraries statewide lacking adequate bandwidth to meet patrons' needs.

Rural and small public libraries provide critical services and resources
The Institute of Museum and Library Services notes in a research brief that small and rural libraries make up a significant majority (80.5%) of the public library systems in the United States.

"Rural and small public libraries provide a variety of critical services and information resources to meet the needs of residents across the United States," the brief says.

Some highlights from the brief:
- Although most rural libraries are small, only half of small libraries are located in rural areas.
- States have varying levels of challenges when meeting the needs of rural residents. The percentage of rural public libraries in a given state varies widely—from 3.6% to 83.3%.
- Small and rural libraries continue to provide substantial electronic and digital resources for patrons through access to ebooks and publicly accessible computer terminals.

- Although per capita revenue has decreased over the past three years, visitation and circulation have increased for both small and rural libraries.

The IMLS brief contains a wealth of data on small and rural libraries. Libraries with a legal service area population of 25,000 or less were categorized as small libraries. "Rural" encompasses three zones, depending on how far the library is from an "urban cluster" or "urbanized area" (generally more than five miles from an urbanized area).

Digital Public Library of America opens access to millions of items
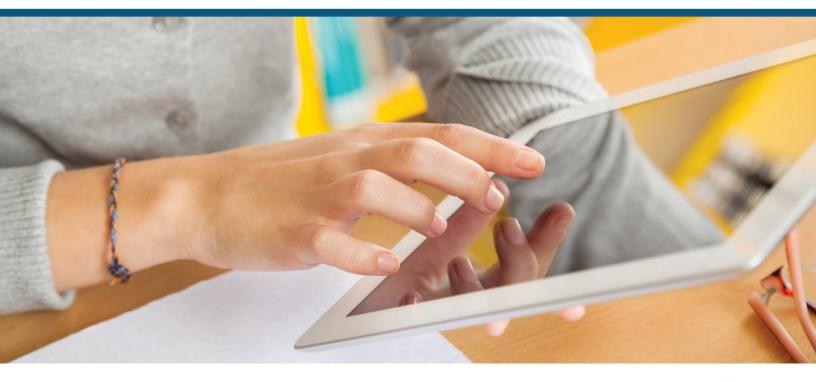Conceived in 2010 by Harvard University's Berkman Center for Internet and Society, the Digital Public Library of America, launched April 18, 2013, is a project to make the holdings of America's research libraries, archives, and museums available to all Americans—and eventually to everyone in the world—online and free of charge. The DPLA website encourages visitors to "browse and search DPLA's collections by timeline, map, virtual bookshelf, and faceted search; save and share customized lists of items; explore digital exhibitions; and interact with DPLA-powered apps in the app library."

"More impressive than the quantity of material, though, is how much thought has gone into how it's made available," writes Scott McLemee in *Inside Higher Ed.* "DPLA is the work of people who understand that design is not just icing on the digital cake, but a significant (even decisive) factor in how we engage with content in the first place."

Or as Robert Darnton wrote in the *New York Review of Books,* "Speaking broadly, the DPLA represents the confluence of two currents that have shaped American civilization: utopianism and pragmatism."

HathiTrust, a large-scale collaborative repository of digital content from research libraries, will partner with the DPLA to expand discovery and use of HathiTrust's public domain and other openly available content.

EBOOKS AND COPYRIGHT ISSUES

Digital reading makes gains, but books are holding their own

Ebooks continue to make gains among reading Americans, according to a survey conducted in January by the Pew Research Center, but few readers have completely replaced print with digital editions—and the advent of digital reading brings with it a continuing tangle of legal issues involving publishers and libraries.

The proportion of adults who had read an ebook in the past year rose to 28%, up from 23% at the end of 2012. During the same period, 69% of Americans reported reading a book in print, up from 65% after a slight dip in 2012; and 14% of adults listened to an audiobook.

"Print remains the foundation of Americans' reading habits," the Pew researchers found. Most people who read ebooks also read print books, they reported, and only 4% of readers described themselves as "ebook only."

More generally, 76% of adults said they had read a book in some format in the previous year. The "typical American adult" read or listened to five books in that period, according to the Pew report, and the average for all adults was 12 books. The researchers said "neither the mean nor median number of books read has changed significantly over the past few years."

Not surprisingly, 42% of Americans age 16 and older own tablet computers, according to another Pew survey, and 32% have e-reading devices such as Kindles or Nooks. Overall, the number of

people who have a tablet or an ebook reader among those 16 and older stood at over 50%, according to the survey, which was conducted in December 2013.

More than half of those in households with income of $75,000 or more now have tablets, up from 25% last year, according to the survey, and the proportion of those in upper-income households who have e-readers also doubled from the previous year, to 38%.

Ebook publishers and libraries make peace, sort of . . .
After years of conflict between publishers and libraries, 2013 ended with all the major publishers participating in the library ebook market, though important challenges, such as availability and prices, remain.

Macmillan and Simon & Schuster were the major newsmakers in this field in 2013. Neither was in the library ebook market in 2012, and there was little optimism about the prospects for 2013. However, Macmillan announced a library ebook lending pilot in January and by October had expanded its library ebook offerings to include its full ebook backlist of more than 11,000 titles.

Simon & Schuster, meanwhile, entered the library ebook market in April via its own pilot, with the requirement that libraries offer patrons the option to buy ebooks alongside the borrowing option. By year's end, the pilot had expanded with the addition of 12 large public library systems and three consortia. And in September, Simon & Schuster began a second pilot program, this one aimed at making 450 of its most popular children's and young adult titles available for use in school classrooms as ebooks.

In March, Penguin Book Group (USA) ended its embargo policy so that all ebook titles would be available to libraries at the same time as in the consumer market; and in October, Penguin restored library ebook access via OverDrive, by far the largest distributor of library ebooks. In May, Hachette Book Group announced that all its ebooks would be available to libraries, with new ebooks being released at the same time as print books at roughly three times the primary physical book price. After a year of publication, the purchase price drops by about half.

(Apple, on the other hand, spent much of the second half of 2013 seeking to overturn a July verdict by federal judge Denise Cote that Apple had conspired with five publishers to fix ebook prices. In February 2014, a three-judge panel of the United States Court of Appeals for the Second Circuit rejected Apple's request to stay a court-appointed monitor from doing any more work pending the outcome of its challenge to Cote's order appointing the monitor.)

Random House and Penguin merged in July, though without any obvious changes in their respective ebook policies, so 2013 became the first year in which all of the Big Six (now Five) publishers were engaged with library ebook lending at some level.

Still, not everyone is delighted. Clifford Lynch, executive director of the Coalition for Networked Information, for one, calls the library ebook situation "appalling." Lynch, in an article in *American Libraries,* focuses on the library's roles in society to preserve cultural heritage, provide accommodation for people with disabilities, and protect individual privacy— and how the ebook status quo gravely threatens libraries' ability to fulfill these roles.

Lynch is correct that many challenges remain, including different business models, privacy concerns, sales to consortia, accessibility for people with disabilities, digital preservation, interoperability, and integration among library systems. It seems likely that 2014 will be another year of fundamental change for the library ebook market and the publishing ecosystem generally.

. . . But it's still a troubled relationship
The impact of all this on public library collections "is enormous and will continue to mirror the public's infatuation with e-reader technology," according to Jeannette Woodward, author of a number of books, including *The Transformed Library: E-Books, Expertise, and Evolution* (2013). "Academic libraries, of course, are more dependent on journals, but they too are experiencing considerable demand for scholarly ebooks.

"It is public libraries, however, that are having the most difficulty getting the ebooks they need and are being forced to spend an ever larger portion of their strained budgets" to do so.

To some extent, "the popularity of ebooks has taken librarians by surprise," Woodward says. "They were aware of developments in digitizing print materials long before the general public, but I think they imagined that it would take much longer for ebooks to gain popularity. Not only are their regular library customers demanding ebooks, but many people who were not readers are getting hooked on them."

Woodward feels that publishers see libraries as the enemy.

"Trade publishers have always had an unrealistic idea of library circulation," she says. "They imagine that library books circulate 50 or more times, causing them to lose 49 sales. This attitude, of course, ignores the many books that circulate rarely and assumes that library readers would purchase every book they borrow. Because the industry is in financial difficulty, it may be even more anxious to lay blame on libraries."

Major publishers and publishing associations seem to fear that libraries could circulate ebooks to thousands of readers, decimating their profits. "These fears are, of course, largely unfounded," Woodward says, "but they are making it very difficult for libraries to purchase the ebooks demanded by their patrons. Some publishers refuse to work with libraries, while others insist on charging libraries many times the prices paid by their other customers.

"Since individual libraries have very little clout, professional organizations like ALA will need to devote considerable time and resources to resolving this conflict," Woodward says. "On the one hand, publishers need to be educated about the real world of libraries and understand that libraries can actually help their bottom line. On the other, libraries need to show their muscle, making it clear that when they act together, they are a force to be reckoned with."

Court case should push libraries to share titles
Woodward says libraries have been operating at a disadvantage since the case of *Vernor v. Autodesk,* which dealt libraries a crippling blow by limiting the "you bought it, you own it" principle asserted by such organizations as the Electronic Frontier Foundation, an international nonprofit digital rights group. (In *Vernor v. Autodesk,* the U.S. Court of Appeals for the Ninth Circuit reversed a lower court ruling that had held that when the transfer of software to a

purchaser materially resembled a sale, it gave rise to a right to resell the copy under the first-sale doctrine.)

"Since the law viewed ebooks as nothing more than computer software, publishers gained the right to exert near total control over their use," Woodward says. Since the decision (2010), "publishers have felt free to place one restraint after another on libraries, whether they are dealing with them directly or through distributors like OverDrive or the 3M Cloud Library." Some publishers refuse to make their ebooks available to libraries at all, Woodward says, and "those that don't exclude libraries may charge as much as 10 times the price they charge individuals.

"When one considers that this allows libraries to merely rent or license ebooks for a year or possibly for a maximum of 26 circulations, it becomes clear that libraries are in an untenable position. Around the country, we see library systems and consortia responding to the challenge, devising novel ways of providing their patrons with ebooks at an affordable cost. However, publishers still have the upper hand."

Woodward says that libraries can reduce costs by learning to share titles. "Negotiating as a large group with significant buying power may also be the only way we can force publishers to listen to us," she says.

"No library is an island, but in the past, we've often behaved as if they were," Woodward says. "We've reinvented the wheel far too often and duplicated resources and services. The ebook crisis can only be resolved if we all find ways to surrender some of our autonomy while continuing to focus on our users' needs. The rigid walls between types of libraries—academic, public, school, and special—also need to come down if libraries are to have maximum bargaining power.

Another step forward in *Authors Guild v. Google*
And in November 2013, after eight years of litigation, the U.S. District Court for the Southern District of New York upheld the fair use doctrine when it dismissed *Authors Guild v. Google,* a case that questioned the legality of Google's searchable book database. U.S. District Judge Denny Chin's decision protects the Google database that allows the public to search more than 20 million books.

In his decision, Judge Chin referenced an amicus brief submitted by the Library Copyright Alliance, which is made up of the ALA, the Association of College and Research Libraries, and the Association of Research Libraries, and enumerated the public benefits of Google Book Search by calling the project a fair use under the copyright law. The Authors Guild has filed an appeal.

Two victories for the visually impaired
In June 2013, the World Intellectual Property Organization finalized the Marrakesh Treaty to Facilitate Access to Published Works for Persons who are Blind, Visually Impaired, or Otherwise Print Disabled. This creates a copyright exception and allows nations to share or make accessible copies in other countries for the print-disabled, who more often than not have little access to reading materials. Before the landmark decision, antiquated international copyright laws made it difficult for developing nations—where 90% of the world's 314 million blind live—to convert

print materials into Braille books, audio recordings, or accessible digital files. As a result of the treaty, the diversity of content available to the blind will increase dramatically around the world.

And in September, the Library of Congress announced that those who are blind, visually impaired, or have a physical disability can download audio and Braille books to their iPhone, iPad, or iPod touch if they are registered with the LoC's National Library Service for the Blind and Physically Handicapped (NLS). The Braille and Audio Reading Download (BARD) mobile app, available free through the Apple App Store, allows readers to download audio and Braille books from their NLS BARD accounts. Access to BARD is provided through local cooperating libraries. BARD contains nearly 50,000 books, magazines, and music scores in audio and Braille formats, with new selections added daily.

"It's a library in your pocket," said NLS Director Karen Keninger.

SCHOOL LIBRARIES

A key to literacy: School librarians' collaboration with other educators
School librarians are highly involved leaders playing a critical role in their schools through consistent and sustained collaboration with other educators, according to a report released in April 2013 by the National Center for Literacy Education. Additionally, school librarians not only participate in but deliver professional development to peers, educators, and staff in their schools, the report says.

The report, *Remodeling Literacy Learning: Making Room for What Works,* details key findings from a nationwide survey of more than 2,400 educators representing all grade levels and subject areas. It investigates the connection between professional learning, educator collaboration, and student learning.

Survey findings indicate that many schools are not structured to support the professional collaboration educators identified as important in strengthening their practice. Despite this, educators are participating in some forms of school-based collaboration, and school librarians are often participating at rates equal to or greater than those of other educators.

With the already small amount of time set aside for collaboration during the school day dwindling, a substantial number of school librarians are participating in professional learning networks on their own time. Fifty-one percent reported seeking and sharing ideas at least weekly in online networks and communities. Of those school librarians participating in the survey, 66%

indicated they also provide professional development to peers and other educators, and 58% provide these services to staff inside their school. Further, 60% indicated their decision to do so was voluntary.

The American Association of School Librarians (AASL) is one of 30 professional education associations, policy organizations, and foundations that are part of the National Center for Literacy Education coalition. To view an AASL infographic with more data, visit http://www.ala.org/aasl/research/ncle-infographic.

What does the future hold? Increased cost-effectiveness, greater access
What will school libraries of the future look like, and how will they support students, teachers, administrators, and even parents?

"Students are going to have at their disposal a greater range of resources than ever before," Matthew Lynch writes in *Education Week.* A principal goal of school libraries must be to engage students and to provide them with skills necessary to effectively function in academic life, says Lynch, author of the textbook, *The Call to Teach: An Introduction to Teaching* (Pearson, 2014). With the help of qualified libraries, students learn to independently research and expand their reading and writing via library resources.

Key components of future libraries must be increased effectiveness and greater access to a whole range of elements, from ebooks to academic databases to innovative programs that allow students to explore their creative inclinations, learn new skills, and apply their learning in innovative ways. More K–12 public school libraries will learn to automate their resource management strategies and develop rewarding collaborative partnerships.

The cost-efficiency of libraries is "very likely to increase," Lynch says, with new technologies and features such as remote access to resources helping to reduce the general costs associated with library management. "Librarians can readily expand their library resources without having to take up additional space," Lynch says. Parents and students will probably enjoy better access to their public-school libraries from home.

"Perhaps most interesting . . . is the expansion of partnerships," Lynch says, noting that "some public schools have taken to partnering with their local libraries and with online organizations such as Limitless Libraries and MyLibrary NYC. The latter is a major innovation launched in 2011 to essentially combine public library and school library resources for students in New York City, allowing students to request materials from any of the three public library systems that serve the area."

Some other examples of school libraries partnering with local public libraries:
- In Seattle, students at two elementary schools are benefitting from expanded literacy programs and library resources this school year, thanks to a one-year pilot-program partnership with the Seattle Public Library funded by a $91,000 grant from the Paul G. Allen Family Foundation. The grant allows SPL to loan books and materials to the students, provide special library cards to school teachers and librarians, and introduce a Raising a Reader program.
- In Chicago, the Back of the Yards branch of the Chicago Public Library is also serving as a school library for students attending the new Back of the Yards High School next

door. The library has two teen librarians, a children's librarian, and a branch librarian who is also a K–12 media specialist.

- In Worcester, Massachusetts, the One City, One Library initiative, a collaboration of the city, schools, public library, and community organizations, hopes to open libraries at a number of schools that do not have them or to refurbish school libraries that have been closed. The down side: All but three Worcester elementary schools lack a librarian.

The test for public-school libraries will be to maintain a balance between access to resources—innovative access where possible—and managing associated costs. "Future trends look set to help this balance, not hinder it," Lynch says.

Despite widespread budget cuts, many schools, districts, and states are making a commitment to school library programs, acknowledging that strides in public education cannot be successful without a fully staffed and funded school library program. In 2013, the AASL bestowed the National School Library Program of the Year award on three schools whose school library programs meet the needs of the changing school library environment, among them Swan Valley High School, Saginaw, Michigan, where Principal Mat McRae vowed before the superintendent and school board that as long as he was principal, there would be no cuts to the library program.

The larger picture: School libraries are at a critical point
Squeezed school budgets and increased emphasis on high test scores have led professionals to recognize that school libraries nationwide are at a critical point.

"On one hand, budget and testing pressures have led to decisions to eliminate or deprofessionalize school libraries," says Barbara K. Stripling, ALA president. "On the other hand, the increased emphasis on college and career readiness and the integration of technology have opened an unprecedented door to school librarian leadership."

Stripling and the ALA are undertaking an advocacy campaign for school libraries that sets goals in five critical areas:

- **Literacy**—Today's school librarians must be able to teach critical new literacy skills to enable young people to evaluate and make sense of text presented in all formats and to be producers and communicators of ideas, not just consumers of information.
- **Inquiry**—The mission of the school library is to ensure that students are equipped with essential critical-thinking and information skills, and school librarians must collaborate with classroom teachers to make inquiry an integral part of the school curriculum.
- **Social and emotional growth**—The school library must be a safe space for discovery and collaboration where young people develop self-confidence, learn perseverance, and acquire social skills like the ability to be part of a team and show respect for the perspectives of others.
- **Creativity and imagination**—School libraries must offer liberating experiences of imagination and creation. Students see characters in their minds as they listen to stories. Young people imagine their own stories or create expressions of their learning to share with others.
- **Thoughtful use of technology**—School librarians must teach students and teachers how to use the latest technology tools for personal and academic learning, communication, production, and collaboration.

The task for school librarians, Stripling said, is to fulfill the dream that every school across the country will have an effective school library program.

School librarians navigate the new frontiers of learning
School librarians are assuming a leadership role in navigating a new frontier as student access to information continues beyond the school day in what is often called digital learning, blended learning, extended learning, expanded learning, or 24/7 learning. The role of the school librarian is to find new tools and activities, tether them back to institutional and curricular needs, and guide instructional opportunities for anytime-anywhere learning that will accompany students beyond the school library program.

David Warlick, an educator, author, and programmer who will be keynote speaker at the 2014 AASL Fall Forum, is an early adopter and promoter of technology in the classroom and has taught and written about technology integration and school curriculum for more than 30 years. Warlick says a new generation of learners has "witnessed an emerging new information environment and have participated in shaping its landscape, seamlessly utilizing technologies that have come to define their culture. Their outside-the-classroom information experiences are deep, diverse, rich, and compelling—and understanding these experiences may be an important key to achieving more effective and relevant formal learning." Warlick asks: What are the qualities and contexts of these experiences? What might they look like if woven into the fabric of our school libraries?

Number of school librarians declines relative to other teachers
From 2006 to 2011, the number of school librarians declined more than the number of other educators, with the exception of instructional coordinators and supervisors, according to data from the National Center for Education Statistics. The total number of school librarians increased by less than one percent from school year 2005–2006 to 2006–2007; then decreased less than 1% in 2007–2008, 1.1% in 2008–2009, 2.3% in 2009–2010, and 4.3% in 2010–2011.

Texas is an example of this trend, with librarian cuts (9%), more than double the combined cuts in classroom teachers (2%) and counselors (3%).

A comparison of school library staffing from 2007–2008 and from 2011–2012 reveals that the number of school library staff who hold only a classroom teaching certificate decreased by 5.2%. The number of staff holding a master's degree in a library-related major remained steady, decreasing less than 1%. Of note: The numbers of school library staff who hold a state library media certificate increased by 14.3%, according to the NCES.

E-rate funding for broadband in schools to double over next two years
The E-rate funding that goes to broadband service in schools and libraries will double over the next two years, federal officials announced in early February.

The increase, to $2 billion a year from $1 billion, is intended to help meet President Obama's promise to provide broadband service for an estimated 20 million American students in 15,000 schools. Financing for the new spending will come from restructuring the $2.4 billion E-rate program, which provides money for "advanced telecommunications and information services" using the proceeds of fees paid by telecommunications users.

The E-rate program is administered by the Federal Communications Commission; school libraries use broadband service for research, digital collections, streaming video, student collaboration, and content creation, among other things. The E-rate program is part of the Universal Service Fund, which also provides money to connect rural areas and low-income people to phone and internet service using money raised through fees on consumers' phone bills.

Most of the redirected spending in 2014 will come from funds left over from previous years. Next year, much of the money will come from changes to the E-rate program, including the elimination of programs that pay for outdated technologies, like paging services, dial-up internet connections, and email programs that are available free elsewhere. The spending will be used to increase available broadband speeds and provide wireless networks in schools, which are increasingly in demand for students using tablets and laptop computers.

A 2010 survey found that about half the schools receiving E-rate funds connected to the internet at speeds of three megabits per second or less—too slow to stream many video services. The FCC wants to give all schools access to broadband connections of 100 megabits per second by 2015, and connections of up to one gigabit per second by the end of the decade.

School librarians and the Common Core State Standards
The January/February 2014 issue of the AASL's *Knowledge Quest,* titled "Beyond the Core," focuses on what other stakeholders expect from school librarians in the implementation of the Common Core State Standards (CCSS).

"Yes, school librarians play an essential role in adoption of CCSS," said AASL President Gail Dickinson. "School librarians have an important role in any curriculum implementation because it's not about libraries—it's about learning."

Guest editor BJ McCracken, school librarian at Great Falls (Mont.) High School, said, "Whether or not we work in an adopting state, I firmly believe the shift in underlying educational philosophies expressed in the CCSS will create positive ripples throughout all of education. . . . Being able to think critically, find appropriate and accurate information, solve problems, and effectively communicate outcomes are now in the spotlight. This focus on using information effectively is a profound shift."

Not all states have adopted the CCSS, and not all education professionals in the states that have are convinced of the benefits of the CCSS. Stephen Krashen, professor emeritus at University of Southern California, feels that the CCSS ignores the real problem in American education. "The Common Core State Standards will continue the process of turning schools into test-prep centers and bleed billions from places the money is badly needed, where it can help protect children from the effects of poverty," Krashen said in "Beyond the Core."

Still, among those who are advocates, many recognize the critical role the school librarian plays in helping students meet the standards. Chris Olszewski, director of curriculum and instruction for the Great Falls Public Schools, sees a common vision and a shared set of goals when he compares the focus of school library programs and the overall vision and structure of the CCSS. And April J. Senger, a science instructor at Great Falls High School, turned to her school librarian to develop a collaborative project to enhance an end-of-the-term review unit.

In November 2013, the AASL, in partnership with Achieve, a nonprofit education reform organization, released an action brief titled *Implementing the Common Core State Standards: The Role of the School Librarian.* The brief was designed not only for school librarians who are supporting higher standards for student learning but also for school leaders as they rethink the role the library should play in a major school initiative. The document provides no-cost takeaways, talking points, action steps, and CCSS implementation examples school librarians can put into practice immediately.

Shaping a new definition of school library spaces
School librarians everywhere are assessing their library spaces and their patrons in order to employ user-based design strategies to improve student learning, provide easier access to resources, and create a more welcoming space for students and teachers. Instead of patrons seeking resources for use elsewhere, school libraries have become places where students and teachers gather to access library resources and create new information spaces that can be shared.

"That the granite walls and marble halls of libraries are breaking down is inarguable," says AASL President Dickinson in the March/April 2014 issue of AASL's *Knowledge Quest.* "As the walls of the library have expanded, so has the job of the librarian. Teachers and students expect assistance nearly 24/7 in whatever tasks they undertake." The issue focuses on ways to create, adapt, and use student-centered physical and virtual library spaces and includes discussion of learning commons, "maker spaces," mobile libraries, virtual libraries, and maintaining a quiet space among collaborative learning and multimedia projects.

ACADEMIC LIBRARIES

Juggling roles to handle print and digital resources and services

The economic downturn that started in 2008 is continuing at most institutions of higher learning, and academic librarians are working to transform programs and services by repurposing space, migrating collections, and redeploying staff in the digital resources environment, according to the University Leadership Council.

Recent expenditure data show how librarians juggle their historical role in managing print materials and new demands for digital resources and services. And the *2014 Inside Higher Ed Survey of College and University Chief Academic Officers* indicates that most new funds for academic programs are in fact coming from reallocation rather than new revenues.

Academic Libraries: 2012. First Look, released in January by the National Center for Education Statistics (NCES), part of the U.S. Department of Education, provides a wealth of information about the state of college and university libraries, derived from a web-based survey of all 3,793 degree-granting postsecondary institutions in the 50 states and the District of Columbia that had academic libraries in 2012. The response rate among these institutions was about 85%. A few highlights:

- Academic libraries were actively adding ebooks—about 53 million of them in fiscal 2012, which ended Sept. 30, 2012, making their total ebook holdings more than 252 million units. And they spent some $2.8 billion for electronic books, serial back files, and other materials in fiscal 2012, about half of that for electronic current serial subscriptions.

- To handle all those books, physical and virtual, and provide the many services that go with them, academic libraries reported 85,752 full-time equivalent staff during the fall of 2012; 30,819 other paid staff accounted for about 36% of the total paid staff in academic libraries. Still, staffing at academic libraries declined 9% in 2010–2012. In all, academic libraries spent about $3.4 billion on salaries and wages in fiscal 2012, representing almost half of total library expenditures.
- Just over half of academic libraries, 2,023, had total expenditures of less than $500,000 in fiscal 2012, while 1,104 had total expenditures of $1 million or more. Academic libraries spent about $123.6 million in fiscal 2012 for bibliographic utilities, networks, and consortia.
- Library expenditures for information resources decreased slightly more than one percent from 2010 when adjusted for inflation, from $2.82 billion to $2.79 billion. Associate degree-granting institutions decreased spending by 9%; baccalaureate schools decreased their spending for information resources by 6.4%; and comprehensive degree-granting institutions spent 3.6% less. Only doctoral degree-granting institutions spent more (0.7%) more than in 2010 when adjusted for inflation.
- Many academic libraries kept long hours: 2,417 (63.7%) of them were open 60 to 99 hours during a typical week in the fall of 2012. Another 595 (15.7%) were open 100 or more hours per typical week, and only 67 (1.8%) were open less than 40 hours.
- During fiscal 2012, about three quarters (75%) of academic libraries reported that they supported virtual reference services. A few more, 77%, reported providing library reference service by email or the web, but fewer than half (43%) reported library staff digitizing documents.
- In the past year, 76% of all academic libraries reported using social media with Facebook, blogs, and Twitter being the three most frequently used resources. The chief three reasons for using social media include promotion of library services, marketing of events, and community building.

Starting salaries for new academic librarians increased from 2010 to 2012

The average starting salary for new academic librarians in 2012 rose 5% from 2010, to $42,599. About 10% of the graduates accepting jobs in academic institutions took positions in academic units outside the library; those working on campus technology initiatives or providing information services for academic departments such as music or medicine reported non-library salaries averaging $50,802. New graduates specializing in data curation commanded an average annual salary of $49,900. Minority graduates experienced the greatest improvement in salaries in academic libraries, with an 8% gain ($44,659 in 2011 to $48,174 in 2012). This was contrary to the general trend for academic libraries, which had an overall decrease of slightly more than 2%.

Academic librarian employment by Carnegie classification in 2012

TYPE OF LIBRARY	NO. OF LIBRARIES	% OF ALL U.S. ACADEMIC LIBRARIES	% OF LIBRARIANS EMPLOYED
Doctoral/research	285	7.5%	42.9%
Master's I & II	638	16.8%	21.3%
Baccalaureate	566	14.9%	9.8%
Baccalaureate/associate's	105	2.7%	1.3%
Associate's	1,422	37.5%	17.0%
Specialized	647	17.1%	7.1%
Not classified	130	< 0.1%	0.6%

Source: NCES data. Proportions in the various categories changed by less than one percent from 2010 to 2012.

Academic libraries provided one-third of all jobs for new library school graduates in 2012, up from 26% in 2011, according to 2013 reports in *Library Journal*.

Academic libraries reported 85,752 full-time equivalent (FTE) staff working in 3,793 academic libraries during the fall of 2012, a decrease of 3.6% (3,191 positions) from 2010. The number of academic librarians decreased only 0.4% since 2010 to a total of 26,606 FTE positions. At the same time, FTE student enrollments have increased by 2.6% since 2010 to 24.2 million. Librarians accounted for 31% of the total number of FTE staff in academic libraries.

Data curation, digital resource management and preservation, assessment, scholarly communication, and improved services for graduate students are growth areas for academic libraries. New technologies and digital materials are creating more new jobs in academic libraries including digital content management, electronic resources, emerging technology specialists, scholarly communication, user experience designer, and web services librarians.

Academic libraries may become even more active participants in the knowledge creation cycle in their institution, and academic librarians are exploring ways to help campuses build infrastructures and service programs that will preserve their institutions' intellectual assets and make them available for use by others. Libraries are also taking on the role of publisher; a new directory lists more than 115 libraries providing full publishing services to help their faculty and students disseminate their research. A 2012 white paper by the Association of College and Research Libraries (ACRL) highlighted the need for research data services in colleges and universities, which is leading to a growing demand for library professionals with data management and analysis skills. While some academic libraries are already engaged in these activities, many others are examining ways they can best provide a range of research data services.

Asserting the value of academic libraries
In a year when Moody's Investment Service declared the near-term outlook for all of higher education to be negative, pressure on the higher education community to demonstrate value continued unabated and remained the top issue facing academic and research libraries.

Libraries are seen as key players as institutions increase their emphasis on funding programs based on how those programs align with their institutional mission. An *Inside Higher Ed* survey of college and university business officers revealed that 64% of chief academic officers rated library resources and services "very effective" in this regard, and libraries at doctoral institutions were also rated as "very effective" by 76% of chief academic officers, according to the *2014 Inside Higher Ed Survey of College & University Chief Academic Officers.*

Indeed, one cornerstone of the modern university library is "an awareness of institutional context," says Matthew Conner, instruction/reference librarian at the Peter J. Shields Library, University of California, Davis. "There is so much variety and richness in a given institution that it would be a mistake to apply general principles in a direct literal way, or copy directly from another institution. . . . Libraries should look inward rather than outward to solve their problems with a due awareness of professional developments and judicious application of new knowledge."

ACRL is helping librarians demonstrate their libraries' contributions to advancing institutional mission and strategic goals. In September 2012, the Institute of Museum and Library Services awarded the ACRL a three-year grant of $249,330 for the program "Assessment in Action: Academic Libraries and Student Success." This grant takes a "campus team" approach to bringing librarians, faculty, and administrators together to examine the impact of the library on student learning outcomes.

Libraries also contribute to student retention
Retaining current students is another key revenue strategy for post-secondary institutions, according to the survey of college and business officers, making the contributions of academic librarians to student learning more important than ever. A recent NCES report noted that 71% of all U.S. postsecondary institutions had articulated student learning/student success outcomes, and that 55% had incorporated information literacy into student learning/student success outcomes.

Academic librarians can see their contributions to student learning reflected in the new National Survey of Student Engagement "Experiences with Information Literacy" module. The module debuted in 2013 and is designed to assess exposure to courses and assignments that require students to analyze information and apply it to new contexts, reflect on what they know, identify what they still need to learn, and sort through contradictory arguments.

A recent study analyzed the NCES data sets (including the Academic Library Survey and the Integrated Postsecondary Education Data System) and found that academic libraries at four-year colleges and universities can make a broad, empirically grounded claim of providing value to their institutions. Numerous library variables showed positive associations with retention and graduation rates, with serial expenditures and library hours being especially significant.

A new study, aptly tagged *Learning the Ropes,* finds that academic librarians have a role to play in student retention. Because a third of first-year students will not return to school the following year, student retention could be strengthened by improving how first-year students are taught, coached, advised, and guided through learning the college-level research process. The demise of many high school libraries means that most first-year students are entirely new to library research and have a limited understanding of what the research process entails and how librarians could help them, the study found.

"Libraries are doing everything under the sun to reach college students," says Conner, the UC-Davis librarian. He says the prominent forms of outreach appear to be:
- The Learning Commons building space and associated services.
- Digital access to collections.
- Technological outreach to include such diverse initiatives as remote instruction through videos and LibGuides; access to the library through small, mobile devices; participation in online learning; and redesigned, more accessible web pages.

Four libraries with particular impact on students cited . . .
Conner, in his book, *The New University Library: Four Case Studies,* cites these university libraries as having a particular impact on students and what they are doing:
- The University of California at Davis is challenging the dichotomy between the traditional local print collection and the systemwide, digitized repository of the sort being pioneered by the UC system. The university-wide open-access policy is making research

articles freely available to the public through <u>eScholarship,</u> California's open digital repository.

- UC Merced, the first academic library built in the 21st century, is pioneering a high-speed approach that attempts to meet the challenges of librarianship with a smaller footprint than was thought possible. The collection is heavily digital with a greater-than-usual reliance on ebooks. All librarians are managers who supervise students and staff and have interlocked roles, and their building is set up to enhance the user experience in creative new ways.

- The University of Hawaii at Manoa has drawn on the unique multicultural history of the islands to craft a library culture in some ways decades in advance of the profession. Where other libraries struggle with definitions of liaisons, UHM has disciplinary centers which integrate faculty across department lines and on which library subject specialists serve in powerful executive capacities, some crossing international lines to work with national libraries throughout Asia and the Pacific. The special collections work at this library has transcended traditional notions of collection to embrace vast multicultural programming and academic engagement.

- The University of Illinois at Urbana-Champaign is carrying its pre-eminence in collections and services into the new endeavors of the profession. Their achievements, Conner says, "are too many to name." Highlights include a vast reorganization of the traditional decentralized departmental research library into a new organization based on "hubs" of activity; managerial methods for bringing change to a vast, complex organization in an extremely short time that can serve as a model for any library reorganization; radical new advances on the learning commons idea that has evolved into a media commons in the undergraduate library and a scholarly commons serving advanced researchers in the main library.

. . . and three others receive Excellence in Academic Libraries Award
And the ACRL continued its tradition early this year of <u>honoring</u> three libraries with its 2014 Excellence in Academic Libraries Award:

- The Illinois Central College Library, winner in the community college category, was chosen for its emphasis on disadvantaged students and staff development. "Illinois Central is being recognized for an emphasis on . . . finding approaches to raise the students' odds of success by getting them to read," said Joyce Ogburn, chair of the 2014 Excellence in Academic Libraries Committee and dean of the libraries at Appalachian State University, in Boone, North Carolina. "The library also believes in staff development and supports a robust Library Tech training program in the evening and encourages participation in leadership training on campus."

- Skillman Library of Lafayette College, Easton, Pennsylvania, winner of the award in the college category, impressed the selection committee with its digital scholarship experimentation as well as its pioneering in acquisition models. "Lafayette College seeks to be a model for other colleges and has been in the forefront on getting grants and experimenting with digital scholarship in the liberal arts setting," Ogburn said. "The library implemented new models of acquisitions for journals by combining strategic cancellations with article-by-article purchase. They led the way for other liberal arts colleges by developing consortial approaches to patron driven acquisitions for ebooks, joining HathiTrust and implementing the Ithaka faculty survey on their campus."

- The Robert E. Kennedy Library at California Polytechnic State University in San Luis Obispo, winner in the university category, was selected for its innovations in student

engagement. "Cal Poly State University library uses a thematic approach in their application, documenting their emphasis on being open, inclusive and connected," Ogburn said. "Their ideas are fresh and appealing across the three areas. The committee noted the level of student engagement and partnerships across campus. We were taken by the LibRATs program, or Library Research Assistance Technicians, where highly trained students provide instruction and help other students with research."

"All three achieved excellence without the benefit of a new or greatly renovated library," Ogburn said. "Each made the most of the resources at hand and capitalized on their staffs energies and talents to blaze new territory or to serve their users in new ways."

And ACRL Executive Director Mary Ellen Davis commented: "These deserving recipients demonstrate the commitment to student learning, campus outreach, and digital scholarship, with a focus on continuous innovation and integration with the campus community that exemplify today's best academic and research libraries."

SOCIAL NETWORKING

Social Networking

Public libraries' use of social media is up sharply, especially among large libraries
Public libraries' use of social media has seen a veritable explosion of growth in the past couple of
years, according to a [study](#) published in November 2013 by the Library Research Service (LRS)
at the Colorado State Library. Very few public libraries had ventured into this arena in 2008,
when the first NRS survey was conducted. This report for 2012 was based on a survey of 584
public libraries.

From 2008 to 2010, libraries tended to increase their level of adoption for most of the web
technologies examined in the study, with larger libraries doing so at the fastest rate. In contrast,
from 2010 to 2012, smaller libraries had the most dramatic increases in adoption for many of the
web technologies, including websites, online account access, blogs, rich site summary (RSS)
feeds, catalog search boxes, sharing interfaces, Facebook, and Twitter.

In 2012, most U.S. public libraries in the sample had websites, according to the LRS survey.
These included:
- All of those serving legal service area populations of 25,000 and more.
- Virtually all (98%) of those with populations of 10,000 to 24,999.
- A little more than four in five (83%) of those serving populations smaller than 10,000 (up
  from 71% in 2010).

Generally, the biggest increases from 2010 to 2012 in terms of adoption of web features that enable interactivity with users (for example, virtual reference, blogs, etc.) occurred in the smallest libraries, the LRS survey found. Online account access went from 45% in 2010 to 70% in 2012, blogs from 6% to 10%, and catalog search boxes from 14% to 25%. Use of RSS feeds doubled, to 20% from 10% in 2010.

In larger libraries, on the other hand, use of many of these features either remained relatively constant or declined from 2010 to 2012. One notable exception was text reference, which increased from 13% to 43% in libraries serving more than 500,000.

More social media accounts at larger libraries
A majority of the surveyed libraries in all the population categories had social media accounts, but the proportions decreased with the size of the population served. Thus, 93% of the largest libraries had social media accounts, 83% in the next category (25,000–499,999), 69% in the next (10,000–24,999), and 54% in the smallest libraries. Nine social networks were analyzed as part of the survey, with Facebook coming in as a runaway winner. (Here again, the smallest libraries had the biggest jump in adoption of this social network, from 18% to 54%.)

"Other common social networks were Twitter (84% of the largest libraries were on this network) and YouTube (60% of the largest libraries)," according to a summary of the survey findings. Flickr was common but had decreased in all population groups from 2010 to 2012. Other social networks in the survey were Foursquare, Pinterest, Google+, Tumblr, and Vimeo.

The largest libraries were on an average of 3.54 social networks out of the nine included in the analysis, whereas the smallest libraries averaged less than one.

Use of mobile apps is on the rise, but use of blogs tapers off
The proportion of libraries that catered to mobile devices also increased dramatically from 2010 to 2012; three-fourths of the largest libraries offered some type of mobile-friendly website access in 2012, and 17% of the smallest libraries did—and none of the libraries serving fewer than 100,000 had done so in 2010.

What types of mobile access?
- Mobile applications (apps) were used by about 60% of the largest libraries, about half of libraries serving 25,000–499,999, 19% of libraries serving 10,000–24,999, and 2% of the smallest libraries.
- Mobile versions of the library websites (i.e., the URL redirected to a mobile version of the website when viewed on a mobile device): 41% of the largest libraries, 23%–25% of libraries serving 25,000–499,999, one in five libraries serving 10,000–24,000, and 14% of the smallest libraries.
- Responsive design: Just nine libraries out of the 584 surveyed.

One of the first Web 2.0 technologies that public libraries used to reach out to patrons was a blog, where library staff could relay information and interact with their communities. In 2008, more than half (57%) of the largest libraries offered blogs, although they were less common in smaller libraries. After peaking in 2010, most libraries have tapered off in offering blogs. The only population group that increased its rate of offering a blog was the smallest: almost twice as

many of these libraries offered a blog in 2012 as in 2010. In contrast, this feature declined for the largest libraries, from 71% in 2010 to 65% in 2012.

Email leads the way in virtual reference
Many public libraries are using the web to bring one of the most traditional library services—reference—online.

Virtual reference is embraced in one way or another by the majority of larger libraries and some smaller libraries. As in 2008 and 2010, email continues to be the most popular form of virtual reference, with well over half of libraries in communities of at least 100,000 providing email reference services, and libraries serving 25,000–99,999 nearing this milestone as well.

Chat reference is still offered by many public libraries but appears to have declined since 2010, with substantial drops at the larger libraries: libraries serving 500,000 or more dropped from 71% to 57%, and those serving 100,000–499,999 people fell from 49% to 38%.

Reference by text is one area of virtual reference that has seen extensive growth at the largest libraries and moderate growth across all libraries. Only the largest library population group offered any text reference services in 2008. Just 13% of the largest libraries serving offered text reference in 2010; in 2012, more than three times as many (43%) did. About one in five libraries (19%) serving 100,000–499,999 offered text reference services in 2012, while just 4% did in 2010.

"The 2012 results suggest that social media, text reference, and mobile access will continue to grow, although the ways in which they will be implemented are uncertain," the LRS report says. The social media landscape continues to expand, as do the methods for mobile accessibility, and libraries would do well to match these evolving options to their users' technology preferences and information-seeking behaviors so that they can provide an optimal user experience.

More public libraries using video games to lure the young
What? Libraries using video games to entice young patrons? Well, says Ruben Navarrette, "If you want to save souls, first you need to put folks in the pews."

Libraries without patrons, he says, "are just large and imposing buildings full of dust and unread books, begging to be shut down by local officials the next time budgets are awash in red ink."

More and more public libraries in the United States are supplementing their supply of books on science, history, and literature with video games and big-screen televisions, Navarrette says, exactly "the types of electronic gadgets that, we have long been told, distract people and prevent them from reading—especially teenagers with short attention spans. So what are they doing inside an increasing number of public libraries in the United States?

"Video games are part of an elaborate attempt to lure teenagers into a library, in the hopes that, before they leave, they might actually crack open a book—or even, dare to dream, check one out," Navarrette says. He cites a study published last year in *Library Journal* that said about 15% of libraries in the United States now check out video games to anyone with a library card. And actual gaming within libraries themselves is believed to be far more common.

As another researcher, Susan M. W. Aplin, says: "Libraries that do not effectively serve teens are missing opportunities to reach an important segment of their local population and to help teens become lifelong users of the library system."

Despite all our technology, the future of technology is unpredictable
But when all is said and done, predicting the future of any kind of technology is nigh impossible, says Keren Mills, digital services development officer, library services, at the Open University of the United Kingdom.

"It's really difficult to know what someone's going to invent tomorrow that could change what we mean by 'handheld devices.'" For example, new indoor navigation aids could allow handheld devices to be used to guide users to a particular shelf or reference desk within the library building, Mills says, citing Google Maps Indoors, Wifarer, and other Wi-Fi–based location services, or IndoorAtlas. Some libraries have also been creating apps that not only search their catalogue and provide information about the library but show how many personal computers are available in the building.

For many libraries, collaboration with their IT department plays an important role in their mobile strategy, Mills says. In some cases the library's mobile presence is part of a central development; in others, the library may undertake its own development but be dependent on or constrained by central IT systems and policies.

"Collaboration between libraries or consortiums and content providers is growing in importance for enabling both types of organization to innovate fast enough to keep up with increasingly rapid changes in technology and user expectations," Mills says.

Library email newsletters hold their own, and other random facts
- Availability of a library email newsletter has remained the same overall from 2010 to 2012, with different population groups experiencing minimal increases or decreases. LRS researchers noted that quite a few libraries offered NextReads, an email readers' advisory newsletter from NoveList.
- The Pinal County (Ariz.) Library District posted a compilation of articles and links on how libraries are using Facebook, Twitter, and blogs as tools to reach out to users.
- In the social media spirit, the East Baton Rouge Parish (La.) Library put a bright graphic up on its blog to display its usage statistics.
- The staff at LibraryScienceList, a social community for librarians around the world, searched the most popular social media platforms looking for college and university libraries that are actively using their accounts to promote library events, notify students of new materials, or interact with patrons in other ways. LibraryScienceList evaluated and ranked 442 college and university libraries based on their level of activity on various platforms. Best of the best: University of Texas Libraries–University of Texas at Austin.
- "Social" has come to mean more than sending a tweet or posting to Facebook. "The social librarian is enmeshed in the fabric of the Internet of Things as curator, educator, filter, and beacon," says a post on Stephen's Lighthouse. "In this complex, dynamic and demanding environment, librarians are extending themselves and empowering library users."
- In the past year 76% of academic libraries reported using social media, with Facebook, blogs, and Twitter topping the list. The main reasons for using social media were

promotion of library services, marketing of events, and community-building, according to the Association of College and Research Libraries. Almost 75% of academic libraries supported some form of virtual reference service, according to National Center for Education Statistics data, including email reference (72.9%), chat reference (26.6%), and/or text messaging (24.3%).

LIBRARY CONSTRUCTION AND RENOVATION

Transition from paper to digital can make more space available

Libraries transform communities, and "the ways in which a library uses its space resources to support the development of its community is crucial to its continuing success," says Les Watson, educational advisor, consultant on learning spaces, and editor of *Better Library and Learning Spaces: Projects, Trends and Ideas* (2012).

The transition from paper-based resources to digital information is an opportunity to make more space available for library users, Watson says. Nor are the implications merely local: "Recognizing that national competitiveness and success relies on an educated and capable population and that libraries are part of a nation's educational infrastructure gives libraries (of all types) an important role . . . as places of learning," Watson says. "This requires a variety of spaces that match the diversity of learners and their learning activities underpinned by capable staff, great technology, excellent resources, and timely and accurate understanding of user behavior and satisfaction.

In other words, libraries should look to interior design as a means of providing an "inspiring experience" for users; emphasize service integration, which will help ensure the survival of both public and academic libraries in tough times; and focus on using space as a means of responding to the culture of the communities they serve.

"What is most important . . . is to focus library space on the development of the learning community the library serves," Watson says. Current trends in library building and renovation include:

- Open-plan space, which provides flexibility and ensures that a building can easily be modified in the future.
- Semi-private space, which recognizes that open-plan space may not be appropriate for every activity or suit the taste of every user. "Furniture has emerged as a key factor in creating variety in the library experience . . . [because] it can easily be rearranged to change the look and feel of a space," Watson says.
- Technology-rich space, which should permeate the library and enable users to be the best learners they can.

These trends find expression in several libraries that won the 2013 Library Building Awards, sponsored by the American Institute of Architects and ALA's Library Leadership and Management Association, and in others that were featured in *American Libraries'* "2013 Library Design Showcase."

Bringing community resources into play
A small-scale residential context provided the inspiration for the design of the Anacostia Neighborhood Library, a new branch of the District of Columbia Public Library in a low-income, underserved neighborhood of Washington, D.C. The project fulfilled programmatic needs, but it also provided a stimulus for community pride and economic development. The library has a series of pavilions for program areas that require enclosure: the children's program room, the young adults' area, support spaces, and public meeting rooms. The rest of the level-one plan is high, open space for the main reading room, stacks, computers, and public seating areas. (Architects: The Freelon Group; cost: $10.3 million)

Elsewhere in D.C., the William O. Lockridge/Bellevue Neighborhood branch offers another example of "innovative architecture that addresses user needs in unique, interesting, and effective ways." The *American Libraries* review calls it "a commanding, positive presence in an impoverished area, featuring a large, three-story glass, wood, and concrete main building with three extending, geometric-shaped pavilions." (Architects: Adjaye Associates and Wiencek + Associates; cost: $13.5 million)

In a move that resulted in an 83% increase in public space, the St. Louis Public Library's 100-year-old Central Library transformed a once-closed seven-story stacks area into a soaring atrium with mezzanine and converted a former coal storage area into a 250-seat auditorium, expanding children's and teen rooms and creating a new entrance with a reflecting pool. (Architects: Cannon Design; cost: $70 million)

Designing libraries for digital undertakings
Dixie State University's new Jeffrey R. Holland Centennial Commons, in St. George, Utah, is an information hub for the campus. The library, with its showcase digital commons, shares space with the English department, a writing center, career services, and the IT department, allowing students and faculty easy access to services in one building. (Architects: Sasaki Associates, VCBO Architecture; cost: $41 million)

Saint Joseph's University, in Philadelphia, updated its library to bring it fully into the digital age. The new 35,000–square foot John and Maryanne Hennings Post Learning Commons at Drexel Library offers students and faculty the latest technologies, including a presentation practice room with video capabilities; an audiovisual multimedia lab; and a digital media zone with dual-monitor computers, comprehensive research content, and the latest software. (Architects: BWA Architecture + Planning; cost: $16 million)

The archives housed at the George W. Bush Presidential Library and Museum are completely digital, and the entire Bush Center "is designed to present the past and engage the future," former First Lady (and librarian) Laura Bush said at the dedication in April 2013. On May 1, 2013, the library, on the Southern Methodist University campus in Dallas, became the first presidential library to open to the public with a platinum LEED (Leadership in Energy and Environmental Design) certification by the U.S. Green Building Council.

And Anne Arundel Community College, in Arnold, Maryland, renovated and expanded its Andrew G. Truxal Library with a focus on technology, adding 20 tech-rich collaboration rooms and two information literacy labs. The spaces are tied together by a large commons area featuring quick-access computer kiosks. (Architects: EwingCole, RATIO Architects, Associated Architects; cost: $16.8 million)

In higher ed, enhancing space for creation-based learning
While trends like information commons, flexibility, and sustainability continue to inform the design of academic libraries, they also reflect the need to bring together the tools, resources, and physical (or virtual) space needed to accommodate shifts in pedagogical practice. OCLC calls the new, renovated, or expanded building projects completed in 2013 dramatic examples of how space can be "reconfigured around broader education and research needs, and less around the management of print collections."

Academic libraries are accommodating the pedagogical shift toward more content creation and design across the spectrum of disciplines. More libraries are developing environments and facilitating opportunities to harness this creativity by building physical spaces where students can learn and create together, integrating content- and product-centered activities as part of their instruction. Campus libraries increasingly host not only maker spaces, but also other services that support creativity and production, such as video equipment loans and studios, digitizing facilities, and publication services, according to the New Media Consortium.

A few of the more remarkable examples:
- The DeLaMare Science and Engineering Library at the University of Nevada, Reno, is the first academic library in the United States to offer 3D printing and scanning as a library service to all students, enabling students in a multitude of disciplines to make plastic 3D models from a computer drawing for their research and studies.
- The renovated James B. Hunt Jr. Library at North Carolina State University, Raleigh, features fritted glass and a fixed external aluminum shading system that helps diminish heat gain, maximize views of a nearby lake, and provide abundant ambient natural light. Ceiling-mounted, active chilled beams and radiant panels provide heating and cooling, and rain gardens and green roofs help manage storm water.
- Saint Joseph's University in Philadelphia has updated its library and added a new 35,000-square-foot learning commons to offer students and faculty the latest technologies,

including a presentation practice room with video capabilities; an audiovisual multimedia lab; and a digital media zone with dual-monitor computers, comprehensive research content, and the latest software.

Matthew Conner, instruction/reference librarian at the Peter J. Shields Library, University of California, Davis, cites "areas of emphasis that . . . apply consistently across all academic libraries. These are: 1) the consolidation of collections into shared repositories; 2) data curation to involve the storage and retrieval of new media; 3) user-centered building spaces; [and] 4) A new flexibility of staff roles associated with more initiative at lower levels in hierarchy and higher levels of training."

Town-gown partnerships
The South Mountain Community Library, in Phoenix, integrates the varied uses of a public library with the needs of a state-of-the-art academic library, allowing this partnership between the Phoenix Public Library and South Mountain Community College to function both independently and collaboratively. Its design is modeled on an integrated circuit, providing insulation between disparate functions but promoting interaction and connection between like functions and spaces. (Architects: richärd+bauer; cost: $16.3 million)

The Camden County (N.J.) Library System built the Nilsa I. Cruz-Perez Downtown Branch inside the the Paul Robeson Library on the Rutgers University Camden campus. The branch occupies 5,000 square feet of space that once held academic stacks and features offices, a programming room, a digital classroom, and public access computers. (Architect: Carlos Raul Rodriguez; cost: $2.5 million)

Libraries will also have a key role to play with the development of Massive Open Online Courses. "MOOCs may well mean that libraries become the most important places of learning as they can not only serve up MOOC content but also be the places for collaborative learning, with learners meeting in local groups to undertake project work assigned by remote MOOC tutors," Watson says.

New ideas on spaces for youngsters
Open space comes with wide-open opportunities for challenging the norms of library design. The New York Public Library converted the previously empty third-floor space of its Hamilton Grange branch library in Harlem into a teen center, the NYPL's first full-floor space dedicated to teens. In an effort to attract and engage neighborhood youth, the light-filled floor is divided into specific zones that foster small-group interaction and socialization. (Rice+Lipka Architects; cost: $1.8 million)

On the other hand, the new teen area in the Schaumburg Township (Ill.) District Library, featured in the *American Libraries'* "Library Design Showcase" article, is office space repurposed to include a soundproofed multipurpose room with gaming stations, collaboration stations, connected discussion rooms, a quiet room, a café, and a professional digital media production studio. (Architects: Dewberry; cost: $1.5 million)

And for the younger set, the renovations at Beverly Hills (Calif.) Public Library's Children's Library include the construction of a theater that accommodates 80 kids for storytimes and movies; an Enchanted Woods room that pays tribute to children's book illustrations; and a barrel

vault and swooping archways that mimic pages turning. (Architects: Johnson Favaro, LLC; cost: $3.2 million)

"A diaspora of places"
Libraries will continue to be physical places in some form in the future, but they may be very different by virtue of having broader functions than they do now.

"I think, for example, we will see a diaspora of places that would have been libraries but for which the name can no longer be applied—libraries as integrated service centers, libraries as media centers or mediathèques, libraries as learning communities," Watson says.

Case in point: the new Central Library of the Madison (Wisc.) Public Library. The *Wisconsin State Journal* may have been overstating it a bit when it called the new branch "a whole new concept in libraries," but it is undeniable that the new branch is keeping up with the latest trends—and perhaps setting new ones. Visitors can borrow an iPad, sign up for a class in audio engineering, and in fact use the building for everything from study groups and business meetings to making video games, recording music, repairing bikes, and doing performance art. And yes, there will be books—ebooks and print books.

Designboom.com summed it all up in an all-lower-case article on its own nominees for top 10 libraries of 2013: "even at a time of economic struggle, it has been encouraging to see investment in a number of schemes designed to enliven and enrich our communities. the role of the library continues to evolve, with new designs housing a range of multimedia activities and communal areas alongside more traditional programs."

OUTREACH AND DIVERSITY

The transformation of libraries in terms of outreach and diversity takes many forms, with initiatives targeting an ever-wider range of underserved populations—including those who would become librarians.

Baby Boomers require new approaches to "senior" services
The aging of America has profound implications for public libraries, says Diantha Dow Schull, principal of DDSchull Associates and author of *50+ Library Services: Innovation in Action* (ALA Editions, 2013), implications that challenge library professionals to reconsider traditional approaches to "senior" services and to develop services and programs that respond to a growing and diverse population of active older adults.

The sheer size of the Baby Boomer generation, the largest in U.S. history, means that libraries must be prepared to work with more adults in their fifties and sixties, many of whom are in transition from one life phase to another and most of whom do not fit the stereotype of a dependent "senior," Schull says. The size and characteristics of this generational cohort raise many questions for libraries, including:

- Are they prepared in terms of collections, services, spaces, programs, staffing and communications?
- Do they have the visibility, identity, and partners necessary to connect with Boomers?
- Are they ready and able to allocate the resources necessary to respond to the age wave?

Besides the larger number of older adults, other aspects of the "age wave" have implications for libraries: the trend toward a healthier older population and the greater longevity that are evident throughout American society. More and more adults over 65 are continuing to take part in the work force or the voluntary sector, changing professions rather than retiring, returning to school to gain new skills or enrich their lives, and living independently.

Given these trends, Schull asks: "Is the traditional model for 'senior services'—consisting primarily of outreach to nursing homes or senior centers—adequate? Are large-print books and weekly afternoon movies sufficient to engage and connect with today's active, mobile 50-plus population? Can libraries meet the challenge of continuing services to isolated and dependent elders while also providing resources to improve the lives of more active older adults?"

The diversity of this population presents yet another challenge for libraries as they explore ways to respond to the aging of America, Schull says. "In fact, diversity may be the most important underlying concept for designing a 50-plus library services plan" and the most complex, since it can involve employment and lifestyle status, varied cultural backgrounds, spiritual beliefs, linguistic traditions, housing and transportation situations, educational goals, and interests in books, media, conversations, and program topics. "Chronological age is less important than individual preferences and circumstances," Schull says.

To fulfill their potential as service and learning centers for the growing number of adults aged 50 and over, Schull says, the library profession must embrace a more inclusive view of older adults, allocate resources for professional training and institutional transformation, and effect changes in staffing, services, collections, spaces, partnerships, programs, and communications.

Libraries are well positioned to meet the challenges
But libraries, by virtue of being age-neutral, are well positioned to respond to the needs and interests of the multiple generations of 50-plus adults. Centrally located, trusted and free, with a mission to meet the information and learning needs of their communities, libraries have the potential to be centers for positive aging. In some communities this potential is being developed through expanded information services, increased marketing, and new opportunities for learning, social interaction, and volunteering at the library or in the community. These libraries are building new relationships with older adults while building a new identity as centers for lifelong learning and community engagement.

Some libraries stand out for their innovative approaches to working with older adults. These libraries offer instructive examples that can encourage change across the profession.
- Next Chapter, at the New York Public Library. One of the most extensive initiatives undertaken by a library system, Next Chapter includes special programming, new classes, multiple partnerships, grant-funded projects, a blog, and a Facebook page.
- Book to Action, developed by Multnomah County (Oreg.) Library and now expanding to libraries in California and several other Western states. In this book-discussion model, participants read a text concerning a particular social issue, such as local farming or domestic abuse, and then visit a local nonprofit working on that issue to help with a service project or community event.
- Get Involved: Powered by Your Library, a statewide initiative sponsored by the California State Library. In partnership with Volunteer Match, a national organization, CSL provided training and technical support to expand the visibility and contributions of skilled

volunteers. The project helps libraries move beyond their traditional uses of volunteers (e.g., as shelvers or book menders) to engaging older adults in high-skilled/high-impact volunteerism (such as graphic design, event planning, and computer coaching). The program has stimulated libraries in other states to reconsider how they recruit, prepare, and deploy 50-plus volunteers.

▪ The Creative Aging Public Libraries Project, a program developed by Lifetime Arts, a national organization dedicated to positive aging through the arts and demonstrated through a partnership with Westchester (N.Y.) Library System. The Creative Aging model involves arts education for older adults, in multiple disciplines, provided by trained arts educators. Lifetime Arts works with libraries and library systems to offer training and technical support. A grant from the Institute of Museum and Library Services is enabling Lifetime Arts to expand to libraries in other communities and states.

▪ Tempe Connections, a partnership between the Friends of the Tempe (Ariz.) Public Library and the Osher Lifelong Learning Institute at Arizona State University that provides Tempe Boomers and other active older adults opportunities for intellectual stimulation and exposure to a wide range of academic topics.

Still, in other communities libraries are trailing the age wave, Schull says, offering limited "senior" services such as large-print books, weekly movie programs, and outreach to senior centers or nursing homes. While these services are important and merit increased resources to align with the increase in the numbers of frail and isolated elderly, they do not reflect the demographic changes taking place across the country and the potential for libraries to become community centers for the many independent, active, engaged older adults who are redefining aging in America.

ALA panel agrees: Diversity should begin at an early age
Addressing the need to emphasize diversity for readers at the other end of the age spectrum, about 50 librarians and educators joined the Children's Book Council's (CBC) Diversity group in a discussion of the need for diversity in children's books in a program held during the ALA's 2014 Midwinter meeting. Children's book editors were among the panelists. Some highlights:

▪ Wendy Lamb, publisher and editor of Penguin Random House, said she has learned that diversity encompasses not only people of color but also members of other marginalized groups, such as people with disabilities, mental illness, and weight issues. The editor of books such as Christopher Paul Curtis's *Bud, Not Buddy* (1999), Lamb often works with authors writing from an outsider's perspective.

▪ Dan Ehrenhaft, editorial director at Soho Teen, spoke about the importance of authenticity in teen books with diverse characters. When working with an author who is writing about an underrepresented group, Ehrenhaft tries to familiarize himself with that community—and he has found that there are usually more universalities than differences. "There is no normal," he says. "Let's embrace it and not be afraid to have that conversation."

▪ Little, Brown editor Connie Hsu, who considered herself "white" for most of her childhood, said she began to confront issues of race and ethnicity when she went to college. Hsu encourages aspiring authors to hone their craft and apply for an Angela Johnson Scholarship, a talent-based grant for writers of color attending the Writing for Children and Young Adults Master of Fine Arts program at the Vermont College of Fine Arts.

- Scholastic editor Cheryl Klein, an executive editor at Scholastic's Arthur A. Levine imprint and moderator of the panel, said that often writers of color don't even send submissions to her, even though she's been looking for manuscripts with diverse points of view for years. Last year, she received "only two submissions from people of color and ended up acquiring one of them," she said.

During the question-and-answer period, Oralia Garza de Cortés, a leading member of Reforma (The National Association to Promote Library and Information Services to Latinos and the Spanish-Speaking), spoke passionately about the need for transparency between publishers and librarians.

"I know a lot of you are doing good things, but if you want to make a difference you have to talk to us," Garza de Cortés said. "A lot more conversation needs to be had: How are publishers being held accountable?" Garza de Cortés said publishers should set targets and keep track of how they're doing. "Show us the statistics," she said. "Put a target: 'This year we're going to publish two books and start from there.' . . . We know the Latino community. We know the writers that are getting the door shut on them, and they are now turning to self-publishing."

Turning underserved communities into key audiences
Tonya Badillo, director of the Long Branch (N.J.) Free Public Library, defines underserved communities as "groups that do not have equal access to programs and services, or have not been identified as a key audience for library services." These include single-parent households, second-generation caregivers, veterans/former military personnel, the physically or mentally disabled, the homeless or displaced, ex-offenders, disconnected youth, virtual patrons, the unemployed and underemployed, low-income people, immigrant populations, and the LGBTI (lesbian, gay, bisexual, transgender/transexual, and intersexed) populations.

Complicating outreach efforts is the fact that these "hidden" populations "are usually not vocal about their needs and sometimes not comfortable with identifying themselves as belonging to any specific population," Badillo says. Many of them "have to overcome hidden bias, outright prejudice, and a lack of resources," often in the very communities in which they were born and raised.

Badillo says many librarians have found it difficult to identify the needs of these groups because they lacked "clear identifiers"—i.e., the groups were not homogeneous but were made up of individuals with "unique attributes, histories, and characteristics." Ideally, library staff should get out into the community, "walk their business districts and low-income neighborhoods, visit your jails, clinics, veterans' hospitals, homeless shelters, bodegas, local eateries, [and] mom-and-pop stores" to find out what community members need from their public library and tailor programs and services to meet these needs. "If staff can't get out of the building," Badillo says, "a simple email, call, or meeting to ask 'How can we help?' might . . . get the ball rolling."

And regardless of the success of these outreach efforts, librarians should remember that "we are the *one* building in our community that has the resources, staff, and knowledge to . . . serve the literacy, social and communication needs of our community based upon an equal-access system. Many of us . . . are the community triage centers when it comes to issues such as unemployment, literacy needs, health issues, and more. And while library staff cannot be expected to solve the world's problems, what we can do is lead the way by example."

Ultimately, Badillo says, "If we don't remain relevant and necessary to our community, we will not continue to exist. Therefore, the necessity of providing our core traditional services must be balanced almost daily with the ability to learn and incorporate new technology and provide relevant services to every population within our community."

The transformation of libraries into community anchors
"Libraries are becoming community anchors as well as lending institutions," Badillo says, and "are becoming more versatile when it comes to creating programs and services that meet the needs of their own community." Badillo cites several outreach programs as examples:

- Disconnected youth—The Young Adult Literacy Program (YALP) is a partnership between the City of New York Center for Economic Opportunity, eight community-based organizations, and nine public library program sites run by the city's three public library systems. YALP targets youth 16–24 years old who lack the reading, writing, and/or math skills needed to enroll in a general educational development (GED) tests preparation program. Participants receive pre-GED basic skills training along with full support services. Students with an 80% average attendance rate may also participate in a paid internship program. Since 2008, when the program began, YALP has served more than 2,000 young adults and helped 852 of them achieve a gain of more than one grade level in reading scores.
- Ex-offenders—The Long Branch (N.J.) Free Public Library's Fresh Start program was designed and initiated by library staff and city officials before the Great Recession, when record numbers of community members already were coming in to do job searches, create résumés, learn computer skills, or file unemployment claims. The staff noticed that many of the job seekers were checking "yes" when asked if they had ever been arrested or convicted of a crime, and that many lacked computer skills. Badillo adapted the library's back-to-work services and launched the Fresh Start program, which provides 11 one-on-one computer training and job-search sessions to the previously incarcerated and then transitions into the library's regular open-lab sessions.
- LGBTI community—San Antonio (Tex.) Public Library provides inclusive information to the city's well-organized LGBTI community through a wide variety of programs that are inclusive and demonstrate the value that the city places on diversity, including (among many others: Pride: Watch Out—screening of a feature-length movie for Pride Month; Pride: Act Out—the LGBTI community shares stories through spoken word, visual, and performance art; and Pride: Come Out—Local LGBTI community leaders tell their coming-out stories.
- The homeless—At Charlotte Mecklenburg Library in North Carolina, Angela Craig, teen services coordinator/ Library Loft manager, helped start a book club for the homeless, organized tours that include explanations of library rules by security staff, and recruited tutors to teach the homeless to use computers. In Florida, the Alachua County Library District hosts Monday movies—sometimes with popcorn—for the homeless, keeps a book collection at a shelter, and opened a social-service center at a branch, library Director Sol Hirsch says.

Literacy as a goal for librarians' outreach
The ALA reaffirmed basic literacy as a core value during its 2013 Annual Conference. As libraries and librarians continue to design and deliver literacy services, they may be mindful of

the results of the 2012 National Center for Education Statistics' Program for the International Assessment of Adult Competencies (PIAAC) study.

The goal of this household study is to assess and compare the basic skills and the broad range of competencies of adults worldwide. The assessment focuses on cognitive and workplace skills needed for successful participation in 21st-century society and the global economy. Specifically, the study measures relationships between individuals' educational background, workplace experiences and skills, occupational attainment, use of information and communications technology, and cognitive skills in the areas of literacy, numeracy, and problem solving.

One of the study's key findings was that the average score for U.S. adults (age 16–65) was 283/500 on the PIAAC literacy scale, 16% higher than the average score of African Americans (244/500) and 21% higher than the average score of Hispanics 233/500).

ALA resources support outreach and diversity efforts
As libraries continue to transform their services and the communities they serve, the ALA's Office for Literacy and Outreach Services provides resources for library and information workers who serve new readers and non-readers as well as groups that have been historically subjected to discrimination. Among the resources available are:
- Issues briefs for target populations, including an overview, and statistics, plus perspectives to consider when working to provide services.
- Toolkits designed to help libraries move from planning to delivering services. Each toolkit is designed with background information, statistics, and real strategies for service delivery to target populations.
- An annotated list of additional resources.

And the ALA Office for Diversity provides resources to the library community to support their work, including:
- Diversity Leadership Online, a suite of online learning modules to assist libraries in championing diversity.
- Diversity Research Grants, established in 2002 to address the critical gaps in research on diversity issues within the library and information science professions.

Transforming libraries by expanding the spectrum of librarians
Finally, the ALA Office for Diversity also continues to administer the well-established Spectrum Scholarship Program, which transforms libraries by addressing the specific issue of under-representation of ethnic librarians within the profession while serving as a model for ways to bring attention to larger diversity issues in the future.

Applications for the program are accepted from individuals from the profession's five most underrepresented groups: American Indian/Alaska Native, Asian, Black/African American or African Canadian, Hispanic/Latino, and Native Hawaiian/Other Pacific Islander. The scholarship combines financial support with leadership development to fast-track scholars along their careers and professional activities. Throughout their scholarship year and beyond, the Spectrum Scholars are provided with opportunities to network with other scholarship recipients and library leaders via electronic discussion lists and other professional development tools and activities.

In June 2013, the Office for Diversity awarded scholarships to 51 students pursuing master's degrees in library and information studies—after receiving three times as many applications as there were available scholarships. ALA divisions also sponsor Spectrum scholars who express an interest in specific areas of librarianship. Case in point: The Association for Library Service to Children, through the Frederic G. Melcher Endowment, named as its 2013 Spectrum scholar Marco Veyna-Reyes, an MLIS candidate at the University of North Texas and children's services assistant for the Mesquite branch of the Las Vegas–Clark County (Nev.) Library District.

WASHINGTON SCENE

Federal spending bill has plusses and minuses for libraries
President Obama signed a $1.1 trillion spending bill in January that will fund the federal government through September and partially restore funding to the Library Services and Technology Act (LSTA)—the primary source of annual funding for libraries in the federal budget—that were dramatically cut in FY2013 under sequestration.

The total appropriated for the LSTA increased from $175 million to $181 million for FY2014. Each state will determine how it will allocate its LSTA funds; many states rely on the funding to provide job searching databases,   workshops, summer reading activities, among other things.

Other specifics from the spending bill:
- Grants to state programs increased from $150 million to $154 million.
- National Leadership grants increased from $11.4 million to $12.2 million.
- Laura Bush 21st-Century Librarian grants remained at $10 million.
- Native American and Hawaiian Library Services increased from almost $3.7 million to almost $3.9 million.
- But Innovative Approaches to Literacy—a competitive grant under the Department of Education that requires that half the funds go to low-income school libraries—took an 8.8% hit. The program was appropriated at $25 million in fiscal 2014, a $2.4 million cut

from the previous year. Local education agencies in low-income areas can compete for the grant to help update school libraries with books and other materials.

The spending bill included language that supports open access—a win for libraries and for public access to federally-funded information. The federal agencies under the Labor, Health and Human Services, and Education portion of the bill with research budgets of $100 million or more will be required to provide online access of articles that report on federally funded research. Federal agencies must make articles published in peer-reviewed journals publicly accessible within a year of publication. While this represents a gain, the fact is that only a little more than half the annual U.S. investment in taxpayer-funded research, $31 billion of the annual $60 billion, will be accessible.

One-two punch: Sequestration and shutdown
The U.S. federal government shutdown in October 2013 had an impact on library services nationwide. The Institute of Museum and Library Services (IMLS) was unable to disperse grants and funds to libraries as part of the Library Services and Technology Act. The Government Printing Office and U.S. Census websites and many other government websites and collection surveys were unavailable until the government reopened. The Library of Congress was closed to the public and researchers for the duration of the shutdown, which occurred after Congress failed to compromise on a continuing resolution to fund the government.

But the shutdown seemed only to be adding insult to injury. Months earlier, in March, sequestration—automatic cuts to all federal discretionary programs—went into effect after Congress could not reach an agreement on a deficit-reduction plan. Sequestration affected all libraries served by state library agencies. The IMLS budget was cut by $12 million, or 5.2 percent; that included $7.9 million in cuts to the Library Services and Technology Act. The Library of Congress, whose services range from copyrighting written works to the collection, preservation, and digitization of millions of books and other materials, also faced deep cuts.

The Senate says: No school library left behind
Congress continued its struggle to pass reauthorization legislation for the Elementary and Secondary Education Act (ESEA), formerly known as "No Child Left Behind," which directly affects many federal K–12 education programs. The ESEA was scheduled to be reauthorized in 2009.

When the ESEA is finally reauthorized, it will dictate K–12 education policy at all levels of government for many years to come, so it is not surprising that the library and education communities both see the inclusion of school libraries into ESEA reauthorization as a matter of vital importance. In 2002, school libraries were left out as a federal requirement under No Child Left Behind; as a result, many school libraries were the first to be eliminated when schools were faced with budget cuts in recent years.

The Senate has passed an ESEA bill, called the Strengthening America's Schools Act, that authorizes a new school library program. The bill would provide dedicated funding to support effective school library programs that:
- Are staffed by a state-certified or licensed school librarian.
- Have up-to-date books, materials, equipment, and technology (including broadband).

- Include regular collaboration among classroom teachers and school librarians to assist with development and implementation of the curriculum and other school reform efforts.
- Support the development of digital literacy skills.

The Senate ESEA bill also authorizes a new literacy program that would make public library programs eligible for grants to provide children from birth through kindergarten with literacy instruction. In addition, the bill authorizes a librarian to serve as a member of the a state literacy leadership team and requires that a state receiving a grant work to strengthen partnerships among schools, libraries, and other programs to improve literacy for all children.

The House ESEA bill passed on a 221–207 vote, with no Democratic votes in support and 12 Republicans voting nay. The House bill does not include provisions that would provide dedicated funding for school or public libraries.

ALA joins others in objecting to NSA surveillance program
In the wake of the June 2013 revelation that the National Security Agency is gathering data on millions unsuspecting Americans (and not a few world leaders), the American Library Association joined an unprecedented coalition of internet companies and advocates to deliver a letter to the U.S. government demanding greater transparency around national security–related surveillance of internet and telephone communications. Key civil liberties organizations and major companies such as Apple, Facebook, and Twitter joined the effort, along with dozens of other companies and organizations, both large and small.

The ALA also launched "Liberty, Privacy & Surveillance," a website that contains tools libraries can use to host educational sessions and public forums that help Americans understand their First and Fourth Amendment rights. The website contains guides and tip sheets for libraries interested in informing members of the public about their civil liberties. The tools provide an overview of the deliberative process and outlines ways that the public can demand government oversight and transparency from legislators.

In the same week in December, the surveillance reform debate was enjoined in all three branches of government:
- Executive: In December, President Obama's Review Group on Intelligence and Communications Technologies released a report calling for transparency, online security tools, and organizational reforms to the NSA.
- Legislative: The ALA joined more than 50 businesses, civil liberties groups, and public-interest organizations in opposing the FISA (Foreign Intelligence Surveillance Act) Improvements Act, a bill that will legalize and extend NSA mass surveillance programs. Others objecting to the bill include the American Civil Liberties Union, the Electronic Frontier Foundation, PEN American Center, and TechFreedom.
- Judicial: District of Columbia District Court Judge Richard Leon ruled that the NSA's surveillance practices violate First and Fourth Amendments guarantees of the Constitution. One week later, a district court in New York found just the opposite, ruling that the bulk collection of telephone data does not violate the Constitution. Observers expect the issue will work its way up to the U.S. Supreme Court.

In January, ALA President Barbara Stripling called for permanent changes to the NSA data collection program. Additionally, she called for support for the USA Freedom Act, a bill that

would improve the balance between terrorism prevention and personal privacy protection. The USA Freedom Act—its full name is the Uniting and Strengthening America by Fulfilling Rights and Ending Eavesdropping, Dragnet-collection, and Online Monitoring Act—would place restrictions on bulk phone and internet government surveillance and permit companies to make public the number of FISA orders and National Security Letters received.

Federal judge strikes down law authorizing NSLs
A federal judge in San Francisco struck down the law authorizing the FBI to issue the so-called National Security Letters (NSL), writing that the prohibition on disclosure of receipt of an NSL made the entire statute "impermissibly overbroad" under the First Amendment. The ALA, the ACLU, and many other organizations and individuals have long objected to the NSLs, which are authorized under the USA Patriot Act of 2001. Judge Susan Illston of Federal District Court in San Francisco then stayed implementation of her ruling to allow the U.S. Department of Justice to appeal the decision to the United States Court of Appeals for Ninth Circuit.

Rep. Fortenberry Honored at National Library Legislative Day
Hundreds of librarians and library supporters from across the country—375 to be exact, from 48 of the 50 states—traveled to Washington, D.C., in May 2013 to meet with members of Congress to discuss key library issues during the ALA's 39th annual National Library Legislative Day. The event focused on supporting federal funding for national libraries. Advocates discussed the need to fund the Library Services and Technology Act, support legislation that gives people who use libraries access to federally-funded scholarly journal articles, and continue providing school libraries with funds for materials.

Representative Jeff Fortenberry (R-Nebr.) was presented with United for Libraries' Public Service Award. Rep. Brad Schneider (D-Ill.) and Sen. John Boozman (R-Ariz.) were among the other legislators who attended the ALA's congressional reception. Those who could not attend National Library Legislative Day in person were able to contact Congress as part of Virtual Library Legislative Day. More than 1,400 calls and emails were directed toward Capitol Hill as part of this effort.

As part of the week-long activities, the IMLS arranged a meeting to bring together library leaders with President Obama's Domestic Policy Council staff. Attendees included Maureen Sullivan, then-ALA President; Carolyn Brodie, then-president, Association for Library Service to Children; Mary Wells, domestic policy assistant for the Obama administration; Susan Hildreth, IMLS director; Jack Martin, then-president, Young Adult Library Services Association; Steve Robinson, staff member, Domestic Policy Council; Eva Poole, then-president, Public Library Association; and Mandy Cohen, staff member, Department of Health and Human Services.

James Madison Award bestowed on Aaron Swartz posthumously
The ALA posthumously honored Aaron Swartz with the James Madison Award for his dedication to promoting and protecting public access to research and government information. Before his death in January, Swartz was an outspoken advocate for public participation in government and unrestricted access to peer-reviewed scholarly articles. Swartz was a cofounder of Demand Progress, an advocacy group that organizes people to take action on civil liberties and government reform issues. ALA President, Maureen Sullivan presented the award to Swartz's family during the 15th Annual Freedom of Information Day, held March 15, 2013, in Washington, D.C.

ALA pushes FCC to accelerate deployment of broadband
Throughout the fall of 2013, ALA asked the Federal Communications Commission to accelerate deployment of the high-speed broadband needed to serve students and learners of all ages through our nation's libraries and schools. ALA called for new E-rate funding to jumpstart and sustain high-capacity broadband connections that support digital learning and economic development through libraries and schools.

Kirtsaeng decision: Goods made overseas are protected by the first-sale doctrine
In a high-profile case dealing with consumer rights and libraries, the U.S. Supreme Court in March 2013 ruled that goods lawfully made overseas are protected by the first-sale doctrine. (The first-sale doctrine limits certain rights of a copyright or trademark owner and enables the distribution of copyrighted products through, for example, library lending.) The case, *Kirtsaeng v. John Wiley & Sons, Inc.,* focused on whether Americans and businesses had the right to sell, lend, or give away things they own that were made overseas. The case centered on a graduate student, Supap Kirtsaeng, who bought textbooks published by Wiley in Thailand and sold them online in the United States. Wiley sued Kirtsaeng, claiming that the right of first sale did not apply because the books were manufactured overseas.

When the case reached the high court, Associate Justice Steven Breyer wrote for the majority: "The American Library Association tells us that [U.S.] library collections contain at least 200 million books published abroad. How can they find, say, the copyright owner of a foreign book, perhaps written decades ago? . . . Are the libraries to stop circulating or distributing or displaying the millions of books in their collections that were printed abroad?"

INTELLECTUAL FREEDOM

NSA disclosures lead to more active focus on surveillance

In June 2013, when Edward Snowden leaked reports of the National Security Agency's mass surveillance activities—including the telephone records, emails, and other internet activity of millions of U.S. citizens from companies such as Verizon, AT&T, Google, Facebook, and Yahoo—the public experienced, up close and personal, the abstraction of "personal privacy" that the ALA has been monitoring and protecting for years. That public awareness led to an even more active focus on surveillance for the ALA Office for Intellectual Freedom (OIF) and the American Library Association Office of Government Relations. The OIF reports that its Choose Privacy Week website, programming, and videos are more in demand.

ALA offices had been working on these issues since the passage of the USA Patriot Act, in 2001; one conference program at the 2013 ALA Annual Conference was named "We Told You So" and featured Michael German, a former FBI agent and an expert on data mining and government surveillance programs.

The ALA continues to fight for expansion of whistleblower protection, the speeding up of government document declassification, and more government transparency and due process. The Choose Privacy Week website was updated in 2013 and includes videos such as "Data Mining, Government Surveillance, and Civil Liberties," by German. The OIF has also made presentations—not only in the United States but around the world—on surveillance and the ALA response.

Ethnic studies under fire: ALA's response

In 2013, the Freedom to Read Foundation, the ALA, and other groups such as Reforma (the National Association to Promote Library and Information Services to Latinos and the Spanish Speaking), the ALA Black Caucus, and the Asian/Pacific American Librarians Association joined an *amicus* brief to object to the Tucson (Ariz.) school district's dismantling of the Mexican-American Studies program in accordance with an Arizona state law. The brief was filed with the Ninth Circuit Court of Appeals in *Arce v. Huppenthal,* a lawsuit challenging the constitutionality of the state law, Arizona Revised Statute 15-112 (A). The brief argues that the statute that led to the disbanding of the program violates Arizona students' First Amendment rights to receive information and is unconstitutionally overbroad.

"In submitting this brief, the Freedom to Read Foundation is standing up for the right of all Arizona students to a curriculum based on educational merit, not political motivation," said Barbara M. Jones, director of the OIF and executive director of the Freedom to Read Foundation. "Students in the [Mexican-American Studies] program improved their educational performance. And there is no evidence that those students learned 'racial resentment' or discovered an interest in 'overthrowing the U.S. Government,'" as proponents of the law contended.

"Providing young people with access to a wide range of ideas, including those about different cultures, helps them to think critically, become better citizens, and succeed in family and workplace life," Jones said. "Censoring ideas promotes ignorance and fear."

Trends in fighting to maintain intellectual freedom

Jones sees a continuing trend of challenges to young-adult fiction, which is viewed by many as too "dark" and too involved with such issues as bullying, drugs, sex, and lesbian-gay-bisexual-transgender characters.

Eleanor and Park, by Rainbow Rowell, for example, caused problems in the Anoka (Minn.) High School Library after the book was chosen by the school district and the Anoka County Library for a voluntary summer reading program. A parent group demanded that it be removed, but a book review committee voted to retain the book. As Principal Mike Farley said: "I did enjoy the book. I deal with this stuff every day working in the school with students. Did I think the language was rough? Yes. There is some tough stuff in there, but a lot of the stuff our kids are dealing with is tough."

A trend Jones considers every bit as insidious as book banning is the increased use of software filters on library terminals. Although research shows that filters don't work well, librarians have been intimidated into installing them by government officials. In Illinois in 2013, in a highly publicized case at the Orland Park Public Library, a non-Orland Park political pressure group tried, through social media and other means, to force the library board to install filters on the adult terminals. ALA staff attended meetings and worked with the Orland Park librarians, and the board ultimately rejected adult terminal filters.

"We have noted in recent years the growth of organized challenges by groups such as, but not limited to, the Tea Party," Jones says. "Groups from all parts of the political spectrum believe that removing a book from library shelves will somehow support their agenda." It does not, she

says, but it does create barriers to information to other members of the community who use the library.

"Social media has provided a two-edged sword," Jones says. "On the one hand, it democratizes the public discourse by giving everyone an opportunity to have his/her voice heard. On the other hand, when used for political means, it can disrupt the public discourse and create confusion and factual errors."

Invisible Man: **Success story and case study**
The challenge to Ralph Ellison's *Invisible Man* was but one of hundreds of book challenges the OIF records every year, but the 2013 challenge made the case for collaboration rather than confrontation. In the end, both sides saw the outcome as a success.

Ellison's book won the National Book Award in 1953 and has been named by the Library of Congress as one of the "Books that Shaped America." Nonetheless, in September 2013, a parent of a high school junior in Randolph County, North Carolina, complained about the sexual content in *Invisible Man* and asked that it be removed from a summer reading program. The school board voted to remove the book from the school library shelves—and the nationwide reaction caught the board members and the local newspaper by surprise.

The board reconsidered its decision, based mostly on the public outcry but also on persuasive communications such as a letter from the ALA. The candid comments from the board offer an important lesson on how to handle a book challenge. One member who changed his vote said: "I felt like I came to a conclusion too quickly." Another: "We may have been hammered on this and we may have made a mistake, but at least we're big enough to admit it." Another: "My job is to make sure that book is there whether I want to read it or not."

The most powerful came from a board member whose son had been in Air Force combat overseas, "fighting for those freedoms that I'm here passing a vote to take away. . . . Is that right of me? No."

Split decision on *Persepolis: The Story of a Childhood*
The chief executive officer of the Chicago Public Schools in 2013 reversed a directive to pull Marjane Satrapi's graphic novel, *Persepolis: The Story of a Childhood*, from CPS libraries but maintained that the book is not appropriate for seventh graders and should be removed from classrooms. *Persepolis* is an award-winning autobiographical graphic novel details the author's life as a young girl living in Iran during the Iranian Revolution.

Barbara Byrd-Bennett's reversal came amid criticisms and complaints from parents, teachers, students, and others about the decision, which was dictated in an email sent to schools on March 14 ordering removal of all copies of the book from school libraries and classroom instruction by March 15.

"We have major problems with this book removal," the Freedom to Read Foundation's Jones said. "We believe that removing books from the hands of kids is chilling and is an act of censorship. It reflects the totalitarian society that this book is all about. . . . It does not reflect the democratic institution of learning that the Chicago Public Schools is supposed to be."

Lynn Bruno, a Lane Technical High School student in the 451 Degrees book club, which protested the removal of *Persepolis,* won ALA recognition as a Banned Book Week Hero for his role in leading the student charges.

Banned Books Week features Virtual Read-Out of challenged books
Readers from across the United States and around the world demonstrated their support for free speech in 2013 by participating in a Virtual Read-Out of banned and challenged books during Banned Books Week, September 22–28, an annual ALA event designed to celebrate the freedom to read and to draw attention to the censorship of books in schools and libraries.

The Virtual Read-Out is the digital centerpiece of <u>Banned Books Week,</u> featuring individuals reading from their favorite banned or challenged book. Contributors are encouraged to share a reading, discuss the significance of their favorite banned book, or mention a local book challenge.

The event also served as the backdrop for the announcement of Banned Books Week Heroes, individuals and groups who have stood up to defend the freedom to read. The 2013 Heroes included Lynn Bruno, a Lane Tech Chicago high school student in the 451 Degrees book club, which protested the removal of *Persepolis* from the Chicago Public School curriculum.

Banned Books Week itself was the biggest success ever, according to the OIF. For the first time, the OIF participated in a Google Hangout sponsored by PEN America, with banned author Sherman Alexie. Then the OIF and the Freedom to Read Foundation sponsored Alexie's performance at the Chicago Humanities Festival to a packed audience of his teenaged admirers.

And here's the "Top Ten Most Frequently Challenged Books" of 2013, as compiled by the OIF from hundreds of recorded challenges:

1. *Captain Underpants* (series), by Dav Pilkey
    Reasons: Offensive language, unsuited for age group, violence
2. *The Bluest Eye*, by Toni Morrison
    Reasons: Offensive language, sexually explicit, unsuited to age group, violence
3. *The Absolutely True Diary of a Part-Time Indian*, by Sherman Alexie
    Reasons: Drugs/alcohol/smoking, offensive language, racism, sexually explicit, unsuited to age group
4. *Fifty Shades of Grey*, by E.L. James
    Reasons: Nudity, offensive language, religious viewpoint, sexually explicit, unsuited to age group
5. *The Hunger Games*, by Suzanne Collins
    Reasons: Religious viewpoint, unsuited to age group
6. *A Bad Boy Can Be Good for a Girl*, by Tanya Lee Stone
    Reasons: Drugs/alcohol/smoking, nudity, offensive language, sexually explicit
7. *Looking for Alaska*, by John Green
    Reasons: Drugs/alcohol/smoking, sexually explicit, unsuited to age group
8. *The Perks of Being a Wallflower*, by Stephen Chbosky
    Reasons: drugs/alcohol/smoking, homosexuality, sexually explicit, unsuited to age group

9. *Bless Me Ultima*, by Rudolfo Anaya
   Reasons: Occult/Satanism, offensive language, religious viewpoint, sexually explicit
10. *Bone* (series), by Jeff Smith
    Reasons: Political viewpoint, racism, violence

Conference identifies "mission creep" in enforcement of CIPA

The OIF joined with the ALA's Office for Information Technology Policy to present a July conference, sponsored by Google, that explored the effects of the Children's Internet Protection Act (CIPA) on library access over the past 10 years. (CIPA requires that K-12 schools and libraries in the United States use internet filters and implement other measures to protect children from harmful online content as a condition for the receipt of federal E-rate funding.) The conference brought together 30 experts from a variety of fields: librarianship, social science, civil liberties, policy analysis, and education.

The participants identified a systematic overreach in the implementation of CIPA that went far beyond the requirements and intent of the law and concluded that this "mission creep" stems from misinterpretations of the law, different perceptions of how to filter, and limitations of internet filtering software.

The resultant over-filtering:
- Blocks access to legitimate, educational resources while often failing to block the illegal, obscene, or "harmful-to-minors" images proscribed by the law.
- Affects information access and learning opportunities for both children and adults.
- Disproportionally affects those who can benefit from public Internet access the most: the 60 million Americans without access to either a home broadband connection or smartphone.

The major findings are reported in draft recommendations prepared for the ALA Midwinter Meeting in January, "Fencing Out Knowledge: Impacts of CIPA 10 Years Later," which explores the impacts of filtering on K–12 education, public library users' access to online information, and professional library practice.

An expert on censorship offers advice to library professionals

Valerie Nye, co-editor (with Kathy Barco) of *True Stories of Censorship Battles in America's Libraries* (ALA Editions, 2012), is familiar with many specific situations that have occurred in libraries related to material challenges and challenges to intellectual freedom. Many have resulted in librarians calling on professionals to:
- Maintain a collection development policy and make sure all staff know about the policy.
- Have a procedure in place for dealing with challenges—handle all complaints in the same way and in writing, and make sure all staff members know about the procedure.
- Have a form that patrons can fill out when there is a challenge to material—and again, make sure all staff members know about the form.
- Develop good relationships with local librarians, politicians, and the media so that when a challenge does arise, relationships are already in place that can provide support. (Developing a good relationship with the community in general is also important; educating the community about the role of libraries has dramatically reduced the number of challenges libraries experience.)

Nye and Barco also note a call "from librarians to librarians to think about self-censorship and the dangers that come when librarians are the people censoring material by not purchasing items and/or not cataloging items appropriately."

Help for librarians and others is available in the ALA *Intellectual Freedom Manual.*

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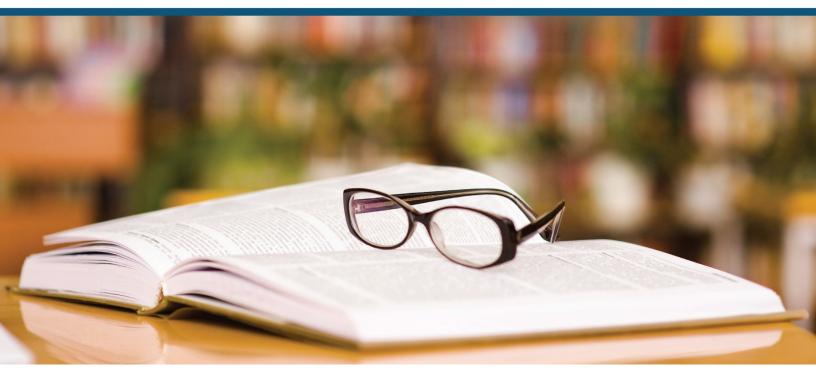
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- Association of College and Research Libraries
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- Office for Information Technology Policy
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- Office for Research and Statistics
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