

american libraries

MARCH/APRIL 2017

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

Our Futures in Times of Change

p. 32



NEWSMAKER:
W. Kamau Bell p. 28

2017 Emerging
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Midwinter
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CONTENTS

March/April 2017

American Libraries | Volume 48 #3/4 | ISSN 0002-9769

COVER STORY

32 **Our Futures in Times of Change**

How values guide our understanding of trends and transition

By Miguel Figueroa

38 **Leading to the Future**

Leadership Institute participants envision what libraries might become

By Greg Landgraf



FEATURES

42 **Emerging Leaders**

Class of 2017

48 **Preserving the Vintage**

Wine libraries showcase the stories, science, and ephemera behind one of history's oldest indulgences

By Marcus Banks

54 **Saving At-Risk Audiovisual Materials**

Tips and resources for rehousing and reformatting old media

By Jeanne Drewes

60 **Creating Inclusive Environments**

Plans for serving library patrons with disabilities

By Michelle Kowalsky and John Woodruff

64 **2017 Midwinter Wrap-Up**

"Good trouble" as a goal for libraries

By Greg Landgraf



60

64



48



CONTENTS



24



18



28

UP FRONT

- 3 **From the Publisher**
Looking to the Future
by Laurie D. Borman

- 8 **From Our Readers**

ALA

- 4 **From the President**
Our Way Forward
by Julie B. Todaro
- 6 **From the Executive Director**
In D.C., It's All about Our Values
by Keith Michael Fiels
- 10 **Update**
What's happening at ALA
- 15 **From the Candidates**
Campaign statements from the 2018-2019 ALA president candidates
by Loida Garcia-Febo, Terri Grief, and Scott Walter

TRENDS

- 18 **Fighting Fake News**
How libraries can lead the way on media literacy
by Marcus Banks
- 20 **Bridging the Gap for Vets**
California program trains librarians and volunteers to assist veterans with services
by Timothy Inklebarger
- 22 **Mental Health First Aid**
Training librarians to help patrons in crisis
by Kaitlin Throgmorton
- 24 **Library Waggin' Train**
Service dogs, therapy dogs, emotional support dogs: Which ones can come in?
by Megan Cottrell

SPOTLIGHT

- 26 **Digital Wallpapers Open Doors**
San Antonio Public Library takes ebooks into the community
by Caitlin Cowart

NEWSMAKER

- 28 **W. Kamau Bell**
Political comic turns author

PLUS

- 19 By the Numbers
27 Global Reach
29 Noted & Quoted

OPINION

ANOTHER STORY

- 30 **Boolean Logic**
by Joseph Janes

ON MY MIND

- 31 **Diversify Everything**
by Sarah Park Dahlen

PROFESSIONAL DEVELOPMENT

IN PRACTICE

- 70 **Access and Resistance**
by Meredith Farkas

DISPATCHES

- 71 **Diverse and Accessible Podcasts**
by Nicole Hennig

YOUTH MATTERS

- 72 **Research-Practice Partnerships**
by Linda W. Braun

LIBRARIAN'S LIBRARY

- 74 **On Writing**
by Karen Muller

SOLUTIONS

- 76 **Saving Your Media**
Digitization of audio, print, and film

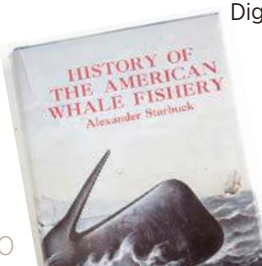
PEOPLE

- 78 **Announcements**

THE BOOKEND

- 80 **A Whale of an Archive**

80



ADVERTISER INDEX

Academy of American Poetry Insert | American Psychological Association Cover 4 | Crowley 13 | Ingram Cover 2 | OCLC 41 | Recorded Books 7 | Scannx 59
Steelcase Cover 3 | American Library Association American Libraries 23, 58 | eLearning Solutions 73 | JobLIST 5 | Resource Description and Access 53

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from the
PUBLISHER

Looking to the Future

We have been thinking about the future for a long time. And no, I'm not talking about the *Back to the Future* trilogy. We could look in the rearview mirror to at least the 1800s—and perhaps even earlier—to H. G. Wells and his novel *The Time Machine* as a potential starting point.

As for libraries, we have always been thinking and dreaming of what's next. Whether it's the next popular genre, the next teen or academic research interest, or the upcoming community or school need, the future is always on our minds. The 2017 Midwinter Meeting & Exhibits in Atlanta was no exception. The Symposium on the Future of Libraries at Midwinter featured forward-thinking speakers, thoughtful comments from librarians in the audience, and an opportunity to converse with colleagues on what lies ahead for librarianship. From entrepreneurship to civic engagement to technology in education, future themes are already being addressed at libraries. To learn more about these interesting discussions from Midwinter, from the ALA Leadership Institute, and others, see our cover story beginning on page 32.

And for the other highlights of Midwinter, don't worry if you were out marching or pulling library duty; we have you covered with our 2017 Midwinter Wrap-Up by Greg Landgraf on page 64.

This issue also features the latest class of Emerging Leaders, which recognizes the best and brightest professionals in our industry. Meet our library leaders of the future, beginning on page 42.

As libraries add digital properties, it becomes more important to showcase these offerings, and a great way to do that is through digital wallpaper. Learn more about how San Antonio Public Library shares its ebook collection in an innovative way in our Spotlight by Caitlin Cowart on page 26.

What better way to wrap up an issue about the future than with an article about fine vintage? Wine libraries showcase the stories, science, and ephemera behind one of history's oldest indulgences, and you can learn more about them in our feature by Marcus Banks, beginning on page 48. Cheers!

Laurie



Laurie D. Borman

Libraries
have
always
been
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and
dreaming
of what's
next.

Our Way Forward

As an Association, how do we keep our eyes on the prize?



Julie B. Todaro

Although most columns from ALA presidents tend to focus on what we are planning, what we are excited about, or—most importantly—what we are committed to, I am compelled to write about what worries me. But it's important to put these worries in perspective.

In my columns and interviews over the past eight months of my presidency, I have focused primarily on ALA's values and the values of our profession. As a result, I invariably receive a myriad of emphatic emails from people who often tell me that I can't tell them how to think or what to value.

And they are correct. I can't tell them how to think or what to believe in—nor would I want to.

What I *can* do and what I *am* doing is articulating that in this profession and in this Association, we have shared core values and that being a member of this profession means collectively adhering to these values, which guide our work life and drive how we think about, plan for, and defend our services, resources, and constituents.

We all know members who live and work in environments where their constituents are in direct opposition to our professional values, and we know people whose employers may be in direct opposition as well. We also know members who do not necessarily espouse the complete set of core values in their own personal beliefs. And while there is no magic formula for making everyone happy—trust me, I have firsthand experience—people must find their own path to balancing their beliefs with others' beliefs, both at home and at work.

But let's be clear: While I'm not telling every librarian what to think, do, or say in his or her

personal life, I am speaking to members of this profession when I say that a president's role is to stand up for the profession, the Association, its members, and thus members' constituents.

Game plan

As I mentioned earlier, I want to speak to my worries. In addition to the profession and its values, my number-one worry continues to be the erosion of equity and parity, both legislatively and socially. It is especially critical to remember that opposition strategy often includes distraction from a goal by using such tactics as introducing multiple critical issues and the classic divide and conquer. Fighting for our constituents, resources, and services *now*, therefore, must address the speed with which issues are coming, the number of issues we must track, and the need to assign experts to monitor as well as lead continuing discussions on how to keep our eyes on the prize. Our game plan should always be to develop strategies to—at the very least—hold our ground as well as attempt to move forward.

In addition to equity and parity, one of the biggest assignments for our profession right now is tackling fake news, which has always been a focus and, for some, it has been their full-time job. We have decades of research data, curricula, best practices, tutorials, and marketing approaches to combat this scourge. But now more than ever we have to step forward on this topic because it's no longer business as usual.

Verifying credibility

Library professionals have a great deal of content on this but must now craft new scripts, define new processes for assessing credentials, and carefully change our language to assist constituents in their assessment of not only credible

My
number-
one worry
continues
to be the
erosion
of equity
and parity.

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content but also credible authors, as well as accuracy and purpose of content.

We can't use our current materials and "just" update titles and terminology. Rather, our discussions must address reality and shift perceptions, with the realization that traditional credentials such as titles and education can no longer, on their own, provide credibility. We can no longer merely ask, "Is the author or speaker credible?" and just check off the YES box.

One of the biggest issues we have is the critical need to quickly design and maintain content with equitable arguments, devoid of the mentality of "I can't agree with this, it must be incorrect." We must instead find a way to flip the conversation and address the very real concern for those who speak from a seat of power or authority and who either do not have the range of factual data in hand, have no facts, or deliberately present content incorrectly—no matter the reason.

Language matters

Finally, as we plan our approach and change our teaching and learning for combating "fake news" and "alternative facts," let's note the subtle yet powerful changes in language we see around us. For instance, I am fascinated by how journalists are varying their verbiage in this brave new world. Reporters and anchors who used to say that "X is speaking today on Y" now say "X is giving his or her impression on Y."

Library professionals can learn from this by using such changes to assist in the redesign of not only our curriculum but our language as we confront the entire infrastructure of critical thinking—and all within a day's work. **AL**

JULIE B. TODARO is dean of library services at Austin (Tex.) Community College.



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In D.C., It's All about Our Values

ALA continues advocacy efforts to help the most vulnerable



Keith Michael Fiels

Over the past two months, there's been a lot of discussion about advocacy in the new federal environment. Much of this discussion has centered on our core values and how our positions and efforts need to focus on what promises to be a challenging period ahead.

As an Association, we advocate for a wide range of federal legislation and policy issues, from intellectual freedom and privacy to access to government information to preservation to copyright. We also advocate for funding for library programs, including the Institute of Museum and Library Services (IMLS), Library Services and Technology Act (LSTA), the E-Rate program, and funding for school libraries, to name just a few.

All of these legislative and policy advocacy efforts are based on our values as an Association: access, confidentiality/privacy, democracy, diversity, education and lifelong learning, intellectual freedom, preservation, the public good, professionalism, and service and social responsibility. (See "Core Values of Librarianship" on ala.org.)

In advocating for these values, the notion comes up from time to time that advocating for our values and advocating for funding of federal programs for libraries are somehow in conflict. Speaking from my experience as a former state library agency head (in Massachusetts), this is far from the case: The truth is that federal programs for libraries are all about our values.

Take IMLS and LSTA as examples: IMLS administers federal funding support for more than 123,000 libraries in virtually every community in the nation. Our nation's public libraries alone receive more than 1.5 billion in-person visits each year from students, parents, job seekers, and seniors. Through grant-making and federal funding, IMLS provides libraries with essential support for lifelong learning and equitable access for all, including support for

early literacy, summer reading programs, workforce training, makerspaces, basic literacy skills, programs for new immigrants and veterans, and resources for researchers and entrepreneurs.

LSTA funds have also been used by IMLS and state agencies to provide access to resource sharing networks that give hundreds of millions of people living in this country access to other library collections, shared electronic resources such as ebooks, online research databases, and cutting-edge technology tools and resources.

Tens of thousands of people with visual and physical disabilities depend on IMLS-funded programs for access to library collections and assistive technology. Federal funds from IMLS provide millions with access to data critical to everything from home schooling to job searching and retraining, children's health, and small business support. IMLS funds also assist services to the hundreds of thousands of users of tribal libraries, the majority of whom live in rural and isolated areas.

And funding provided through E-Rate programs has allowed tens of thousands of public and school libraries to make internet access available to hundreds of millions of library users. Many live in rural or urban areas where libraries are providing the only internet access available to them. For these people, the library serves as a lifeline to employment information, job training, and health information.

In short, IMLS, LSTA, and E-Rate are all about equity, diversity, and inclusion. The programs they fund impact the most vulnerable populations in our country, and they make a real difference in people's lives every day.

All of this boils down to very good news: We don't have to choose between our values and funding. It's all about values. **AL**

KEITH MICHAEL FIELS is executive director of the American Library Association, headquartered in Chicago.

The programs funded by IMLS, LSTA, and E-Rate make a real difference in people's lives every day.



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So far, this is my favorite news story of the year!

@MERCYLBRARY1 in response to "Newsmaker: Daliyah Marie Arana" (AL Online, Jan. 17)

Librarians may not get to read good books all day, but they still accomplish lots of good things. Thanks @joejaner for this great piece!

@OUSCHUSTERLIB in response to "In the Trenches" (Nov./Dec., p. 28)

Prisons Need Books

Please donate books to prison libraries ("The Freedom of Reading," AL Online, Oct. 31). I was a prison librarian for two years and depended on donations to keep our library full and diverse. New books get the inmates excited and keep them reading, which keeps them out of trouble.

Prison libraries have small budgets, and without the donations that we received from programs like Books to Prisoners in Seattle and the Prison Book Program in Quincy, Massachusetts, our library would have been a stagnant, boring place. Many of the inmates who I encountered were voracious readers and were in constant search of something new. Prison libraries are always in desperate need, not only due to budget constraints but also because of wear and tear and theft of library materials.

Yes, there is censorship within a prison library, but prison librarians must remember that a prison library is not a normal library, and the American Library Association (ALA) makes a special provision in the ALA Code of Ethics for circumstances outside of the usual. Items that are typically censored include books on weapon making, escaping, surviving in the wilderness, erotica, drugs, and gang-related material.

If you are a prison librarian, be the best prison librarian you can be—find opportunities within your community for engagement



and be professional, adhering to the ALA Code of Ethics and the Library Bill of Rights the best way that your situation allows.

Andrew Hart
Columbus, Ohio

LC's Future Role

Bernard F. Reilly Jr.'s column ("Rethinking the National Library," Nov./Dec., p. 30) was an excellent summary of past challenges, as well as future challenges of the Library of Congress (LC) under Carla Hayden's leadership. I was especially intrigued by Reilly's idea to use copyright as a lever to persuade companies to keep content accessible to all. I appreciated this thoughtful opinion that explained, informed, and advocated on many LC topics.

Monica Tolva
Buffalo Grove, Illinois

Questioning Award Name

I applaud the American Association of School Librarians for honoring Ann Yawornitsky, Jennifer Sarnes, and Melissa Zawaski for their work in Holocaust education

("How Would I Respond?" Jan./Feb., p. 26). However, I question the appropriateness of the name of the award, the Roald Dahl Miss Honey Social Justice Award.

Miss Honey, the teacher in *Matilda*, may have been a champion of social justice, but Roald Dahl certainly was not. In the Aug. 26, 1983, issue of the *New Statesman* he was quoted as saying, "There is a trait in the Jewish character that does provoke animosity, maybe it's a kind of lack of generosity towards non-Jews ... I mean there's always a reason why anti anything crops up anywhere; even a stinker like Hitler didn't just pick on them for no reason."

Over time, his comments about Jews became even more egregious. How ironic to have his name attached to this award. Dahl would not have appreciated it; neither do I.

Patricia Pawelak-Kort
Seattle

Assistive Technologies

"Bringing Assistive Technology to Patrons" (Jan./Feb., p. 24)

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was of special interest to me, as I am almost completely blind. While I have enough vision left to read, thank heavens, one doesn't know how long that will last. That libraries are taking a more active interest in those of us with impairments is reassuring.

Trina King
Rio Rancho, New Mexico

Fake Patrons as Civil Disobedience

Cory Doctorow has written an excellent editorial ("Automated Book-Culling Software Drives Librarians to Create Fake Patrons to 'Check Out' Endangered Titles," BoingBoing, Jan. 2) in response to the two librarians at East Lake County (Fla.) Library "rescuing the books from automatic purges."

Doctorow defends the action of the librarians, making a point that software is not objective since programmers make subjective decisions about what data to use and, "in the vacuum of values and vision, unethical design is the natural result." He goes on to say, "the librarians who'd use the software are treated as adversaries, not allies—they are there to be controlled by the software, not informed by it." In this view, the librarians who created the fake patron weren't being deceitful but were engaged in a timely act of civil disobedience.

While I'm glad to know there are other librarians besides me who are concerned about the ethics of the current fad for radical collection downsizing, it's deeply dismaying to learn that these defenders of literacy, reading, and education are in trouble

with their organizations for trying to oppose bad policy.

Libraries are supposed to be defenders of the freedom to read and intellectual freedom. The fake patron incident is a sorry indicator that, because of misguided futurism, our own profession is having trouble living up to our stated values.

Amy Brunvand
Salt Lake City

Cats in the Stacks

People who love cats are ferocious in their dedication and totally lacking in understanding of people who do not ("Library Cats Leave Some Sneezing, Others Feline Fine," Jan./Feb., p. 18). Not only am I severely allergic to cats, but I also have an unhealthy fear of cats. I will not willingly enter any space where there is a cat. My allergic reaction mimics the flu, and I have no desire to experience that.

What if a cute little snake had been found on the library grounds? Would the snake be adopted and allowed to roam the stacks, since it would also be eating the mice? I am a school library media specialist and, in an effort to maintain a healthy environment in the media center, I keep wipes, tissues, and sanitizers available for my patrons' convenience. I would be one of those complaining patrons if I saw a cat inside my neighborhood library.

Cheryl Hylton Rucker
Washington, D.C.

Reentry, Then and Now

I applaud all projects that help prevent recidivism ("Keeping

Inmates on the Outside," Jan./Feb., p. 50). This is a valuable project but not new by any means. Back in the late 1970s and early 1980s, the New York State Department of Correctional Services (DOCS) used a Library Services and Construction grant to create a database of pre-release resources for inmates. As a librarian for DOCS and manager of the Pre-release Liaison Agency Network project, I supervised the collection of community agency information, worked with IT professionals, trained peer inmates to assist in providing counseling services, and developed a follow-up program for released inmates.

Back then, I traveled to prisons around New York State, portable microfiche reader in hand, to train peer counselors and promote the project. The problems are still the same, but hopefully with new technology, inroads can be made to successfully integrate inmates back into their communities once released.

Sharon Goodman Argov
Coral Gables, Florida

CORRECTIONS

In "Bringing Assistive Technology to Patrons" (Jan./Feb., p. 24), we misidentified Chancey Fleet as the assistant technology coordinator at New York Public Library's Andrew Heiskell Braille and Talking Book Library. She is the assistive technology coordinator.

In "Referenda Roundup" (Jan./Feb., p. 39), we mistakenly reported that the levy for Herrick Memorial Library in Wellington, Ohio, failed. It actually passed with 54% of the 4,434 votes cast.

 Just discovered @DeweyDecibel and can tell it will be one of my favorite podcasts. Because I'm a shameless huge library nerd.

@OHMY__GODWIN
in response to our *Dewey Decibel* podcast

 We are with you!

MARY SAMANO O'LEARY
in regard to the retired librarian who started a women's march in Longville, Minnesota, a town of fewer than 200 residents

ALA Opposes Policies That Contradict Its Core Values

On January 30, American Library Association (ALA) President Julie B. Todaro responded to actions by the Trump administration, specifically addressing issues regarding access to information, discrimination, and intellectual freedom.

"We are shocked and dismayed by recent executive orders and other actions by the new administration, which stand in stark contrast to the core values of ALA," she said. "We strongly oppose any actions that limit free access to information, undermine privacy, or discriminate on any basis. This includes the temporary suspension of visas and entrance to the US based on anyone's nationality or religion, as well as the increased scrutiny of any individual's communication such as mobile phone and/or social media activity."

Todaro stressed that the Association will fight for its members as they work for access to library and information resources on behalf of their communities, while advocating for privacy, intellectual freedom, critical global research, information literacy, ongoing access to scientific research, and fair and equitable treatment for everyone. "ALA believes that the struggle against racism, prejudice, stereotyping, and

discrimination is central to our mission," Todaro said in the statement. "We will continue to speak out and support efforts to abolish intolerance and cultural invisibility, stand up for all the members of the communities we serve, and promote understanding and inclusion through our work."

Todaro reiterated ALA's strategic plan, which states that the Association recognizes the need for access to library and information resources, services, and technologies, especially for those who experience language or literacy-related barriers; economic distress; cultural or social isolation; physical or attitudinal barriers; racism; discrimination on the basis of appearance, ethnicity, immigrant status, housing status, religious background, sexual orientation, gender identity, and gender expression; or barriers to equal education, employment, and housing. She pledged ALA's commitment to its members and encouraged them to become active and involved in their communities on behalf of the profession's core values. She also encouraged members to reach out to ALA for advocacy tools, if needed.

To read Todaro's statement in full and to find links to advocacy resources, visit bit.ly/2kaGJD. ●

Soccer Star Foudy Is National Library Week Honorary Chair

Olympic gold medalist and World Cup champion Julie Foudy will serve as the honorary chair of 2017 National Library Week, held April 9–15.



Julie Foudy

Foudy is a retired American professional soccer midfielder who played for the US women's national soccer team from 1987 through 2004. She participated in four Women's World Cups and three Olympics for the USA Team. She is a two-time World Cup champion and also a 1996 Olympic Gold medalist, 2000 Olympic Silver medalist, and 2004 Olympic Gold medalist. She was inducted into the US National Soccer Hall of Fame in 2007. She is the director

and founder of the Julie Foudy Sports Leadership Academy, a residential camp experience that uses sports to teach leadership skills for life. Foudy is currently a reporter and analyst for ABC and ESPN, a contributor and writer for *espnW*, and a motivational speaker.

"I am thrilled to be the honorary chair of National Library Week and to share my love of reading, learning, and growing," Foudy said in a January 20 statement. "Today's libraries are vibrant community centers, technology hubs, and places where people can access life-changing resources to transform their lives. And for that we should always be grateful."

Apply for NASA@ My Library

Public libraries are invited to apply for NASA@ My Library, a STEM education initiative that will increase and enhance

STEM learning opportunities for library patrons throughout the nation, including geographic areas and populations currently underserved in STEM education.

The project is offered by the National Center for Interactive Learning at the Space Science Institute in partnership with the ALA Public Programs Office, the Pacific Science Center, Cornerstones of Science, and the Education Development Center.

Seventy-five US public libraries will be selected through a competitive application process to become NASA@ My Library Partners and participate in the 18-month project, with the opportunity to extend for an additional two-year period.

Applications will be accepted until March 22. To view the project guidelines and apply online, visit apply.ala.org/nasalibraries. ALA members and

ALA Raises \$2,500 for Nepal Library Relief

ALA has donated \$2,500 from its Nepal Library Relief Fund to the READ (Rural Education and Development) Center in the Tukche village in the Mustang district of Nepal, which sustained significant damage during earthquakes in April 2015. The donation will be used to purchase materials for the center's library, including furniture and books.

READ Global works to establish library and resource centers in South Asia by partnering with its rural communities. Each center is owned and operated by the local community and features a library, computer room, women's section, children's room, and training hall.

Six of READ's 62 centers in Nepal were heavily damaged or destroyed

during the 2015 earthquakes. A remote village in the Nepali Himalayas, Tukche is home to fewer than 1,000 people. Its READ Center has been rebuilt to be earthquake resilient with modern standards, including computers with internet access and solar panels to ensure consistent power.

ALA members and other library supporters donated to the fund. One major contribution came from Mount Prospect (Ill.) Public Library, where staff raised \$268.25 through an ongoing employee-only sale of discarded library materials.

For more information about the Nepal Library Relief Fund and how to contribute, visit ala.org/offices/nepal-library-relief-fund. ●

nonmembers are encouraged to apply; membership status will have no impact on applications.

Washington Office Head to Retire in May

ALA Washington Office Executive Director Emily Sheketoff will retire on May 15.

During her 17-year tenure, Sheketoff has been at the forefront of issues involving libraries at the national level, such as advocating for new provisions in the Every Student Succeeds Act, lobbying for the Library Services and Technology Act, and fighting for privacy of library patrons.

"Emily Sheketoff has been a tireless fighter and ardent voice for libraries, librarians, and library professionals," said ALA President Julie B. Todaro in a

January 12 statement. "Because of her leadership and the hard work of her staff, ALA has been a force for good in Washington and made a difference for libraries."

RBMS Receives Grant to Provide Scholarships to Conference

The Rare Books and Manuscripts Section (RBMS) of the Association of College and Research Libraries (ACRL) has received an \$8,000 grant from the Gladys Krieble Delmas Foundation to provide scholarships for first-time attendees to the 2017 RBMS Conference, June 20–23, in Iowa City, Iowa.

Themed "The Stories We Tell," the 2017 conference will focus on storytelling as practice and metaphor in the mission and daily work of special collections. The funding will provide a combination

CALENDAR

MAR. 5–11

Teen Tech Week

teentechweek.ning.com

MAR. 16

Freedom of Information Day

bit.ly/1GTd9lw

MAR. 20–24

Public Library Association Leadership Academy

Portland, Oregon

bit.ly/2dVvk7M

APR.

School Library Month

ala.org/aasl/slm

APR. 9–15

National Library Week

bit.ly/1gUe48B

APR. 17

National Library Workers Day

ala-apa.org/nlwd

APR. 12

National Bookmobile Day

ala.org/offices/olos/nbdhome

APR. 22–29

Money Smart Week

bit.ly/1DDf2N3

APR. 23–29

Preservation Week

bit.ly/1OYbtqx

APR. 30

El día de los niños/ El día de los libros

dia.ala.org

MAY 1–2

National Library Legislative Day

ala.org/advocacy/advleg/nlld

MAY 1–7

Choose Privacy Week

chooseprivacyweek.org

JUNE

National GLBT Book Month

ala.org/glbttbookmonth

JUNE 22–27

ALA Annual Conference and Exhibition | Chicago

2017.alaannual.org

Register Now for the 2017 ALA Annual Conference

Join us in ALA's home city of Chicago for the 2017 Annual Conference and Exhibition, June 22–27.

Learn and network at more than 2,500 scheduled programs and events and informal encounters at this year's conference, while enjoying Chicago's rich cultural resources and events and perhaps some summer hours by the lake and in the parks.

The ALA Annual Conference and Exhibition is the global library event of the year, known for its unparalleled collaboration and connections. Many of the innovations transforming libraries come from ideas and conversations sparked during Annual. Hundreds of peer-driven topics in formal and informal formats are planned for 2017, with professional development opportunities provided by dozens of thought leaders, experts, and innovators from the field and other disciplines. More than 900 organizations and companies and their experts will introduce attendees to the latest technologies, services, products, and titles in the exhibit hall.

Library transformation and futures, community engagement, and ALA's core values including equity, diversity, and inclusion are key focuses for 2017. ALA President Julie B. Todaro will facilitate a town hall dialogue ("Competencies, Careers, and Successful Practice," rescheduled from Midwinter) on the future of library professionals



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and at bit.ly/ALAinstagram

as experts and what skills, knowledge, traits, and expectations will support successful libraries of the future.

As of press time, several speakers have been confirmed. **Reshma Saujani**, founder and CEO of Girls Who Code, will kick off the conference on Friday, June 23. **Sandra Uwiringyimana**, author of *How Dare the Sun Rise*, will be an Auditorium Speaker on Saturday, June 24. Authors **Colson Whitehead** (*The*

Underground Railroad) and **Matthew Desmond** (*Evicted*)—winners of the 2017 Carnegie Medals for Excellence in Fiction and Nonfiction—will speak at the awards ceremony on Sunday, June 25. **Bill Nye the Science Guy** and **Gregory Mone**, coauthors of the science-themed middle-grade fiction series *Jack and the Geniuses* will speak on Monday, June 26.

Division Presidents' Program speakers will include **Kameron Hurley** for the Library and Information Technology Association on how curated content is shaping the stories we tell about ourselves and the realities in which we live. The Association for Library Service to Children's program will offer a panel discussion with **Chip Donohue**, **Sarah R. Lytle**, and **Lisa Regalla** on the latest research on digital-age technology and its relationship to childhood development and literacy.

Attendees can also be among the first to explore Chicago's new American Writers Museum at a special reception featuring poet and activist **Nikki Giovanni** on Friday, June 23—a ticketed event benefiting ALA's Cultural Communities Fund.

Read what your colleagues say about how Annual reinvigorates and helps in their work and find help making your case to attend at bit.ly/2jwtfvD.

To register and book housing, visit alaannual.org. For the best rates, register before March 22. ●

of full and partial scholarships for 12 individuals to attend the conference.

RBMS Conference scholarships were established in 2000 to expand opportunities for conference attendance to those not able to fund their own participation. Attention is given to applicants from professionally underrepresented ethnic and racial groups to encourage interest

in the special collections profession from diverse populations.

For more details, visit bit.ly/2kSyGqm.

Three Receive YALSA Volunteer of the Year Award

The Young Adult Library Services Association (YALSA) has awarded the 2017 Volunteer of the Year Award to

Traci Glass, chair of the Great Graphic Novels for Teens Committee; Dawn McMillan, member of the 2016 YALSA Symposium Marketing and Planning Taskforce; and the Margaret A. Edwards Award Committee.

The award acknowledges the contributions of YALSA members who have demonstrated outstanding service to

ALA Leadership Institute: Become a Future Library Leader

The ALA Leadership Institute (see p. 38) is designed to help the next generation of library leaders realize their full potential. Led by former ALA President Maureen Sullivan and library and leadership consultant Kathryn Deiss, the four-day leadership development program, to be held August 7–10 at Q Center in St. Charles, Illinois, features a structured learning track with a curriculum that addresses leading in turbulent times, interpersonal competence, power and influence, the art of convening groups, and creating a culture of inclusion, innovation, and transformation.

The institute's selection committee is seeking a diverse participant mix based on library type, organizational responsibility, geography, gender, and race/ethnicity. Applicants will be selected based on demonstrated leadership potential, professional achievement, and community or campus involvement. Particular attention will be given to personal statements as well as references. Ideal candidates will be midcareer librarians ready to assume a higher administrative or managerial role, with some history of community or campus involvement.

In addition, applicants must:

- hold an MLS or equivalent degree
- have at least five years of post-MLS library work experience
- have a letter of support from his/her employer
- be an ALA member at time of application
- be able to attend the institute in St. Charles, Illinois

Cost is \$1,650 per participant, which includes training, materials, lodging, breakfast and lunch on all four days, dinner on Monday and Wednesday, and a free one-year membership to ALA's Library Leadership and Management Association.

Applications for the 2017 Leadership Institute will be accepted through April 13. Applicants may nominate themselves or be nominated by their employer. Applications will be accepted online only. For details visit ala.org/transforminglibraries/ala-leadership-institute. ●

the mission, goals, and work of YALSA during a given service year.

Any official YALSA group or individual appointed to an official YALSA group is eligible for consideration for the Volunteer of the Year Award. Nomination forms are due no later than December 1.

For more information or to nominate someone, visit bit.ly/2ktq48D.

ACRL to Be a 2017 ACLS Host Organization

ACRL is pleased to announce its selection as a host organization for the American Council of Learned Societies (ACLS)

Mellon/ACLS Public Fellows Program, a fellowship initiative designed to expand the reach of doctoral education in the humanities.

In 2017, the program will place up to 22 recent PhDs from the humanities and humanistic social sciences in two-year staff positions at partnering organizations in government and the nonprofit sector. Fellows will participate in the work of these organizations and will receive professional mentoring, an annual stipend, and health insurance.

The Public Fellow placed at ACRL will contribute to efforts to improve research

around library contributions to student learning and success and contribute to ALA's Center for the Future of Libraries to help academic library professionals more fully embrace the future of information and libraries in higher education.

The deadline to apply for the ACRL fellow position is March 22. ACLS seeks applications from recent PhDs in the humanities who aspire to careers in administration, management, and public service by choice rather than circumstance. For more information on the program, visit acls.org/programs/publicfellowscmp.

The Martian Author Named 2017 School Library Month Spokesperson

Andy Weir, author of *The New York Times* bestseller *The Martian*, will serve as the national spokesperson for the 2017 celebration of School Library Month.

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Petition Candidates for Council

The following individuals have filed petitions for positions on the ALA Council for the 2017 ALA election:

Mary Biblo

Librarian emeritus
Rowley Library
University of Chicago

Emily E. Clasper

System operations and
training manager
Suffolk Cooperative
Library System
Bellport, New York

Peter D. Coyl

Senior librarian/
special events
Dallas Public Library

Renee Di Pilato

Deputy director
Alexandria (Va.) Library

Katherine Furlong

University librarian
and director
Blough-Weis Library,
Susquehanna University
Selingsgrove, Pennsylvania

Jody Howard

Adjunct professor and
library consultant
Emporia (Kans.)
State University,
Denver cohort

Sam A. Leif

System administrator-
assistant director
of operations
University of Nevada,
Las Vegas

Dennis J. LeLoup

School librarian
Avon (Ind.) Intermediate
School East

Karen Anne Liston

Librarian liaison,
modern languages
and international
programs
Wayne State University
Libraries
Detroit

Stephen L. Matthews

Librarian
Foxcroft School
Middleburg, Virginia

Robbie Nickel

Librarian
Sage Elementary School
Spring Creek, Nevada

Karen Quash

Branch manager
District of Columbia
Public Library

Karen G. Schneider

Dean
University Library
Sonoma State University
Rohnert Park, California

Jessica J. Schomberg

Department chair,
media cataloger
Minnesota State
University, Mankato

The period for filing petitions ran from October 5–December 7, 2016. A complete list of candidates for ALA Council can be found at ala.org/aboutala/governance/alaelection.

Ballot mailing for the 2017 ALA election will begin on March 13 and will run through April 5, with the results being announced on April 12. Individuals must be members in good standing as of January 31 in order to vote in the ALA election. ●



Andy Weir

Observed in April and sponsored by the American Association of School Librarians (AASL), School Library Month celebrates school libraries as

approachable, equitable, and personalized learning environments necessary for every student's well-rounded education.

"It is an honor to have Andy Weir serve as the national spokesperson for School Library Month for 2017," said AASL

President Audrey Church in a January 10 statement. "Mark Watney, Weir's main character in *The Martian*, epitomizes creativity and perseverance, two dispositions that school librarians help students to develop."

Described by *The Washington Post* as an "advertisement for the importance of STEM education," *The Martian* debuted at number 12 on *The New York Times* bestseller list, and in 2015 it became a major motion picture directed by Ridley Scott and starring Matt Damon.

More information and resources, including an upcoming public service announcement featuring Weir, can be found at ala.org/aasl/slm.

ALSC Awards 12 Minigrants

The Association for Library Service to Children (ALSC) has announced the recipients of the Strengthening Communities Through Libraries minigrants, made possible by a Youth Literacy grant from the Dollar General Literacy Foundation. The 12 recipients will each receive \$5,000 to provide opportunities for STEAM learning to children in their communities during out-of-school time.

The recipients are: Aldrich Public Library in Barre, Vermont; Batesville (Miss.) Public Library; Camden County (N.C.) Public Library; Champaign (Ill.) Public Library; Dallas Public Library; Kenosha (Wis.) Public Library; Live Oak Public Libraries in Savannah, Georgia; Marion (Iowa) Public Library; Martin Memorial Library in Williamston, North Carolina; Springfield–Greene County (Mo.) Library District; Winfield (Kans.) Public Library; and Woodland (Calif.) Public Library.

For more information on the minigrants, visit bit.ly/2jEAnmg.

Watch ALA Midwinter Town Hall Conversation Online

ALA members have expressed concerns about the effects of the recent presidential election on the positions and advocacy efforts of the Association.

To allow members and Council to share feedback, concerns, ideas, and aspirations for ALA and the profession, the ALA Executive Board conducted a town hall–style conversation following the Council I agenda at the ALA Midwinter Meeting & Exhibits in Atlanta, on Sunday, January 22.

A video of the town hall is available at *American Libraries'* Facebook page at bit.ly/2krjXSE. A transcript is available at bit.ly/2ktlZ4i. **AL**

Loida Garcia-Febo

International library consultant, president of
Information New Wave | loidaforalapresident.com



CANDIDATE FOR **ALA PRESIDENT**

Together we can bring change! I serve as an advocate for libraries every day. Why? Because libraries change lives in every community in our nation. Our strong value system propels us to create new ways to do such things as help children read, assist job seekers, support first-generation college students, and connect battered women and children with shelters.

As confirmed by the Harvard Family Research Project, libraries impact the fabric of our communities in positive ways. Through the American Library Association's (ALA) work with the Harwood Institute, we better understand communities; our proactive efforts put communities first. And thanks to our work, libraries today remain the true bastions of intellectual freedom, privacy, democracy, diversity, public good, professionalism, and social responsibility. Given the threats we face to these core values, we cannot afford to stay on the sidelines.

My vision for the Association:

- ALA will be the leading voice advocating for libraries and library users while maintaining its core values.
- ALA will have a place and a voice at the decision makers' table, particularly for those in our communities with no voice. We will amplify their concerns to Congress, at the

state house, in city councils, and school boards.

- ALA will build coalitions with like-minded partners sharing our values.
- ALA will facilitate joint work among its units to promote diversity and equity in our profession and Association.
- ALA will train our members to flourish throughout our careers, to lead, serve, and empower our libraries, patrons, and communities.
- ALA will advance our concerns through the Association's strategic goals: advocacy, information policy, professional and leadership development, and equity, diversity, and inclusion.

These are challenging times as we hire a new ALA executive director and navigate a new administration in Washington. In the midst of these changes, I am confident that together, we can succeed! I bring a strong

leadership record as a current member of the ALA Executive Board, Finance and Audit Committee, and IFLA governing board, and as a leader serving ALA's round tables, divisions, affiliates, international nonprofits like the Gates Foundation's Global Libraries, and as former Reforma president.

As ALA president, I will build on the libraries transforming communities partnership launched by Molly Raphael, Maureen Sullivan, and Barbara Stripling; the career development initiatives of Courtney Young; the Libraries Transform campaign of Past President Sari Feldman; the Expert in the Library focus of ALA President Julie B. Todaro; and the Libraries Lead theme of ALA President-Elect Jim Neal. I will work with ALA divisions, members, chapters, the Librarian of Congress, and international colleagues to advance our profession.

I have served communities as a librarian in academic, public, school, and special libraries, and as a consultant, educator, and mentor of new librarians. I bring strong experience advocating for libraries at global forums, including the United Nations country representatives, civil society partners, private and public organizations, and at grassroots and national levels to bring change through policy.

I am eager to work with you as your president. Thank you for your vote! **ALA**

Given the threats
librarians face
to our core
values, we cannot
afford to stay on
the sidelines.

ALA ELECTION VOTE: March 13–April 5. More information at bit.ly/ALAElection17

Terri Grief

School librarian, McCracken County (Ky.)
High School | grief4alapresident.com



CANDIDATE FOR ALA PRESIDENT

Librarians and libraries are facing a critical time in the nation's current political climate—more critical than I can remember. Our core values are being threatened, and we'll have to be more united, more visible, and more vocal than ever before. I never imagined that the US presidential election would have turned out the way it did when I developed my platform for the campaign. However, my objectives resonate even more strongly now. ALA will lead us during this difficult time, and I trust our membership and our profession to keep fighting for our democratic values.

Strengthening relationships.

Together we can more productively advocate for libraries across the board. The relationships we can strengthen within ALA will create opportunities for advocacy outside the Association. ALA has been described as having silos that prevent divisions and units from working together. My plan is to encourage joint projects and support them financially. The more we understand one another, the stronger we will be.

Empowering communities.

Advocacy is vital to empowering our communities. We must clearly articulate the value of libraries. Continuing the Harwood Institute training across the Association is crucial. Developing

relationships with our constituents results in ripple effects throughout our profession. I envision that those relationships will lead to recruitment of a more diverse population to the field of librarianship. Libraries *do* transform communities.

Uniting voices. Last year, the Every Student Succeeds Act replaced the No Child Left Behind version of the Elementary and Secondary Education Act with language that includes "effective school library programs." This was years in the making and directly benefits school libraries, librarians, and, most critically, students. The difference this time was the concerted push from ALA. With leadership from the Washington Office, more than 10,000 members contacted their senators and representatives.

Now more than
ever we have
to strengthen
relationships
with our partners
who stand with
us to support
our values.

This same outpouring of support was evident again when Carla Hayden was confirmed as Librarian of Congress. These two successes represent a new mood in ALA that I will build on and strengthen as your president.

Now more than ever we have to strengthen relationships with our partners, including the American Civil Liberties Union, Association of Research Libraries, and those in the legislature—both state and national—who stand with us to support our values. Working together and uniting our voices within our Association has to be a priority because we must be willing to demonstrate to others that we believe in our core values individually and as an Association.

My experience as a school librarian is fundamental to my campaign. During my career, building relationships between the librarian and students, teachers, administrators, and parents made the difference in the success of the library. My experience as a state president, a division president, and a member of the ALA Executive Board has positioned me well to lead this Association through the political climate with a positive attitude and a never-give-up spirit. My experience is also a critical element when we think of beginning a new chapter in ALA with a new executive director. I humbly ask for your vote. **AL**

ALA ELECTION VOTE: March 13–April 5. More information at bit.ly/ALAElection17

Scott Walter

University librarian at DePaul University | walter4ala.org



CANDIDATE FOR **ALA PRESIDENT**

This election takes place in the wake of one of the most unexpected turns in American politics in a century, and it has never been more important for us to stand together in defense of the values that bring us to our work.

Given this reality, every one of us faces choices about the work we want to do, the institutions we hope to save, and the world we wish to build for our friends, family, neighbors, and children. Libraries, archives, museums, and schools have a special role to play in the coming years in defense of informed citizenship, democracy, and the cause of intellectual freedom around the world. The American Library Association (ALA) has a critical role to play in this effort, but only if it embraces the work it must do to empower its members to make a difference at the local, state, and national levels.

Our attention to broad information policy issues must continue, especially in areas where we have made a difference, such as copyright, net neutrality, and privacy and surveillance. But there are also new partnerships to be forged in 2017, new actions to be undertaken, and new commitments to be made to our fundamental vision of *libraries as a force for good in our society*.

Should ALA continue to pursue “business as usual,” it can only fade in terms of the attention its most committed members will pay to it as they choose to invest their time, creativity, and expertise elsewhere.

Should ALA fail to empower its members to take a stand on issues that matter to them and to our profession, it can only result in those members seeking opportunities for engagement, professional development, and leadership elsewhere.

The time to make a difference for our members and our communities is now.

I have lived the better part of my life in libraries, as a student employee, staff member, professional librarian, and LIS professor. I have served as a leader in the Association

of College and Research Libraries, ALA Council, local and state consortia, and local school boards.

If elected ALA president, my goals will be to:

- ensure that ALA and its members are powerful advocates for the values we hold dear
- articulate a meaningful role for ALA as a leader in local, state, and national efforts to protect libraries, librarians, and library users during a time when their rights, roles, and responsibilities face unprecedented challenges
- re-engage our membership across the arc of their careers—as students, new professionals and staff members, senior colleagues, and retirees—as they work to lead with their values in their communities

A new vision for member engagement and leadership is the only path forward in these challenging times, and the only way to help make certain that ALA remains meaningful, on a personal level, to its members and their partners in our shared work in local communities, across the nation, and around the globe.

This must be #OurALA, and we must work together in new ways to ensure its future. With your vote and commitment, we can make that happen. **AL**

*A new vision
for member
engagement
and leadership
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times.*

ALA ELECTION VOTE: March 13–April 5. More information at bit.ly/ALAElection17

TRENDS

Fighting Fake News

How libraries can lead the way on media literacy

BY Marcus Banks

Librarians—whether public, school, academic, or special—all seek to ensure that patrons who ask for help get accurate information.

Given the care that librarians bring to this task, the recent explosion in unverified, unsourced, and sometimes completely untrue news has been discouraging, to say the least. According to a 2016 report from the Pew Research Center, a majority of US adults are getting their news in real time from their social media feeds. These are often uncurated spaces in which

falsehoods thrive, as revealed during the 2016 election. To take just one example, Pope Francis did not endorse Donald Trump, but thousands of people shared the “news” that he had done so.

Completely fake news is at the extreme end of a continuum. Less blatant falsehoods involve only sharing the data that puts a proposal in its best light, a practice of which most politicians and interest group spokespeople are guilty.

The news-savvy consumer is able to distinguish fact from opinion and to discern the hallmarks of

evasive language and half-truths. But growing evidence suggests that these skills are becoming rarer. A November 2016 study by the Stanford History Education Group (SHEG) showed that students have difficulty separating paid advertising from news reporting, and they are apt to overlook clear evidence of bias in the claims they encounter. These challenges persist from middle school to college.

According to SHEG Director Sam Wineburg, professor at Stanford Graduate School of Education, “nothing less than our capacity for online civic reasoning is at risk.”

Librarians and journalists: natural allies

Librarians can help change this trend. “Librarians are natural allies for educators in helping students become critical news consumers,” says Wineburg. The profession’s deep commitment to verified sources and reliable information mirrors similar values—accountability for accuracy, careful research before drawing firm conclusions, and a willingness to correct errors—that drive responsible journalism.

One emerging solution among journalists is the Trust Project, an initiative of the Markkula Center for Applied Ethics at Santa Clara (Calif.) University.

Headed by longtime reporter Sally Lehrman, director of Santa Clara’s journalism ethics program, the Trust Project has partnered with nearly 70 media organizations to develop a collection of color-coded digital “Trust Indicators” that signify reliable



“Nothing less than our capacity for online civic reasoning is at risk.”

SAM WINEBURG, director of Stanford History Education Group

and responsible reporting. Indicators include a commitment to seeking diverse perspectives, linking out to credible sources of further information, offering clear markers regarding whether an article presents opinion or news, and providing information about an article's author. The complete set is available at the Trust Project website (bit.ly/2i1REcQ).

Still in the works for the project is computer code that will allow partner media organizations to note when they have achieved a Trust Indicator, which serves as a proxy for reliable journalism. This code should be broadly available by mid-2017. Services such as Facebook and Google would surface these materials more prominently in news feeds and search results, while readers would see clear visual icons that demonstrate fulfillment of the Trust Indicators. As Lehrman explains, “These icons would be cognitive shortcuts to route readers to more reliable sources of news.”

She also notes a strong desire by consumers to be active participants in the shaping of the news, rather than merely a passive audience. In that spirit, she says she welcomes input and feedback from librarians about how to best achieve the aims of the Trust Project.

Direct collaboration with journalists is another route to increasing media literacy. For example, Dallas Public Library (DPL) will host an eight-week training course in community journalism for high school students. Its “Storytellers without Borders” project, one of the winners of the 2016 Knight News Challenge, includes oversight from professional librarians as well as reporters at *Dallas Morning News*. Students will rotate among three DPL branch locations that represent the socioeconomic and cultural diversity of the city. Journalists will mentor students on how to ask focused questions, while librarians will describe how to use research databases to find accurate information. Library staffers will also provide instruction on how to use multimedia editing tools. In April 2017 these budding digital journalists, with their new skills in the art of providing credible and engaging content, will showcase their efforts at the Dallas Book Festival.

Information literacy at your library

The Trust Project and “Storytellers without Borders” are high-profile efforts, but any library can lead educational programs about the importance of media literacy.

As the SHEG study reveals, this training should begin with young students and continue through college. Resources that range from free LibGuides to enhanced school curricula are available for libraries around the country.

BY THE NUMBERS

Women and Libraries

69

Number of titles featured on the 2017 Amelia Bloomer List, which recommends feminist literature for birth through age 18. This year's list includes books on real-life groundbreakers Bessie Coleman, Ruth Bader Ginsburg, Ada Lovelace, and Loretta Lynch.



1857

Year that Jane Wadden Turner was hired as a library clerk by the Smithsonian. She was the first woman to secure a paid position at the institution.

20

Number of days that Zoia Horn, librarian and chair of ALA's Intellectual Freedom Committee (1977-1978), spent in jail in 1972 rather than betray confidential information and testify in a trial involving anti-Vietnam War activists.

Be sure to listen to our Women's History Month episode of the *Dewey Decibel* podcast, coming in late March.

bit.ly/deweydecibel

135th

Street branch of New York Public Library where librarian Sadie Peterson Delaney pioneered the technique of bibliotherapy, the therapeutic use of reading materials, to help immigrants and troubled children in the 1920s.



Continued on page 21 ▶



A volunteer (left) helps a veteran at San Francisco Public Library's Veterans Resource Center. The center is part of the Veterans Connect @ the Library program.

Bridging the Gap for Vets

California program trains librarians and volunteers to assist veterans with services

BY Timothy Inklebarger

Novato Public Library, located in a small town in the North Bay region of the San Francisco Bay Area, has become a meeting place for military veterans. That's thanks to a four-year-old California public library program called Veterans Connect @ the Library, which helps put veterans in touch with benefits and services.

At Novato, for example, one retired Air Force officer who volunteers at the library has become someone whom vets can not only get information from but can also communicate with, according to Kevin Graves, a Bay Area coordinator with the California Department of Veterans Affairs.

"Vets come in every week just to speak to him, sometimes just to

talk," Graves says. "He gets something out of it, they get something out of it; it's a win-win."

In some areas of the state, Veterans Connect is essential for former service members who do not have easy access to a veterans services office.

The US Census Bureau estimates that nearly 1.8 million military veterans called California home between 2011 and 2015, giving the state the distinction of having the largest veteran population in the country. More than 10,000 of them live in Merced County, population 268,455, in northern San Joaquin Valley, about three hours southeast of San Francisco.

Amy Taylor, Merced County librarian, says it can take veterans in the city of Los Banos two and

a half hours by bus to get to the nearest veteran's services office in the city of Merced.

"A single appointment can take six hours out of a person's day," Taylor says.

It's a problem not just in Merced County but across California and the nation, according to Karen Bosch Cobb and Jacquie Brinkley, project advisors with Pacific Library Partnership, which is collaborating with the state on the groundbreaking program that is providing veterans with access to services at California public libraries.

Spearheaded in 2012 by the California Department of Veterans Affairs in partnership with the California State Librarian and the Institute of Museum and Library Services, the Veterans Connect @ the Library program has grown to 51 locations, and organizers already are providing information on how to set them up elsewhere in the US, according to Brinkley.

Los Banos Library is one of the recent additions to the Veterans Connect program that Cobb and Brinkley are overseeing. Launched in November, the program in Los Banos not only provides veterans with dedicated computers, books, forms, and other information, but also with librarians trained to connect them to a myriad of resources available to them, Taylor says.

The Veterans Connect website offers webinars and other online tutorials, as well as information for library staffers and volunteers to learn more about assisting veterans with health, housing, employment, education, and other benefits. In Los Banos, three staff members and

two volunteers have completed the training, Taylor says.

Cobb says the training is an introduction to key concepts of searching for resources for veterans through the California Veterans Resource Book and other materials.

"We started advertising it before the opening in November, and we're getting a good reaction from the community; veterans are coming in and asking questions and using the resources," Taylor says.

It's the story you'll hear from other libraries that have implemented the program, according to Cobb, who noted that since its inception Veteran's Connect has served some 16,000 veterans and their families.

The veteran resource centers cost about \$10,000 to set up—primarily staff costs, computers, library materials, speakers, and other expenses—but half of the 51 centers in California have become self-sustaining after about two years, Brinkley says.

"It doesn't take much after they get the initial start-up going," she says. "It's designed to be a volunteer-driven program with a library contact person."

And the program goes further than just helping veterans find access to information, according to Cobb. She says the program aims to build bridges between veterans groups and the library to further grow their resources and opportunities for helping the veteran population.

"Staff have to be passionate and want to serve vets," she says.

Different programs aimed at helping vets exist at libraries around the country, but the success of the Veterans Connect program is attracting attention from other states with large veteran populations. Other programs that have launched outside of California include:

- Pierce County (Wash.) Library System's program that trains veterans in Microsoft certification

- West Virginia University Libraries' program to create library tools to put veteran students in touch with resources

It's still in the planning stages, but Cobb says the California state program is considering a multistate rollout of the Veterans Connect program. "We have a really solid framework that we can ... share with [other states]," she says.

Graves says the California Department of Veterans Affairs is always looking for new ways to reach out to former service members, and Veterans Connect is providing inroads its founders couldn't have imagined. "It does fill a gap," he says. "The more venues and organizations we get involved, the more veterans we're going to reach." **AL**

TIMOTHY INKLEBARGER is a writer living in Chicago.

Evelyn Figeroid, library assistant and coordinator for the Rancho Cordova (Calif.) Library Veterans Connect, with veteran and volunteer Bill Mattingly at the Library Veterans Resource Station.



◀ Continued from page 19

Librarians at Indiana University East in Richmond have developed a LibGuide about how to identify fake news, complete with detailed images of what questions to ask while perusing a site. The News Literacy Project, founded by former *Los Angeles Times* reporter Alan Miller, offers a comprehensive curriculum of classroom, after-school, and e-learning programs for middle and high school students; the Center for News Literacy at Stony Brook (N.Y.) University offers similar resources for teaching college students.

Despite the clear need for increased media literacy, one risk is that this topic will always be perceived as optional—nice to know but not essential. Wineburg argues that this is misguided. "Online civic literacy is a core skill that should be insinuated into the warp and woof of education as much as possible," he says. In a paper for *College and Research Libraries News*, Brian T. Sullivan, information literacy librarian, and Karen L. Porter, sociology professor, of Alfred (N.Y.) University map out how to convert those one-shot information literacy training sessions into full programs with embedded librarians.

Librarians can play a vital role in helping everyone, of any age, become critical and reflective news consumers. One positive outcome of the current furor about fake news may be that information literacy, for media and other types of content, will finally be recognized as a central skill of the digital age.

This article first appeared on americanlibrariesmagazine.org on December 27, 2016. **AL**

MARCUS BANKS is a journalist with prior experience as an academic library administrator.



Mental Health First Aid

Training librarians to help patrons in crisis

BY Kaitlin Throgmorton

One in five Americans has a mental illness, according to the National Council for Behavioral Health, and getting help can be difficult because of the stigmas and lack of understanding associated with mental health.

Though many library staffers receive physical first aid and CPR training as part of their jobs, mental health first aid training happens far less often. For libraries, however, mental health training can defuse tense situations, provide needed resources, and most importantly, help patrons through crises.

Such training is meant “to raise awareness and break down stigmas, and make mental health first aid as common as physical first aid,” says Joseph Miesner, access services librarian at San Diego Public Library (SDPL), who has received mental health training as well as the certification needed to teach it himself. Through trainers like Miesner, SDPL plans to administer the training to staff at more than 30 branches.

Mental health training is offered through various providers, including Mental Health First Aid USA, operated by the National Council for Behavioral Health. Participants learn to identify different types of mental illnesses and substance abuse, and they also receive a five-step action plan. The plan teaches trainees who encounter an individual with signs of mental illness to: assess for risk of suicide or harm to self or others, listen nonjudgmentally, give reassurance and information, encourage the person to seek appropriate professional help, and encourage self-help and other support strategies. “Like CPR, it gives you some tools to help until the crisis is resolved or until the person can get to help,” Miesner says. He emphasizes that the training does not make him an expert, nor does it perform miracles.

While mental health first aid may not work miracles, it can deescalate library disruptions. The main library of Jackson-Madison County (Tenn.) Library is located several blocks

from organizations that serve people with nowhere to go, such as soup kitchens and shelters, and because of that, the library attracts patrons who may be dealing with mental health issues. “I’m here for the people, and I want more people to use the library, not fewer. I want to make it easier for people to use the library. I don’t want to ban people,” says Director Dinah Harris.

When Harris first started at the library, she sat down with some of the more disruptive patrons to let them know that while she cared about them, she “needed them to respect the library as a library.” Many of those patrons responded well, but a small group still struggled. That’s when Harris realized she and her staff needed mental health training. “One of the biggest things the training did for us is that it taught us to be more relaxed, more patient, not as uptight,” she says.

According to Jackson-Madison’s Adult Services Librarian Jenci Spradlin, the training has taken away the fear. “There are things that we can do to help people who may be experiencing some type of mental health issues when they’re in here. Now we don’t feel so helpless in those situations, and we have some tools,” she says. Additionally,

the training has helped both Harris and Spradlin to be more aware and understanding of all their patrons, and even their coworkers. “You think about the kind of people that might be talking to themselves or acting out in a large way, but it’s not just that—it’s people with depression, anxiety, and a spectrum of issues,” says Spradlin.

Mental health and youth services

At Wilton (N.H.) Public and Gregg Free Library, Youth Services Librarian Stephanie Loiselle believes that understanding mental health is essential to her work. “When you’re involved with youth, you really want to know: How can I do more, what could I have done to help a person who didn’t get the help they needed, to stem that tide?” she says.

The training has changed how she interacts with her young patrons. “I take more time to engage one-on-one,” she says. She’s also learned to ask questions that other people might not, such as “How was your day, how was school, how are you feeling today—and asking that question in as many different ways as possible to as many kids

as possible.” During the training, Loiselle says she was also deeply affected by a video of a young man who tried to commit suicide. Before making the attempt, the young man rode the bus all day, waiting for someone to speak to him or smile at him. “Take that time to smile and engage with every person you meet; you could be the person getting them over that hump,” she says.

Loiselle also uses readers’ advisory to guide youth in the right direction. “There are so many books coming out right now that have kids with mental health issues who are surviving,” she says. She keeps her eye out for kids who would benefit from identifying with a fictional situation that mirrors their own. “Outside of teachers and parents, sometimes a librarian can be the adult they know and trust the most. Use that relationship to take care of the kids to whatever extent,” Loiselle says.

Ultimately, the library is perfectly positioned to offer resources to those seeking help with their mental health. Spradlin explains: “The library is a natural community gathering place, and it is designed to be a place

where people from all walks of life can come to gather, to learn, to explore. And with that, you have to realize that you’re going to have a broad spectrum of patrons, socioeconomic and age-wise, but also health-wise, both physical health and mental health.”

While mental health first aid may not work miracles, it can deescalate library disruptions.

Miesner echoes the same sentiments, highlighting the librarian’s role in connecting patrons to information. “We’re a great institution that invites everyone in. We’re also information professionals, in a unique position to help a large cross section of the community by using our skills and the things that are offered in [mental health training] to get people to the info they need and make a difference in people’s lives.” **AL**

KAITLIN THROGMORTON is a freelance writer based in Raleigh, North Carolina.

Join *American Libraries* Associate Editor Phil Morehart as he hosts conversations with librarians, authors, thinkers, and scholars about topics from the library world.

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A Bedford, Indiana, student reads on pajama day at school to Bridget, a therapy dog owned by Mary Hall of Bedford Public Library.

Library Waggin' Train

Service dogs, therapy dogs, emotional support dogs: Which ones can come in?

BY Megan Cottrell

Mary Hall was walking through the library recently when she saw a familiar sight: a toddler having a meltdown while waiting in the checkout line.

Thankfully, Hall, assistant director of the Bedford (Ind.) Public Library, had an ally she knew could come to the rescue: Bridget, a beautiful Golden Retriever therapy dog waiting in her office.

"When she told him [about the dog], he stopped crying immediately and got up from the floor where he had been lying face down," says Hall. "The whole family came to my office doorway to meet Bridget. The little boy grinned while he felt her soft ears and told his baby sister to pet her, too."

Bridget is an active part of the library community in Bedford.

Since she loves children, Bridget, who belongs to Hall, is a regular library visitor and helps out at library programs, including a weekly trip to 3rd grade classrooms, where kids can read stories to her.

While most people love Bridget, Hall is aware that not everyone loves dogs.

"I try to give people space as we pass by and watch for body language that would indicate fear," says Hall. "We have not had anyone who had a dramatic fear reaction, and allergies have not been an issue."

When issues do arise with such animals in public spaces, they can often be easily resolved, agrees Katherine Schneider. Blind since birth, Schneider uses her dog, Luna, to help her navigate the world independently. A retired professor

at University of Wisconsin–Eau Claire and longtime volunteer for local libraries, Schneider says she doesn't mind being thoughtful of people's fears or allergies.

"A person I serve with on the library board is highly fearful and possibly allergic to dogs. I just said, 'Hey, why don't I sit at the other end of the table?'," says Schneider. "I gladly change seats if I'm seated next to someone on a plane with allergies or who doesn't like dogs. Life is short. Why make anyone miserable?"

At the same time, Schneider says it's reasonable to expect flexibility on the other side too.

"If I need to be using the accessible computer in the library and the person next to me is allergic, perhaps they could move," says Schneider. "The person with a disability has a legal need, so if you're allergic or if you're fearful, is there some way that you can go elsewhere for 10 minutes while a person does what they need to do?"

Schneider knows her rights to have Luna with her and tries to educate others on what the law is, too.

"When somebody comes into a library and there's a dog with them, the first thing you can ask is, 'Is that a service dog?' Because sometimes it's obvious, but sometimes not so much. If they say yes, you can say, 'Tell me some jobs the animal does for you,'" says Schneider. "If they satisfy those questions, it has a legal right to be there, unless it's out of control, and then you can ask the service dog to leave."

Of course, Schneider says, some people abuse the law and pretend their animal is a service animal when it isn't.

"You can buy a service dog vest online. Some people with invisible disabilities find a service dog vest useful so they don't have to answer as many questions," says Schneider. "Of course, anyone can buy one; some people use them to take their beloved pet anywhere they like."

Beloved pets can be a problem at the Kansas State Library in Manhattan. Librarian Stephanie Kiersey has seen a few dogs in her library that were not quiet and well-behaved. Through a friend who trains service animals, Kiersey learned that Kansas law allows staffers to ask if the dog is a service animal and to see any verification the person might have for their dog.

"Most of the time, when we ask if it is a service animal, they say yes. But when we ask to see verification, they can't provide that," says Kiersey. "We just say, 'For future reference, if you could keep the letter on you and put a harness on your dog, please.' We never have repeat offenders after we've talked to a person."

Although Kansas law does allow a librarian, business owner, or other personnel to ask for verification,

federal Americans with Disabilities Act (ADA) law does not allow this practice. The ADA only permits someone to ask if a dog is a service animal and about the jobs it does for the person, not ask for a certificate or letter.

One student was permitted in the Kansas State Library with an emotional support dog, but the library was notified ahead of time that the dog would accompany him.

"That dog had a harness on, and he was very well-behaved," said Kiersey. "The student also tended to come to the library during non-busy times, so it didn't create any problems."

It's important for library directors to know the legal differences between service dogs, therapy dogs, and emotional support dogs and to be thoughtful about using dogs in library settings, says Schneider.

"It might be helpful to do a book display about service animals and therapy animals," she says. "If you're having a therapy dog in the library for a program, make sure you clearly label that program. As long as you label it, then people get what they came for."

"Some people with invisible disabilities find a service dog vest useful so they don't have to answer as many questions."

KATHERINE SCHNEIDER,
retired professor and
longtime library volunteer

As long as people are thoughtful, Schneider says, animals can coexist peacefully with library patrons and even provide joy.

"In a lot of university libraries, during midterms and finals they have therapy dogs come for their students. My guide dog moonlights as a therapy dog in that situation," says Schneider. "Hundreds of college students will stop by to roll around on the floor with a dog! It's a wonderful thing." **AL**

MEGAN COTTRELL is a writer, blogger, and reporter in Michigan.

A Guide to Animals in Your Library

There are three different categories of animals you might see in your library, and it's important to know the differences, says Katherine Schneider, longtime library volunteer. Here's a quick guide.

Service animal: A legal term covered by the ADA that describes an animal that is individually trained to perform disability-related tasks for a particular person.

Therapy animal: An animal that has taken classes and/or passed a test that shows it is well-behaved and calm around a variety of people in a variety of situations, such as in nursing homes or schools. It does not have a legal standing, and standards for training are not regulated.

Emotional support animal: An animal that helps support the emotional well-being of a particular person. Individuals can get a letter from a physician or psychiatrist verifying an emotional support animal, but the term has limited legal standing and is not covered by the ADA. ●

Digital Wallpapers Open Doors

San Antonio Public Library takes ebooks into the community

Libraries are employing unique methods to make their digital collections available to patrons outside of the library. As a part of its Digital Library Community Project, San Antonio Public Library (SAPL) created digital wallpapers—virtual bookshelves that give patrons access to ebooks by simply scanning a QR code with a smartphone—that can be placed throughout the community. SAPL Community and Public Relations Manager Caitlin Cowart explains how the library developed the system.

BY Caitlin Cowart

SAPL launched the Digital Library Community Project in 2014 to spread awareness and create a gateway to SAPL's digital collection in physical spaces across our community.

The first project to launch was the digital library wallpaper, which is a two-dimensional adhesive resembling a bookshelf that can be temporarily applied to a wall without damage. From a marketing perspective, the wallpapers are interactive tools that serve as an introduction and gateway to the materials, while creating awareness about SAPL. Each book selection has a QR code that links to a title in our OverDrive collection as well as to titles in the public

domain. Perennially popular books are featured—*The Goldfinch* by Donna Tartt, *The Racketeer* by John Grisham, and *Gone Girl* by Gillian Flynn, for example. We also include books from local school reading lists, Spanish-language selections, and kids' books like *Diary of a*

Wimpy Kid. A SAPL library card is required to access the OverDrive collection; non-cardholders can access only public domain titles.

The wallpaper design was created by SAPL's graphic design team and was inspired by cellphone company Vodafone, which made ebooks available on its phones as a part of a publicity campaign in Romania to showcase the phone's capabilities. Once SAPL's original design was created, the graphic design team worked with the library's in-house digital services department to create QR codes that link to specific titles in our collection. We also worked with collection development to purchase more copies of the titles featured on the wallpapers to avoid or minimize holds. The final step was working with a local company to print and install the wallpapers, which cost around \$900 each, on average. The San



SAPL's digital wallpaper brings the library's collection into the community.



Antonio Public Library Foundation and the Friends of the San Antonio Public Library funded the project.

The initial launch of partners to display the wallpaper included a local YMCA, senior recreation and community centers, the Haven for Hope homeless shelter in downtown San Antonio, and our own Central Library. Twenty-three locations now feature the wallpapers, including the Henry B. González Convention Center, the DoSeum (a museum for kids), and numerous public park facilities.

Digital library usage has increased 50% since the launch of the Digital Library Community Project.

The Digital Library Community Project is an effective and visually appealing way to market our services. Digital library usage has increased 50% since its launch. SAPL had more than 1 million checkouts through OverDrive in 2016. The project also serves as a discovery tool and gateway for those who are not yet using technology and apps. A part of our responsibility as a library is to help lead the way and teach people about technology. We have a digital divide in our community. According to US Census and Pew Research data, 39% of San Antonio residents do not have broadband internet access at home, and 24% have no internet connection at all. The Digital Library Community Project is one of the many tools we have engaged to help solve that problem. **AL**

CAITLIN COWART is community and public relations manager for San Antonio Public Library.

GLOBAL REACH

German Report: Libraries Are Transformative

GERMANY The German Library Association (Deutscher Bibliotheksverband) has issued its *2016/2017 Report on the State of Libraries in Germany* in a special English edition (bit.ly/2iRayzz). In addition to offering selected facts and figures, the report highlights the most urgent issues in the German library landscape: strengthening rural libraries, preserving cultural heritage, and establishing libraries as key urban hubs and cultural meeting places.

—Deutscher Bibliotheksverband, Dec.



TURKEY “Uçan Kütüphane” (The Flying Library) is a project jointly implemented by the Refugees Association, Yuva Association, and the German Cultural Center Goethe-Institut, that has brought a mobile library to Istanbul’s Sultanbeyli district, with its high concentration of Syrian residents. Organizers hope the library will act as a meeting point for Turkish and Syrian children, where they can interact through educational and social events like music, art, theater, circus, cinema, sports, and games.—*Daily Sabah* (Istanbul), Dec. 27.

INDIA The Madras Literary Society library, located in the center of Chennai (formerly Madras), houses more than 55,000 books, including a huge collection of volumes that are between 150 and 300 years old. But some are in poor condition and require immediate restoration. Without adequate funds and staffing, the older books will soon turn to dust, as many already have. In late 2016 a group of young volunteers stepped in to help conserve deteriorating volumes and set up a social media initiative to promote the restoration project.—*BBC News*, Dec. 10.

IVORY COAST National Library Director Chantal Adjiman has come up with a clever way to help women spend more time reading or at least give them an incentive to learn. Because many women in this West African nation spend much of their time in hair salons, Adjiman arranged to loan 23 of the businesses a range of books from the library. One salon in Abidjan has even set up a reading corner for children.—*Le Vif* (Brussels), Jan. 4. ●

W. Kamau Bell

Political comic turns author

Described by *The New York Times* as “the most promising new talent in political comedy in many years,” W. Kamau Bell is busy. A stand-up comic and writer, he also hosts a CNN docuseries and several podcasts, and performs a one-man show across the country. In his debut book, *The Awkward Thoughts of W. Kamau Bell: Tales of a 6'4", African American, Heterosexual, Cisgender, Left-Leaning, Asthmatic, Black and Proud Blerd, Mama's Boy, Dad, and Stand-Up Comedian* (Penguin Random House, 2017), Bell examines his life, fatherhood, race relations, superheroes, comedy, and politics. *American Libraries* spoke with him at the 2017 American Library Association Midwinter Meeting & Exhibits before he took the stage as opening speaker.

Looking at the scope of your career, from stand-up to a one-man show to podcasts to TV, what led you to write a book?

I grew up in a house with bookshelves to the ceiling, and in every room there were books. Books were an aspirational thing. When I was in high school, my mom started self-publishing her own books. This was back in the 1980s, when you had to drive to the suburbs to the typesetter and the graphic designer. My mom would drive her books from book festival to book festival and store to store. So books were like currency in my life. I'd also see these books on my mom's shelves, *The Autobiography of Malcolm X*, and (books by) Alice Walker and Toni Morrison. These books have power. I always thought, “Maybe one day, if I get to the right place, I can write a book.”

You talk about the power of comic books. How did they affect you growing up?

Comic books help fire up your imagination. When we were kids, me and you, people thought comics were a waste of time. And at some point our generation was like, “I'm not going to leave these comic books in the basement. I'm going to keep reading them.” And then comics started being written for

adults. For me as a kid, not only did it fire up the imagination, it created new neural pathways. You're like, “Oh, a guy who's bitten by a spider can crawl up walls. Is that possible? What else can I imagine?” Now, in the current era, you have to expand comics. When I was a kid, all the heroes were white, and the ones who were black weren't that great. There's a lot of effort happening now to make sure that they reflect the diversity of the readership.

How have comics changed in regards to diversity?

It's funny, when you look at the *Black Panther* movie that's coming in 2018, every black person that I know is excited about it. One of our greatest up-and-coming black filmmakers Ryan Coogler is working on the film, and one of our greatest thinkers Ta-Nehisi Coates is writing the comic book. It just shows that these things have power. Diversity is more than just painting a character brown or tan. It's actually making sure that the people behind the characters understand, empathize, and come from that experience.

What role did the library play in your youth?

For me, the library was the school library. That was where I found myself a lot. Being able to go into a room and pull random books off shelves—it was like the original internet. I have a lot of memories of just sitting on the floor in school libraries and reading, and being able to get access to knowledge that I wouldn't be able to get otherwise.

What role do you see librarians playing as the country adjusts to the Trump administration?

Librarians choose what books to put in people's hands, and those books mean a lot. My daughter gets one library book a week, so that's an important book. As a parent who owns lots of books and buys books for my kid, I will be talking about a book to another parent that they've never heard of that is essential to my house. And I think that librarians get to help build this inclusive world. They have the power to expand people's perspectives, and that's the number one thing we need to do right now. **AL**



Photo: John Novak/© Cable News Network, Inc. A Time Warner Company. All Rights Reserved.

“Saying we don’t need librarians because we all have the net is like saying we don’t need doctors because we all have the plague.”

CORY DOCTOROW, @doctorow on Twitter, January 11.

“In his wonderful 2012 book *What Money Can’t Buy: The Moral Limits of Markets*, Harvard professor Michael Sandel talks about the disappearance of the public space, where all citizens can meet, in favor of the monetized or private space. Instead of many classes of people from different backgrounds gathering in one place with a common interest, we become stratified by what we can purchase—the fast-lane pass at the amusement park is a good example. When there are so few opportunities for everyone to gather, the sense of common interest and goals diminishes.

“A library is one of the last places where this community still exists, where you can’t tell, in the words of the old Yip Harburg song, ‘your banker from your but...ler.’ Everyone stands in the same lines and everyone receives the same treatment, except for the criminals with overdue books. (Okay, guilty. I had 11 emails warning me about overdue books in 2016 alone, but this tax on my laziness is probably keeping the Toronto Public Library system in the black.)”

ELIZABETH RENZETTI, “As 2016 Crashed in Flames, Libraries Were the Last Good Place,” Toronto *Globe and Mail*, December 23.

“IF BIRTH IS THE SEARCH FOR A LARGER APARTMENT, I EMERGED LOOKING FOR THE LIBRARY. I LEARNED TO READ AT 3 AND COULDN’T STOP.”

RITA MAE BROWN, “From My Shelf: Born to Read,” Shelf Awareness, November 1.

“Just as my house didn’t become my home until I’d slept in it, painted the kitchen, planted nandinas, and invited friends over, so this library awaited attention from me beyond borrowing a chair. To take ownership of the library (and it does belong to all of us) means perusing the shelves, picking the librarians’ brains, placing its novels by the bed, leaving a cocoa thumbprint in a cookbook, finding the periodicals, and just hanging out.”

ANN CASEY, “How to Have an Affair with Your Library,” Dallas *Morning News*, January 16.

Boolean Logic

Searching for the way forward

Several centuries ago, during the Merovingian period I think, I taught whole courses on online searching. Those skills are still important, and I'm still teaching them in different guises and combinations. The command lines might be gone, but the functionality mostly remains, in lots of little boxes and pull-down menus on bibliographic database systems. The trick is knowing both what to search for and how to use the right tools to get the job done effectively.

I've always preferred the AND operator to NOT when trying to refine search results. NOT is too blunt an instrument for my tastes, and it's too easy to lose good information with it; using AND provides focus and often does a more effective job of narrowing down a big retrieval set.

AND has been on my mind lately. As I write this on the longest night of 2016, in the waning days of the Obama administration, many people feel rudderless, marooned, unsure of what is likely to happen and what to do next. Do we focus on stronger articulation of our principles, despite the potential consequences? Do we figure out ways to work with governments and officials who might be at odds with those principles, which could feel like downplaying or betraying our heritage and ideals? Do we spend our time doing the everyday stuff as the world seemingly goes to hell?

Well, yes. AND. Those things overlap; it's a delicate balance, but you can stand up for what you stand for while also working to make progress—even if you have to hold your nose now and then—and keep the doors open day to day as well. It's called "librarianship."



Here's another AND. Standing up for our values also means, as we all surely know, that we must be especially careful to provide the highest level and quality of service to people and communities who see the world differently, and who maybe aren't unhappy about the new direction of the country.

Indeed, the American Library Association Code of Ethics states: "We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources." That's not always easy or comfortable, it's just crucial because it's everyone's library. We absolutely cannot afford to start eroding confidence in who we are and what we do.

We must be especially careful to provide the highest level and quality of service to people and communities who see the world differently.

There are times, however, when NOT is the best option. As there are times when you have to stand up and say no. Long and loud. No to intolerance, bullying, half-truths, ignorance, hate, fear, and worse. No to a worldview that divides, conquers, and belittles. No. No.

In Boolean terms as often in life, there is a third option. We can use OR for a variety of search purposes: spelling variations, synonyms, related terms. OR brings things together; it adds depth, richness, complexity, and diversity; and it finds more stuff. AND can work well in the simple case by coordinating two terms; it's much more potent and useful when combined with OR to produce more and unexpected combinations, often surprising and delightful.

OR is full of possibilities, it opens the door, it welcomes. It is a reinforcement of one of our strongest values and virtues. As we figure out how to move forward together, I hope that we can do so in a spirit of collegiality, staying true to the principles that bind us as a profession, fighting for what we know is right, speaking truth to power, and consulting widely and broadly to hear the voices of people who are troubled, angry, or afraid in so many ways. Kindness and generosity of spirit toward one another in the process wouldn't be so bad either.

In the right combinations these tools produce marvelous and unforeseen results, which is something to be hopeful for ... but that's another story. **AL**

JOSEPH JANES is associate professor at the Information School of the University of Washington in Seattle and creator of the *Documents That Changed the World* podcast.

Diversify Everything

Getting our children to see themselves—and others—in what they read

On November 9, like millions of other Americans, I woke up to news of our election results and was stunned, devastated, and afraid. Stories of hate crimes began to pour in: people painting swastikas on walls, yanking hijabs off Muslim women, and shouting at nonwhite pedestrians to “go back to where you came from.” In my own Minneapolis suburb, high school students found hateful messages graffitied across a bathroom door—WHITES ONLY and GO BACK TO AFRICA.

This is a climate in which we now all live. This is the climate in which my husband and I are raising our 3-year-old daughter, a Korean American, in a city that is 83% white and 8% Asian. Currently, 96% of Minnesota’s K–12 educators are white. Across the country, librarianship is 88% white.

What do these numbers mean for teaching equity and justice to young people? What do they mean for our libraries? At the Association for Library Service to Children’s (ALSC) community forum on diversity, inclusion, and support for youth held in December 2016, children’s librarians shared the work they do in providing diverse collections and programming. Many librarians agreed that #WeNeedDiverseBooks (weneeddiversebooks.org), and especially books written by #OwnVoices (bit.ly/2javA0f) that put characters of different races and ethnicities, religions, orientations, and abilities in a variety of circumstances, settings, and time periods.

“Children need literature that serves as a window onto lives and experiences different from their own, and literature that serves as a mirror reflecting themselves and their cultural values, attitudes, and



behaviors,” wrote Rudine Sims Bishop, author and professor emerita of education at Ohio State University. Diverse books ensure that children like my daughter see themselves in the books they read, and that her white classmates see her too.

Participants in the ALSC forum also lamented a lack of diversity among library staffs, and the Diversity Baseline Survey that I conducted with Lee and Low Books in 2015 (bit.ly/1Tm9bad) demonstrates that the majority-white publishing industry proportionally reflects the whiteness of children’s literature. If our professions are mostly white, how should we best serve both very diverse and less diverse communities? All librarians, regardless of their community’s demographics, must proactively collect and promote diverse books so that all readers have opportunities for mirror and window reading experiences. This is critically important to bursting personal network bubbles at a time when the Public Religion Research Institute reports that most white people spend time only with other white people. But this is also

Diverse books give readers opportunities for mirror and window experiences.

a groundwork we need to prevent white supremacy from becoming normalized.

LIS professionals have our work cut out for us: *Diversify everything*. My colleagues and I work hard to weave social justice and diversity into our classes and programs, to prepare ourselves and our students to be actively inclusive professionals. What else can we as librarians and educators do?

- Continue researching, teaching, and discussing social justice, equity, whiteness, and antiracism.

- Make sure our associations and affiliate organizations provide programs and trainings that push us to think inclusively.

- Be discerning and deliberate about the books and other media we purchase, program, and promote.

- Put pressure on the publishing industry to recruit and support diverse staff and publish diverse voices—not just diverse books.

- Intentionally seek out, mentor, support, and publish #OwnVoices.

- When experiencing resistance to diversifying collections, refer administrators to the ALSC Competencies, the Young Adult Library Services Association’s “Future of Library Services for and with Teens” report, and the American Library Association’s Core Values: “We are committed to providing a full spectrum of resources and services to the communities we serve.”

We should all hold each other accountable. The future depends on us. **AL**

SARAH PARK DAHLEN is assistant professor in the MLIS program at St. Catherine University in St. Paul, Minnesota. She coedited *Diversity in Youth Literature: Opening Doors through Reading* with Jamie Campbell Naidoo (ALA Editions, 2013) and is writing a book on Asian American youth literature with Paul Lai (ALA Editions, 2019).

Our Futures in Times of Change

How values guide
our understanding of
trends and transition

BY Miguel Figueroa



For many futurists and trend spotters, “futuring” is fundamentally about the study of change.

“We can learn a great deal about what may happen in the future by looking systematically at what is actually happening now,” wrote Edward Cornish, one of the founders of the World Future Society.

We study change so we can prepare for the many futures that might happen. We start seeing what’s coming next. We study so that we won’t be surprised. And we study so that we’ll be better prepared to start creating the future.

That’s good news for library and information professionals. We are expert in finding, organizing, processing, and prioritizing information. From wherever we are in our organizations, we all have opportunities to observe changes in our communities and consider the implications over the long term.

But observation is simply not enough. One of the biggest lessons my colleagues and I have learned while developing the Center for the Future of Libraries (ala.org/libraryofthefuture) is that studying change is useless without considering values. We need to look at trends and changes with consideration of our own professional values

(confidentiality and privacy, diversity,

equitable access, intellectual freedom and expression, preservation) and the values that we seek to provide to our communities (a civic commons, democracy, discovery, education and literacy, public discourse). And so, looking at changes, we need to ask ourselves what they might mean for intellectual freedom, for education, for equitable access, or for any of the other values that drive our work.

As we bring together our observations of change with the constancy of our values, we can begin to exert influence. We can learn which trends advance our work and which might challenge our work. And we can plan accordingly, using some trends to our greatest advantage or doubling down on our values to stem the tide of problematic trends.

On the following pages are highlights from a conversation with three librarians, each demonstrating how her commitment to library values has helped her pursue library futures in times of change.



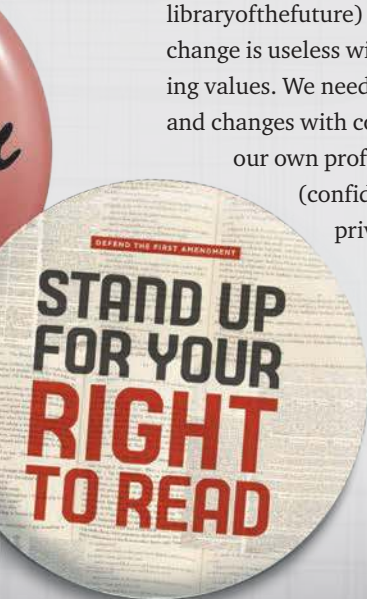
EMILY DRABINSKI
Coordinator of library instruction at Long Island University (LIU) Brooklyn, New York



SARAH HOUGHTON
Director of San Rafael (Calif.) Public Library



CHARLOTTE ROH
Scholarly communications librarian at University of San Francisco Gleeson Library



How do values help you think about and envision the future of libraries?

EMILY DRABINSKI: I got into libraries because I share the core values of the profession. I believe in democracy, equity, access, privacy and confidentiality, diversity, lifelong learning, and the right to read. I understand that those values haven't been fully realized—libraries have histories of segregation, have struggled to diversify, and have sometimes shared patron information with authorities. Values are things to aspire to and to return to in order to guide the actions we take in the present that make the future we're all going to be living in tomorrow and the next day and the next.

We often imagine futures where libraries do entirely different things, serve entirely different purposes. I am more interested in a future where the core functions of libraries continue—where libraries continue to select, acquire, organize, share, and make accessible information resources of all kinds, and instruct users in the use of those resources. I think of a future where we integrate our values fully and completely into those core functions. Examples might be knowledge organization schemes that reflect differences among us and resource collection models that both select and enable the creation of materials from all perspectives.

SARAH HOUGHTON: I come back to the core ethics and values of the library world with every professional decision I make, every project I pursue or reject, and every idea I support. As director of a public library, I think about how the values I promote to our team will affect the future of library services to our community. Likewise, when I decide what to publish, what to raise awareness about, and what to say publicly about our field, I come back to those same core ethics and values. I want a future where the values of library workers matter, where we recapture our steadfastness and passion for privacy, social equity, and freedom of information. Libraries serve our communities. The moment we forget that, we forget ourselves.

"We are about preserving the cultural and historical record, regardless of which way the political winds blow."

SARAH HOUGHTON, director, San Rafael (Calif.) Public Library

CHARLOTTE ROH: Like many librarians, I entered the profession because I wanted to help people. I see libraries as places of helping, and librarians as people who help. Libraries are not neutral spaces. But they are quite often perceived to be neutral, and in that perception of neutrality—and in the library as sacred space—we can achieve a lot of good if we ourselves strive to be self-aware. Social justice is a moving target and means different things to different people at different times. This means we must continue to grow and strive toward better librarianship and better libraries so that in crucial moments, libraries can be heroic, like the Enoch Pratt Free Library's service as sanctuaries in Baltimore and the Ferguson Municipal Library's role in Missouri. One of the best aspects of librarianship, which makes me hopeful about the future of libraries, is that professionally our soft skills—compassion, kindness, and true listening—are valued just as much as our abilities in search, instruction, or knowledge organization. These values and skills are universally acknowledged and appreciated so that librarians and libraries are beloved around the world, and that makes me feel very positive about our future.

What trends or changes do you see right now that might be most useful for advancing our professional values and the services we provide to communities?

HOUGHTON: Now is an excellent time to remind our communities that we are not just about books. We are about preserving the cultural and historical record, regardless of which way the political winds blow. We are about access to all information for all people. We are about evaluating the credibility of information to strive to be the rational and thoughtful population we all want to be a part of. People are craving something to do, something to stand up for, something to fight for. Libraries can serve to remind them how to stand up successfully and fight for the future we want.

ROH: Many people are finally internalizing the reality of the lives of people of color in this country, particularly on the heels of so much photographic and video evidence of violence and injustice. The US presidential election has been a real turning point. Over the past few years, in no small part due to the influence of Black Twitter and internet publishing, I have been encouraged by a growing awareness of bias and the need for alternative narratives in all forms of communication, from Hollywood to news journalism, from scholarly output to political punditry. Citizen journalism, or community-generated information like the Charleston Syllabus, has been amazing in its impact, and these efforts are an opportunity for libraries to collaborate with communities in providing resources.



As a scholarly communications librarian on a university campus, student protests have been important news over the past year. I wrote in *College and Research Libraries News* that the number one request was for more faculty of color, but what has really been change-making is that students are not satisfied by routine answers from administration. It's more than just students—across our communities, people are demanding cultural competency from people traditionally considered experts: journalists, educational administrators, professors, and yes, librarians. As librarians, it is important that our cultural competencies are on par with the depth and breadth of our critical knowledge-seeking behaviors.

DRABINSKI: I try to think of times of crisis as times of great potential. When everyone is angry, everyone has the potential to organize and resist. One of the things LIU Brooklyn librarians learned during the lockout was that “management is the best organizer.” When attacks are made on all of us, all of us can come together to organize and fight. When I look at the present, I see more people calling Congress, joining local political organizations, and stepping up for our union phone banks than I have in the last decade. That’s as positive a spin as I can put on a future that looks quite grim to me. My hope is that assaults on values like privacy, equity, and democracy, assaults that are not new but are newly bold, will mobilize more of us to fight for the future we want.

What trends or changes do you see in the world right now that might pose the greatest threats to our professional values?

ROH: What has been scary for me as a librarian and a citizen is to see the ways in which misinformation—or fake news, propaganda, half-truths, or the framing of stories—has become such a powerful tool in the United States and abroad, and how major decisions are being influenced by misinformation. In the United States and globally, this devalues the knowledge and resources that libraries commit themselves to providing to the public.

In my specific area of scholarly communication, one issue is how global or international academia is bent toward the priorities of the North American and European world. In Latin America and Africa, the scholarly communication platforms and structures that have been built for regional research and publication are being undermined by the commercial forces of big publishing—and even big universities—in ways that are destructive to much-needed local knowledge in our increasingly global world.

DRABINSKI: I am most concerned about apathy in the face of continuing erosions of our core values. Diversity, equity, democracy, and privacy all seem like areas that have long been under attack, and will continue to be so. It’s important for librarians to continue to organize on behalf of ourselves as workers, our patrons, and our institutions. My hope is that we’ll turn to models of organized resistance and change that already exist—labor movements and political organizing in communities of color against police violence and mass incarceration—to inform the field’s efforts and make connections to work that have long been under way.

HOUGHTON: We must be ever-vigilant—fact-checking, educating our communities, defending the rights of free people to learn freely, and welcoming everyone with open arms. Ultimately, we are stewards of our communities’ trust, be that our residents, our students, our faculty, or our clients. With corporations owning information about our users and distributing that to other for-profit entities, we must preserve our users’ privacy at all costs. We must demand privacy protections from every entity we contract with. We must audit our own activities to ensure that we are protecting our users. We must reiterate to our communities that we are here for access to all information, not just that which is in vogue or politically popular. We must make clear that not all information is valid information. And we must hold true to the inclusivity and diversity that has made libraries, learning, and entertainment the trifecta of strength that it is.

9 Takeaways for the Future

Librarians and speakers shared successes and concerns during a futures symposium at the 2017 ALA Midwinter Meeting & Exhibits in Atlanta. Dozens of people offered ideas, tips, and projects that showcased a wide variety of future themes for libraries. Here are nine highlights:



Darlene Gillard
of Atlanta's BIG
Accelerator
program

1 Entrepreneurship. Getting access to capital, mentoring, coaching, and workspace needs are key issues that face black and Latina women starting in tech entrepreneurship. A network of support can help. Using metrics, says Darlene Gillard of Atlanta's BIG Accelerator program, can get the funding faster and helps confirm success.

2 Civic engagement and innovation. Amy Koester and Amita Lonial's "Building Civic Engagement with a Civic Lab" session covered their experiences with the Civic Lab at Skokie (Ill.) Public Library, a pop-up library. They highlighted six areas of civic engagement via microcollections, resource lists, and interactive activities, like a passive voting wall and postcard writing station, as well as community conversations with elected officials and others.

3 School libraries as global educators. From Skyping with Rube Goldberg's granddaughter to facilitating a video conference between a professor from Cornell University's Lab of Ornithology and a budding middle school ornithology expert, librarians can open the classroom learning experience to conversations with established and emerging experts, as speaker Andy Plemmons has. Plemmons, school library media specialist at David C. Barrow Elementary School in Athens, Georgia, says he invests time cultivating in-person guests, including children's authors and illustrators. He has also experienced the serendipity of social media—sharing news of what his students are learning in the school library and having his conversations reach big-name speakers.

Photo: Cognates

How do values and trends help you innovate or communicate change within your library or with library colleagues?

DRABINSKI: All my work returns to the core values I hold not necessarily as a librarian, but as a person trying each day to make the world I want to live in. I want power to be built among people and shared equally. That means things like inviting my colleagues into projects, being consistently transparent about decisions I make and actions I take, trying to listen more than I talk, and asking questions. I also center myself and my colleagues as workers in the library. We are always thinking about student needs, but the learning conditions of our students depend on the working

conditions of their faculty and staff, including those of us in the library. The future brings unprecedented attacks on an already-weakened organized labor movement. Donald Trump and the Republican Congress have been explicit about a desire for a national right to work law that would mean a future of gutted unions. That drives my work as a labor activist on my campus, and I use that to communicate the importance of efforts, from petition drives to rallies on campus. I try to communicate that urgency as well as a sense of hope—that things could be different, and we could make them that way.

HOUGHTON: I am much less concerned with trends than with core library values and ethics. Virtual reality and book bikes may be trendy now—and we do both in our library—but we do them because they mesh with our core values, namely

4 Sustainability. Sustainability expert Rebekkah Smith Aldrich, coordinator for library sustainability at Mid-Hudson Library System in Poughkeepsie, New York, says by using a “triple bottom line” test—asking if something is environmentally sound, economically feasible, and socially equitable—librarians can ensure that the most important bases are covered as they make decisions about services, buildings, and the community beyond library walls.

5 Virtual reality. Matthew Boyer, codirector of the Digital Media and Learning Labs at Clemson (S.C.) University, and copresenter Stephen Moysey, codirector of Clemson’s Center for Geospatial Technologies, have been working on projects to test whether virtual reality will become the next content delivery platform. They are interested in using virtual reality to support immersive, interactive game-based engagement within a contextually rich learning environment. Virtual reality allows for place-based learning that moves beyond the traditional field trip.

6 Accessibility. One in four adults will have a disability at some point in his or her life, which should encourage everyone to view accessibility as benefiting “us,” not some vaguely defined “them.” Accessible features like curb cuts and closed captioning expand benefits beyond any single audience and improve experiences for all. That was the focus of the presentation by Patrice Johnson of Chicago Public Library, Pat Herndon of the Georgia Library for Accessible Statewide Services, and Jill Rothstein of New York Public Library’s Andrew Heiskell Braille and Talking Book Library. A universal approach develops innovations that integrate and include all.

7 Welcoming communities. Several libraries participate in National Welcoming Week, a project of Welcoming America, which helps bring together immigrants and US-born residents in a spirit of unity. Welcoming America’s Isha Lee emphasized that true social innovation requires consideration of the whole person’s needs, not just his or her perceived economic value or benefit.

8 Academic tech focus. Jeffrey Martín, founder and CEO of honorCode, a program that aims to integrate coding into the K–12 curriculum, says that media specialists and librarians play a role in incubating these programs—and other STEAM programs—and making them successful. He sees them taking on responsibilities as teachers and instruction partners who stay up on computer science and technology trends; as information specialists who provide leadership and expertise in acquiring and evaluating information; and as program administrators who guide activities and work collaboratively with the community to define the program and build partnerships.

9 21st-century ethics. San Rafael (Calif.) Public Library Director Sarah Houghton used the framework of ALA’s Library Bill of Rights to revisit what librarians say about their own ethics and apply them to current situations. One rallying point for most libraries is fighting censorship in all its forms. As professionals look ahead, new technologies like digital rights management—which allows content creators to “lock” content that can be opened only with a special digital key—or concepts like net neutrality—which champions an open internet free from “fast” and “slow” access channels based on cost or providers—will require professionals to consider their values as a means of navigation. ●

economies of scale (buying something once so the entire community can use it) and service to all, regardless of location or mobility. When I am pitching a new service idea to my city manager or working with our library staff toward a new project, it always comes back to values. How does this thing help us be better, help our community become better, and reward the immense trust that our community has placed in us to do well with the investment they made in their library?

ROH: I’m fortunate in my job at the University of San Francisco to have an explicit social justice mission driving the campus. My colleagues are well informed and aligned with my interest in the intersection of social justice and scholarly communication. In this space, I can say up front that colonial systems and biases in academic research and publishing

persist, that they influence what gets published, who gets tenure, what research gets funded, and what scholarship and knowledge is prioritized in the world. My colleagues engage with me on very practical questions like: What does publisher bias mean for our information literacy sessions? How does this change how we purchase databases, and how we acquire open access publications? How do we make sure open education resources are reliable? Change happens when ideas turn into action, and I am fortunate to be in an environment that is already oriented toward changing the world, starting from the library. **AL**



MIGUEL FIGUEROA is director of ALA’s Center for the Future of Libraries.



Leading to the Future

Leadership Institute
participants envision
what libraries
might become

by Greg Landgraf

For four years, ALA's Leadership Institute has offered midcareer librarians the opportunity to take part in a four-day immersive leadership development program.

The goal, says former ALA President Maureen Sullivan, is to introduce theories, concepts, and practices for effective leadership and "help people develop self-awareness of their strengths and areas for development." Sullivan, who developed and leads the institute with library consultant Kathryn Deiss, says the institute accomplishes this goal with a mixture of presentations, small group work, and self-reflection.

The 2016 institute class, led by Deiss and Miguel Figueroa of the ALA Center for the Future of

Annie Lewis (left), librarian at Multnomah County (Oreg.) Library, listens as Nancy Herrera, librarian at Contra Costa County (Calif.) Library, makes her presentation at the 2016 ALA Leadership Institute in Itasca, Illinois. The institute—developed and led by former ALA President Maureen Sullivan (2012–2013)—offers midcareer librarians the opportunity to take part in a four-day immersive leadership development program.

Libraries, experienced a new exercise: an opportunity to imagine how current social and technology trends might be reflected in library services of the future. Working in small groups, institute participants developed ideas that ranged from an augmented reality app that could find library materials to automatic drone-based delivery of material on topics of interest to ways to use the library to improve social equality.

The 42 participants then focused on how their innovations would change a library's relationship with its users. "Our group broke down the augmented reality app to turn it into something functional for library users by basically having the device walk them to where a book is," says Carrie Betts, information and technology specialist at Birmingham (Mich.) Public Schools. Because the app would locate items based on their RFID tags, patrons could easily find materials even if they are misshelved, on a table, or in a return bin.

Similarly, drone-based delivery may not be practical for a few years, but the group that proposed that idea realized that its core is similar to subscription boxes like Blue Apron or Loot Crate. "Patrons could sign up and librarians would be responsible for selecting materials based on their interests," says Tomika Price, senior librarian at San José (Calif.) Public Library.

Erica Freudenberger, outreach and engagement consultant for Southern Adirondack Library System in Saratoga Springs, New York, says that after leaving the institute, she and other participants discovered that a librarian at Purdue University's Black Cultural Center Library in West Lafayette, Indiana, had begun a similar service that highlights the work of black authors. That librarian, Jamillah Gabriel, created Call Number, a service separate from the library. The group has since been sharing articles and other information about how the subscription box concept might be adapted to a library environment.

Inside the institute

The visioning exercise is only one part of the institute's rigorous programming. "We start with a focus on the individual," Sullivan says. Participants begin with a self-assessment to identify areas of strength and areas for development. From there, the program moves toward understanding the work of a leader within an organization, and finally it

2017 ALA Leadership Institute

Applications to participate in the 2017 Leadership Institute can be found at ala.org/transforminglibraries/ala-leadership-institute. Participants must have at least five years of library work experience and a letter of support from their employer, and be ready to assume a managerial role. (More information on p. 13.)

focuses on the leader's work in the community—whether "community" refers to a city, town, college campus, or school. The agenda includes presentations, exercises, and an opportunity to tackle issues specific to participants' current situation.

"[For a case study] each person brings in a description of a situation they're facing as a leader," says Erin Shea, supervisor of the Harry Bennett and Weed Memorial and Hollander branches of the Ferguson Library in Stamford, Connecticut.

Breaking into group discussions, "it was like we had a group of consultants giving advice," Shea says. "It helped me take a step back and see things from a bird's-eye view, without the emotions that come from being in the middle of the situation."

These groups provided perspectives that librarians may not have readily available on a daily basis. "I was the only school librarian in the institute," says Betts, "so hearing stories from academic and public librarians gave me perspectives on potential ways to change school libraries and the way that we manage things."

Many participants find the group experience to be one of the most valuable in the institute, both for the practical guidance it provides and the community it helps build. "We worked with our groups over the four days, and as the days went on, our group felt closer," Price says. "We felt that we weren't alone, because people in our group had experienced the same thing or knew people who had."

Bringing it home

Participants have found ways to apply their institute experience in their own work. "It helped me to be more aware of my leadership style," says Patricia West, head of Gateway Library at George Mason University in Fairfax, Virginia. "I'm trying to get ahead of that by not sweating the small stuff and delegating it to my people."



"Our group broke down the augmented reality app to turn it into something functional for library users by basically having the device walk them to where a book is."

CARRIE BETTS (left), information and technology specialist at Birmingham (Mich.) Public Schools

Shea agreed, observing that before attending the institute, her instinct was to fix issues immediately as they arose. "It led to me feeling as if I was in the weeds all the time," she says. Since the institute, she has shifted her focus to providing staff members the tools they need to meet challenges so she can focus on the library's overall direction.

The experience also helped attendees gain confidence in their leadership abilities and overcome "imposter syndrome"—the common and generally false sense that achievements are due to luck or deception and that the "truth" could be exposed at any moment.

Price says the group discussions helped her come to terms with what had been a thorny relationship with an employee. "I was stressed about making the relationship work, but it wasn't actually about me." Instead, that employee's needs were better met in a different role in the organization. Through the group discussion, Price says she realizes that the difficulty of the relationship might even be a good sign, because the employee knew she could be honest about how she felt.

The institute has also helped participants make changes in specific practices. "I've started having weekly check-in meetings with my staff," Shea says. That was a step she had resisted out of concerns of having too many meetings. "But I realized those meetings can be just five-minutes long to see how they're doing and if there's anything they need." Shea has seen how those meetings have opened lines of communication with staff, which had been a special challenge since she manages two branches and may not otherwise see everyone regularly.

Freudenberger has since used her institute experience as part of the New York Library Association's Sustainability Initiative. "We're working to develop a yearlong training program to help people think differently about how we do library work, keeping in mind the triple bottom line of sustainability: economic parity, environmental responsibility, and social justice," she says.

Another practical benefit of the institute is that each year's class becomes a network of professionals. "Coming to the institute, I wanted to meet a cohort of library leaders, and I met a very bright, motivated group of people," West says.

Each year's class uses a Facebook group to share challenges and resources after the training has ended. Sullivan added that previous years' classes have also held reunions to reconnect.

Getting involved

Institute participants have responded enthusiastically to the program. West says that she has encouraged staff members to apply—even recommending it to those who haven't yet gone to library school but plan to pursue the degree.

Rather than viewing themselves in a support role in the districts they are serving, Betts says "more school librarians need to equip themselves to be leaders and change agents." **AL**



GREG LANDGRAF is a regular contributor to *American Libraries*. He lives in Chicago.



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EMERGING LEADERS

CLASS of 2017

They're the new faces greeting you at the reference desk, recommending books in the stacks, and experimenting with fresh ideas behind the scenes. These are the library world's rising stars, the generation that will move, shape, and influence the present and future of the Association and the library profession. These are the American Library Association's (ALA) Emerging Leaders of 2017.

Initiated in 1997 as a one-year program under former ALA President Mary R. Somerville and revived in 2006 under former ALA President Leslie Burger, Emerging Leaders recognizes the best and brightest new leaders in our industry. It's open to librarians under 35 years of age or those new to the library profession of any age with fewer than five years of experience working at a professional or paraprofessional level.

The program allows participants to get on the fast track to ALA and professional

leadership, participate in project-planning groups, network, gain an inside look into ALA structure, and serve the profession in a leadership capacity early in their careers.

At the 2017 Midwinter Meeting & Exhibits in Atlanta, the new Emerging Leaders were divided into groups to complete a project for an ALA unit. The results will be unveiled at the 2017 ALA Annual Conference in Chicago. We joined them in Atlanta and asked them for their thoughts on the future of the library profession. **AL**

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Public Library Association

PROJECT

Advancing Diversity
in Public Libraries

TEAM A

From left: Antonio Apodaca,
Bethany Wilson, Brian
Hulsey, Petra Pendroff,
Christina Fuller-Gregory



"The future of the library profession is hyperlocal. New leaders bring a rejuvenated focus on community outcomes. Simple, common-sense solutions are key as libraries get comfortable with what their neighborhoods really have to say. Moving forward, a concern for information literacy will be shared across traditionally siloed institutions calling for innovative public-private partnerships. Luckily for us, the secret is out: We know that the needs of the future will encompass the needs of right now. We know that for much of our work, the only difference between today and tomorrow is a number on the calendar."

—ANTONIO APODACA

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American Association of School Librarians (AASL)

PROJECT

Advocacy Impact of
AASL Every Student
Succeeds Act Workshops

TEAM B

From left: Samantha Hull,
Melody Townley, Denise
Tabscott, Cristin M. Dillard,
Melissa Ray, Shannon DeSantis



"I see the future of the school library profession becoming more technology- and collaboration-based. Our knowledge must expand past children's literature to understanding new teaching applications, teaching digital citizenship, finding reliable resources, and providing professional development for our district. We must become the experts to implement and troubleshoot new technology while expanding our libraries as spaces for student collaboration. Future librarians will need to study and adapt to what their districts need while continuing to provide students access to the information and books they need to learn."

—MELISSA RAY

SPONSOR

International Relations Round Table

PROJECT

Building and Enhancing Global Connections through Sister Libraries

TEAM C

From left: Stacy Gilbert, Melissa West, Anna Sandelli, Joy Bridwell, Lisa Blake
Not pictured: Derek Cornelison



"The future of the library profession will be what it has always been: helping people find and use information. However, information is no longer confined to books, primary documents in archives, or newspapers—it can be found on a television show, website, cellphone app, or any number of new media. Librarians' future roles will be to help people navigate new and emerging information sources and make vast amounts of information useful and accessible."

—STACY GILBERT

SPONSOR

Library and Information Technology Association

PROJECT

Building Leadership in Virtual Engagement

TEAM D

From left: Catie Sahadath, Jennifer Shimada, Jessica Bennett, Kyle Willis, Brianna Furcron



"I suppose I do not see the fundamental nature of librarianship changing. We connect people with information. We will continue to do so regardless of information format or delivery system. From clay tablets to papyrus scrolls to printed books and now to digital books, librarians endure as gateways to an abundance of knowledge."

—JESSICA BENNETT

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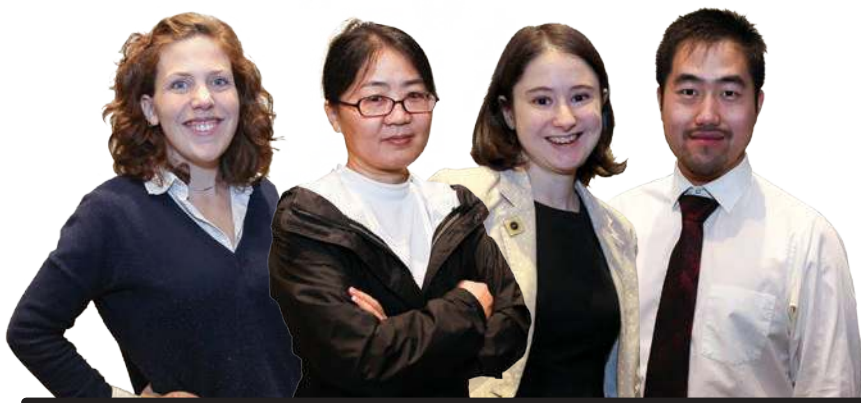
Chinese American Librarians Association (CALA)

PROJECT

CALA-SYS

TEAM E

From left: Nitra Eastby,
Jingjing Wu, Kate
McNamara, Minhao Jiang



"As our relationship with technology and the internet evolves, more people will turn to librarians for advice—whether it is discerning fake news from legitimate sources, learning how to use the latest devices, determining fair use and copyright guidelines, or sifting through growing digitized archives. Library professionals will play a critical role in reimagining the spaces and tools necessary for productivity in our progressively connected society. They are already some of the first people called on to respond as our culture becomes more diverse and collaborative, and they will only continue to take on that responsibility."

—NITRA EASTBY

SPONSOR

Learning Round Table

PROJECT

Conference Presentation
Guidelines and Review Service

TEAM F

From left: Anneliese
Tillmann, Lorelei Rutledge,
Jessica Szempruch, Tara
Malone, Anastasia Chiu



"I hope to see more librarians apply critical and reflective approaches to building a more diverse and inclusive profession and toward shaping inclusive and accessible services for and with patrons. I hope librarians, librarian educators, and library institutions will begin to openly recognize and teach about problematic and painful aspects of our profession's legacy, such as the way segregation was reflected in library services, and use this awareness to inform the way we build services that reflect the values we espouse."

—ANASTASIA CHIU

SPONSOR

Office for Diversity, Literacy, and Outreach Services

PROJECT

Developing a Clearinghouse
for Equity, Diversity, and
Inclusion Speakers

TEAM G

From left: Sarah Gough,
Mohamed Berray,
Priscilla Dickerson, Laurel
Johnson, David Kelsey



"In the future, the profession will be more focused on enhancing its services by building stronger partnerships with city, state, and national organizations, businesses, and governments. The profession will continue to enhance the customer service experience by strengthening local partnerships that will lead to the design and delivery of exceptional, engaging, and meaningful community programming. The profession will continue to foster inclusion in deed and not merely word and be composed of individuals who are not only diverse in racial and ethnic backgrounds but also highly skilled and trained forward thinkers."

—PRISCILLA DICKERSON

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PROJECT

More Than Your MLIS:
Experience and Continuing
Education Recommendations
for Emerging Public
Library Leaders

TEAM H

From left: Casey McCoy,
Heather Thompson,
Heather Novotny, Sarah
Colombo, Kristin Amsden



"Within public libraries, I see the profession moving toward specialization and individualized services. There is already a growing trend toward specialization, especially within the realms of programming and technology. This helps organizations evolve by making use of diverse viewpoints and skills, and helps the communities those organizations serve by offering a variety of talents and interests. Through on-the-fly programming and one-on-one services like Book a Librarian, there is a clear movement toward tailored services to individual needs."

—SARAH COLOMBO

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PROJECT

GLBTRT Archive

TEAM I

From left: Ariana Santiago, Fobazi M. Ettarh, Lucas McKeever, Andrew Grissom, Stewart Van Cleve



"The future of libraries cannot be divorced from the sociopolitical climate of the country. We have elected a president who challenges many of the core values of librarianship. Moving forward, libraries can be places of resistance through their continued mission to serve their diverse communities. Just as libraries opposed the Patriot Act, libraries can resist legislation that would prevent access to information. Just as the Ferguson (Mo.) Municipal Public Library stayed open during crisis, libraries can continue being centers for intellectual freedom, education, and diverse voices and peoples."

—FOBAZI M. ETTARH

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Your Path to Youth Leadership

TEAM J

From left: Christine Gaffney, Sarah Gowdy, Tori Ann Ogawa, Sara White



"The future of the library profession is unknown and unpredictable, because the communities we serve are ever-changing. The profession will change and develop concurrently. We will design and re-create our programs, services, collections, and space to make the library a facilitator of learning and growth for everyone. We will be the connection between the people we serve and other community organizations. We will be the place families, friends, and colleagues gather to exchange ideas, play, learn, discover, inquire, and make lasting connections and memories. Library professionals will be change leaders striving to find ways to better communities beyond the physical walls of our libraries."

—TORI ANN OGAWA



PRESERVING THE VINTAGE

Wine libraries showcase the stories,
science, and ephemera behind one of
history's oldest indulgences

BY Marcus Banks

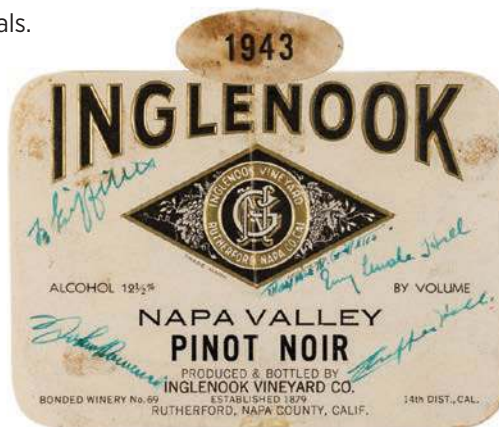
To libraries, wine is so much more than a bunch of grapes. It's about preserving and presenting a record of painstaking winemaking traditions and personal histories, the ephemera of labels and bottles, research that helps enologists understand wine on a molecular level, and manuscripts from viticulture experts who could easily detect the fluctuating terroir in each glass. As wine consumption in the US has grown steadily since the 1990s, according to the Wine Institute, so too it seems is the focus that academic and public libraries are putting on growing their collections of wine materials—whether in designated wine libraries or as part of an existing food and beverage archive.

One could expect that wine libraries are concentrated in California, the top-producing state, but wine collections and digital archives are also popping up in places like Indiana, New York, and Oregon. Institutions are providing for the information needs of wine enthusiasts of all stripes, and in doing so are reinventing and reinvigorating the meaning of the library in the digital age. *American Libraries* examines four such libraries that are meeting contemporary challenges while offering one-of-a-kind materials.

BREADTH OF COLLECTIONS

The scope of wine collections varies and is typically shaped by local history, user communities, and library types. In the heart of California's Napa Valley, the St. Helena Public Library houses the Napa Valley Wine Library (napawinelibrary.com/about). A dedicated collection of approximately 3,500 volumes, with a particular focus on popular books about wine from the 1950s to the present, this collection also includes winemaking manuals and materials covering the rich tradition of Napa Valley winemakers, as well as some items covering wine throughout the world. The collection tends to draw the interest of curious readers who possess a general knowledge of wine. Library Director Chris Kreiden says that these materials are funded by a volunteer nonprofit organization, the Napa Valley Wine Library Association.

More scholarly materials are the purview of academic libraries, such as those found at California State Polytechnic University in Pomona. While Northern California, in particular the



This wine label, part of the Shields Library's special collection at University of California, Davis, lists the names of those who shared the bottle with viticulture and enology professor Maynard Amerine.

Sonoma and Napa Valleys, is generally top of mind when people think about California wine, this is not entirely fair to Southern California, which has a long and distinguished wine tradition of its own. (Indeed, the 2004 film *Sideways* involves a road trip to visit different Southern California wineries.) As one way to improve the



From the collection at California State Polytechnic University in Pomona, clockwise from top left: a Guasti label; fieldworkers picking grapes at the Guasti vineyard in California, c. 1923; a grape crate label.

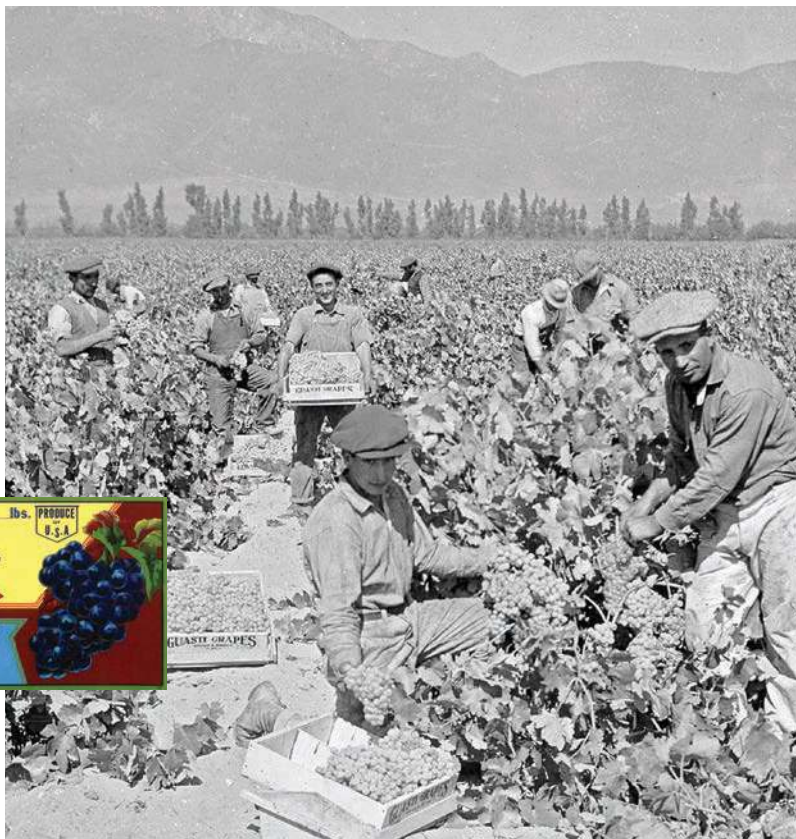


Photo and illustrations: Southern California Wine and Wine Industry Photograph Collection no. 0012 and Ephemera Collection no. 0013, Special Collections and Archives, University Library, California State Polytechnic University, Pomona

visibility of Southern California's wine heritage, Cal Poly Pomona began an extensive effort in 1998 to add materials in this area to its university library.

"No other institutions were focusing specifically on Southern California wine at the time," says Katie Richardson, head of special collections at Cal Poly Pomona. "The wine collection also supports the curricula of the College of Agriculture and the College of Hospitality Management, and the materials are used by students and scholars alike."

The library's Wine and Wine Industry Collection is all-encompassing and includes newsletter articles that describe wine competitions in Southern California, oral histories of local wine-growing families, and the Thomas Pinney wine papers. Pinney, an English professor at nearby Pomona College and author of the comprehensive two-volume *A History of Wine in America*, donated his entire collection of

wine research files and books to Cal Poly Pomona in 2005. Research and ephemera collected by Pinney are available to users who visit the library in person.

Perhaps no collection is more renowned than the one found at the Peter J. Shields Library of the University of California, Davis. Axel E. Borg, a distinguished wine and food science bibliographer at UC Davis, believes that the library's collection is "the best in the world"—and some wine journalists agree with him. Borg's claim may be supported by the fact that US research libraries, unlike many academic libraries abroad, endeavor to collect scholarly materials in all languages and do not restrict their collections to particular nationalities. UC Davis holds materials about wine in more than 50 languages, including French standard-bearer *Devis sur la vigne, vin et vendanges*, a treatise on wine dating back to 1549.



The Napa Valley Wine Association is embarking on an effort to digitize 240 oral histories of Napa Valley winemakers from the collection housed at St. Helena Public Library.

Another unique feature of the collection is its heavy focus on the scientific properties of wine. In the 1860s, Louis Pasteur invented the process of pasteurization, which revolutionized our understanding of the chemistry of wine and other food and beverages. The scientific properties of wine, specifically the effect of different growing conditions on the ultimate product, have been of interest to scientists and vineyard owners ever since. UC Davis has a strong tradition in biological and agricultural engineering, and the wine collection reflects this.

PRESERVATION AND DIGITIZATION

Carolyn Martini, president of the Napa Valley Wine Library Association and herself a librarian who formerly worked at Rutgers University Libraries, expresses a familiar concern: that many people prefer to use information that they quickly find online, even if the information available at a physical library is much more authoritative and accurate. Martini says she fears that libraries are fast becoming “book graveyards.”

In response, the association is embarking on an effort to digitize 240 oral histories of Napa Valley winemakers from the collection housed at St. Helena Public Library. These recordings are currently on deteriorating magnetic tapes that will eventually become unusable.

Martini notes that the task is formidable for her small association, from determining which tapes to digitize first to assigning appropriate metadata. Once the association has laid the groundwork, Martini says she hopes to secure a grant from the California Audiovisual Preservation Project to complete the digitization work and make what is currently available on library shelves accessible to anyone online. To this end, the association has established an earmarked fund known as the Preservation Initiative, using its own funds to support ongoing digitization efforts.

Special collections staff members at Cal Poly Pomona also recognize that not everyone who might be interested in these materials will—or can—visit the library in person, and have engaged in an initiative to increase digitization

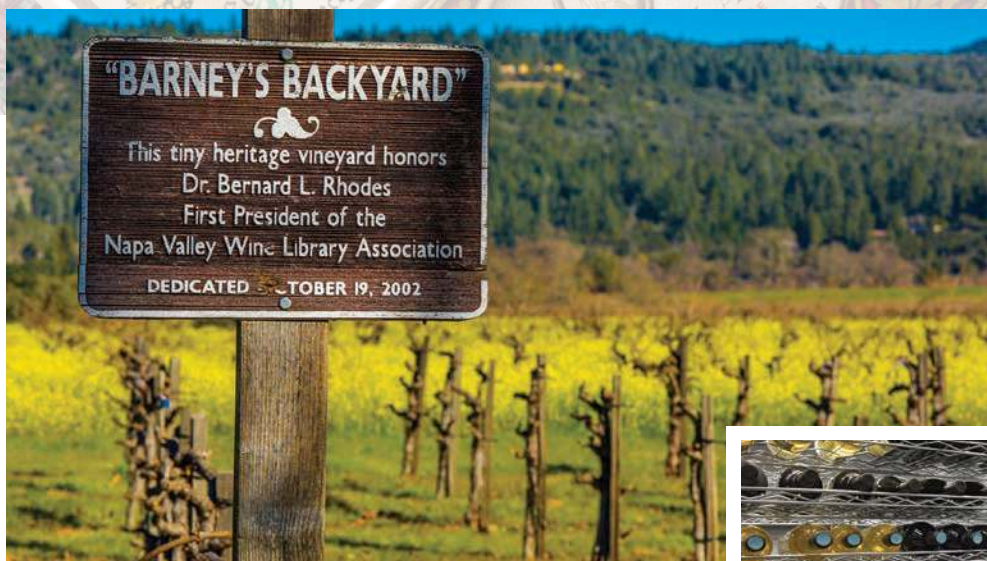
of collection items. “We realize that travel can be costly, so we’ve tried to digitize representative samples from our vast collections so people get a better sense of what we have,” says Richardson. “We are also not open extended hours like the main part of our library and thus students use our digitized materials at their convenience when writing papers or finishing other projects.”

The library’s digitization of grape crate labels and wine bottle labels, for example, highlight both source and finished products. The collection also contains numerous photo albums that document the history of wine production in Southern California, which has drawn the interest of scholars from as far away as Italy.

Richardson says the library has plans to digitize materials from all of its collecting areas in the future. “Once we have those collections processed it will be easier to extract metadata from finding aids to describe the digitized content,” she says.

The Shields Library at UC Davis is also exploring how to make more of its collections available online. The Label This project (labelthisblog.library.ucdavis.edu), the library’s initial foray into making materials web-accessible, has been successful so far. A collaboration of its Special Collections and Online Strategies departments, the project is a crowd-sourced effort to annotate 5,000 wine labels collected by the late Maynard Amerine, a viticulture and enology professor who worked at the university for almost 40 years.

Amerine was a driving force in understanding the production and characteristics of California wine and, working without a computer, he kept notes on various wine labels that he organized in notebooks. These labels have now all been scanned and uploaded, and a viewer can add insights about any label he or she likes. The entire undertaking, Borg observes, “transforms pieces of paper into something searchable.” Most of the Amerine labels have been annotated, and it is possible that more label collections will be added in the future—an exciting testament to how digital technologies can increase the impact of analog materials.



Barney's Backyard (left) is the 91-vine working vineyard behind the St. Helena (Calif.) Public Library. Below, John Wilkinson stands in the John Wilkinson Family Wine Library at Cornell University in Ithaca, New York, which can store 3,400 bottles of wine.



HANDS-ON EXPERIENCES

Aside from Napa Valley Wine Library's manuscripts, there's something hard to miss on the grounds of the St. Helena Public Library: a small, working vineyard. Only 91 vines in size, the plot is part of a larger vineyard. The portion of the vineyard that belongs to the library is named Barney's Backyard, a tribute to the Napa Valley Wine Library Association's first president, Bernard L. Rhodes.

"Our library is surrounded by other vineyards," says Kreiden. "[Barney's Backyard] is an open area, so visitors are welcome to walk among the vines."

According to Martini, the vineyard produces 18 magnums, or about 27 liters, of wine each year, which the association donates to fundraisers to support educational causes in Napa Valley. The vines are tended by Mark Oberschulte of T&M Agricultural Services, "[who] has the resources to take care of our tiny vineyard as part of his company's donation to the community," Martini says, and the wine is made by Tegan Passalacqua, director of winemaking at Turley Wine Cellars.

Another, perhaps, unconventional wine library that appeals to the senses is the John Wilkinson Family Wine Library at Cornell University in Ithaca, New York. Dedicated in spring 2016, the Wilkinson Library is a 300-square-foot room with the capacity to store 3,400 bottles of wine at appropriate temperatures for long-term preservation.

Although the Cornell University Library contains many records on wine, including those in its Eastern Wine and Grape Archive (bit.ly/2iLvW8Q), there are no books in the Wilkinson Library—it is considered a teaching and tasting library. As part of Cornell's Department of Food Science

(as opposed to the university library system), access is restricted to current Cornell students and faculty members.

Gavin Sacks, an associate professor of enology in the food science department, notes that these bottles will be particularly useful during the tasting portions of courses devoted to sparkling wine blends and wine blends in general, as these types are harder to obtain. Sacks also envisions conducting research projects designed to generate a better understanding of the impact of storing wines for long periods of time at various pH levels.

This interest speaks to an enduring drive to understand the finite properties of wine, which we see at other institutions. Cornell also demonstrates that, with some thoughtful organization and consideration toward an object's creative or instructional use, a library can encompass any type of item. Conceptually, this means the future of wine libraries and collections may be, all at once, bright, complex, and refined. **AL**



MARCUS BANKS is a journalist with prior experience as an academic library administrator.

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SAVING **At-Risk** **Audiovisual** MATERIALS

Tips and resources for rehousing and reformatting old media

by Jeanne Drewes

The living voice is that which sways the soul,” wrote Roman author Pliny the Younger in the 1st century CE.

Indeed, the audible voice is an essential component of an interview. Programs such as StoryCorps (storycorps.org) and other oral history programs preserve the voices that convey the memories of participants in important events of earlier times.

Libraries have been collecting audio and video for many years, and audiovisual librarians well know the value of voices and moving images. Within the profession itself, Technical Services Manager A. Arro Smith—author of *Capturing Our Stories: An Oral History of Librarianship in Transition* (ALA Editions, 2017)—has been chronicling the oral histories of retired librarians on a supplementary website

(bit.ly/2iJoYWm). Smith is working with former American Library Association (ALA) President Lorienne Roy, in partnership with the University of Texas at Austin School of Information, on this repository.

Many audiovisual collections are considered at risk. Years of data could be lost through deterioration of the original media unless it can be transferred to more durable digital formats. Libraries and other cultural



Photo: Jessica Bitely

institutions are rediscovering the value of these collections and are taking steps to preserve the sounds and images they contain.

For example, the Preservation and Reformatting Section of the Association for Library Collections and Technical Services (ALCTS) completed its inaugural Preservation in Action (PIA) project (ala.org/alcts/pia2016) on June 24 during the 2016 ALA Annual Conference. As part of the project, librarian volunteers worked with the Orange County Regional History Center in Orlando, Florida, to rehouse its film collection in archival enclosures. Photo Archivist Whitney Broadway was the onsite staffer who assisted the working group in organizing the event. The experience gave those at the center a hands-on opportunity to learn about audiovisual preservation while helping to preserve its collections. Siobhan Hagan, a member of

the Association of Moving Image Archivists (AMIA), also assisted by providing onsite training and handouts.

Another PIA service project is scheduled for the 2017 ALA Annual Conference in Chicago (ala.org/alcts/pia2017). Such service projects allow ALA members to learn from their preservation colleagues while also assisting institutions in the conference city.

Education and advocacy

The need for audiovisual preservation both for our library collections and the communities we serve is becoming an important area for education and advocacy. The Washington, D.C.-based Council on Library and Information Resources (CLIR) has received a grant from the Andrew W. Mellon Foundation to assist in this needed action (bit.ly/2hKVV0b). The program, in partnership with the Northeast Document Conservation

Mary Miller assists with the rehousing of the Orange County (Fla.) Regional History Center media collection during the inaugural Preservation in Action (PIA) service project at the 2016 ALA Annual Conference. She is helping to preserve a film about the underwater "mermaid" performers at Weeki Wachee Springs, Florida.

21ST-CENTURY Preservation Basics

By Brian J. Baird

Most scholarly information is now electronic. Traditional practices of preserving print-format materials will persist, but in general, these are the basic elements of any digital library preservation policy in the 21st century.

1 Cooperation. Every library has unique digital collections that it needs to preserve, but most digital media is ripe for collaborative preservation efforts. Only preservation efforts made at a consortial or national level will ensure that it survives. Publishers have a vested interest in preserving information they want to sell to their library clients; but as the volume continues to grow exponentially, and as older material gets accessed less frequently, the temptation will be to shed the less profitable portions. Libraries will need to collect and preserve it.

2 Environmental conditions. Optimal conditions for storing paper-based collections are different from those for storing electronic information. In an electronic information age, the long-term conditions for preserving items in the general collection must continually be reexamined and improved.

3 Disaster planning. Traditionally, disaster plans were designed to help prevent physical damage and to preserve the library's

paper-based collections. But now, if a university loses its library in a major disaster, how many institutions would rebuild the same way as it was before—even if money were not an issue? A library disaster plan should begin with the institution's IT disaster plan and build from that to address specific needs.

4 Physical treatment. Conservation treatment and commercial binding remain important, but conservation should now be handled in a consortial arrangement where multiple institutions share significant costs of operating, staffing, and supplying conservation facilities. Commercial binding was always one of the most efficient and cost-effective preservation activities; it still is, but far less bindery work is needed. Many libraries bind too many books out of habit, rather than as a result of a thoughtful preservation plan.

5 Reformatting. Microfilming was a bedrock preservation activity for decades, and it still

serves as a good model for digital reformatting. Care was taken to ensure that these projects preserved the materials, increased access to them, and did not duplicate any effort. Reformatting through microforms was one of the first cooperative preservation projects and should be the model for similar work today.

6 Repositories. Ideally, the US would have at least three regional repositories for print materials, administered by consortia of large research libraries, to ensure that multiple copies of every title are preserved and accessible through interlibrary loan or digital delivery. Doing this on a national level would make sure these repository collections are complete, well preserved, sharable, and cost-effective. Existing large consortial storage facilities that are shared by multiple institutions demonstrate how effective this model can be. The same model can be used for digital preservation by expanding on several of the consortial efforts already in use.

Preservation in the 21st century must be proactive, visionary, and cooperative. If it is not, vast amounts of cultural heritage are in danger of vanishing. ●

BRIAN J. BAIRD has been a library conservator and preservation librarian for over 25 years, serving both in academic libraries and in industries that provide preservation services to libraries. Contact him at brianb.bnb@gmail.com.



Center (NEDCC), will fund the digitization of audio and video materials of high scholarly value that are at a high risk of loss. CLIR and NEDCC will run four competitions between January 2017 and September 2018, awarding a total of \$2.3 million to successful applicants to cover the direct costs of preserving these materials.

Many other companies also provide high-quality reformatting services. Here are some steps to consider when planning your audiovisual preservation project.

Know what you have. This is an important first step. It often takes time to locate all the small collections that over the years have been sequestered in multiple places within an institution. Several useful tools are available for surveying audiovisual collections. The California State Library's California Preservation Program (calpreservation.org) has developed a needs assessment instrument, CALIPR (bit.ly/2iuO7Aw), that is freely available to libraries, even outside California. Another useful tool is the Preservation Self-Assessment Program (bit.ly/2hzPp0f) administered by the University of Illinois at Urbana-Champaign Library, which helps collection managers evaluate their options for preservation of everything from paper documents to film and audio materials, as well as ceramic, glass, stone, and metal objects.

Determine your priorities and set goals. Does your assessment tool show that reformatting of media is needed? Is rehousing and better storage another option? Is there a level of deterioration that makes some materials more at risk than others? Are your institutional resources sufficient for the work or will you need to develop a grant for funding? If a grant is necessary, should you reach out to institutions with similar collections to develop a joint grant proposal? Do you have the expertise onsite to develop protocols and procedures for the best outcomes, or would it be better to conduct a joint project to maximize expertise?

Preserving audiovisual materials is comparable to microfilming projects that in the past were done cooperatively to ensure greater value across several institutions. The same might be true for media collections. Cooperating with other libraries on details

Preserving audiovisual materials is comparable to microfilming projects that in the past were done cooperatively to ensure greater value.



of the preservation process and digital storage can strengthen your grant proposal.

Develop an action plan based on your goals. Although you can find much information online about audiovisual preservation, its quality varies, so be sure to use reliable sources. Some institutions publish standards for reformatting and metadata recommendations. The Library of Congress (LC) offers information on the care, handling, and storage of audiovisual materials (bit.ly/2icmgrp). The University of Michigan Library's Digital Conversion Unit also has useful information on the care of historical audiovisual recordings (bit.ly/2i4oyZd).

The LC Packard Campus houses the National Audio-Visual Conservation Center (bit.ly/2iJBsgD), which provides preservation expertise for LC's collections and state-of-the-art storage. The center offers archivists and librarians legacy preservation services that are disappearing in the private sector and allows them to reap the benefits of the new digital preservation standards and techniques that are tested, demonstrated, and implemented there. The center also enables LC to

Siobhan Hagan (left), member of the AMIA board of directors, demonstrates rewinding film with the help of preservation volunteer Ann Marie Willer.



Temporary working area in the aisle of the Orange County Regional History Center's storage area, with volunteers in the PIA service project working assembly-line fashion to examine and rehouse media.

develop a range of cooperative preservation and access programs in partnership with outside libraries and archives, university training programs, professional associations, standards organizations, and other producers, exhibitors, and new media creators.

The Federal Agencies Digitization Guidelines Initiative (FADGI) is a collaborative effort (digitizationguidelines.gov) launched in 2007 by federal agencies to develop and publish sustainable practices for digitized and born-digital historical, archival, and cultural content. The 20 participating agencies believe that "common guidelines will enhance the exchange of research results and developments, encourage collaborative practices and projects for digital material among federal agencies and institutions, and provide the public with a product of uniform quality." FADGI shares its projects and products, including open source software, with the wider community so all may benefit.

The National Archives (bit.ly/2iezFPX) offers audiovisual preservation information, standards and best practices, reports and guidelines, and news about available training programs. The Connecting to

Photo: Jessica Bitely

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Collections Care online community (bit.ly/2hthlOs) has information on audiovisual materials, including access to past and future webinars. New York University offers a master's degree in moving image preservation (bit.ly/2iuyhWy) as part of its Tisch School of the Arts.

Tools and resources

To make an impression on your administration, you need to show early on that you have a grasp of the specific tools that your project will require. Here are some preliminary questions to explore.

- Would a better environment slow deterioration to allow you enough time to seek funding for reformatting? The best storage is a cool 60° F, controlled humidity, good air exchange with particulate filtration, and limited light.
- Do you have functioning playback equipment? If you have proper equipment to capture sound or images, is it in good repair and do you have knowledgeable staff who can operate it? If the answer is no, then you will need outside companies or partners to do the work.
- Do you know the signs of deterioration? If you keep film in closed storage cabinets, does it smell like a salad when you open the drawers? Vinegar syndrome, an indicator of cellulose acetate

degradation, produces a smell similar to vinegar and is an ominous warning sign. The National Film Preservation Foundation has useful information for identifying symptoms and suggests actions to take (bit.ly/2hRfXGz). AMIA offers useful information on disaster recovery and film preservation on its website (bit.ly/2im70by). For audio, visit the Association for Recorded Sound Collections website (arsc-audio.org).

Consider doing a special program on audiovisual materials for this year's Preservation Week (ala.org/alcts/preservationweek), April 23–29, and sign up for the PIA at the 2017 ALA Annual Conference in Chicago to learn more about preservation through this service project led by preservation specialists.

And watch for more information about an ALCTS oral history project (bit.ly/2hRgXKQ) to record the history of preservation in libraries. Preserving our own history as a profession by capturing the voices and stories of our colleagues is key toward ensuring our future. [AL](#)



JEANNE DREWES is chief of binding and collections care at the Library of Congress.



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Creating INCLUSIVE Environments

Plans for serving library patrons with disabilities

BY Michelle Kowalsky
and John Woodruff

New library employees have much to learn. And when it comes to the topic of disabilities awareness, even a short conversation with a newly hired staffer can ensure that it is not lost in the training shuffle.

Providing information regularly to employees will help create a responsive organizational culture and a reiterative process that helps veteran staffers onboard new staff members with accurate information. Details about serving people with disabilities should become an ongoing part of this training.

Disability awareness training

Professional organizations are an excellent place to start for staff training information. The American Library Association's Association of Specialized and Cooperative Library Agencies describes ways to get staff members to review their perceptions and beliefs about people with disabilities and encourage libraries to reflect on current strategies. Many similar professional organizations in the fields of librarianship, education, labor, and health also provide free online and printed materials to support these efforts.

The need for common courtesy must be made explicit during training.

Listening techniques, conscious word choice, and sensitivity to one's actions and reactions are important discussion topics. These strategies can be taught via didactic activities that help participants list steps they can take to reach target inclusiveness behaviors or via scenarios in which options are discussed and then chosen. Training activities can be modified easily based on the age range of your staff or inspired by current events, news items, legal cases, or Americans with Disabilities Act (ADA) regulations. Other activities can include fill-in-the-blank exercises for groups, scenarios with questions, or true/false items about disabilities topics—which





will likely require good decision-making skills in potentially gray areas.

Accessibility features of iPads, MacBooks, Microsoft Windows workstations, and other technologies can become content for training. Librarians constantly receive questions about consumer electronics because a service gap often exists between the creators and users of technology hardware. Even sophisticated computer users can benefit from periodic training and reminders, and this can provide train-the-trainer opportunities for both staff and patrons.

Article databases and books can be used as shared staff readings. Psychology articles about how to deal with

difficult behaviors, or communication articles about how to talk without demeaning others unintentionally are common items to discuss. Similarly, literature can shed light on tendencies or bad habits in a way that does not point fingers at those in the wrong but rather focuses on better solutions from experts.

Inclusive staff training

Training others about sensitive topics such as disabilities is challenging in many ways. Library leaders and presentation speakers must establish effective training scenarios that will ensure that professional development goes smoothly for all involved.

Time should be set aside for directed reflection on personal biases and feelings about disabilities. Staffers will need to reflect on attitudinal barriers, sometimes with help from a trusted peer or outside expert. Because daily reactions are often based on long-held attitudes and perceptions, it will take some time for them to change. Yet awareness of bias in one's own reactions is an important first step.

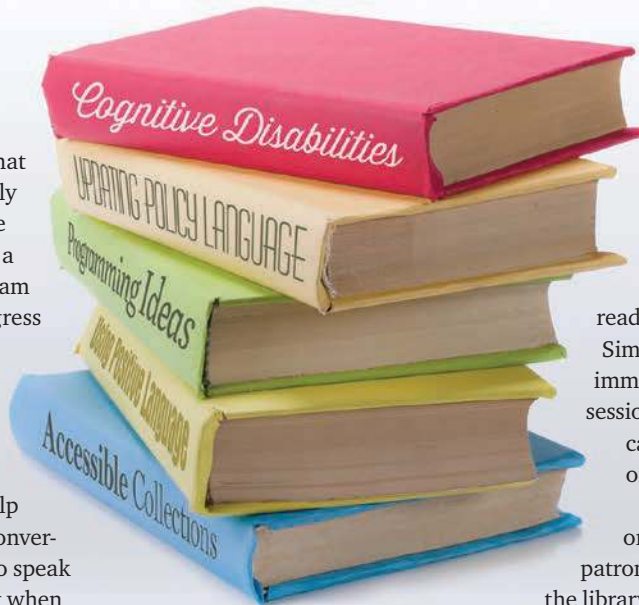
The Center for Accessible Living in Louisville, Kentucky, uses a list of attitudes to prompt these kinds of reflective analyses. Its materials explain commonly held yet problematic themes, such as inferiority, stereotypes,

fear, and denial. Keep in mind that defensive behaviors will naturally occur when sensitive issues arise in group discussions. This is not a weakness of your training program but may instead signal that progress is being made. During group discussions, many errors in choices of language or examples will inevitably occur if everyone is being honest and open. Facilitators should help attendees set ground rules for conversations and enable individuals to speak up to help the group self-correct when conversations get off track.

Health and safety issues and procedures must be explicitly discussed in relation to patrons as well as library staffers. This includes providing information on maintaining physical and mental health, which also relates to daily behaviors. Consider connecting with other organizations in the community that provide these services and inviting them to present on areas of their expertise.

Tracking attendance is especially important for training sequences. Explain that attendance is mandatory, and provide catch-up sessions, if needed. Attrition is usually a sign of discomfort, so ensuring that all employees are trained in an effective and efficient manner that speaks to their own needs is not only important but essential to guarantee compliance.

Employee handbooks should be updated to reflect current training information, procedures, and service standards. It's necessary to encode training messages into daily routines, procedures, and policies to reinforce the values of the organization and ensure that all employees are informed of and accountable for best



practices. When researching possible topics and resources for workshop content, identify new resources and check current resources for accuracy. Content related to definitions of disability, the ADA, communication, and accommodations is always important, but it will probably be described in different ways over time to comply with new laws and current attitudes.

Involving people with disabilities in training

People with disabilities will expect library staff to have the same expecta-

tions of them as they do for other patrons. It is important to ask individuals with disabilities for feedback on specific ways to meet these universal expectations. Staffers must also understand the parameters for serving users with more complex needs, including when to step in and assist and when to firmly say no. Involving people with disabilities to codevelop and carry out training will help establish a sufficiently broad overview.

Regular library users with disabilities can provide their opinions on what should be covered in staff training. Some recurring issues

may be identified, such as complaints about time spent standing in line or carrying items or not being able to find an available seat in a reading area or computer station. Simple issues can be modified immediately after a focus-group session. More complex solutions can be brought to management or developed in teams.

Round-table meetings or online group discussions can let patrons offer feedback about using the library through the lens of their disabilities. They should be encouraged to report situations that prompted them to feel embarrassed or guilty when interacting with others or disappointed or angry when people have patronized them or were insensitive to their needs. Details are often more helpful than generalizations. Time spent interacting with users in this way is always valuable and usually inspiring. Sharing information that helps meet everyone's needs can be a cathartic and fulfilling experience that demonstrates the values of your library.

Evaluating orientation and training

The competency of staffers and the consistency of their behavior will be an important measure of the quality of services that your library provides to people with disabilities. Therefore, the most important way to evaluate your staff training is by how it translates into appropriate performance on the job. Deborah Wilcox Johnson from Johnson and Johnson Consulting explains that three areas of change can be assessed after professional development training: knowledge, attitude, and behavior.

Often, simply an increase in awareness about disabilities issues can increase a learner's background knowledge. If knowing is the first step in doing, then the opposite is also true—if you do not know, then you either cannot or will not act upon this



This is an excerpt from *Creating Inclusive Library Environments: A Planning Guide for Serving Patrons with Disabilities* by Michelle Kowalsky and John Woodruff (ALA Editions, 2017).

knowledge. Learning which things are important, or knowing what things might happen, is a key to awareness and understanding of the contexts in which we live and work.

Changes in attitudes are difficult to measure. Nevertheless, individual perceptions drive behaviors directly, so positive changes in attitude should naturally invoke positive changes in behaviors. An open, kind, and friendly attitude toward people with disabilities should provoke open, kind, and friendly behaviors.

Behaviors on the job can be observed directly or assessed by peers, supervisors, and the patrons themselves. When behaviors are not easy to see firsthand, interviews, focus groups, and self-assessments may help. Multiple sources of data about staff behaviors will usually confirm both strong and weak examples of user–staff interactions.

Another evaluation model is rating the quality of staff learning by how well training was applied in a real-life setting. One way to implement this would be to evaluate the staff as a team, either by shift, day, or department. Create a mechanism whereby a compliment comes to a staff member and is shared in real time with all those who had a hand in creating that positive user experience. This process should also help to minimize feelings that individuals are being formally evaluated or reprimanded. Instead, it would send kudos throughout the organization for a job well done. Supervisors can privately address individual issues or problems with a staff member's knowledge, attitude, or behavior. Well-organized operations are usually the result of meaningful teamwork, which should be recognized early and often.

Planning ongoing professional development

An annually updated list of best practices culled from the literature or peer organizations will be useful to refresh a training program. Yet the

basic framework and philosophy of service should remain the same, as long as it has been built on accurate information from reputable sources and is still compatible with the library's mission. Changing previous procedures should ensure sustainability and easy implementation. Changes may sound great until they confuse people upon implementation. Running new ideas past coworkers early in the planning process may save time later. In addition, connecting with counterparts at similar libraries may streamline the planning process.

Your library likely has many print and electronic resources that support strategic planning. Look for materials related to values, vision, and mission planning; SWOT (strengths, weaknesses, opportunities, and threats) analysis; goal setting; developing an action plan; and measuring outcomes. Any of these areas can become targeted professional development suggestions when discussing plans for upcoming training.

In addition to asking staff members for training ideas, ask your library's frequent users for ideas. Patrons could probably comment easily on potential changes to policies or services, as well as everything from new furniture or equipment to adjustments in staff behaviors. Their influence and feedback may include viewpoints you may not have previously identified.

Whether users feel empowered by a seat at the decision-making table or via a casual consultation for input during a visit, they will notice that their opinions were solicited in advance of action. And this is exactly the type of involvement that creates library advocates and library champions.

The timing of training or process reviews need not always result in arbitrary improvements. Once many accommodations become standard practices, the speed of organizational growth may slow down, but this should not be a cause for alarm. A plateau period that is well within

BECAUSE REACTIONS ARE OFTEN BASED ON LONG-HELD ATTITUDES AND PERCEPTIONS, IT WILL TAKE SOME TIME FOR THEM TO CHANGE.

the best practices of the profession may be a sign that everyone's needs are being met. If expectations remain high and staff member performance rises to meet those high expectations, change should not be undertaken simply for change's sake. Remember: Maintaining good customer service takes daily effort, no matter how well your organization performed yesterday. Expectations communicated to library staff will be successful when they become part of daily conversation and operations as well as part of formal training. **AL**



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"GOOD TROUBLE"

as a Goal for Libraries

BY Greg Landgraf



The American Library Association's (ALA) 2017 Midwinter Meeting & Exhibits in Atlanta, January 20–24, coincided with the inauguration of a controversial US president and record-breaking protest, so it's hardly surprising that the question of how libraries and librarians can and should react in times of political uncertainty was at the forefront.

One response was direct and immediate action, with at least 200 information professionals joining the Atlanta March for Social Justice and Women on January 21. That event was part of the Women's Marches series of protests, which drew an estimated 60,000 participants in Atlanta and as many as 4.6 million worldwide. Midwinter attendees gathered in a Georgia World Congress Center hall to create posters and distribute RADICAL MILITANT LIBRARIAN pins.

Civil rights leader and US Rep. John Lewis (D-Ga.) addressed the marchers. "We cannot afford to be silent," he informed the crowd. "We should be standing up, getting in the way, and getting into good trouble, necessary trouble. Don't let anybody turn you around."


Several Midwinter presenters echoed Lewis's "good trouble" theme. Kyle Kessler, community program manager at the Center for Civic Innovation in Atlanta, quoted it directly in his Symposium on the Future of Libraries presentation, encouraging attendees to "look the problems that the city faces directly in the eye and try to solve them."

Many ALA members expressed their concerns about the effects of the US election on the Association's policy and



Kwame Alexander at the ALA President's Program.

advocacy efforts in a town hall-style meeting held after the first Council meeting and moderated by Cheryl Gorman, senior fellow of the Harwood Institute for Public Innovation. The 32 individuals who stepped up to the microphones during the session offered views on intellectual freedom, funding, core values, community outreach, and other topics. Both a video (bit.ly/2krjXSE) and transcript (bit.ly/2ktlZ4i) of the meeting are available.

At Julie B. Todaro's ALA President's Program, Newbery Medal-winner Kwame Alexander acknowledged that he wasn't sure how to confront the current political climate in his speech—so he called a librarian friend for advice. "He said, 'One, we need you more than ever. Two, what would Martin Luther King Jr. do? Three, I need to know we're not going backward. Four, I need someone to tell me what to do,'" Alexander said. 

His presentation urged attendees to "remember, recognize, and resist" and stand up against the injustices of racism, sexism, and xenophobia. Alexander recalled the impact of his dad, a school principal, taking him across the Brooklyn Bridge to march against police brutality when he was a kid—which he paralleled to taking his daughter to one of the women's marches the day before.

Daina Ramey Berry, associate professor of history and African and African diaspora studies at the University of Texas at Austin, keynoted the Martin Luther King Jr. Holiday Observance and Sunrise Celebration. "Slavery does not stop people from fighting for freedom," Berry said. In her book, *The Price for Their Pound of Flesh*, she wanted to explore the "faith and hope of those held captive. What can we learn from them?"



US Rep. John Lewis (D-Ga.) at the Morris and Nonfiction Award Program and Presentation.


Photos: Cognates

Library professionals joined the Atlanta March for Social Justice and Women on January 21.



Videos available at youtube.com/AmLibraryAssociation/videos

Patricia M. “Patty” Wong, county librarian and chief archivist of Yolo County (Calif.) Library System, offered the celebration’s call to action. Her message to librarians was to “focus on the work” in the face of the “most difficult and unexpected change in our history.” When people seemingly have “permission to say anything, without regard to facts or feelings or impact, we cannot accept this as the new normal.”

Arthur Curley Memorial Lecture speaker Ryan Gravel, an urban planner who sparked the idea for the Atlanta BeltLine, a multiuse trail that will eventually connect 46 neighborhoods, declared: “People want to live in a place that has meaning.” 

His graduate thesis at Georgia Tech proposed the BeltLine, a new type of development that supports health, equity, sustainability, and economic prosperity instead of prioritizing the car. He gave a nod to the library’s role in nurturing the BeltLine and suggested its resources make a “perfect complement” to community-led urban development.

“We met in many, many libraries in Atlanta during the grassroots campaign to support the BeltLine,” he said. “Because the public owns the vision, they came out to defend it.”

The session “Towards a Less Normative Future in Library Services to Children and Teens,” also part of the Symposium on the Future of Libraries, offered practical advice for undoing “the default of straight, white, and male” that may mark library collections and services. Angie Manfredi, head of youth services at Los Alamos County (N.Mex.) Library System, encouraged more diversity among book reviewers and more discretion among librarians who use reviews as they make purchasing decisions.

Manfredi recommended that librarians use online resources and create displays to find and highlight books by diverse authors, and buy books from small and independent presses—which may require change to library collection policies that require a certain number of reviews before a title will be purchased.

“Gatekeepers can open gates as well as swing them shut,” Manfredi reminded the audience. “It will not be easy. We will make mistakes, and we’ll get called out, but we still have to do it.”



Urban planner Ryan Gravel gives the Arthur Curley Memorial Lecture.

Symposium on the Future of Libraries

New at Midwinter was a three-day Symposium on the Future of Libraries, organized by ALA’s Center for the Future of Libraries. The symposium’s programming considered near-term trends currently inspiring innovation in libraries, and longer-term trends that will help libraries adapt to the needs of their communities in the future. It included plenary sessions that featured Atlanta-based social, civic, and educational innovators and nearly 40 concurrent sessions looking across areas of innovation.

Isha Lee, chief network officer at Welcoming America, and Darlene Gillard, chief community officer at digital-undivided, shared their visions for the future in Saturday’s plenary session. Welcoming America focuses on opportunities for innovation when communities prepare themselves as spaces where new immigrants can thrive. Many attendees noted their libraries’ participation in its National Welcoming Week program.



Marian Liou, founder of We Love BuHi, discusses civic innovation at the Symposium on the Future of Libraries.

Gillard spoke about digital-undivided’s BIG Incubator program for empowering black and Latina entrepreneurs, which has rethought supportive networks, education, and access to seed funding to better help women launch and sustain businesses. While not library-centered, the BIG Incubator could serve as a model for library efforts to create networks of knowledge-sharing community members that bring local experts together with interested learners in the library’s space.

In Sunday’s plenary session, Marian Liou, founder of We Love BuHi, joined Kyle Kessler to discuss how institutions can inspire civic innovation and help people reshape the communities where they live and work. We Love BuHi’s mission is to support a livable, inclusive, sustainable community around Buford Highway, which stretches 50 miles between Atlanta and Buford, Georgia, but doesn’t currently accommodate that community.

To help stitch the community together, Liou has organized events such as a bike tour and a series of film screenings in the area’s international restaurants. These events are intended to help community members “reimagine how they use their streets,” Liou said, and “encourage people to think about how infrastructure and design shape their lives.”

For more on the Symposium on the Future of Libraries, see our “9 Takeaways for the Future” on page 36 or read our full coverage on The Scoop at bit.ly/2kOP9vH.

Learning opportunities

For libraries to function as change agents, they first need to be trusted partners in the community. Several sessions provided practical advice for providing the top-notch services necessary for libraries to be local leaders.

In the “Reimagining the Research Library for the 21st Century” ALA Masters Series session, Catherine Murray-Rust, dean of libraries at Georgia Tech, discussed her library’s transformative Library Next project. This transformation included three basic components: renewing the library’s buildings, building a collaboration with Emory University, and improving the library’s effectiveness.

The third element was the most challenging, as it revamped the library’s organizational structure. Librarians now go out into the academic community and become active partners in the research process from the beginning. Some staffers resisted that change and even quit, but librarians who stayed and new hires are energetic about their roles.

“We want to transform librarians into people who are a part of the process,” Murray-Rust said. “We want to be influencers who add value and also have a seat at the table.”

The Reference and User Services Association and United for Libraries cosponsored a session on best practices in proactive library advocacy. Donna McDonald, director of the Arkansas River Valley Regional Library System and secretary

Youth Media Awards

As always, one of Midwinter’s highlights was the Monday morning presentation of the Youth Media Awards (YMA). Kelly Barnhill’s *The Girl Who Drank the Moon* won this year’s John Newbery Medal for the most distinguished contribution to American children’s literature. *Radiant Child: The Story of Young Artist Jean-Michel Basquiat*, written and illustrated by Javaka Steptoe, won the Randolph Caldecott Medal for most distinguished American picture book for children, as well as the Coretta Scott King Illustrator Book Award. ▶

Two days after addressing the Atlanta March for Social Justice and Women, US Rep. John Lewis (D-Ga.) became one of the most recognized authors at the YMA presentation. *March: Book Three*, by Lewis and Andrew Aydin and illustrated by Nate Powell, became the first book ever to win four YMA: the Coretta Scott King Author Book Award, recognizing an African-American author of

outstanding books for children and young adults; the Michael L. Printz Award, which honors the best book for teens; the Robert F. Sibert Informational Book Award, for most distinguished informational book for children; and the YALSA Award for Excellence in Nonfiction for Young Adults.

The ceremony announced more than 20 awards. For more YMA coverage, listen to the *Dewey Decibel* podcast’s special episode (bit.ly/2ke6z10) or view a list of winners at The Scoop (bit.ly/2jSrnNv). ●



Hundreds of librarians react as the Youth Media Awards are announced.

Council Covers Gun Violence, Director Search

Council passed a consensus resolution (CD#42.1) on gun violence affecting libraries, library workers, and library patrons submitted by the Intellectual Freedom Committee (IFC) and the Committee on Legislation. A resolution had previously been passed at the 2016 Annual Conference ALA Membership Meeting, but Council had deferred action until a working group developed discussion drafts for member comment.

After significant discussion, a resolution on the requirements for future ALA Executive Directors (CD#14) that would amend the educational qualification for the ALA executive director to make an ALA-accredited master's degree or a CAEP-accredited master's degree with a specialty in school library media strongly preferred but not required was rejected after a standing vote count of 75 votes in favor and 78 votes against.

Committee Chair Courtney L. Young introduced the ALA Executive Director Search Committee

members (CD#10.2): Keri Cascio, Diane R. Chen, Joseph M. Eagan, Miguel Figueroa, Dora T. Ho, Julius C. Jefferson Jr., Ann M. Martin, Stefanie Metko, ALA President-Elect James G. "Jim" Neal, and Karen G. Schneider. Council also elected Amy Spence Lappin to the committee as chapter representative and Mario M. González as at-large representative.

In other business:

- Patricia M. "Patty" Wong, Lessa Kanani'opua Pelayo-Lozada, and Trevor A. Dawes were elected for three-year terms (2017–2020) to the ALA Executive Board.
- A motion to add a fourth strategic direction—Equity, Diversity, and Inclusion—to 2015 ALA Strategic Directions (CD#35–35.2 and CD #37) passed with no objections.
- The IFC report (CD#19) included revision of the form for reporting challenges to include hate crimes; six new library privacy checklists; a Q&A on makerspaces, media labs, and other forums for content creation in libraries; and

guidelines to minimize the negative effects of internet content filters on intellectual freedom. A resolution on access to accurate information (CD#19.10) was passed with minor wordsmithing.

- A resolution (CD#31) establishing family/caregiver status as a protected class in ALA volunteer work passed and was sent to the Policy Monitoring Committee for review.
- ALA Senior Association Executive Director Mary Ghikas presented a report on the ALA Annual Conference remodel (CD#40). Statements from councilors included concerns about the jury selection process for conference programs and the ability for collaboration between units for joint programs.
- A request to grant ALA Affiliate Status to Latino Literacy Now (CD#25) passed.
- ALA Past President Sari Feldman nominated Ann K. Symons for ALA Honorary Membership (CD#34). The motion passed with no objections. ●

of United for Libraries, observed that many public library users are not aware of a library's funding challenges.

Elected officials can often be a "hard sell" because they are also looking at funding for roads, police, and other community essentials, she said. "But it could help to tell them that the library is only 4% of their budget," McDonald said. "Cutting a small segment of the budget by 10% is always more drastic than a larger segment."

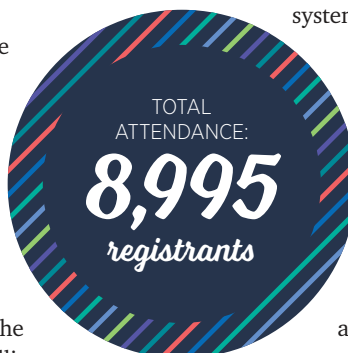
She also advised librarians to try the "Pixar pitch" strategy to develop their advocacy message: Use the six-part structure that all Pixar movies follow to enforce the conciseness necessary for successful storytelling.

ProQuest's Midwinter breakfast provided advice on cybersecurity and privacy, with a stark reminder that libraries need to be diligent about security practices.

A hack of St. Louis Public Library's computers stopped book borrowing and internet access at the library in January, forcing the library to wipe and reset its computer system to avoid paying a \$35,000 ransom.

"We need to think of the library as a hub for privacy and security," said Daniel Ayala, director of global information security at ProQuest. He noted that while antivirus software was once a top action that could be taken to protect computers, there is now a need for more layering. He recommended Malwarebytes to remedy against malware, and many librarians in the audience said they use Deep Freeze to bring computers back to a clean slate after each use.

In the United for Libraries session "Building the Future: Public Libraries and Their Trustees Making Future Policy Decisions Together," United for Libraries President





Neil Patrick Harris at the Closing Session.



W. Kamau Bell at the Opening Session.

Susan J. Schmidt and a panel presented techniques that directors, Friends, and trustees can use to keep their libraries technologically competitive and financially strong.

Peter Pearson, principal consultant at Library Strategies and retired former president of the Friends of the St. Paul (Minn.) Library, said that “strong, stable funding” is what will enable a library to meet its community’s demands, but fundraising may be misunderstood. “Fundraising is thanking, nurturing, and asking for money maybe only 5% of the time,” Pearson said.

“I totally fell in love with fundraising,” added Sally Gardner Reed, United for Libraries executive director. “I love the nurturing part of it.”

The “Libraries Transforming Communities: Models for Change” session discussed ALA’s two-year Libraries Transforming Communities initiative, which began with training and review at 10 libraries. In those communities, “Local media has helped change the narrative away from budgets and fines to services and programming,” said ALA Public Programs Office Deputy Director Mary Davis Fournier.

Courtney Breese, managing director of the National Coalition for Dialogue and Deliberation, a partner in the initiative, encouraged attendees to think about the specific issues their communities are grappling with and the resources and abilities libraries and librarians have to help communities engage on those issues.

Big-name entertainment

Midwinter did offer a few opportunities for cathartic laughter at the news of the day, if not complete relief from it. Stand-up comic and host of CNN’s *United Shades of America* W. Kamau Bell kicked off the conference with a comedic Opening Session speech that soothed burns still fresh from the contentious election. He joked that

when he accepted the speaking slot several months ago, it didn’t occur to him that it would fall on Inauguration Day, although he said that speaking at Midwinter held as much power as marching on Washington. [▶](#)

“People inherently understand how important you are and how important your profession is, especially in this current era,” he said. Librarians’ ability to help shape perceptions is vital now, as is physically going into the community and meeting neighbors to create bonds of understanding.

Actor, host, magician, and author of the forthcoming *Magic Misfits* children’s book series Neil Patrick Harris gave a high-energy, humor-filled presentation to a packed auditorium at the Closing Session. “I would like to start off by saying that I’m not at all intimidated by the most literate group in America,” Harris said at the onset of the program. “I stand here before you today with nothing but my wit, my good looks, and these 76 color-coded index cards,” he said, spilling the cards to the stage floor.

Harris’s new book borrows from his own childhood experiences feeling “different” from classmates in New Mexico who liked “football, basketball, and *football*,” and he felt it was important to write something “aspirational in tone. I feel so many books speak down to young readers,” he said.

Laurie D. Borman, Terra Dankowski, George M. Eberhart, Miguel Figueroa, Erika L. Jenns, and Phil Morehart contributed reporting for this story. Carson Block, Ameet Doshi, Mary Mackay, Kate McNair, Chase Ollis, and Veronda Pitchford contributed reporting to the Symposium on the Future of Libraries coverage. [AL](#)



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Access and Resistance

Being true to our professional values

Just before I began attending library school, I took a job as a library assistant in circulation at a public library in a small but affluent city. I loved the work, the patrons, and my colleagues, but my tenure did not last as long as I would have liked because of my opposition to a new technology policy.

When I started working at the library, we handed out time-limited computer access passes to anyone who wanted them. Users included library cardholders, people who were homeless, the residents of a local halfway house, and people who worked in the city but didn't live there. I loved that we provided a valuable service to those who otherwise would not have had internet access.

Six months into my job, my supervisor told me that we would now provide free computer access only to cardholders, and everyone else would have to pay \$5 per hour. Getting a library card required a photo ID as well as a bill, lease, or other official document that proved residency in the city. These requirements excluded many of the people who regularly used our computers, and such a charge would be prohibitive for many of them. When I suggested to my superiors that the policy was unjust, I was told it was an important way for the library to generate revenue.

I was taking classes on information policy and the foundational values of our profession when this change was made, and I was reading article after article about the valuable service that libraries were providing in offering internet access and computer instruction to those who needed it most. I ended up quitting my job soon after the rules went into effect



because I felt terrible enforcing a policy anathema to my professional values.

My own first experience with the internet was in 1994 via SEFLIN Free-Net, a library consortium—provided free dial-up service. Internet access opened up a new world to me, and because of that, I've always believed that technology access and instruction are core to our mission. While libraries have gotten out of the internet service provider game, the digital divide still exists. The divide might look different than it did even a decade ago, but libraries still have an important role in bridging it.

I've been thinking a lot about both of these long-ago formative experiences as I consider the implications of the new presidential administration for libraries. The 2016 election has left many of our most vulnerable populations feeling unsafe, and neoliberalism seems to be a growing force

We should measure
our success by
how well we serve
the needs of our
most vulnerable
community members.

in governments and academia. The library can and should be a space that welcomes everyone, regardless of personal characteristics or viewpoints, but sometimes our own policies, spaces, and services provide the opposite impression to some community members.

It is often easy to believe that we are doing a good job when we provide the services, collections, and spaces desired by the loudest and most visible of our constituents, but we should measure our success by how well we serve the needs of our most vulnerable community members. Are our digital collections accessible to all, and not just the majority of patrons? Do we provide equitable services to patrons who can't physically make it to the library—whether they have disabilities or are distance learners? Do any of our policies unintentionally exclude members of our community?

Now more than ever we need to ensure that what we do in our libraries is consistent with our professional values, especially those around access. Working to be welcoming and accessible may simply require better understanding of our patrons and how they experience the library, or it may require actively resisting forces in government, schools, or on the job. Whether it's difficult work or not, when we do it, we join a proud tradition of librarians holding to our professional values rather than the direction the political winds blow. **AL**

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Diverse and Accessible Podcasts

How to find episodes for all audiences

In the early days of podcasting (around 2004), most podcasts were created by white men on topics related to technology. Now podcasts exist for all kinds of audiences: young and old, various races and ethnicities, LGBTQ audiences, and people with disabilities. Because podcasts aren't restricted by traditional broadcast regulations, a huge variety of programming is available, both by established media outlets and by individuals and organizations of all types. These days, more high-quality programming is produced by and for diverse audiences than ever before.

Finding diverse podcasts

One place to look is the website of a podcast collective called Postloudness (postloudness.com). Based in Chicago, it aims to create a community of shows by women, people of color, and queer-identified hosts. Its goal is to encourage and support underrepresented voices to produce podcasts and expand diversity in programming.

You may also want to browse directories included in podcast apps, like Pocket Casts or Overcast. The iTunes Store has one of the largest directories of podcasts available, but it does not contain all of the world's podcasts, as some podcasters don't configure their shows for it. That's why it's good to use specialized podcast directories like PodcastLand (podcastland.com) or Podcat (podcat.com). Podcat is unique because users can search for people who are mentioned in podcasts.

Another useful resource is The Big Listen from NPR (biglisten.org). It's both a podcast about podcasts and an email newsletter. Another useful newsletter is The Bello Collective (bellocollective.com),



which focuses on particular episodes from a range of podcasts and curates lists of the best episodes each week.

One more useful tool is Audiosear.ch (audiosear.ch). It transforms speech into text, then analyzes and indexes it to create a database. You can filter search results by network, show, category, people, or topic. Its Audio Alerts feature will notify you when specific words, phrases, or names appear in a podcast.

Podcasts and accessibility

One of the first things that comes to mind when we think about the accessibility of podcasts is that audio podcasts are perfect for people with visual disabilities. Transcripts of audio or video podcasts make them accessible to people who are deaf and those who use screen readers. They are also helpful for people whose first language is not English, and search engines can index words spoken in the audio.

If you are making a resource guide that includes podcasts, you can indicate whether transcripts are available for each

one. Some examples of podcasts with transcripts are:

- *Freakonomics*: See its web page that includes podcast transcripts.
- *TED Talks*: Look for an “interactive transcript” link for each episode.
- *This American Life*: Look for a “transcript” link on each episode.

If you are providing lists of podcasts for users of your website, make sure that your site meets accessibility standards. The University of Washington's Developing Accessible Websites ([washington.edu/accessibility/web](http://www.washington.edu/accessibility/web)) offers guidance.

Another interesting solution for people who have impaired vision is the option of using an Amazon Echo. It's a Bluetooth-enabled speaker that has a conversational interface. For example, you can say, “Alexa, play the podcast *This American Life*,” and it will play the latest episode on TuneIn, a service that contains many podcasts and internet radio stations.

With podcasts continuing to surge in popularity, now is an excellent time for librarians to gather information about them and integrate them into their services. One of the best ways we can do this is by acting as curators and creating resource guides that focus on the needs of our audiences. When we are well informed about podcasts, we can help direct users to the most relevant content for their needs. **AL**

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Transcripts of
podcasts make them
accessible to people
who are deaf.

Research–Practice Partnerships

How collaborative inquiry can inform youth services

I've been thinking a lot about the value of research–practice partnerships (RPPs) and how they can advance library services for youth. These partnerships—which undertake collaborative, often multidisciplinary research—lead to outcomes informed by actual practice. They can provide opportunities to gain insight into what makes successful library learning and solutions to the challenges facing youth librarianship. And because RPPs are rooted in real experiences, those entering the field of librarianship can learn, as part of their academic training, what the work ahead actually entails.

The Research + Practice Collaboratory (researchandpractice.org), a nonprofit that develops and tests new approaches to research and practice, says that such jointly conducted research “can produce tools and findings that speak directly to the concerns of educators. This approach may also represent a more ethical approach to education research by giving equal voice to the insights, experiences, and complex working conditions of practitioners on the front lines.”

In a 2013 white paper (bit.ly/wtg_rpp), the William T. Grant Foundation produced a framework and five conditions for successful RPPs. They are long term, focus on problems of practice, are committed to mutualism, use intentional strategies to foster partnership, and produce original analyses.

While much of the foundation's work focuses on school classrooms, its recommendations can easily be applied to a public or school library setting. Within a library context, examples of these conditions can be found within two Institute of Museum and Library Services–funded



projects, VIEWS2 (views2.ischooluw.edu) and ConnectedLib (connectedlib.test.ischool.uw.edu).

The VIEWS2 project set about to answer the question, “How can we know whether the early literacy focus of our storytimes makes a difference for children learning to read successfully?” In this multiyear endeavor, library staff members worked with researchers to uncover and then articulate essential practices for high-quality storytimes. The results inspired techniques for replicating these practices and methods for achieving outcomes.

The RPP currently under way as a part of the ConnectedLib project brings together researchers and teen library staffers who serve a variety of populations, including rural, immigrant, and low-income youth. The goal is to figure out how to best integrate connected learning practices into teen-focused library activities. Researchers have collected data through

site observations, focus groups, and interviews with teen services staff members. They are currently working with practicing librarians to create professional development models that support connected learning integration, and they plan to publish resources to help libraries embed connected learning into their initiatives.

RPPs do not have to start with a researcher approaching a library; staff members can be proactive and reach out to researchers. It's also possible that other youth-serving agencies can be involved in the work. A library and a Boys and Girls Club, for example, might work with a researcher as part of a partnership.

No matter who starts the partnership or where the idea comes from, certain prerequisites need to be addressed, including adequate funding, a clear development of partner roles, and relationship-building between partners. RPPs aren't necessarily easy to undertake, but the benefits to long-term library practice and policy make them worth the effort.

For more ideas on starting a partnership, I highly recommend the *Educational Researcher* article, “Research–Practice Partnerships in Education: Outcomes, Dynamics, and Open Questions,” by Cynthia E. Coburn and William R. Penuel (bit.ly/2ixeNkP).

Keep in mind that it's possible, and even beneficial, that RPPs will lead to new inquiries and opportunities for discovery and problem solving that go beyond the original focus. Look at the research–practice partnership as a starting point. **AL**

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The benefits to long-term library practice and policy make RPPs worth the effort.



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4-WEEK ECOURSE

Using Web-Dewey and Understanding Dewey Decimal Classification

with Violet Fox

**Begins Monday,
April 3, 2017**



90-MINUTE WORKSHOP

Dealing with Challenging Patrons

with Dr. Steve Albrecht

**Wednesday,
April 12, 2017**

2:30 p.m. Eastern



12-WEEK ADVANCED ECOURSE

Project Management Fundamentals for Librarians

with Sean Gaffney

**Begins Monday,
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3-WEEK ECOURSE

Adult Programming: Planning for Success

with Amy Alessio

**Begins Monday,
April 17, 2017**



TWO 90-MINUTE WORKSHOPS

How to Hire a New Library Employee

with Catherine
Hakala-Ausperk

**Thursdays,
May 4 and 11, 2017**

2:30 p.m. Eastern

For a full listing of current workshops
and eCourses, visit alastore.ala.org/elsolutions

ALA American
Library
Association

On Writing

Charting librarians' support of writers and publishers

Ray Bradbury wrote *Fahrenheit 451* in the basement of UCLA's Powell Library in a famously short period of time. Betty Friedan wrote *The Feminine Mystique* over a two-year period in the New York Public Library's Frederick Lewis Allen Room. Katherine Hall Page dedicated *The Body in the Sleigh* to librarians who helped her be sure of her details. Some of us may have been recognized by researchers when their scholarly books were published. This roundup gathers titles on the ways libraries support writers, who in turn are among the heaviest library users.



Librarians work with students at an early age to teach the importance of documenting sources and not plagiarizing others' work. *Teaching Plagiarism*

Prevention to College Students: An Ethics-Based Approach, by Connie Strittmatter and Virginia K. Bratton, presents a model to address intentional



librarian's
library

by Karen Muller

plagiarism. This model does not address how to cite properly but rather seeks to change students' understanding of why plagiarism and cheating is unethical. After presenting the principles, the authors offer guidance in developing a curriculum for instruction, as well as ways to evaluate its efficacy after the course is complete. Rowman and Littlefield, 2016. 158 P. \$75. 978-1-4422-6440-3. (Also available as an ebook.)

In *Rewired: Research-Writing Partnerships within the Frameworks*, Randall McClure has gathered essays on putting writing instruction and information literacy together. First there is the partnership between academic librarians and col-



leagues in academic departments across campuses, or even off campus in service settings, working to build skills for writing in the digital age. Next is the partner-

ship, or congruence, of two documents, the Association of College and Research Libraries's (ACRL) *Framework for Information Literacy for Higher Education* and *Framework for Success in Postsecondary Writing*, from the Council of Writing Program Administrators, National Council of Teachers of English. The third partnership is the iterative, or "braided," relationship between writing and research. The 14 essays are grouped in three themes based on individual authors' experiences. The largest section covers modeling the partnerships, integrating the concepts into course offerings, teaching the frameworks, and developing blended instructional models. Finally, there are three essays on program assessment. ACRL, 2016. 330 P. \$68. PBK. 978-0-8389-8904-3. (Also available as an ebook.)

THE BESTSELLERS LIST

TOP 3 IN PRINT

1 | Creating Inclusive Library Environments: A Planning Guide for Serving Patrons with Disabilities by Michelle Kowalsky and John Woodruff



Packed with research-based best practices and handy checklists, this resource enables libraries to create and maintain inclusive environments for all patrons.

2 | The New Instruction Librarian: A Workbook for Trainers and Learners by Candice Benjes-Small and Rebecca K. Miller



This book cuts through the jargon and rhetoric to ease the transition into library instruction, offering support to all those involved, including library supervisors, colleagues, and trainees.

3 | Effective Difficult Conversations: A Step-by-Step Guide by Catherine Soehner and Ann Darling



Illustrated with real-world examples of both successful and unsuccessful difficult conversations, this book will serve as an important leadership tool for handling change and conflicts in the library workplace.

Less scholarly and more practical, and intended for the library user, is *The Craft of Research*, by Wayne C. Booth, Gregory G. Colomb, and Joseph M. Williams, and expanded for this fourth edition by Joseph Bizup and William T. Fitzgerald. The



authors contend that anyone can—and should—be a researcher, that the skills will help a person be a better reader who is critical of the facts presented and of the arguments being made. They then present the process of going from a question to a finished report. They offer tips on using a library, evaluating resources, pursuing sources, and preparing and annotating a bibliography. The middle section of the guide is about using the findings to make a cogent argument, ensuring that reasoning can be supported, and looking at the findings and arguments from the reader's viewpoint to be sure it holds up. The user perspective continues with the writing phase—including drafting editions, documenting, presentation, and the all-important critical read from an external reader—then rewriting. University of Chicago Press, 2016. 336 P. \$45. 978-0-2262-3956-9. (Also available as an ebook.)

The authors of *The Craft of Research* address only traditional ways of present-



ing data in print. *Data Visualization: A Guide to Visual Storytelling for Libraries*, edited by Lauren Magnuson, offers a range of alternative methods. Although it is intended for administrative advocacy use, the concepts explored can be used by writers and researchers, particularly those whose work is created digitally and will remain digital. The essays begin with core principles of data preparation for visualization. Several chapters then cover specific technical applications to display the data, with numerous case studies and examples. The last two chapters address integrating data visualization into information literacy and using infographics to teach data literacy. Rowman and Littlefield, 2016. 248 P. \$95. 978-1-4422-7110-4. (Also available as an ebook.)



Libraries Partnering with Self-Publishing: A Winning Combination, by Robert J. Grover, Kelly Visnak, Carmaine Ternes, Miranda Ericsson, and Lissa Staley, is written to aid librarians as they support library users who self-publish their work. The authors cover how publishing is changing, particularly how the lines have blurred between information consumers

and information producers, contrasting traditional book publishing with self-publishing. Other chapters cover library services that support authors, ways to use social media for promotion, and open access. Libraries Unlimited, 2016. 154 P. \$65. PBK. 978-1-4408-4158-3. (Also available as an ebook.)



Literary Publishing in the Twenty-First Century, edited by Travis Kurowski, Wayne Miller, and Kevin Prufer, is a collection of essays on contemporary publishing from the perspectives of literary journals, small presses, major publishing houses, international journals, critics, digital publishers, and literary agents. The book looks at facets of the shifting landscape, considering a recent conundrum that finds the number of graduates with MFAs in creative writing increasing as the number of people who read books declines. The essays are a pleasure to read, but the landscape they describe may already have changed. Twenty-first century publishing is a fast-changing environment, and one libraries must try to understand. Milkweed, 2016. 312 P. \$20. PBK. 978-1-5713-1354-6. (Also available as an ebook.) **AL**

KAREN MULLER is librarian and knowledge management specialist for the ALA library.

The Top-Selling Books from ALA Publishing (Since January 1, 2017)

TOP 3 IN EBOOKS

1 | **The Librarian's Nitty-Gritty Guide to Content Marketing** by Laura Solomon



Filled with nuts-and-bolts advice on how to increase the library's value to its users, this guide speaks directly to public relations personnel, web librarians, and other staffers responsible for a library's online presence.

2 | **The Top Technologies Every Librarian Needs to Know: A LITA Guide** edited by Kenneth J. Varnum



Varnum and his handpicked team of contributors show library technology staff members and administrators where to invest time and money to receive the greatest benefits.

3 | **The Weeding Handbook: A Shelf-by-Shelf Guide** by Rebecca Vnuk



This handbook takes the guesswork out of a delicate but necessary process, giving public and school library staffers the knowledge and confidence to effectively weed any collection of any size.



Crowley Imaging Services's new 100MP digital back camera system

Saving Your Media

Digitization of audio, print, and film

Digitization can be a complex task, especially when fragile or obsolete media are a part of your collections. These services aim to simplify the process.

Document capture at Crowley Imaging Services

The Crowley Company has been providing micrographic and digital archiving services for more than 30 years. Crowley Imaging Services uses equipment from its manufacturing arm and other vendors to offer services to libraries and archives that don't have an in-house digitization department. The company recently purchased two Phase One IQ3 100MP digital back camera systems, which include the first 100-megapixel sensor. The cameras have a larger field of view, higher-resolution scans, and advanced color management, capturing a wide range of materials with precision and accuracy.

Its imaging services focus solely on document and data capture and include paper scanning, bound book scanning, archival preservation scanning, micrographics, and image hosting and viewing. Pricing is based on project size and scope. The baseline for production-level projects is 50,000 images, which allows for volume pricing; however, projects of all sizes are considered. For collections that cannot be easily transported, Crowley offers onsite imaging services.

More information on Crowley Imaging Services is available at thecrowleycompany.com/imaging-services.

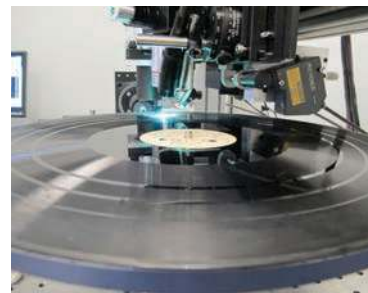
Audio preservation at Northeast Document Conservation Center

The Northeast Document Conservation Center (NEDCC) is known for preservation and restoration of paper-based collections. In

recent years, it has expanded its audio preservation services to include cutting-edge technologies. In 2014, NEDCC began offering IRENE imaging, which uses high-resolution digital imaging to capture sound information on grooved recording media such as wax cylinders and records. Specialized software then extracts audio information from the images, allowing even audio that would otherwise be unplayable to be digitized.

More traditional, stylus-based digitization is also available, and its audio preservation services have recently expanded to include other audio formats, including film and magnetic tape, making it an ideal resource for institutions with audio collections that have yet to be digitized. Media submitted for digital transfer can also be cleaned, rehoused, and repaired, and paper containers and manuscript materials that are provided with the audio can be digitized.

Cost estimates are tailored to specific projects and may require the submission of sample materials. NEDCC maintains a list of current grant opportunities for audio preservation. Consulting services,



Northeast Document Conservation Center's IRENE imaging



including collection-level assessment, workshops, and webinars are also available.

For more information on NEDCC audio preservation services, visit nedcc.org/audio-preservation.

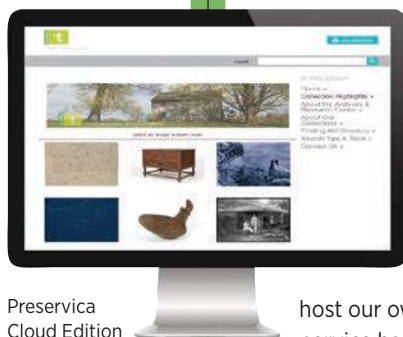
Film digitization with the Kinetta Archival Film Scanner

The Kinetta Archival Film Scanner, invented by filmmaker Jeff Kreines, is designed to create high-resolution scans, especially of damaged and fragile films. A simple but highly adjustable system passes the film through particle transfer rollers, which clean and drive the film before it passes over a curved gate that allows even warped film to lie flat on the scanning surface. Together the scanner head, optics, and gates allow full edge-to-edge image scanning. It accepts a wide range of sizes and formats, including negative and reversal film.

The full system, including a capture computer with proprietary software and 16 TB of memory, gates for 8, 16, and 35 mm film, and installation and training, is available for \$129,995. A more basic version, with a base price closer to \$40,000, is slated for release in 2017, allowing libraries and archives with a smaller film digitization budget to take advantage of this technology. It provides the same scanning capabilities but scans a more limited range of film sizes and does not include a capture computer.

For more information on the Kinetta Archival Film Scanner, visit kinetta.com. **AL**

Kinetta Archival Film Scanner



Preservica Cloud Edition

SUBMISSIONS

To have a new product considered, contact Carrie Smith at casmith@ala.org.

CASE STUDY

Archiving and Access with Preservica Cloud Edition

How do you use Preservica CE?

The Archives and Research Center (ARC) uses Preservica CE for two main functions. First, it is an OAIS (open archival information system)-compliant digital preservation system that has allowed us to begin providing the same care for our physical collections as we do for our physical collections. We also use Preservica's public-facing component, Universal Access, to host our online collections catalog (thetrustees.org/collections).

How does Preservica CE serve your archive's needs?

Preservica's expansive preservation capacity makes it possible for ARC to responsibly collect and protect the many types of digital assets at the Trustees. Furthermore, Universal Access has solved a major obstacle for us: how to provide access to our collections and increase the opportunities for discovery. Using the WordPress framework, we have launched an online collections catalog and, with responsive design, the catalog can be used on a range of devices.

USER: Sarah Hayes, digital archivist, the Trustees of Reservations, Archives and Research Center, Sharon, Mass.



PRODUCT: Preservica Cloud Edition (CE)

DETAILS: Preservica CE is a cloud-hosted preservation and public access platform that allows small institutions to provide access to resources without local IT support or servers.

What are the main benefits? Like many small non-profits, the Trustees currently does not have a large in-house IT team, and we're not in a position to

host our own site. Preservica CE is fully hosted and the support service has been an invaluable resource. With Preservica doing the heavy lifting for hosting, support, and maintenance, our team is able to focus on expanding and processing new collections, creating catalog records in PastPerfect, and adding more content to the online catalog. Through Preservica, we are able to protect, manage, and share our collections with one system.

What would you like to see improved or added to the service?

Universal Access does not offer as many customization options as we would like, and there are ways in which the design is not as user-friendly as it could be. However, part of why we selected Preservica was its dedication to evolving along with its customers and industry standards. Based on feedback from the user community, the company has begun designing an improved release of Universal Access. ●

PEOPLE

Announcements

ON THE MOVE

Gage Andrews became library technology officer at Seattle Public Library in November.

In December **Elizabeth Beckman** was appointed archives and manuscripts librarian at George Mason University Libraries in Fairfax, Virginia.

Jean Bosch became director of Winter-set (Iowa) Public Library October 17.

Maria R. Estorino became director of the Louis Round Wilson Library and associate university librarian for special collections at the University of North Carolina at Chapel Hill January 1.



Reading (Pa.) Public Library appointed **Bronwen Gamble** executive director in October.

In November **Rebecca Garber** became librarian at Pocahontas County (W.Va.) Free Libraries' Linwood Community Library.

Kimberly Hoffman became lead of the sciences/technology team and Mercer Library at George Mason University Libraries in Fairfax, Virginia, in October.

On January 4, **Chris Iweha** was appointed associate director for public services at Richardson Library at Morgan State University in Baltimore.

Jessica Kerr became director of Woodstock (N.Y.) Public Library District January 1.

January 23 **Alan Kornblau** became president and chief executive officer of Amigos Library Services in Dallas.

January 3 **Michelle Malone** was promoted to director of Belleville (N.J.) Public Library and Information Center.

January 2 **Brenda J. McKinley** became director of Ridgefield (Conn.) Library.

Kudos

Jennifer Lautzenheiser, director of Middle Georgia Regional Library System in Macon, received the Public Librarian of the Year Award from the Georgia Public Library Service January 7.

Christopher Prom, assistant university archivist and Andrew S. G. Turyn Endowed Professor at the University of Illinois at Urbana-Champaign, and Kate Murray, IT specialist at the Library of Congress's Technology Policy Directorate, have been named cochairs of the Andrew W. Mellon Foundation's and Digital Preservation Coalition's Task Force on Technical Approaches for Email Archives. ●

In November **Brook Minner** became director of Brooksville (Maine) Free Public Library.

January 3 **Akilah Nosakhare** became director of Muncie (Ind.) Public Library.

December 19 **Michelle Perera** joined Pasadena (Calif.) Public Library as director.

Alessandra Petrino became children's librarian at Weston (Conn.) Public Library December 6.

Jackson County (Oreg.) Library Services appointed **Jamar Rahming** as director in December.

Laura Ramos joined George Mason University Libraries in Fairfax, Virginia, as resource sharing librarian in December.

December 27 **Kristine L. Seibert** became children's librarian at Wyomissing (Pa.) Public Library.

January 9 **Jennifer Spillman** became director at Muskingum County (Ohio) Library System.

Veronica Stork became director of Pine Plains (N.Y.) Free Library January 9.

In November **Stan Trembach** joined the University of Northern Colorado Libraries in Greeley as education librarian.

PROMOTIONS

January 12 Loudoun County (Va.) Public Library promoted **Leah Bromser-Kloeden** to division manager, collection management services.



In November **Jesse Butz** was promoted to director of Sycamore (Ill.) Public Library.

The University of North Texas Dallas College of Law promoted **Lewis Giles** to assistant director of library services December 1.



Lied Scottsbluff (Nebr.) Public Library promoted **Noelle Thompson** to director in November.

Prescott/Nevada County (Ark.) Library and Educational Facility promoted **Theresa Tyree** to librarian in January.

Lisle (Ill.) Library District promoted **Tatiana Weinstein** to executive director January 1.

RETIREMENTS

Patricia Lowrey retired as director of Cleveland Public Library's technical services department January 13.

Chris Nolan retired as director of Ridgefield (Conn.) Library December 31.

Sharon Quint, children's director at Brockton (Mass.) Public Library, retired in December.

Stephanie Saroff

retired as executive director of Schaumburg (Ill.) Township District Library in December.



Kathy Seelig retired as executive director of Lisle (Ill.) Library District December 31.

Virginia Dowsing Tolver, associate university librarian at Washington University in St. Louis, retired in January after more than 35 years at the university.



Eileen Veideman retired as head librarian of Okanagan Regional Library's Sicamous (B.C.) branch in February.

AT ALA

Adriane Alicea joined ALA as HR assistant January 4.

Peggy Galus joined ALA Editions/Neal Schuman as manager of sales and customer service November 21.


Chris Keech was promoted to director of Production Services December 22.

In December, **Megan McFarlane**, coordinator of the Campaign for America's Libraries in ALA's Public Awareness Office, left ALA to join Chicago Public Library as mobile STEAM librarian.

Steven Pate joined the Information Technology and Telecommunications Services and ALA Editions/Neal Schuman teams as e-store systems project manager December 5.

Emily Wagner joined the Office of Government Relations as information manager in January.

Charlie Wapner became senior research associate for ALA's Office for Information Technology Policy in December.

Lina Zabaneh joined Conference Services as conference coordinator November 8. 

In Memory

Robert "Bob" Alan, 69, head of serials and acquisitions at Penn State University, died August 13. He was an active presenter and author on acquisitions and serials during his career and held several leadership positions in the Association for Library Collections and Technical Services (ALCTS), including serving on the ALCTS Board of Directors, chairing the Acquisitions Section and its Nominating Committee, and serving on committees in the Acquisitions and Continuing Resources Sections.

Karen Avenick, 70, former head of reference services and assistant director of Camden County (N.J.) Library System, died December 25. She was the original chair of the South Jersey Regional Library Cooperative Advocacy Team and 2002–2003 president of the New Jersey Library Association.

Laurence J. Kipp, 102, died November 10. He served in the US Air Force 1942–1946 and was discharged as a staff sergeant. He served as executive director of the American Book Center for War Devastated Libraries in Washington, D.C., and held posts in the Harvard College Library. In 1954 he moved to the Baker Library at the Harvard Business School and was named librarian there in 1964. After his first retirement, Kipp served for a year and a half as acting librarian of Harvard College, and later as acting chief librarian at Brown University and Emory University.

Margaret "Meg" Kolaya, 69, director of Scotch Plains (N.J.) Public Library (SPPL) from 2002 until her 2015 retirement, died December 2. During her career, she also held several positions at the New Jersey Library Association. She founded "Libraries and Autism: We're Connected," a project to help libraries serve individuals with autism and their families by providing training materials and workshops, for which she won an award in 2009 from the Association of Specialized and Cooperative Library Agencies, Keystone Systems, and the National Organization on Disability. SPPL was also the first library in New Jersey to host the Next Chapter Book Club, a book club for teens and adults with intellectual and developmental disabilities.

Robert W. White, 70, executive director of the Bergen County Cooperative Library System (BCCLS) from 1986–2015, died December 16. He is credited with increasing BCCLS's membership from 21 public libraries in Bergen County to 77 across four counties (Bergen, Essex, Hudson, and Passaic) in what is now New Jersey's largest independent library system. In 2015, the New Jersey Library Association honored him with its Library Champion Award. That same year, BCCLS created The Robert W. White Scholarship to provide financial assistance to BCCLS library employees working toward their MLIS.

Harold F. Worthley, 87, former director of the Congregational Library and Archives in Boston for nearly 30 years, died October 21. Worthley was also a religious scholar, compiling as his doctoral dissertation an inventory of 17th- and 18th-century manuscript church records, which remains iconic among researchers of colonial New England religion. ●

A Whale of an Archive

The New Bedford (Mass.) Whaling Museum presents massive sights for its visitors: the skeletons of blue, humpback, sperm, and North Atlantic right whales, and a half-scale whale ship built in 1916. But something even larger can be found in the museum's library.

It holds an immersive array of whaling-related materials: more than 18,000 books on US and international whaling history and New England regional history, 750,000 photographs, a 700-piece cartographic collection, 2,400 log books and journals—the largest collection in the world—and three first editions of *Moby-Dick* (Herman Melville worked in New Bedford as a whaler and used the town as a setting in the book).

For Mark Procknik, the museum's librarian, working there has been a dream come true. "I've always had an interest in maritime history," he says. When a position opened while he was an intern at the library seven years ago, Procknik was placed at the helm. "The stars just kind of aligned," he says. Now he steers researchers toward primary sources, educates school groups, and maintains the collection.

When asked to name his favorite piece, Procknik describes a whaling journal kept by Captain Edmund Gardner aboard the ship *Winslow* in the early 1800s. "It's a firsthand account of a whale chewing his head," he says. "It's a pretty remarkable story." **AL**

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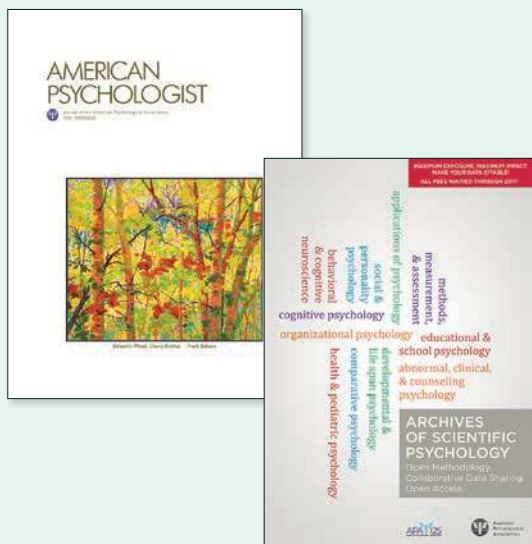
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