

american libraries

MAY 2017

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

MARSHALL BREEDING'S **LIBRARY SYSTEMS** REPORT 2017

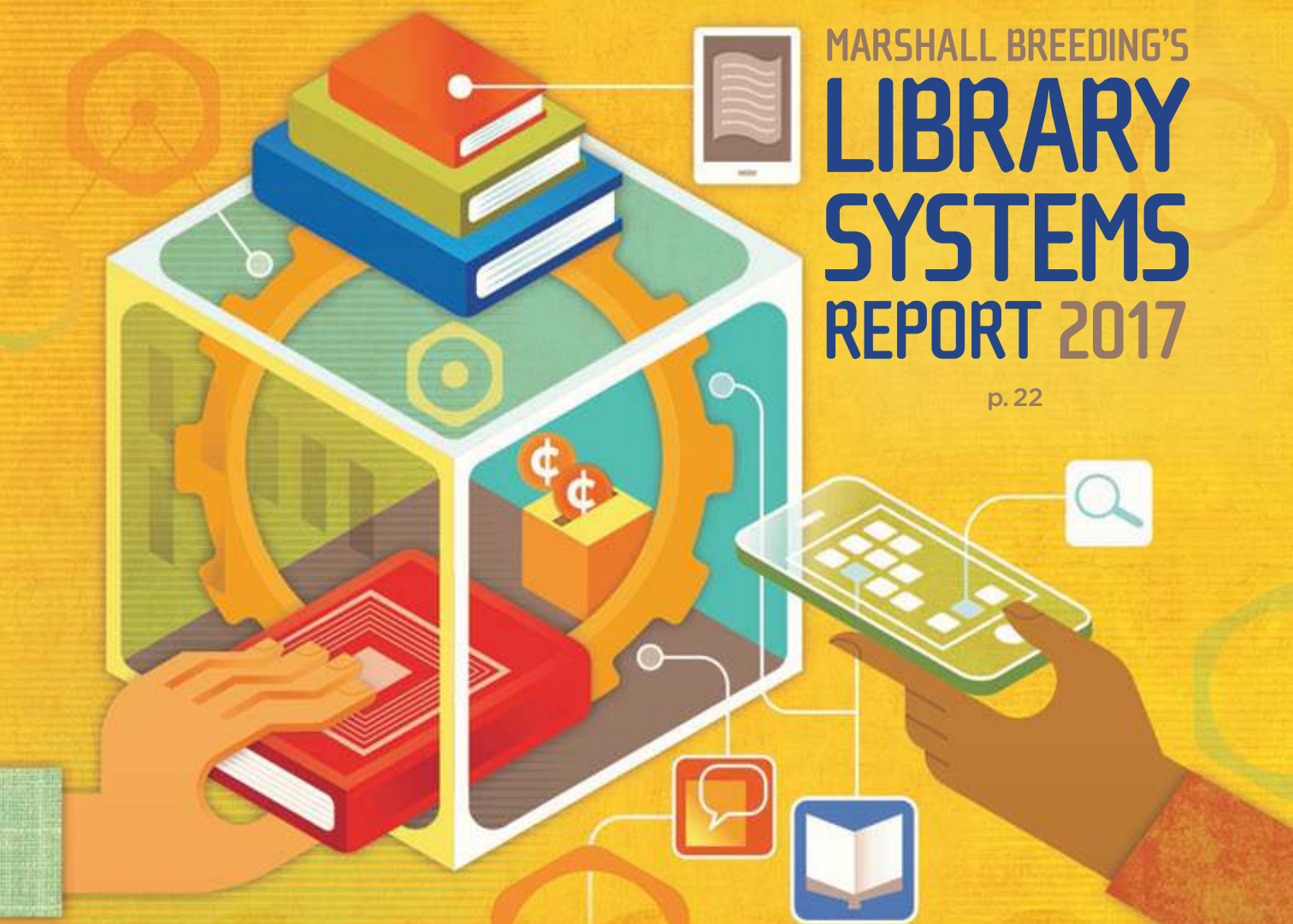
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PLUS: Summer Reading Reboot,
Punk Basement Shows, Circus Librarian



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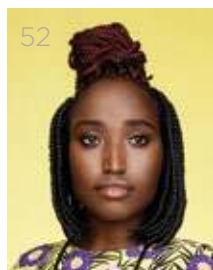


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PLANNING AHEAD



Hispanic Heritage Month September 15 – October 15, 2017

Get ready to celebrate
with inspiration and
resources from the
National Endowment for
the Humanities (NEH)
and the American Library
Association (ALA) Public
Programs Office.

Learn how...

- A university library's tour of a Latino community treated participants to a wealth of knowledge
- A public library partnered with Girl Scouts and Boy Scouts to enhance their Hispanic Heritage Month activities
- Public high school kids worked with their local library to write and illustrate bilingual picture books for a children's library in El Salvador.

Also access teaching materials, oral history resources, and much more!

Learn more: programminglibrarian.org/articles/latinoamericans



Latino Americans: 500 Years of History, produced by NEH and the ALA Public Programs Office, was a 2015-16 nationwide public programming initiative that supported the exploration of the rich and varied history and experiences of Latinos. Learn more at apply.ala.org/latinoamericans.

We're in It Together



Laurie D. Borman

I'm a lover, not a fighter" the Kinks (and Michael Jackson) once sang. It summarizes my philosophy when it comes to most situations. Doing things together is also the philosophy behind funding for the Institute of Museum and Library Services (IMLS) and the Library Services and Technology Act (LSTA). As Ann Dutton Ewbank reported in our Scoop blog in late March (bit.ly/statelibfunds), "States are required to match about a third of the federal LSTA funds provided through IMLS, so federal cuts will mean a cut in state funds as well."

When a so-called "skinny budget" takes away all funding for IMLS, LSTA, and Innovative Approaches to Literacy (IAL), it's time for the gloves to come off. It's time to fight for libraries. Call or write your US representative and senator about this issue. If you're a little nervous about making a call, I can assure you it's easy. I recently called my Republican representative, and a staffer answered to take my message that rural libraries in our district—the very communities the representative pledges he supports—use these funds for tech programming for kids, databases for small businesses, and internet access where broadband doesn't reach. The staffer asked for my address and followed up with a letter a week later that said the budget was just a first draft and that Congress alone has the constitutional authority to write and adopt a budget. And now I've added my voice to the conversation about IMLS, LSTA, and IAL funding.

To win, we all need to fight for libraries. ALA President Julie B. Todaro outlines on page 5 the many steps that ALA is taking. And on page 6, Executive Director Keith Michael Fiels also encourages our action. For additional information, see bit.ly/fightforlibs.

Want to learn more about advocacy and other important library concerns? See what's happening at the 2017 ALA Annual Conference and Exhibition in Chicago in our Must-Dos feature, on page 52.

Also in this issue, you'll find our extensive yearly coverage of library technology systems by Marshall Breeding, beginning on page 22. This special report is one of our most-viewed stories each year, so dig in!

Whether you're a lover or a fighter, you'll find something to love in this issue.

Laurie

When a so-called "skinny budget" eliminates library funding, it's time for the gloves to come off.

american libraries

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

ALA American Library Association

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Career Ads: JobLIST.ala.org

What library tech tool do you use the most?

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Fight for Libraries

Despite challenges, advocacy continues—and thrives



Julie B. Todaro

Every ALA president has the opportunity to address members with seven columns during his or her yearlong term. These columns identify new directions, provide opinion, introduce content, and recognize people for their achievements. At the start of my presidency I mapped out my topics, but these ideas were quickly derailed last fall when our efforts needed to be refocused on reminding the country about why libraries are essential.

Right now, here are some possible scenarios with regard to the federal budget:

- We win most: The Institute of Museum and Library Services (IMLS), Library Services and Technology Act (LSTA), and Innovative Approaches to Literacy (IAL) are funded but partially cut.
- We win a few: IMLS and LSTA are funded but seriously cut, and IAL is cut significantly—or completely.
- We win it all (unlikely).
- We lose it all (unlikely).

With these challenges, advocacy continues, but our persuasive “ask” is different:

- ALA is targeting decision makers, both elected and appointed.
- We still use our stories, but they are illustrated with even more data.
- The data is targeted and focused on outcomes and impact.
- We are unapologetically asking legislators to name libraries as one of their top five funding commitments and following up for firm yes votes.

The bad news is that many sectors—including the arts, humanities, education, labor, and agriculture—are fighting for the same dollars. And unlike any other time in recent memory, we must press our advocacy work on a more consistent schedule, at least weekly.

To do this, we must solidify and expand our partnerships, including with those in for-profit environments. With these new partners, we must explore new business and marketing models and assess which current successes can and should be maintained and how to maintain them.

So, what’s the good news?

For one, we have significant data to make our case about libraries’ excellent value and the return on investment. We need to ramp up our impact data, but all systems are in place to increase standardized data gathering, aggregating, and impact content.

Second, we offer unique programs that meet our constituents’ needs—in all types and sizes of libraries—and are well positioned to expand our critical role in society.

Third, our users need us now more than ever. In a world that depends on technology access, libraries can help bridge the digital divide and help others keep up with the exponential growth of technology and information.

Fourth, our partnerships are integrated into our infrastructures, and like us, these partners care about how we can succeed together.

Fifth, the interconnectedness of infrastructure is precisely how our research and information world is structured, which means identifying our needs and impact is easier, as is the consequence of defunding the library piece of the puzzle.

And finally, we have a dedicated, growing army of stakeholders who champion what we do and who we are. We must accept their willingness to not only speak about us but also use their expertise to help fight for us.

Stay tuned, and keep that advocacy flowing.... **AL**

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

We have a dedicated, growing army of people who champion what we do and who we are.

It's Time to Make That Call

The threat to federal library funding affects all of us



Keith Michael Fiels

Phone
calls to
federal
legislators
make a
difference,
and it
matters
now more
than ever.

So here's the scenario: The newly elected president has proposed the elimination of all federal library funding. The money will be used to increase military spending.

If no one does anything, this could actually happen. Only a band of brave individuals stands between us and this scenario becoming a reality.

Who are these heroes?

They are us.

When speaking at chapters around the country, I often ask attendees to raise their hands if they have ever had their US representative or senators visit their library. Or if they've ever met them. Or visited their district office or the office in D.C. Or called their office. It's no surprise that most people haven't done most of these things.

In the coming weeks and months, however, we are going to need you to make that phone call. And you're going to need to do it more than once.

Don't be shy. Whether Republican or Democrat, they will not bite.

I have had the pleasure of meeting with elected officials hundreds of times to talk about library funding, and I have learned that they and their staff (whom you are more likely to talk with on any given day) are very interested in hearing how libraries are helping people and making a difference in their lives—and in their districts.

No matter where you work, federal funds have an impact on the day-to-day service you offer. You may have received a grant from the Institute of Museum and Library Services or your state agency (80% of Library Services and Technology Act funding goes to states). Or you may have access to online databases, ebooks, shared online networks, and delivery supported through federal funding. For sure, users with disabilities depend on federal support.

And we all need to weigh in, whether you're in an academic, public, school, or other type of library. Remember: You are not asking on your

own behalf; you are asking on behalf of their constituents—young, old, students, veterans, working parents, homeschoolers, small business owners, people with disabilities—all of whom use and depend on libraries.

And bring others along. People don't have to be experts to make a difference, and friends (both professional and personal) and family will have a huge impact, precisely because they are ordinary citizens.

Last, those calls make a difference. Members of Congress closely track the number of calls they receive, and they take notice. Emails, letters, and social media are great, and face-to-face visits are even better (especially if you bring along their childhood librarian), but the old-fashioned telephone call still packs a big punch.

So here's what you can do:

- 1. Reach out to your state chapter.** They will be delighted to hear from you and can provide information to help you make the case locally.
- 2. Go to the ALA action center.** They have the phone numbers you'll need and information you can use when you call (bit.ly/fightforlibs).
- 3. Call your US representative and senators.** Tell them:

- you need them to support library funding
- how important libraries are to the people in their district (you have the stories)
- get others (users, relatives, friends) to call

In April, we showed that if we worked together, we could get the largest number of US representatives in history to sign on to a House letter to appropriators. But that is only the first step. Now we're asking senators to sign on to a similar letter. And there will be more.

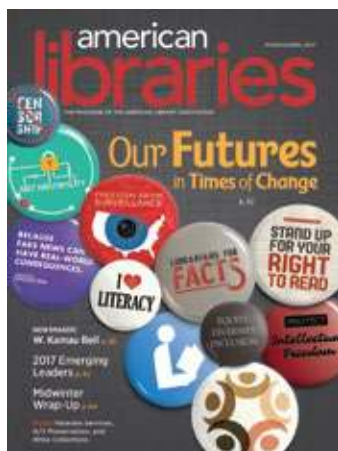
So, pick up the phone and get ready to make that call. **ALA**

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

Funding Is for Everyone

It is my sense that we are truly on the cusp of losing federal funding for libraries (“ALA President Responds to Federal Budget Cuts,” *The Scoop*, Mar. 16). We need to know our history. Both Michelle Obama and Laura Bush were Institute of Museum and Library Services (IMLS) supporters. We need to remind this administration of the Laura Bush 21st Century Librarian Program that pushed for the education and professional development of librarians. And we need to remember that it was complex collaborations that got us the Library Services Act (1956), the Library Services and Construction Act (1962), the Library Services and Technology Act (1996), and IMLS (1996).

The movement to save IMLS, as well as the National Endowment for the Arts, the National Endowment for the Humanities, and the Public Broadcasting Service, should include working-class people as well as professionals. Gaining the support of legislators of all persuasions is essential, and we have done this in our past. Look at the library advocacy done by Carleton B. Joeckel (who was on ALA’s Post-War Planning Committee in the 1940s), John E. Fogarty (former US representative from Rhode Island), and others. Our history shows we can work for the public good across class and political lines.



Let’s include all people in gaining support for libraries.

Kathleen de la Peña Cook
Ruskin, Florida

Repositioning Information Literacy

Adults desperately need to learn information literacy (“Fighting Fake News,” *AL Online*, Dec. 27, 2016). If we don’t find a way to reach and teach adults, we risk having a whole generation of information-illiterate people making decisions until those who are currently of school age get old enough to vote and act.

Librarians teach many topics and hold public events on information literacy already. However, one problem is that some of the adults most in need of this training don’t frequent libraries. Another problem is that we dare not label such a class as “information literacy”—it sounds pedantic, intimidating, and boring, so who would attend? The program needs to be carefully named and expertly promoted. For instance, a class called “How to Win Arguments Online” would draw some attention!

Or perhaps the University of Washington professors who

created a course called “Calling Bullshit in the Age of Big Data” (“UW Class on How to Spot Fake Data Goes Viral within Hours,” *The Seattle Times*, Jan. 28) will establish a public MOOC, and librarians around the country can help guide patrons through it.

Kathy Dempsey
Medford, New Jersey

Making a Stand

I was pleased to see my mother, Zoia Horn, listed among the notable women in your “By the Numbers: Women and Libraries” piece (Mar./Apr., p. 19). I am not a librarian, but Pat Rom, a friend and colleague of my mother’s—who was also involved in the 1972 court case—brought it to my attention.

I have often thought, “How fortunate that my mother died before having to witness the devastation to democratic principles wreaked upon the American people by the current administration in Washington: denying First Amendment rights, attacking credible journalists, repeating bold-faced lies as ‘alternative facts,’” and the list goes on and on. But as I read through your list of courageous women, I realized that if my mother were still with us, she would be making a principled stand in any way she could and exhorting others to recognize the high price of remaining silent when so much is at stake.

Catherine Marrior
Toronto

🐦 Listened to this episode last night, so good! Going back to listen to the first 10 soon!

@MELISSARUNKLE in response to our *Dewey Decibel* podcast episode, “Love Connections: Finding Love in the Library World”

🐦 Our Association’s future is so, so bright. Congrats, y’all!

@ERINALEACH in response to “Emerging Leaders” (Mar./Apr., p. 42)

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ALA Opposes Cuts to IMLS in 2018 Budget

In response to President Trump's FY2018 budget proposal, which eliminates funding for the Institute of Museum and Library Services (IMLS), American Library Association (ALA) President Julie B. Todaro issued two statements on March 16. In the first statement, calling the proposal "counterproductive and shortsighted," she cited the range of services that libraries provide. "They're trusted centers for technology, job counseling, retraining, veterans services, entrepreneurship, education, teaching and learning, and free inquiry at the core of communities in every state in the country—and in every congressional district," Todaro said.

Todaro vowed to mobilize ALA members, congressional library champions, and the people libraries serve to pressure Congress to keep cuts to IMLS out of the final budget. She explained that IMLS programs provide financial support to states, and states are required to provide matching funds. These grants are used by libraries to subsidize many of their services.

"The range of services provided to millions of Americans through the LSTA (Library Services and Technology Act) grants is matched only by the creativity of the libraries that receive them: veterans transitioning to civilian life, small

businesses seeking to expand their business online, summer reading programs, resources for blind and hearing-impaired patrons, résumé writing and job skills workshops, and computer coding courses to teach youth 21st-century job skills," Todaro said.

In a second statement made through ALA's Washington Office, Todaro called on members to support IMLS and provided a list of steps that can be taken:

- call members of Congress and ask them to publicly oppose wiping out IMLS, and ask them to commit to fighting for federal library funding
- share your library's IMLS story using #SaveIMLS
- sign up to receive action alerts (cqrcengage.com/ala/home)
- register to participate in National Library Legislative Day on May 1–2, either in Washington, D.C., or online (bit.ly/ALAVirtualLegislativeDay)

"The president's budget has made clear that his funding agenda is not ours," she said. "It's time for library professionals and supporters to make our priorities clear to Congress."

Read the statements in full at bit.ly/ALATodaroIMLS and bit.ly/ALAIMLSAction. ●

ALA Protests Rollback of Transgender Protections

ALA President Julie B. Todaro released a statement on February 28 strongly protesting the rollback of protections for transgender students in our nation's public schools. She emphasized that removing these protections conflicts with fundamental library values and noted that ALA will work closely with all of its partners for reinstatement of these protections as soon as possible.

"Transgender students deserve the right to use restroom facilities that are aligned with their gender identity. Every student deserves to learn in an environment free from discrimination. We believe this federal policy must be reinstated because it ensures that all students are treated fairly nationwide," she

said. "ALA, its members, all librarians, and library professionals are committed to diversity, inclusiveness, and mutual respect for all human beings, and we will work tirelessly to ensure full representation of all members of society."

Todaro stated that ALA will not hold meetings in states where "bathroom bills" have been passed, referring to the cancellation of last year's Association for Library Service to Children (ALSC) National Institute in Charlotte, North Carolina.

"We stand with our transgender members, colleagues, families and friends, and we fully support the work of our Gay, Lesbian, Bisexual, and Transgender Round Table, whose members continue to lead the fight to abolish intolerance for all of society."

Robert Oakley Memorial Scholarship Applications Open

Applications are open for the Robert Oakley Memorial Scholarship. Individuals and teams of individuals in their early-to-mid careers who are interested and/or active in intellectual property, public policy, copyright, and their impacts on libraries and the ways libraries serve their communities are encouraged to apply. This \$1,000 scholarship, sponsored by ALA and the Library Copyright Alliance (LCA), is intended for research and related expenses.

Applicants must provide their résumé or curriculum vitae and a statement of intent, no longer than three pages, proposing their use of the scholarship funds and demonstrating their interest and background in the scholarship's

ALA Calls on FCC to Protect Net Neutrality

ALA and 170 other organizations sent a letter to Federal Communications Commission Chairman Ajit Pai, Senate Commerce Committee Chairman John Thune, and Ranking Member Bill Nelson calling for the protection of the free and open internet. The letter urges them to support and continue to enforce the 2015 Open Internet Order and to oppose legislative and regulatory actions that would threaten the net neutrality rules already in place.

"Libraries are committed to net neutrality because, at our core, libraries are committed to open and equal access to information for all people," said ALA President Julie B. Todaro in a March 7 statement. "We'll continue to work hard with our many coalition partners to ensure the flow of information on the internet is not blocked, slowed, or manipulated by commercial internet service providers."

The 171 signers of the letter include library, media rights, civil liberties, technology, civil rights, and arts groups, content creators, and consumer protection advocates concerned with protecting the principles of net neutrality. "Protecting net neutrality is crucial to ensuring that the internet remains a central driver of economic growth and opportunity, job creation, education, free expression, and civic organizing for everyone," the letter reads. "The continuation of net neutrality is essential to the continued growth of the country and to ensuring access to social, political, and economic empowerment for all." •

intended fields. The statement must also explain how the applicant and the library community will benefit from the scholarship.

The scholarship honors Robert Oakley, a professor, law librarian, and expert on copyright law. He served on the LCA, representing the American Association of Law Librarians, and played a leading role in advocating for US libraries and the public.

The deadline for applications is May 15. Applications must be submitted via email to Carrie Russell, crussell@alawash.org.

ALA Joins the Call for Increased Lifeline Broadband Options

In response to the revocation of Lifeline Broadband Provider (LBP) designations

in early February, the ALA joined other organizations in a letter to Federal Communications Commission Chairman Ajit Pai, urging the FCC to allow LBPs to serve low-income Americans through the federal program.

The letter outlines programs that were offered by providers that had their LBP status revoked, including several that had partnerships with community development and public housing organizations. It states that the revocation "has a chilling effect on other potential Lifeline broadband entrants. The new LBP designation process is critical for increasing competition and facilitating competition and innovation in the Lifeline broadband program." The signatories say they urge the commission to act quickly on this matter as

CALENDAR

MAY 1-2

National Library Legislative Day
ala.org/nlld

MAY 1-7

Choose Privacy Week
chooseprivacyweek.org

JUNE

National GLBT Book Month
ala.org/glbtkbookmonth

JUNE 22-27

ALA Annual Conference and Exhibition | Chicago
2017.alaannual.org

AUG. 9-13

National Conference of African American Librarians | Atlanta
bit.ly/ncaal17

AUG. 19-25

IFLA World Library and Information Congress
Wrocław, Poland
2017.ifla.org

SEPT.

Library Card Sign-Up Month
ala.org/librarycardsignup

SEPT. 24-30

Banned Books Week
ala.org/bbooks

SEPT. 27

Banned Websites Awareness Day
ala.org/aasl/advocacy/bwad

OCT. 8-14

Teen Read Week
teenreadweek.ning.com

OCT. 15-21

National Friends of Libraries Week
bit.ly/alafolweek

NOV.

Picture Book Month
picturebookmonth.com

NOV. 3-5

YALSA Young Adult Services Symposium | Louisville, Kentucky
ala.org/yalsa/yasymposium

NOV. 9-11

AASL National Conference and Exhibition | Phoenix
bit.ly/aasl17phoenix



Chicago Public Library's Chinatown branch, from the 2016 Library Design Showcase.

Last Chance for 2017 Design Showcase Submissions

The deadline to submit designs for *American Libraries'* 2017 Library Design Showcase, our annual feature celebrating new and newly renovated or expanded libraries of all types, is May 31. The showcase will be featured in *American Libraries'* September/October 2017 issue.

We are looking for libraries that are shining examples of innovative architecture and that address patrons' needs in unique, interesting, and effective ways. Previous submissions have ranged from beautiful restorations of historic buildings to vacant structures that have been repurposed into libraries to colorful kids' sections and high-tech facilities with audio and video production studios.

If your library is on the cutting edge, we want our readers to know about it. To be eligible, projects must have been completed between May 1, 2016, and April 30, 2017.

To have your library considered, send a completed submission form (bit.ly/2gd0mVo), along with at least five high-resolution digital images with photographer credits, to *American Libraries*, Attn: Library Design Showcase, 50 E. Huron St., Chicago, IL 60611. Submissions can also be sent via Dropbox to pmorehart@ala.org. Unfortunately, not all submissions can be featured.

View last year's showcase at bit.ly/2cDhv8Q. For more information, email pmorehart@ala.org. •

uncertainty regarding the process for broadband providers to participate in the Lifeline program could delay access to affordable broadband to low-income households. The full letter is available at bit.ly/LBPStatement.

DigitalLearn.org Resources Available in Spanish

The Public Library Association (PLA) has announced that all learning content on its website DigitalLearn.org is available in Spanish.

DigitalLearn.org offers a collection of self-directed tutorials for learners to increase their digital literacy on such topics as navigating the internet, using email, searching online for employment, and creating a résumé. The modules are narrated videos that are six to 22 minutes long and written at a 4th-grade reading level. Since the site's launch in 2013, nearly 60,000 users have accessed DigitalLearn.org, completing approximately 15,000 modules each year. Visitors may access the Spanish-language site by clicking "Español" at the top of any page.

American Dream Libraries Announced

The ALA Office for Diversity, Literacy, and Outreach Services announced the recipients of the fifth round of the American Dream Literacy Initiative grant, funded by the Dollar General Literacy Foundation. The American Dream libraries offer computer access and training, job readiness programs, and English-language learner, GED, and citizenship classes. As part of the initiative, American Dream libraries build replicable programs, develop coalition-building strategies, and provide annotated lists of vetted resources for libraries across the country.

This year's recipients are: Bemis Public Library in Littleton, Colorado; Campbell County (Va.) Public Library; Cresskill (N.J.) Public Library; David A. Howe Public Library in Wellsville, New York; Ferguson Library in Stamford,

The 2017 Virtual Membership Meeting

ALA members have an online forum where they can be heard: Virtual Membership Meetings (VMMs).

VMMs are part of ALA's ongoing efforts to reach out to members and get their input on strategic direction, budget priorities, and topics of interest. The 2017 Virtual Membership Meeting (VMM17) will take place June 8, from 1:30 to 2:30 p.m. Central time. It will be a fast-paced session to allow time for member interaction. All ALA personal members may register and participate. Live captioning will be provided.

To allow members to share what's happening at their libraries, VMM17 will incorporate images and video links submitted by members that show either a library's community involvement and outreach or unique and interesting things that make the library a 21st-century facility.

Many members gather together to view the VMM. It is a chance to share the experience with colleagues from your community and across the world. For complete details, visit ala.org/membership/vmm. •

Connecticut; First Regional Library in Hernando, Mississippi; Gail Borden Public Library District in Elgin, Illinois; Keyport (N.J.) Public Library; Lebanon County (Pa.) Library District; Maplewood (N.J.) Memorial Library; McAllen (Tex.) Public Library System; North Bergen (N.J.) Free Public Library; North Miami Beach (Fla.) Library; Queens (N.Y.) Public Library; Perry (Ohio) Public Library; Plainfield (Ill.) Public Library; South Brunswick Public Library in Monmouth Junction, New Jersey; Terrebonne Parish Library System in Houma, Louisiana; and West Orange (N.J.) Public Library.

Manila House Added to Literary Landmarks

On May 6, United for Libraries—in partnership with the Philippine Arts, Letters, and Media Council; the Philippines on the Potomac Project; the Rita M. Cacas Foundation; and the Toribio Family—will dedicate the fourth Literary Landmark in Washington, D.C., the original site of the former Manila House.

The Manila House was a gathering place of the Washington, D.C.–area Filipino community from the 1930s to the 1950s. Filipino author Bienvenido “Ben” Santos wrote about the Manila House in his collection of short stories *Scent of Apples*, which won the 1981 American Book Award. The building, also known as Carwithen House, is currently the administrative offices of St. Paul's Episcopal Parish.

Three other structures are designated as Literary Landmarks in the District of Columbia: the Founders Library at Howard University, the Jefferson Building at the Library of Congress, and the Frederick Douglass National Historic Site. A complete list of Literary Landmarks can be found at bit.ly/LitLandmarks.

ALA and Cox Communications Partner on Digital Training

ALA and Cox Communications announced a new partnership to provide low-income families access to digital literacy training and resources in their

local libraries and at digitallearn.org. This effort is expected to boost educational and career opportunities by narrowing the digital divide. In Tucson, Arizona; Topeka, Kansas; and Baton Rouge, Louisiana, libraries and Cox will pilot the deployment of enhanced digital literacy training and resources for library patrons and families. Research will be conducted to measure the outcomes of the pilot. In the 18 states that make up Cox's market, the company and local libraries will collaborate on digital literacy and internet adoption initiatives, including an advertising campaign on Cox's cross-channel cable lineup.

PLA President Felton Thomas Jr. said, “This new effort with Cox Communications effectively connects in-person digital literacy training with online DigitalLearn resources, extensive community outreach, and evaluation to make a real difference in people's lives.” **AL**

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The library circulation desk at Oliver McCracken Middle School in Skokie, Illinois, offers “No Room for Hate” pins assembled by the Social Justice Club that demonstrate a wearer’s pledge to stand up against injustice.

Messages of Inclusion

A grassroots campaign for turbulent times

BY Liz Granger

Jody Gray witnessed a “barage of tragedy” within her first year as director of the American Library Association’s (ALA) Office for Diversity, Literacy, and Outreach Services (ODLOS)—from the Pulse nightclub murders in Orlando, Florida, to the Dallas police shootings.

“Libraries were suddenly in the middle of everything,” Gray says. Libraries have long offered their patrons inclusive, safe places to go, she says, but increasingly “they were doing it in crisis.”

Nationally, librarians looked to ALA for leadership. When Gray received calls from people seeking advice on how to deal with trauma and discrimination, she privately connected them with colleagues who faced similar issues in their own communities. But Gray started thinking: “There’s got to be a way

for people to communicate to each other what they’re doing in these times of crisis that doesn’t have to be vetted [by ALA]. It could be flexible, on the ground, and offer a space for librarians to share directly with each other.”

That’s why Gray’s office launched the Twitter hashtag #LibrariesRespond last summer. ODLOS wanted to foster a grassroots conversation in which library professionals could share ideas and responses to current events. The tag caught on, more widely than Gray and her colleagues expected. ODLOS also built out a section of its website to include ongoing #LibrariesRespond resources (bit.ly/2mbuuyT) for a variety of topics, such as the Dakota Access Pipeline (DAPL), immigrant and refugee rights, and protecting transgender students.

By late 2016, librarian Tori Gammeri had seen #LibrariesRespond on newsletters, listservs, and Twitter. Gammeri has worked at Oliver McCracken Middle School in Skokie, Illinois, for 17 years, partly because she loves the school’s diversity. McCracken’s approximately 400 students speak 48 languages at home, from Assyrian to Amharic. The day after Donald Trump won the presidential election, many of McCracken’s students cried, Gammeri says. They wondered if they could still wear their hijabs and whether their families would be deported.

“Our students are too young to vote, but they’re fully aware of the political climate,” she says. “Many of the things that we’re struggling with at school are directly related to politics.”

In collaboration with her 7th-grade students’ social studies instructors, Gammeri planned an activity to enhance their previously scheduled lesson on immigration. She put her pupils on one side of the library and asked them to take a step forward if they answered “yes” to a question. She asked if anyone was born in another country or if anyone’s parents or grandparents were born abroad. Gammeri kept asking similar questions until, eventually, everyone ended up on the other side of the room.

“We’re all immigrants,” Gammeri told her class, before breaking students into small groups where they examined narratives from

diverse voices. She shared a photo of her class on Twitter with the #LibrariesRespond tag, and other educators asked about the lesson.

At Oakland (Calif.) Public Library (OPL), Nina Lindsay, children's services coordinator and president-elect of the Association for Library Service to Children, manages youth programming across 17 libraries. Lately, her staff members have fielded an unprecedented number of worries from their patrons: Is my family going to be separated? Am I going to be deported? Is Dad ever going to be able to join us?

About a year ago, OPL librarians hung a poster by local artist Micah Bazant of a headscarf-clad woman with the words **EVERYONE IS WELCOME HERE**. Bazant designed the poster after OPL librarian Amy Sonnie informed the artist that local literacy class students were routinely harassed on the street. The pair launched the poster in partnership with members of the Alliance of South Asians Taking Action, and Bazant now provides the poster free of charge for non-commercial use (micahbazant.com/welcome-here).

"We feel that the Library Bill of Rights is very clearly expressed through that statement—'Everyone is welcome here,'" says Lindsay. "It's important for us to make visible [those] communities who

otherwise may feel marginalized."

Across the bay in San Francisco, public librarians responded when presidential executive orders called into question the community's status as a sanctuary city. City Librarian Luis Herrera circulated an internal memo indicating that local institutions would remain safe spaces for diversity. Then librarians amplified Herrera's words.

"[Herrera's] quote was initially directed toward staff," says Cristina Mitra, family engagement coordinator for San Francisco Public Library, "but the staff made displays to show the public that this is our leadership." At least one of those displays—a poster with Herrera's message of inclusion translated into over a dozen languages—landed on Twitter tagged with #LibrariesRespond.

Another visual symbol of inclusion garnered wide news coverage and social media attention this year: gender pronoun buttons offered by the University of Kansas in Lawrence. People can wear the accessory to display their preferred gender labels: she/her/hers, he/him/his, or they/them/theirs. Dean of Libraries Kevin Smith says that although the buttons originated with another department on campus, the library takes pride in making them available to patrons.

Sarah Kostelecky, education librarian at the University of New Mexico, felt compelled to act when her students asked for information about DAPL last fall. "A lot of students wanted to write about it, but there weren't many scholarly resources," Kostelecky says. The

"This is my way to support the movement."

SARAH KOSTECKY, education librarian at the University of New Mexico

BY THE NUMBERS

Privacy

48

Number of US states (plus the District of Columbia) that protect the confidentiality of library users' records by law. The remaining two states, Hawaii and Kentucky, have attorney generals' opinions protecting library users' privacy.

68

Percent of internet users who believe that current laws protecting people's online privacy are not good enough, according to a Pew Research Center study.

\$150,000

Amount of money for which Amazon settled a 2009 lawsuit after systematically deleting copies of George Orwell's *1984* and *Animal Farm* from Kindle users' e-reader devices when the company discovered the publisher

didn't have the rights to sell the ebook in the US. The terms of the settlement seemed to suggest that consumers do not technically own the digital books that they download.

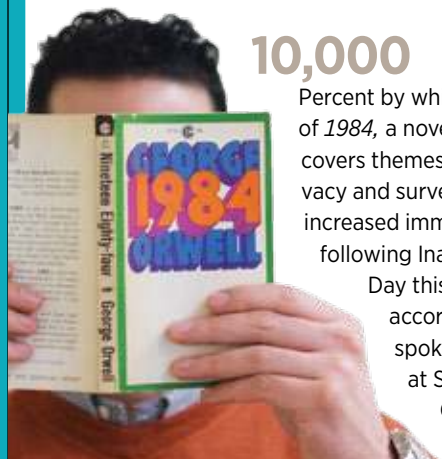
10,000

Percent by which sales of *1984*, a novel that covers themes of privacy and surveillance, increased immediately following Inauguration

Day this year, according to a spokesperson at Signet Classics. ●

Be sure to listen to our privacy episode of the *Dewey Decibel* podcast, coming in May.

bit.ly/deweydecibel



Continued on page 15 ▶



Chicago's Northtown library branch, shown here in a rendering, will have a ground-floor library with senior housing above.

Bringing the Library Home

Adding libraries to public housing developments shares resources and costs

BY Troy Lambert

As funding challenges continue to threaten their survival, public libraries are teaming up with local public housing authorities to keep costs down and doors open. In these partnerships, the library provides its services to a traditionally underserved community while the housing authority shoulders the cost of building and maintaining a facility.

A rocky start

In August 2013, the first satellite library in a public housing development opened at Estrada Courts in Los Angeles, a joint project between Los Angeles Public Library (LAPL), the Housing Authority of the City of Los Angeles (HACLA), and Kids Progress Inc., a nonprofit established in 2009 by HACLA. The program was designed to bring “social, health, educational, and work opportunities” to high-risk children and youth living in the city’s public housing

developments, according to the project’s website.

The joint venture lasted for just over a year, says Brenda Breaux, principal public relations representative for LAPL, before lack of funding forced it to close. The public library system is looking into revisiting the project and possibly establishing a temporary satellite library at a housing facility this summer, according to Breaux. The project is just getting started, but officials hope that it will mirror the success at Estrada Courts.

Chicago’s expansion

Also in 2013, Chicago opened a public library—instead of a typical school library—in a high school in the Back of the Yards neighborhood. Under this arrangement, the city rents space from the Board of Education and pays for the library’s operating costs, but the Board of Education covers the building maintenance costs.

In October 2016, the city announced an even broader partnership between Chicago Public Library (CPL) and the Chicago Housing Authority (CHA). The new plan will colocate public libraries within high schools, housing projects, and community centers in an effort to cut costs and increase the number of library patrons.

CPL says it’s too early to know how much it will be paying in capital and operating costs for the new branches.

The three proposed libraries include a senior housing building and two mixed-income housing developments in different parts of the city. CPL anticipates that the new branches will open in late 2018.

“This partnership is unique because, in addition to public libraries and public housing, there is also a strong civic architecture component,” says CPL Commissioner Brian Bannon.

The design competition yielded 32 entries, and three firms were selected in March. The libraries are expected to include traditional programs, computer classes, internet access, and various courses, such as free classes in graphic design and other software as part of the American Graphics Institute Library Partner Program.

Automated in Milwaukee

Milwaukee has taken a different approach in a housing development in Westlawn Gardens. The city has created an automated, unstaffed library that is open 24 hours a day, seven days a week.

“We have a strong partnership with the housing authority,” says Eileen Force Cahill, community

“This was a way to ... introduce an underserved area to library services without the cost of a staffed branch.”

EILEEN FORCE CAHILL, community relations and engagement director for Milwaukee Public Library

relations and engagement director for Milwaukee Public Library (MPL). “This was a way to provide connection to the library and introduce an underserved area to library services without the cost of a staffed branch.”

The automated library contains only books, at least for now; most of the books are for children, but there is some reading material for all ages. MPL staffers restock and rotate titles on a monthly basis.

MPL does not have plans yet for other unstaffed branches, although it is open to the idea. It already has 12 community branches in addition to its main library downtown.

Cahill calls the unstaffed library branch a success and says it is “expanding outreach and programs in the area to meet the unique needs of the community.” She estimates annual operating costs for the Westlawn Gardens express branch at about \$25,000, compared with roughly \$600,000 for a traditional staffed branch.

Other cities are also exploring collaboration between libraries, housing authorities, and nonprofits. The El Pueblo housing community in Pittsburg, California, and DeAnza Gardens in Bay Point, California, have children’s library programs. In addition, Brooklyn (N.Y.) Public Library is collaborating with the nonprofit Fifth Avenue Committee to build a new Sunset Park branch that will include 49 units of affordable housing. The project is still in the planning stages but is expected to open in 2018.

Libraries are cornerstones of their communities, and colocating them with housing developments, high schools, and other public institutions appears to be paying off. **AL**

TROY LAMBERT is a freelance writer, author, and editor from Boise, Idaho. He writes a regular column for Public Libraries Online.



Milwaukee Public Library opened an automated and unstaffed branch at the Westlawn Gardens housing development.

◀ Continued from page 13



Bay Area-based artist Micah Bazant created this poster after Oakland (Calif.) Public Library librarian Amy Sonnie told Bazant about the street harassment local literacy class students were facing.

event was unfolding in real time, and many mainstream media outlets weren’t yet reporting the story.

Inspired by LibGuides for other high-interest, popular, and political subjects, Kostecky decided to create a LibGuide for DAPL (libguides.unm.edu/dapl). In order to increase public access to her guide, Kostecky included resources that aren’t hidden behind paywalls. “This is my way to support the movement and communities,” she says.

Mitra says her community feels stronger than ever lately. At ALA’s 2017 Midwinter Meeting & Exhibits, she attended the Martin Luther King Jr. Holiday Observance and Sunrise Celebration, where librarians held hands and sang “We Shall Overcome.”

“I am in exactly the right profession,” Mitra says she thought at that moment. “All of these people are committed to making the world a better place.” **AL**

LIZ GRANGER is a Chicago-based nonfiction writer. Find her work at lizgranger.com.



Members of Hemlines perform in the basement of the Martin Luther King Jr. Memorial Library.

Punk at the Library

D.C. Public Library spreads the word with basement shows

What started as an archive to document Washington, D.C.'s fabled punk music history evolved into wider support of the city's current music scene, including hosting basement shows—a punk staple—in the library itself. Librarians Michele Casto, Bobbie Dougherty, and Margaret Gilmore of D.C. Public Library (DCPL) explain how this unconventional venture increased visibility not only for the punk archive but also for the library's other projects.

BY Michele Casto, Bobbie Dougherty, and Margaret Gilmore

The D.C. Punk Archive started as a collecting initiative to document the local punk scene of Washington, D.C., home to Dischord Records and 1980s hardcore legends such as Bad Brains and Minor Threat, the political post-punk of Fugazi, and many riot grrrl bands in the 1990s; this independent, DIY approach to music continues. Through community engagement and programming, the archive project has expanded to pursue goals even broader than collection building, positioning the library as a direct supporter of the current local music community.

Outreach and active community involvement were fundamental

elements of the project from the beginning. We invited members of the local music community—musicians, collectors, label owners, and filmmakers—to serve as advisors in the early planning stages and connect library staff with potential donors. This resulted in steady donations of collections: fliers, posters, zines, letters, photographs, sound and video recordings, organizational records, and more. In addition to building the D.C. Punk Archive collection, one of the most exciting parts of the project has been engaging the public through programming, most notably the punk shows organized by the D.C. Punk Archive team.

The first Library Basement Show was part of a monthlong series of programs in October 2014 to promote the launch of the D.C. Punk Archive and give project supporters and musicians a way to participate. The show was held in the basement auditorium of the Martin Luther King Jr. Memorial Library, the central library of the DCPL system.

The 45-year-old Mies van der Rohe–designed building has a dim and dive-y basement that would feel just like an underground club if not for the display tables for patrons: Check out a book! Make a button! Stencil a patch! Make a zine! The building is so solidly constructed that no matter how loud the shows get, other library spaces are not disturbed in the least.

The show was so well received it evolved into an ongoing series featuring three local bands every other month, drawing an average of 200 music lovers of all ages. Putting out a call for bands resulted in a flood of interest in playing in the library; in three years, 180 bands applied for spots. When asked why they wanted to play in a public library, responses ranged from “To experience not being shushed in a library for once” to more inspired statements like “Because DIY all-ages shows and literacy are the [two] coolest things ever. Because we are book-loving nerds from the D.C. area whose lives were saved/ruined by punk rock. Because it’s a chance to corrupt children like previous generations of punk bands corrupted us.” Bands are paid by the D.C. Public Library Foundation and treated to dinner by the Friends of MLK Library.

In selecting three bands for each show, we strive to ensure diversity

every time, including age, background, musical identity, and the social scene the band will draw. Every show features a noticeable range of who is in the audience and their motivation for attending, and each person leaves with a different idea of what their library can be after such a dynamic experience.

To celebrate the second anniversary of the D.C. Punk Archive in 2016, we collaborated with local record label DZ Tapes to produce a mixtape of basement show bands (bit.ly/2mJBWCu). Proceeds go to the D.C. Public Library Foundation in support of DCPL's commitment to promoting local music. The foundation plans to support ongoing shows (at an alternate location as the MLK Library is closing for renovations) as well as future panel discussions, workshops, and skillshares that target the local music community.

The music is great, the setting is unexpected, and the joy is palpable.

One benefit of this emphasis on programming is a raised profile of the archival collections acquired since the outset of the project. The punk collections are in high demand by academic researchers, local high school and middle school students, and fans of D.C. punk. We've had visitors from around the world, some coming to conduct research and others who have made the D.C. Punk Archive a must-see stop on their vacation. Another benefit is the impact on donor development—donors are more apt to contribute to a project and an institution that is embedded in the community. Based on the success of the punk archive, DCPL has also reinvigorated its Go-Go Archive collecting efforts.

Several local music archiving projects are under way around the country, but the D.C. Punk Archive project is unique in that there is as much focus on engaging the public as on providing collections access to researchers. A community-oriented

approach is fundamental to our mission as a public library. Other public programs hosted by the D.C. Punk Archive team have included author talks, film screenings, music history walking tours, a music photography exhibit, and more. But it's the basement shows that generate the most enthusiasm—the music is great, the setting is unexpected, and the joy is palpable. **AL**

Fliers from the most recent library basement show (left) and the kickoff event.



MICHELE CASTO is special collections librarian at Martin Luther King Jr. Memorial Library in Washington, D.C. **BOBBIE DOUGHERTY** is teen and adult services librarian at the Mt. Pleasant Neighborhood Library in Washington, D.C. **MARGARET GILMORE** is music librarian at Martin Luther King Jr. Memorial Library.

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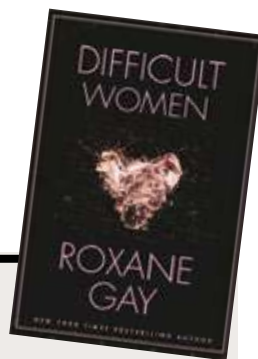
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Roxane Gay

Prolific author talks storytelling, social media, and voracious reading



Roxane Gay is busy. The much-in-demand author spent the spring crisscrossing the country on book tours and speaking gigs, including a keynote session at the Association of College and Research Libraries conference in March. Her short-story collection, *Difficult Women* (Grove Press), was released in January, and *Hunger: A Memoir of (My) Body* (HarperCollins) is due out in June. Gay made headlines earlier this year when she pulled a third manuscript, *How to Be Heard*, from Simon & Schuster to protest that publisher signing then-Breitbart News editor Milo Yiannopoulos. Gay took a break to talk with *American Libraries* about social media, her many projects, and the role of libraries throughout her life.

You have published work in so many formats: novels, books of essays and short stories, a comic book (Marvel's *Black Panther: World of Wakanda*, with Ta-Nehisi Coates and Yona Harvey), plus an upcoming memoir and a screenplay. What are the different challenges and rewards of working in each medium? Storytelling is storytelling, I have learned, so I write in a lot of

different genres. But they are all connected. Each genre, of course, has a challenge. With novels, it's: How do I tell a story in a longer format that offers depth and texture and holds the reader's interest for hundreds of pages? In comics, it's thinking about story in terms of scene and then breaking scenes down to panels. And with Marvel, I also have to think about continuity within the Marvel universe. Short stories are challenging because you have to tell a big story in a relatively small space. Memoir requires an uncomfortable amount of vulnerability. Screenplays, well, you have to think more visually and like comics, in terms of scene. It's all quite challenging but in the most satisfying way.

Do you consider yourself primarily one kind of writer, say, an essayist who writes fiction sometimes, or do you take more of a Renaissance-woman approach to your work? I'm a fiction writer who dabbles quite extensively in other genres.

You're also a formidable presence on social media—particularly Twitter, even as other prominent authors like Sherman Alexie and

Lindy West have abandoned it. What appeals to you about social media? And does it inform your writing and teaching? I appreciate the connections offered by social media. It's like being at a chaotic cocktail party in my pajamas. I came to social media while living in Michigan's Upper Peninsula, a very isolated place, and at the time, being able to talk to other people who shared similar interests was a lifeline. As Twitter in particular becomes more toxic, I have started to wonder if I will stay on the platform, but for now I'm staying. I don't know that it informs my writing and teaching save for helping me be more concise.

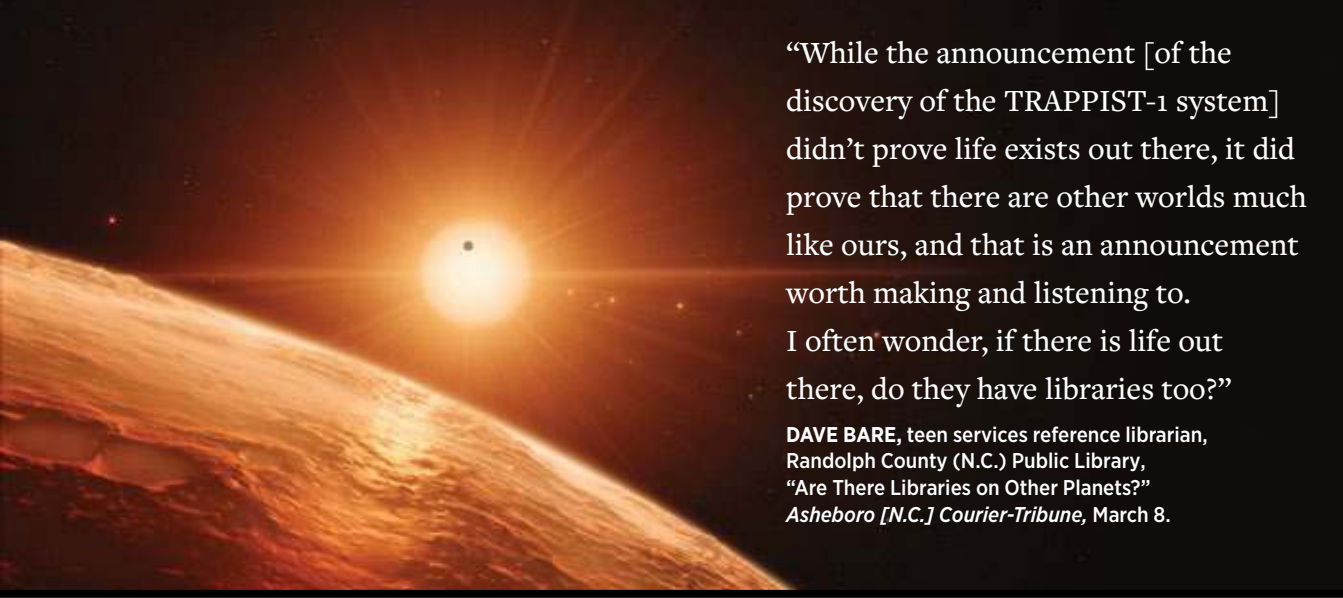
Can you talk about the status of *How to Be Heard*, the manuscript you withdrew from Simon & Schuster after it signed Milo Yiannopoulos?

I've received a number of offers, and once I'm done with the final edits of *Hunger*, my agent and I will be figuring out where to place the book.

You said recently that your parents didn't monitor your reading as a child, so the library was a way to expand the borders of your imagination. Can you describe that experience, as well as what books made an impression on you? What role do libraries play for you now?

My mom took my brothers and me to the library every week as a kid, and it was just so wonderful to be immersed in books, to have so much access to so much reading. I truly felt like I was the luckiest girl in the world because I *loved* reading and took to it voraciously. Whenever I finished my weekly book haul, I knew there was more to be found. Now libraries are incredible community spaces where I get to do events and conduct research for my nonfiction work. **AL**





“While the announcement [of the discovery of the TRAPPIST-1 system] didn’t prove life exists out there, it did prove that there are other worlds much like ours, and that is an announcement worth making and listening to.

I often wonder, if there is life out there, do they have libraries too?”

DAVE BARE, teen services reference librarian, Randolph County (N.C.) Public Library, “Are There Libraries on Other Planets?” *Asheboro [N.C.] Courier-Tribune*, March 8.

“Libraries are not, nor have they ever been, neutral spaces. They are political. Every decision made in a library, from books to be included in the collection, to displays created, to special populations to reach, is political. Many believe that libraries and librarians are apolitical, but it’s simply not true. It’s *impossible* to be a neutral space with the goal of reaching a community, be it the public or the academic or the special population the library serves. By inviting all in a community to be in a shared space, libraries embrace the idea of encouraging education, encouraging acceptance and tolerance, and on a much smaller scale, they create policies that ensure these very things happen in their spaces. No act in the library is too small to foster tolerance and acceptance.”

KELLY JENSEN, “Libraries Resist: A Round-Up of Tolerance, Social Justice, and Resistance in US Libraries,” *Book Riot*, February 10.

“MY STUDENTS NEED TO HEAR STORIES FROM PEOPLE WHO LOOK LIKE THEM. I ALSO BELIEVE THAT ANYTHING PEOPLE TRY TO BAN IS WORTH READING.”

LITTLE ROCK, ARKANSAS, HIGH SCHOOL SPECIAL EDUCATION TEACHER, “Hundreds of Arkansas Teachers Request Howard Zinn’s *A People’s History*,” Zinn Education Project, March 5.

“Before you define *what* a library does, you must define *why* it exists. Libraries exist to protect our freedom to read, freedom of information, freedom of thought. And I don’t know about you, but when I think about ways libraries can protect our *freedom of thought*, I sure as hell do not think about cake-pan checkout services.”

REBECCA STAVICK, “Mission Creep Is Killing Libraries,” *Medium*, February 11.

“In a world of constant noise and shallow distraction, libraries are a refuge where children grow in wisdom. Librarians inspire creativity, critical thinking, empathy, and systems thinking. In other words, they help our children become the kind of people we want them to be.”

JOHN SPENCER, “We Need Librarians More Than Ever Before,” *SpencerAuthor*, February 11.

Keep Copyright in the Library

Why the Copyright Office belongs in the Library of Congress

The fate of the US Copyright Office is far from certain. This is what we know: In October 2016, Register of Copyrights Maria Pallante resigned from her position, and Librarian of Congress Carla Hayden appointed an interim register. In December 2016, Hayden issued a call for feedback on how to best prioritize the role of the Copyright Office and the kind of expertise the public wishes to see in the new permanent register of copyrights (bit.ly/2nDk3sz). And in February 2017, US Rep. Tom Marino (R-Pa.) reintroduced a bill that would move the office to the legislative branch.

The Copyright Office's future has sparked debate and controversy, specifically regarding the best location for the office. As librarians, we must seize this opportunity to advocate in favor of keeping the office within the Library of Congress (LC) and not, as some lawmakers would have it, as an independent agency under their purview.

The framers of the Constitution understood that in order to foster creativity, copyright must delicately balance the rights of content creators, publishers, and consumers. LC was the obvious partner for copyright, proliferating a universal collection of all published works through the mandatory deposit system. As the number of copyrights grew, so did the LC collection. Though the library ceased collecting every work, its current collection of more than 162 million items endures as a robust archive of culture and scholarship open to all.

Libraries are a trusted, neutral space where anyone in the community can go for unbiased information about



anything, including copyright. A core part of my job as copyright librarian is to educate professors, students, and other librarians about their rights as authors, the limits of fair use, the appropriate boundaries of Section 108 rights, and how to obtain appropriate permissions and licenses from copyright holders. It's this neutrality that makes librarians natural allies of every party in the copyright relationship—even media companies—and it makes sense that the Copyright Office continue to be housed in a library.

The Copyright Office for the Digital Economy Act (H.R. 890), first introduced by Marino and cosponsored by Judy Chu (D-Calif.) and Barbara Comstock (R-Va.) in 2015 and reintroduced this year, would allow the president to appoint a director for the copyright agency with input from a new bicameral congressional commission—a provision

It's our neutrality that makes librarians natural allies of every party in the copyright relationship—even media companies.

that could likely yield a candidate more apt to bend to political influence. The Librarian of Congress, who does not serve a particular constituency, is better suited to select the next register. She does not face reelection but is obligated to preserve the integrity of the office and uphold its service mission.

H.R. 890 will likely be well received by the House Judiciary Committee. Indeed, ranking members of that committee authored a proposal for this exact "reform" back in December 2016. In response, 42 copyright experts who work in academic libraries—myself included—signed a letter that urges the Copyright Office to remain within LC (bit.ly/2nxxlCw). "Copyright law and libraries do not have 'competing interests' and 'different priorities,'" the letter states. "Rather, libraries in all their richness and complexity reflect and serve the range of values embodied in the Copyright Act." Signatories also propose that copyright lawyers, scholars, and librarians serve on an advisory board that serves the office.

The effort to extract the Copyright Office from LC is just getting started. Now is a good time for librarians to contact their representatives and collectively respond to legislative initiatives. The ALA community is more than 56,000 members strong and, when united, has a real ability to influence national priorities. **AL**

SARA R. BENSON is assistant professor and copyright librarian at the University of Illinois at Urbana-Champaign Library. Her recently launched podcast, *@hat* (go.illinois.edu/copyrightchat), is dedicated to discussing important copyright matters with experts in a public forum.

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David Lakes—author, *Expect More* and *The Atlas of New Librarianship*

Bill McKibben—environmental activist, author



Bill Nye—the Science Guy—with co-author Gregory Mone

Sara Paretsky*—detective fiction author of bestselling novels with protagonist V.I. Warshawski

Sarah Jessica Parker—actor, producer, designer, library and literacy advocate, Honorary Chair, ALA Book Club Central



*Extra ticket needed for starred events.



Reshma Saujani—Girls Who Code founder and CEO, author

Sandra Uwiringyimana—author, *How Dare the Sun Rise?* and activist



Colson Whitehead*—author, *The Underground Railroad*, winner of the 2017 Pulitzer Prize and Carnegie Medal for Excellence in Fiction



Gene Luen Yang—award-winning cartoonist and author whose work as National Ambassador for Young People's Literature inspired the diversity-focused program "Reading Without Walls"

IMAGINEERING PANEL with Cory Doctorow, Annalee Newitz (also founder of io9), V.E. Schwab, and Susan Dennard.

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LIBRARY SYSTEMS REPORT 2017



Competing visions for
technology, openness,
and workflow

BY Marshall Breeding

The library technology industry has entered a new phase: business consolidation and technology innovation. Development of products and services to support the increasingly complex work of libraries remains in an ever-decreasing number of hands. Not only have technology-focused companies consolidated themselves, they have become subsumed within higher-level organizations with broad portfolios of diverse business activities. The survivors of this transformed industry now bear responsibility to deliver innovation from their amassed capacity. Modern web-based systems delivering traditional library automation and discovery capabilities are now merely table stakes. Real progress depends on building out these platforms to support the new areas of service emerging within each type of library.

Consolidation deep and wide

Library technology continues to consolidate horizontally and vertically. Horizontal consolidation—the merging of companies with similar business activities—shaped some of the larger players in the industry, such as Follett, and Infor Library and Information Solutions, Innovative Interfaces, Lucidea, OCLC, SirsiDynix, and TLC. Each has acquired at least one of its direct competitors. Bibliotheca's acquisition of 3M Library Systems created a globally consolidated giant in the RFID and self-service sectors that is challenged only by much smaller local competitors.

Vertical consolidations represent the next avenue for growth in an industry where horizontal consolidation can be considered all but complete. This strategy of joining companies with diverse products and business strategies isn't new in the broader library sphere, but library technology firms are a recent ingredient to the mix. The top-tier companies directly or indirectly involved in library business see library technology as an additional sector that provides opportunities to increase revenue, gain access to new customers, and realize synergies with other facets of their business ecosystems.

Companies offering content naturally gravitate toward discovery services with the potential to gain insights into library patrons' search and selection processes. Recently, content companies have begun turning their attention to businesses offering resource management technologies, such as integrated library systems (ILS), library services platforms, and platforms for the procurement of library resources.

The acquisition of Ex Libris by ProQuest in December 2015 stands as a prime example of vertical consolidation. In this case, a company known mostly for its content products has gained status as the largest provider of technology to academic libraries.

EBSCO Information Services has revealed similar ambitions as it throws its weight behind the open source FOLIO project. Through this effort, EBSCO wants to support the production of

a resource management ecosystem that is more open and friendly to its own discovery technologies, and also disrupt the flood of research libraries moving to the technology products of its rival ProQuest.

These synergies emerged early, via ProQuest's 2004 acquisition of Serials Solutions for its electronic resource management utilities, and continued with its acquisition of Ex Libris. Although it seems reasonable to gain insights into the backroom processes for selecting and acquiring resources, exerting control may be another matter. Almost all libraries acquire content from many different providers and are unlikely to tolerate technologies that channel them to a specific content provider. ProQuest's ownership of OASIS as part of its acquisition of Coutts Information Services from Ingram Content Group in April 2015 and EBSCO's acquisition of YBP Library Services and its GOBI from Baker & Taylor in February 2015 show parallel interest in gaining access to internal library acquisition processes.

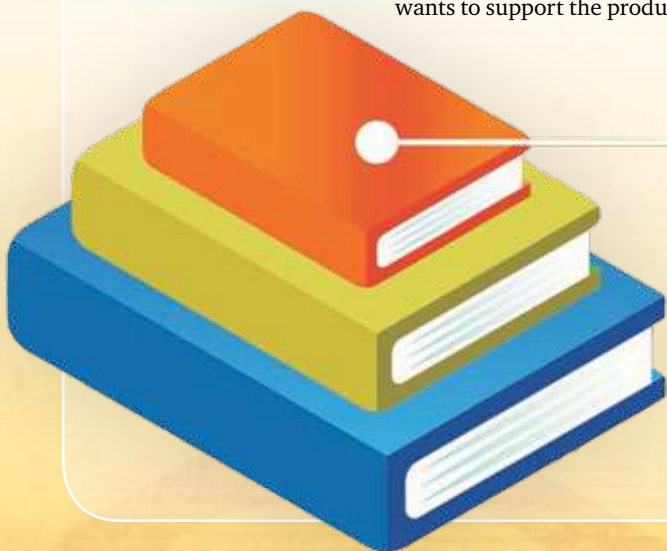
Follett buys Baker & Taylor

Follett's acquisition of Baker & Taylor in April 2016 also falls within the vertical consolidation trend reshaping the broader library services industry. Follett is a massive family-owned company with diverse business activities, including campus bookstore management, distribution of print and electronic educational materials, library automation technology, and student information systems. Follett School Solutions dominates the K–12 school technology and content arena, at least to the same extent that Ex Libris does in higher education.

Prior to the acquisition, Follett's business activities already involved content, resource acquisition, and technology, but the balance jumps toward content with this latest move. Follett acquired Baker & Taylor from Castle Harlan for an undisclosed sum. This move provides additional diversification and opportunities to gain new synergies among its existing content distribution and

resource management and discovery technologies. As one of the major distributors of books and media products to public libraries and as a supplier to retail outlets, Baker & Taylor significantly expands the scope of Follett's reach, not only into public libraries but also into the nonlibrary retail sector. As a result of the acquisition, Follett expects to see

its revenues jump from \$2.6 billion to around \$3.6 billion. George F. Coe was recently appointed chief operating officer for Follett and its Baker & Taylor subsidiary. Prior to the acquisition, Coe was president and CEO of Baker & Taylor.



Many of the same synergies can be seen in play with Follett in the K–12 school sector as ProQuest and EBSCO navigate into the higher educational sector. Its Destiny ILS holds the dominant market share among K–12 schools in the United States, with most implementations at the district level. Many also use Destiny for the management of textbooks and other assets. Newly rebranded, Destiny Discover enables students to search and access a library's print collections and available electronic resources. Follett's Titlewave platform enables librarians to acquire print and electronic resources from the company's broad catalog of content offerings with integrated collection analysis capabilities. This combination of products encompasses library resource management, discovery, and content acquisition.

FOLIO advances a new vision

This year saw the launch of FOLIO as a new initiative to create an open source library services platform that differs substantially in vision and technical architecture from established products like Alma and WorldShare Management Services. FOLIO embraces a highly modular approach in which specialized apps can be developed independently, yet collectively form a cohesive platform. This modular approach is designed to facilitate distributed development, a process in which disparate organizations or individuals can create apps that address specific areas of functionality rather than concentrating development within a single company. The design of FOLIO lends itself to the separation of resource management from discovery and contrasts the more tightly bundled arrangements associated with the existing library services platforms.

EBSCO lends substantial support to the FOLIO initiative, which it helped launch in late 2015 but which was not formally announced until April 2016. EBSCO has provided financial support, engaged Index Data to lead the development of the initial release of the underlying microservices framework, and offered educational events globally to spark interest in the initiative. The Open Library Environment, which had previously worked to create its own open source library services platform, has changed course to build community engagement for FOLIO. Involvement with FOLIO is a bold move for EBSCO, as it contributes substantial energy and resources to an open source product it does not own. It enjoys influence but not control.

Since its launch, the project has met some key benchmarks, including the release of the initial codebase for developers in August 2016 and the establishment of the Open Library Foundation as the governance organization for FOLIO and other open source communities. EBSCO reports that six vendors and 15 libraries are actively working on development, and 2,100 individuals have registered interest in the project.

Real progress depends on building out platforms to support new areas of emerging service.

This nascent FOLIO initiative faces formidable competition from the already maturing library services platforms offered by Ex Libris and OCLC. Both Alma and WorldShare Management Services have been in production since 2012 and now are used in more than 1,000 libraries. (Alma is in 829, while WorldShare Management Services is in 440.) Alma penetrated the apex of the academic library sector in 2016 when the Harvard and Cambridge University libraries selected it. Meanwhile, WorldShare Management Services has found a solid response among midsized academic institutions.

Another battle related to openness is raging. Libraries today have little tolerance for closed technology products that hamper access to underlying data and cannot be easily integrated into related business systems. The emergence of FOLIO brings to light a fundamental difference in the understanding of what it means for library systems to be open. A key issue is whether products must be released as open source to achieve the levels of flexibility expected, or if proprietary systems can deliver extensibility and interoperability through APIs. Even more important, can development distributed within the library community produce new innovations beyond the current slate of products?

The proprietary camp builds products based on software it controls exclusively. These systems do not offer access to the software's source code. Instead, they can create APIs to enable programmatic access to the data and functionality of the application. Ex Libris, OCLC, SirsiDynix, and Innovative are examples of companies that cast their systems as open by providing robust APIs, but they do not release the source code. Ex Libris touts the success of this approach. It reports that its global Alma platform saw more than 479 million API calls in 2016, which represented 51% of total transactions and now exceeds those performed through its user interfaces.

Open source products allow anyone to access, modify, and redistribute the source code of an application, enabling cooperative and distributed development across many organizations. This approach relies on a business model based on fees for services rather than for the software itself. Open source software is well established as a main branch of the library technology industry. Products like DSpace, Fedora, and Hydra dominate the institutional repository arena. In the ILS arena, open source products represent a sizable

VENDOR DIRECTORY

Auto-Graphics

Ontario, California
800-776-6939
auto-graphics.com

PRODUCTS: SHAREit, VERSO

Axiell Group

Lund, Sweden
+46 46 270 04 00
axiell.com

PRODUCTS: Arena, Aurora, BOOK-IT, DDElibra

Baratz

Madrid, Spain
+34 91 456 0360
baratz.es
PRODUCT: Absys.Net

BiblioCommons

Toronto, Ontario, Canada
647-436-6381
bibliocommons.com
PRODUCTS: BiblioCore, BiblioWeb

Biblionix

Austin, Texas
877-800-5625
biblionix.com
PRODUCT: Apollo

Book Systems

Huntsville, Alabama
800-219-6571
booksys.com
PRODUCT: Atrium

ByWater Solutions

Santa Barbara, California
888-900-8944
bywatersolutions.com
PRODUCT: Support for Koha

Capita

Birmingham, West Midlands, United Kingdom
+44 121 717 3600
capita-libraries.co.uk
PRODUCTS: Alto, Chorus

Civica Library Solutions

Melbourne, Victoria, Australia
+61 3 8676 4400
civica.com.au
PRODUCT: Spydus

COMPanion Corp./ Alexandria

Salt Lake City, Utah
801-973-7277
goalexandria.com
PRODUCT: Alexandria

CyberTools

Boston, Massachusetts
800-894-9206
cybertoolsforlibraries.com
PRODUCT: CyberTools for Libraries

EBSCO Information Services

Ipswich, Massachusetts
800-653-2726
ebSCO.com

PRODUCTS: EBSCO Discovery Service, Fulltext Finder, support for FOLIO

Equinox Open Library Initiative

Duluth, Georgia
877-673-6457
equinoxinitiative.org

PRODUCTS: Support for Evergreen and Koha

Ex Libris, A ProQuest Company

Des Plaines, Illinois
800-762-6300
exlibrisgroup.com
PRODUCTS: Aleph, Alma, Primo, Summon

Follett

McHenry, Illinois
877-899-8550
follettlearning.com
PRODUCT: Destiny

portion of overall installations. A variety of companies provide services that enable libraries to use these products with no more technical personnel than would be needed for a proprietary system. Both Koha and Evergreen benefit from distributed collaborative development where no single organization claims exclusive control of the product.

FOLIO aims to bring this distributed approach to the library services platform scene. Although Index Data has been engaged to create the initial framework, the longer-term success of FOLIO will depend on other organizations joining the collaboration to enhance or create new modules.

FOLIO remains in the development phase, with no complete software for libraries to implement. Whether this project will eventually make an impact on the library services platform arena currently dominated by Ex Libris remains to be seen.

Library tech within global IT services firms

Another set of global companies seeks synergies between public libraries and other services of local government.

One such company, Capita, which provides technology solutions to local government services, acquired Alto from Talis in 2010. The global IT services firm Infor acquired the remnants of the library automation pioneer Geac and now develops and supports its V-smart system and other library products as part of its division focused on technology for the public sector. Civica Library Solutions, a large IT services firm active in multiple global regions and dozens of business sectors, also operates a unit on education and libraries responsible for Spydus.

Capita, which supplies a variety of technology products and services for the public sector and academic institutions in the United Kingdom, offers the Alto library management system, branded as Chorus, for those interested in a fully hosted solution. This year three libraries, including a 25-branch system, selected Alto, bringing total installations to 79. Capita has enhanced its patron interface, now branded as Full Library Discovery, to encompass a comprehensive representation of content available from each library into search results.

Infor Library and Information Solutions

Framingham, Massachusetts
800-260-2640
infor.com/libraries
PRODUCT: V-smart

InfoVision Software

San Diego, California
800-849-1655
infovisionsoftware.com
PRODUCT: Evolve

Innovative Interfaces Inc.

Emeryville, California
510-655-6200
iii.com
PRODUCTS: Encore, Polaris, Sierra, Virtua

Insignia Software

Edmonton, Alberta, Canada
866-428-3997 or
780-428-3997
insigniasoftware.com
PRODUCT: Library System Enterprise

Keystone Systems

Raleigh, North Carolina
800-222-9711
klas.com
PRODUCT: KLAS

Lucidea

Richmond, British Columbia, Canada
604-278-6717
lucidea.com
PRODUCTS: Cuadra, Inmagic, SydneyPLUS

Mandarin Library Automation

Boca Raton, Florida
800-426-7477, ext. 404
mlasolutions.com
PRODUCT: Mandarin M5

Media Flex Inc.

Champlain, New York
877-331-1022
mediaflex.net
PRODUCT: Support for OPALS

OCLC

Dublin, Ohio
614-764-6000
oclc.org
PRODUCTS: WorldCat Discovery Service, WorldShare Management Services

Prima

São José dos Campos, São Paulo, Brazil
+55 12 2136 7200
prima.com.br
PRODUCTS: Philos, SophiA ILS, SophiA Web

PTFS Europe

Woking, Surrey, United Kingdom
+44 483 378 728
ptfs-europe.com
PRODUCTS: Support for rebus:list and Koha

SirsiDynix

Lehi, Utah
800-288-8020
sirsidynix.com
PRODUCTS: BLUEcloud Suite, Horizon, Symphony

Soutron Global

Encinitas, California
760-870-4243
soutronglobal.com
PRODUCT: Soutron

TLC

Inwood, West Virginia
800-325-7759
TLCdelivers.com
PRODUCTS: CARL•X, Library•Solution

TIND Technologies

Palo Alto, California
650-319-8867
tind.io
PRODUCTS: TIND ILS, TIND IR

Civica offers Spydus, which has been implemented by libraries in many global regions, especially in Asia, Australia, New Zealand, and the United Kingdom. In recent years, Civica has developed Spydus 9 and, more recently, Spydus 10 as major upgrades to its platform. The company reports that more than 90% of its customers in Australia and New Zealand have moved to the new versions of Spydus. A recent reorganization joined the previously separate library and education business units. Civica launched a new business intelligence suite for Spydus in late 2016.

Infor, active primarily in Europe and Canada, develops and supports the V-smart ILS and related products. With revenue reported in the range of \$1 million to \$2.5 million, Infor is a 66-employee division of a global IT services company with 15,000 employees and 90,000 customers active in a diverse set of business sectors. In 2016, Infor completed the initial release of V-smart, a mobile catalog app for Apple, Android, and Microsoft smartphones, and V-smart Air, a new fully responsive patron interface for the V-smart ILS. Open V-insight, a utility for incorporating external

data sources into the V-insight analytics application, and a new Iguana digital asset management for managing digital collections are both available as beta releases. This year, 24 organizations signed contracts for V-smart, increasing the total installations to 342. Iguana saw five new contracts, achieving total sales to 492 libraries.

Other business transactions

OCLC announced in January 2017 its intent to acquire Relais International, a Canadian company focused on resource-sharing technologies. This acquisition brings into its fold Relais D2D (discovery to delivery), a resource-sharing application created to support peer-to-peer borrowing, primarily among members of a consortium. Many consortia have implemented this type of product to satisfy requests for resources not held by a local library that are available in the collection of another member. These consortial borrowing systems can reduce costs and result in faster fulfillment than using a global interlibrary loan service such as OCLC's WorldShare Interlibrary Loan. The acquisition

of Relais International strengthens OCLC's position in the resource-sharing arena to include distributed as well as centralized services.

Axiell has followed an incremental strategy for business expansion and diversification. Its initial phase focused on the merger of companies providing library automation products in Scandinavia and the UK. Subsequent phases have branched out to companies involved with technologies for museums and archives, ebook and digital content distribution, and public records management.

Axiell has made a string of acquisitions. In October 2016, it announced that it acquired BiBer, a supplier of automation systems to libraries in Germany and Switzerland. It also purchased the vital records division of Gold Systems and Mobydoc, a provider of museum collections management systems, to strengthen its museums and archives business.

Industry pillars

SirsiDynix and Innovative Interfaces hold similar places within the library technology industry. Both are large consolidated companies that have acquired multiple antecedent ILS companies. These two remain focused on technology products for libraries and, unlike ProQuest and EBSCO, are not deeply involved in content and related services. Unlike Ex Libris, neither specializes in a single type of library. Both SirsiDynix and Innovative serve public, academic, and special libraries. Once considered the largest companies in the industry, they seem midsized in the current industry context, each with less than half the workforce of Ex Libris.

SirsiDynix had strong sales, made progress on building out its BLUEcloud suite of web-based applications, and further strengthened its hosting services. It continues supporting its two longstanding integrated library systems, Horizon and Symphony, as it develops a new suite of applications based on its multitenant BLUEcloud platform. This strategy enables libraries to continue to use their Symphony or Horizon ILS while deploying new web-based interfaces for selected modules, thus avoiding the need to migrate their data. New sales this year included BLUEcloud applications bundled with Symphony.

BLUEcloud Circulation was initially released in January 2017. SirsiDynix anticipates that BLUEcloud Acquisitions, developed in partnership with the South Australian Public Library Network, will be completed in 2017, following its alpha release in October 2016. SirsiDynix recently entered into a partnership with Glasgow, Scotland-based SOLUS to develop a new BLUEcloud Mobile app, that will supersede the BookMyne mobile catalog.

SirsiDynix reported a strong sales year with 142 contracts signed for Symphony, bringing total installations to 2,573. Additionally, the company made 31 sales for EOS.Web

in the special library sector. The public libraries in Wales selected Symphony to support a nationwide unified library management system. SirsiDynix continues to emphasize the deployment of its products via its hosting services, which now encompass more than 2,000 customers.

Innovative Interfaces has entered a new chapter of its business development. In early 2016, it named James Tallman CEO following the departure of Kim Massana in August 2015 and interim leadership by Bert Winemiller. A new set of executives joined the existing leadership team to reshape the company into an "enterprise-class library solutions company" with ambitious product development and business strategies. Innovative has been under the ownership of Huntsman Gay Global Capital and JMI Equity since August 2012.

Innovative set industry sales records in 2011, the first year it launched Sierra. Following that initial surge of 206 contracts for Sierra, sales leveled off in the 120 range for the next three years. After 90 contracts in 2015, Sierra had only 82 contracts in 2016. These figures still represent solid performance. Chicago Public Library's selection of Polaris reinforces the ongoing appeal of this ILS for large municipal libraries.

On the development front, Innovative released Sierra version 3.0, including enhancements like additional APIs with create, read, update, and delete capabilities. Enhanced functionality for placing holds through the API now supports requests at the bibliographic or item level independent of the configuration set in Sierra. The company continues development of applications delivered through its new Open Library Stack environment. In addition to its new knowledge base platform, Innovative also created a new application on its cloud infrastructure to enable libraries using Polaris to directly participate in an INN-Reach consortial borrowing network.

The 82 new contracts for Sierra in 2016 increased total installations to 665. Polaris saw 16 new sales, increasing total installations to 501. After having five sales and three sales in 2014 and 2015, respectively, Virtua had no new sales in 2016. Its 216 installations in 2016 was a sharp decline from the 369 reported the previous year. Installations of Millennium fell from the 1,060 reported in 2015 to 506, reflecting the rapid movement of libraries to Sierra and competing products.

Expanding its global service coverage, the company launched a new facility in Melbourne, Australia, which it characterized as a "Competency Center" offering product development, support, training, and consulting for its customers in that region.

Standalone companies remain viable

Despite the consolidation, some midsized and small companies have so far managed to stave off acquisition. These

2016 Integrated Library System Installations

PRODUCT	COMPANY	INSTALLATIONS
Symphony	SirsiDynix	2,573
Aleph	Ex Libris	2,401
EOS.Web	SirsiDynix	1,095
Horizon	SirsiDynix	950
Koha (open source)	ByWater Solutions	949
Evergreen (open source)	Equinox Software	896
Library•Solution	TLC	745
Sierra	Innovative Interfaces	665
VERSO	Auto-Graphics Inc.	509
Polaris	Innovative Interfaces	501
Virtua	Innovative Interfaces	216
Evolve	InfoVision Software	133
Koha (open source)	PTFS Europe	78
Koha (open source)	Equinox Software	34
CARL•X	TLC	14
TIND ILS	TIND Technologies	10

For additional statistics on sales trends, installations, and service platforms and discovery systems, visit americanlibraries.org.

standalone companies can focus more on development and customer support within narrower product categories or geographic areas.

TLC remains one of the few companies founded in the pioneering days of library automation that is still owned and managed by its founder. Apart from its acquisition of the Carl ILS in 2000, the company has stayed away from the churn of mergers.

Support for open source ILS products

Equinox Software provides development and support services for open source software. Founded in 2007 as a for-profit company, the company began transitioning to non-profit status in December 2016 and now operates as Equinox Open Library Initiative. The new organization is assuming all the assets from its for-profit days, including customer support contracts. Although most of the organization's activities relate to the development and support of Evergreen, an open source ILS designed for consortia comprising public libraries, it also supports Koha for libraries automating

independently. Equinox also developed and offers support services for the open source Fulfillment interlibrary loan system. Sequoia, a private cloud-based platform, provides the strategic technical infrastructure for the organization's hosting services across all its products. Equinox also provides support for self-hosted implementations of Evergreen and Koha, but it reports that many of these are shifting to its Sequoia-based hosting services.

In 2016, Equinox signed 13 new support contracts (representing 26 libraries) for Evergreen. Of all the libraries currently using Evergreen, 896 now receive support from Equinox. Two new libraries selected Evergreen for Koha support. Equinox provides support for the implementation of Fulfillment for the Bibliomation consortium in Connecticut.

ByWater Solutions provides support services for Koha. In 2016, the company signed 70 support contracts, more than in any previous year, reaching a total of 949 supported libraries. Most of its customers are public libraries (684), but small academics (103) and K–12 schools (97) are also well represented. ByWater reports more than 40 institutions use Klassmates, its program that provides free access to Koha for library-school students.

ByWater Solutions actively contributes to global community development of Koha and benefits from the new features. The most recent version included contributions from 17 libraries and 37 companies. Recent advances include the option to use Elasticsearch as the search engine, a new set of RESTful APIs, improved handling of holds, and the addition of EDI support in its acquisitions module.

PTFS Europe provides support services for Koha and to libraries in Europe. The company also developed and supports rebus:list, an application for managing reading lists for academic courses. This year PTFS added 12 new customers, increasing its total to 78 libraries.

TIND Technologies was recently formed as a spin-off out of the CERN research organization in Switzerland. Developers at CERN created Invenio as an open source library management system for its library. TIND Technologies provides support services for this software to libraries outside of CERN, branded as the TIND ILS. TIND has been awarded eight contracts for support of the TIND ILS and another 11 for the TIND Institutional Repository. The California Institute of Technology was an early adopter of the TIND ILS, and it will partner with the company to enhance its functionality for electronic resource management. Subsequently, Olin College selected the TIND ILS, giving the company an additional reference site as it seeks to expand into the US academic library sector. Tapping into a major trend in academic and research libraries, TIND recently created a platform for the management of research data, with an initial implementation at Cal Tech.

Academic libraries

Academic libraries, driven by their deep investments in electronic resources, are increasingly shifting to library services platforms that have the ability to manage complex, multi-format collections. Ex Libris's Alma and OCLC's WorldShare Management Services have both seen strong results in this area, though many academic libraries also continue to use integrated library systems in conjunction with other tools for electronic resource management and discovery. The genre of index-based discovery services, including EBSCO Discovery Service, Primo and Summon from Ex Libris, and OCLC's WorldCat Discovery Services, are critical products for academic libraries.

While these libraries need modern systems for managing and providing access to their print and electronic collections, they increasingly must respond to institutional priorities, such as providing support for research data, digital humanities, and other activities involving close collaboration with researchers. By now, this model of the library services platform seems well accepted among most academic libraries, with the number of selections and implementations increasing apace. Support for library activities beyond traditional services provides fertile ground for the next wave of technology innovation.

EX LIBRIS, A PROQUEST COMPANY, continues to exert its dominance in the academic and research library sphere. Its entire arsenal of products is oriented to academic and research libraries, including its Alma library services platform, Primo and Summon for discovery, Aleph and Voyager as legacy ILS products, Rosetta for digital asset management, and tools for electronic resource management. With a broad customer base of more than 7,000 institutions in almost all regions of the world and an ever-deepening slate of products, Ex Libris has established itself as a formidable competitor, reporting revenues exceeding \$130 million in 2016.

Ex Libris has integrated OASIS, ProQuest's interface for librarians to select and order print and electronic books, into Alma. ProQuest gained OASIS when it acquired Coutts.

The business and product integration between Ex Libris and ProQuest Workflow Solutions is well under way. In 2015, prior to the acquisition, the combined workforce between Ex Libris (615) and ProQuest Workflow Solutions (255) totaled 870. By 2016, Ex Libris reported 830 total employees. Business consolidation almost always means substantial losses in personnel through redundancy. This decrease of 40 positions (4.6%) seems modest. Innovative dropped from 584 employees in 2013 to 416 the following year after it acquired VTLS and Polaris.

In 2016, Ex Libris signed 132 contracts (representing 203 libraries) for its Alma library services platform, bringing its total sales to 829 libraries. Sales included Harvard Library, which will migrate from Aleph, and Cambridge University, which will migrate from Voyager. Ex Libris has seen sales in Alma rise sharply every year since its launch in 2011. Of note, the University of Pennsylvania, one of the original Quali OLE partners, recently opted to move to Alma.

Ex Libris remains committed to its legacy ILS products. Aleph saw 10 sales this year, proving its ongoing appeal to libraries that still primarily deal with print collections. That said, total installations of Aleph declined in 2016 for the first time ever, down to 2,401 from the 2,412 reported last year. Voyager has had no new sales since 2012. We can anticipate that the libraries remaining on Aleph and Voyager have migration plans under way and that most, but not all, will opt for Alma.

On the discovery front, Ex Libris made 138 new sales of Primo, including some à la carte implementations not paired with Alma. Summon saw 73 new sales, its lowest showing since 2010. After peaking at 718 in 2015, total installations of Summon declined to 602 in 2016. Primo Central and Summon now follow a shared data strategy in which both products continue independent development and indexes but are populated in tandem. Library patrons from the 2,591 libraries that use Summon or Primo perform 6.5 million searches daily.

Ex Libris has integrated Summon as a supported patron interface for Alma. It also supports open source discovery interfaces, including Blacklight and VuFind. Ex Libris launched the Open Discovery Framework, enabling libraries to create and share their own services and extensions to Primo. The tight bundling of Alma and Primo now seems considerably loosened.

With Alma well established as its flagship resource management platform, Ex Libris has ventured to create and acquire products that address needs in other aspects of the academic enterprise. Leganto, a tool launched in 2015 for instructors to manage course reading lists, has seen 29 total sales, 18 of them in 2016. CampusM, a mobile-friendly content management platform for higher education, has been adopted by 61 institutions, with 18 new sales in 2016. Ex Libris has also created a premium version (Leganto powered by SIPX) that includes capabilities for containing licensing costs and copyright management.

EBSCO INFORMATION SERVICES offers a diverse set of products spanning content, resource acquisition services, and technology. Despite not creating or acquiring its own

library services platform, EBSCO has expanded into the technology arena through its software-as-a-service offerings and investment in open source projects.

Key enhancements recently made to EBSCO Discovery Service include a new autocorrect feature and an extension of the user search process beyond the existing autocomplete and “did you mean” capabilities. The company has also expanded its knowledge base to include resources from over 1,600 vendors. EBSCO continues to expand the APIs for EDS to enable interoperability with external applications. The company is now working to complete the Resource Management API, which will enable it to direct customers and ILS partners to access its holdings data from its knowledge base and electronic resource management features. EBSCO currently has partnerships with 60 ILS vendors for open source projects.

EBSCO has relaunched the bibliographic database and acquisitions tool acquired from YBP Library Services as GOBI Library Services from EBSCO. Though EBSCO has a well-established position as a serials subscription agent, GOBI extends its reach into library content acquisition workflows to include print and ebooks. Recent developments include significant enhancements to the bibliographic database and adding new publisher partners, especially in the health sciences.

OCLC, a nonprofit library cooperative, offers a wide range of products and services, spanning library activities including cataloging, resource sharing, collection analysis, resource management, and discovery. Its membership now includes 16,964 libraries. While OCLC serves all types of libraries, its WorldShare Management Services platform has thus far been adopted primarily by academic libraries. In 2016, however, it did see more public libraries added to the mix.

OCLC noted that by the fifth anniversary of WorldShare Management Services, it had been selected by 500 libraries on six continents. OCLC reported 83 contracts signed in 2016, with 440 libraries now using it in production. Some of the major sales made this year include the University of Gloucestershire in the UK, Münster University of Applied Sciences in Germany, Erasmus University Rotterdam in the Netherlands, and the statewide public library network of Northern Territory in Australia. OCLC has seen positive reception for WorldShare Management Services among mid-sized academic libraries, but it has had few selections by large academic libraries or consortia.

OCLC continues to expand the bibliographic database underlying WorldCat, which now includes more than

380 million records. WorldCat Discovery Service, which also provides access to article-level content from electronic resources, continues to expand coverage. OCLC reports agreements with 200 information providers to supply metadata, now representing more than 2 billion individual resources.

Resource sharing continues as a strategic service for OCLC. In January 2017, OCLC acquired Relais International and launched Tipasa, a new interlibrary loan management system. Built on the WorldShare platform, Tipasa automates the interlibrary loan office of a library and is interoperable with WorldShare Interlibrary Loan and other services. Tipasa is positioned as a forward path for the Windows-based ILLiad software developed by Atlas Systems, but it is sold and supported by OCLC.

Throughout 2016, OCLC made major investments to upgrade the technology infrastructure that underlies its cloud-based services. This new infrastructure adds significant capacity for expansion, strengthens security, and improves disaster recovery.

In its annual report, OCLC reported revenues of \$203.4 million, a slight increase from the previous year.

SIRSIDYNIX continues to support a large number of academic libraries. Twenty-eight of its 142 contracts for Symphony in 2016 were by academics (615 of 2,573 total installations). Recent developments important for academic libraries include the release of the BLUEcloud eRM, based on the open source CORAL software. Disrupting Ex Libris’s sweep of academic consortia seeking shared automation infrastructure, Canterbury Christ Church University, Cranfield University, the University of Greenwich, and the University of Kent, all in the UK, selected BLUEcloud Campus. Other academic institutions selecting BLUEcloud Campus in 2016 included Henan University in China and the National University of San Marcos in Peru.

INNOVATIVE INTERFACES remains a strong competitor in the academic library sector. Of the 82 new contracts signed for Sierra, 53 were by academic libraries; academics represent 391 of 665 total installations. Of the 506 remaining Millennium sites, 346 are academic libraries. As one of Sierra’s largest projects in recent years, the Florida Academic Library Services Cooperative selected the platform for its 40 state universities and community colleges, including 156 campus libraries. Other developments included the release of a new version of Knowledge Base that supports electronic resource management, linking, and discovery.

Public libraries

Public libraries rely on technology that can support efficient and flexible circulation of physical collections and can facilitate ever-expanding interest by their communities in borrowing ebooks, audio books, and other digital content. These libraries require technology products and services that strengthen the engagement of their clientele with collections, programs, and services. It is essential for public-facing services to present contemporary interfaces with intuitive design and with built-in support for mobile devices.

The ILS continues to reign supreme in the public library sector. Almost all of the major ILS products are evolving from client-server to web-based architectures. Axiell's launch of Quria as a library services platform for public libraries will be an important project to monitor, but it has yet to have an impact on public libraries in North America. The number of public libraries operating legacy systems with short-term replacement agendas, which fueled migrations in previous years, has dwindled, leading to sluggish sales in 2016. In the small public library arena, Biblionix has capitalized on its modern architecture and sleek functionality to attract impressive numbers of new customers. But for larger public libraries, lateral moves among currently supported ILS products rarely warrant the expense and disruption involved.

Many different companies offer technology products to public libraries. More than half of SirsiDynix customers fall within the public library sector, though the company continues to support and attract clients from academic, special, and school libraries. Polaris, now part of Innovative's portfolio of products, is used almost exclusively by public libraries. The customer base of Sierra is divided across library types, with public libraries representing well over half. Another set of companies specializes in public library technologies, including Auto-Graphics, BiblioCommons, Biblionix,

InfoVision, and TLC, as well as Axiell, Baratz, Capita, and Infor, which operate mostly outside the US.

Most public libraries rely on the online catalog or discovery services provided by their ILS vendor. Some vendors offer an optional discovery interface with relevancy-based search, faceted navigation, and other features beyond their standard online catalogs. SirsiDynix Enterprise can be used with Horizon or Symphony, and Innovative's Encore can be implemented with Sierra or Millennium. Other vendors, such as TLC and Auto-Graphics, have revamped the online catalogs bundled with their ILS. Public libraries are not always content with the patron-facing interface bundled with their ILS, sparking some to use customized open source interfaces. The Marmot Library Network in Grand Junction, Colorado, has developed a discovery environment based on VuFind, branded as Pika, which has been implemented by its network and beyond. Notably, the Nashville (Tenn.) Public Library has adopted Pika, and it will be used with its recently selected CARL•X ILS to support the public school system. BiblioCommons has successfully displaced online catalogs from ILS vendors, attracting some of the most prestigious municipal libraries.

Polaris, now part of **INNOVATIVE INTERFACES**, continues to be well received by municipal libraries and consortia. In February 2017, Chicago Public Library opted to replace its CARL•X ILS with Polaris. Polaris 5.2, which was released in December 2016, includes new discovery features, such as a facet for immediately available materials and new acquisitions features for consortia. Innovative reported 16 new contracts representing 201 facilities for Polaris, increasing its total installations to 501. Of the 82 contracts made for Sierra, 19 were by US public libraries.

SIRSIDYNIX Symphony had a strong sales year in the public library sector. Of its 142 total sales, 33 went to public libraries. Similarly, of its 2,573 cumulative installations, 1,159 went to public libraries.

BIBLIOCOMMONS, which specializes in patron-facing technologies, continues advancing its BiblioCore socially oriented discovery interface and its BiblioWeb public library portal. Six new libraries selected BiblioCore, and another five implemented BiblioWeb to power their websites.

Developments made this year include full responsiveness to mobile devices across all aspects of its product lines, improvements to patron accounts, support for lists up to 100 items, reorganization of profile pages to include activity

It is essential for public-facing services to present contemporary interfaces with intuitive design and with built-in support for mobile devices.

and community feeds, and the ability to link accounts when a patron is associated with multiple library systems. BiblioCommons recently released BiblioCloudRecords, a bibliographic service available to libraries using BiblioCore to enable discovery of ebook collections without the need to load records into their ILS, simplifying library processing and enabling more immediate access for patrons.

TLC, a midsize company, offers a diverse assortment of technology products and bibliographic services. It offers CARL•X to support large municipal libraries and Library•Solution for smaller and midsize public libraries. Beyond the ILS front, it offers eBiblioFile, which provides MARC records for ebook collections, and RDA Express, which assists libraries in transforming their records to adhere to RDA cataloging rules. The ITS•MARC database provides MARC records for copy cataloging to subscribers.

CARL•X was selected to support the Limitless Libraries partnership between Nashville Public Library and Metro Nashville Public Schools. The public schools in Muncie, Indiana, subsequently joined the Muncie Public Library in a similar arrangement with Library•Solution. The large public library systems in Broward and Brevard counties in Florida both extended their CARL•X contracts for another three years.

In a modest year for new sales, 12 new libraries selected Library•Solution, expanding its installations to 745. The new sales of CARL•X to the public and school libraries in Nashville bring its installations to 14, encompassing more than 400 libraries.

TLC also provides social media management technologies, as the exclusive distributor of SocialFlow to libraries. Organizations such as the BBC, the Associated Press, and Condé Nast have adopted this service. TLC recently won certification from the General Services Administration enabling procurement by federal agencies.

On the product development front, TLC released CARL•Connect Discovery version 3.2, which has mobile-oriented personalization features, including ratings for materials, cleaner display formats, and opt-in notifications.

TLC made management changes. It promoted John Burns to vice president of sales, named Sherry Banks its director of operations at its Inwood, West Virginia, headquarters, and promoted Rich Jacobson to chief operating officer of Inwood operations. Annette Harwood Murphy, who cofounded the company in 1974, continues to guide the company as president and CEO.

AUTO-GRAPHICS, with a business history spanning 67 years, specializes in library automation and resource sharing products primarily for public libraries. Its VERSO ILS has been implemented mostly by small to midsize public libraries. Its resource sharing products SEARCHit and SHAREit are designed to support consortia and statewide interlibrary loan programs. In 2016, the state libraries in Indiana and South Dakota selected SHAREit for their respective statewide interlibrary loan services. In March 2017, the Access PA consortium in Pennsylvania reported its fulfillment rates increased 30% following the implementation of SHAREit.

BIBLIONIX marked the 10th anniversary of its web-based Apollo ILS for small to midsize public libraries. As a small company with a growing customer base, Biblionix leverages the multitenant design of Apollo to deploy the product in libraries with only an incremental allocation of resources. In 2016, 65 additional libraries selected Apollo, increasing its total installations to 610. Libraries adopting Apollo migrated from diverse incumbent products, including open source as well as proprietary systems.

INFOVISION SOFTWARE, a small company with 10 employees, offers the Evolve ILS, which is used primarily by public libraries. In 2016, four libraries with a total of 23 branches selected Evolve, increasing its total installations to 133.

Recent improvements to Evolve include a new release of its online catalog that fully incorporates a responsive design to support mobile devices and enhancements to its search functions.



School libraries

K–12 schools have distinct technology needs. Library automation systems are almost always deployed through district-wide or even multidistrict implementations. The number of school libraries far exceeds those in other sectors, but the costs per library are quite low. Many districts have cut library programs, which obviously impacts the school library technology marketplace. Additionally, the automation and discovery products for schools must be designed to accommodate grade, reading level, age-appropriate material designations, classroom checkouts, and integration with district office business systems for student records. These systems also benefit from the integration with e-commerce platforms for the acquisition of print and electronic materials. Discovery environments for students must be carefully constructed to provide access to electronic materials selected by the library, precluding results from inappropriate sources.

FOLLETT has continued its lead among libraries in K–12 schools. With offerings that extend beyond automation software for the library, Follett exploits business opportunities in the broader school district environment. The company also distributes print and electronic content for schools, has created an educational digital learning platform, and offers a student information system. Nearly 5,200 new school libraries selected its Destiny Library Manager (an ILS designed specifically for K–12 schools and districts) in 2016, increasing its total deployment to 68,515. Destiny implementations are almost five times greater than its nearest competitor. Destiny version 14.0, launched in August 2016, brings a reworked interface and many new capabilities, such as support for the OneRoster specification for importing student and class schedule data, single sign-on with other district services and Baker & Taylor Axis 360 content resources, and integration with a registry of open educational resources. Follett rebranded its student-facing products under the name Destiny Discovery, including Follett Shelf, Universal Search, and BryteWave. Follett's Aspen Student Information System is now implemented in more than 180 school districts.

Consistent with the move by many school libraries toward classifying resources by genre instead of using Dewey, Follett launched a new set of services and developed educational resources to assist with this transition. Follett also began a new set of “makerspace bundles” for libraries via its Titlewave e-commerce platform. These bundles help libraries create their own makerspaces with robotic kits, books, and other materials.

COMPANION offers the Alexandria ILS, which is used primarily by K–12 school libraries. Released in 1990, Alexandria has

2016 Product Installations: Schools

PRODUCT	COMPANY	INSTALLATIONS
Destiny Library Manager	Follett	68,515
Concourse	Book Systems	9,998
Atrium	Book Systems	3,673
Mandarin M3	Mandarin Library Automation	2,704
Mandarin M5 (hosted service)	Mandarin Library Automation	801
Mandarin M5	Mandarin Library Automation	729

a long history of development, with version 7 completed in 2016. COMPANION offers hosting for Alexandria in addition to software for installation on local servers. The company reports that just under 14,000 libraries currently use Alexandria.

BOOK SYSTEMS develops and supports the Atrium ILS and Booktracks for management of textbooks and other assets. Atrium has been adopted by schools and small public and special libraries. Of the 259 facilities implementing Atrium this year, 180 were K–12 schools and 35 were public libraries. Installations of Atrium now total 3,673. Consistent with industry trends, Book Systems emphasizes its hosted services, both in new sales and in converting existing implementations. Atrium version 11.0, released this year, has an improved KidZviZ catalog interface, which will help users promote programs and events to library patrons. Book Systems added support for Common Sense Categories for libraries interested in refining their collections.

MANDARIN LIBRARY AUTOMATION's latest product, Mandarin M5, has been implemented primarily by K–12 school libraries but also finds use in small public and academic libraries. Sixteen new libraries purchased this product in 2016, increasing its total installations to 729 libraries. Another 45 libraries subscribed to the Mandarin M5 hosted service, which now serves 801 libraries. Developments produced in 2016 include a completely redesigned Union Catalog and interlibrary loan module.

The OPALS open source ILS was created by **MEDIA FLEX** and has been implemented by hundreds of school libraries, as well as church, synagogue, and other special libraries. OPALS is especially popular in its home state of New York, where many BOCES (Boards Of Cooperative Educational Services) locations provide front-line implementation and support services. Media Flex did not provide detailed sales and implementation statistics for 2016.

Special libraries

Special libraries, including those in law firms, corporations, health care facilities, government agencies, and nongovernmental organizations, have technology needs distinct from other library sectors. Differences among these types of organizations can also be considerable. Even the concept of a library within these organizations is in flux, with many functioning more as global information centers without physical collections.

CYBERTOOLS primarily creates technology products for special and academic libraries, especially those in the fields of health and law. The company reports that more than 400 libraries currently use its products, though it did not provide detailed sales and installation statistics. Recent development activity on the CyberTools Library Services Platform has emphasized a unified approach for electronic resource management. All installations of CyberTools are now delivered through its cloud hosting service.

KEYSTONE SYSTEMS has developed KLAS to support libraries that offer services to persons with visual disabilities. These libraries require systems to be fully compliant with ADA standards, and rely on functionality for the fulfillment of requests made by mail as well as in person. Recently, Keystone completed developments to integrate KLAS with the PIMMS (Patron Information and Machine Management System) project of the Library of Congress. This enables customers with talking books to synchronize data with libraries that participate in the National Library Service for the Blind and Physically Handicapped. In its highly specialized niche with limited sales opportunities, Keystone made one new sale, increasing the implementations of KLAS to 113.

SOUTRON GLOBAL offers a growing portfolio of products to legal, corporate, and other special libraries. In 2016, the company saw 39 new sales of its Soutron ILS, bringing its total number of installations to 172. The company recently began offering the Soutron Archive solution, which saw 14 sales in 2016. On the development front, Soutron is working to renew the internal technology used within its products, moving away from the Microsoft .Net platform to new web-oriented technologies. Work is under way to rebuild acquisitions and serials functionality. This work represents an initial phase to create an entirely new codebase for the product.

LUCIDEA, which has consolidated many of the companies active in this sector, including SydneyPLUS Library Systems, Immagic, and Cuadra Associates, did not respond to this year's questionnaire.

Looking forward

The churn of migrations, especially among academic libraries, is likely to accelerate over the next three years as legacy systems become less tenable and newer alternatives mature. Activity in the public library sector will continue to languish until stronger alternatives emerge. In both public and academic libraries, an increasing portion of system changes will be driven by large-scale collaborative projects at the regional, state, and national levels. Companies that have developed products with proven abilities to provide collaborative technical infrastructure will prosper.

Despite the massive reshaping that has defined the industry in recent years, libraries can expect continued change, which may impact the technologies available to them. This disruption will likely include ownership changes as investors seek profitable exit paths. Other possibilities range from simple turnover of investors to additional horizontal or vertical consolidation. The lines of an industry composed of companies centered on traditional library automation products will continue to blur.

As industry transformation continues to unfold, libraries face challenges to react thoughtfully. As suppliers develop synergies among content and technology products, libraries need to ensure that the results align with their strategic interests. Libraries must hold technology providers to task. As companies consolidate, they must continue to allocate adequate resources for product development and support. Those that reduce choice but fail to deliver product innovation and quality support will inevitably be punished in the marketplace.

Note: The Library Systems Report 2017 documents ongoing investments of libraries in strategic technology products made in 2016. It covers organizations, both for-profit and nonprofit, offering strategic resource management products—especially integrated library systems and library services platforms—and comprehensive discovery products. The vendors included have responded to a survey requesting details about their organization, sales performance, and narrative explanations of accomplishments. Additional sources consulted include press releases, news articles, and other publicly available information. Most of the organizations provided lists of libraries represented in the statistics reported, allowing for more detailed analysis and validation. Product listings in vendor directory are not comprehensive. AL



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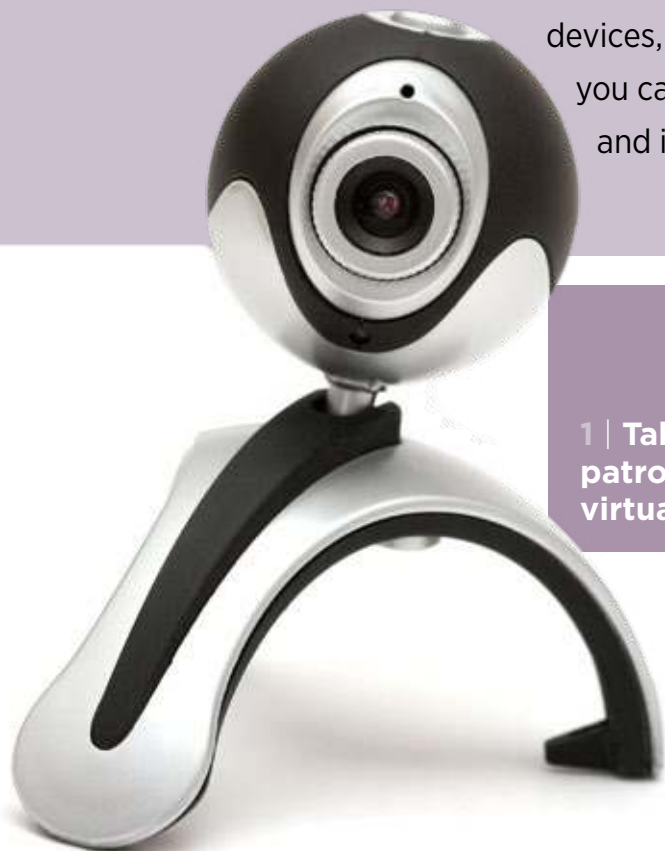
10 TECH TRENDS

Tech leaders recommend the tools and resources your library can adopt now and in the near future

BY Alison Marcotte

From virtual reality to gamification to security techniques, libraries are using the latest technology to engage patrons, increase privacy, and help staffers do their jobs.

American Libraries spoke to library tech leaders—members of the Library and Information Technology Association’s popular Top Tech Trends panel from the 2017 Mid-winter Meeting & Exhibits—to get the apps, devices, software, and best practices that you can adopt for your library right now and in the near future.



1 | Take patrons on a virtual tour

Create a virtual tour of your library using a 360-degree camera and post it to your website or social media, says Cynthia Hart, emerging technologies librarian at Virginia Beach (Va.) Public Library (VBPL). Virtual tours can be helpful for both information and accessibility.

“One of our branches is 125,000 square feet. The A’s for adult fiction are all the way at the end of the building. Can you imagine if you were a person with disabilities or if you were an older person or had low mobility?” Hart says. “If you didn’t know that when you went into a library, wouldn’t it be helpful to have that virtual tour of the building? Then you could call and say, ‘Hey, can you pull that book from the shelf?’” Virtual visit statistics can also be used as a gate count metric.



2 | Make Google Cardboard sets

Augmented reality and virtual reality (VR) have become mainstream, from *Pokémon Go* to PlayStation VR. VR technology can be used not only for entertainment but also as a way of engaging and teaching students.

Google Cardboard is an inexpensive VR platform that allows you to visit places, play games, watch YouTube videos, or fly through outer space. Google Cardboard and VR apps—such as Proton Pulse, NYT VR, GoPro VR, VR Roller Coaster, and Titans of Space—can be downloaded on a smartphone.

To use the platform, you can buy a Google Cardboard VR viewer, which costs around \$20, or you can make one. Meredith Powers, young adult librarian at Brooklyn (N.Y.) Public Library (BPL), showed teens how to build their own

Google Cardboard VR cases using plastic lenses purchased online, Velcro, magnets, and cut-up cardboard boxes.

Gena Marker, teacher-librarian at Centennial High School in Meridian, Idaho, says she plans on doing the same.

“I think that not only can we introduce low-cost ways to bring these technologies in, but we can also tie that to the maker movement and teach patrons that you don’t have to spend \$500 on an Oculus Rift to have a VR experience,” Marker says. “Come into the library, and we’ll show you how to take a \$2 lens that we bought off Amazon and some otherwise junk cardboard to create your own VR experience.”



3 | Go on a Google Expedition

Using a Google Cardboard kit and smartphone, students (or “explorers”) can use the Google Expeditions app to take educational VR field trips to Mars, the Guggenheim Museum, the Great Barrier Reef, and other destinations. Teachers (or “guides”) can lead students using a tablet. The tours include annotations, questions, and points of interest.

“Google Expeditions is an easy way to bring that VR experience to a library program,” VBPL’s Hart says. “Libraries can offer headsets as a part of their circulating collection.”

4 | Teach with gamification platforms

Just like VR, gamification websites and apps can also engage students at the library and are freely accessible. Kahoot!, Socrative, Quizlet, and Quizalize can be used for a library orientation or class project.

These platforms can be helpful for school librarians. Marker says she does

a library orientation for new high school students in the fall.

“I created my orientation questions as a *Kahoot!* game,” Marker says. “It changes up the format a little bit. So instead of me spending half an hour standing in front of a group of freshmen saying, ‘Do this, don’t do that. Here’s where things are in the library,’ it gives it a fun twist.”

Marker says anyone can create an account and make a game that lives on the Kahoot! website. Teachers can then use that game as a quiz, review, or pretest in class.



5 | Get coding with Code School

Bill Jones, Information Delivery Services (IDS) Project creative technologist at the State University of New York at Geneseo's Milne Library, says online coding instruction, with its ease of access and low barrier to

entry, is a great trend for libraries to get involved with. Online services can also help defray the costs of tuition and textbooks.

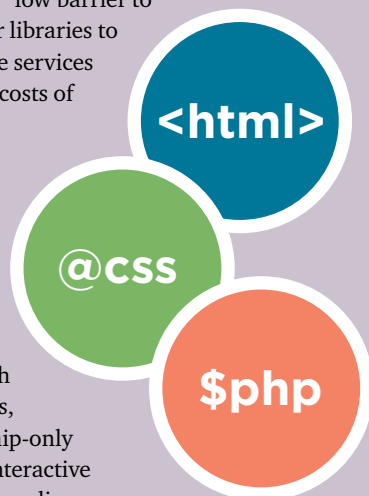
“It’s not equal to the classroom experience,” he notes, “but it does work in terms of teaching people.”

Jones recommends Code School (codeschool.com), which offers some free courses,

as well as membership-only resources, such as interactive courses, screencasts, coding challenges, and an online community.

He says he prefers it to other platforms because it modularizes the learning process.

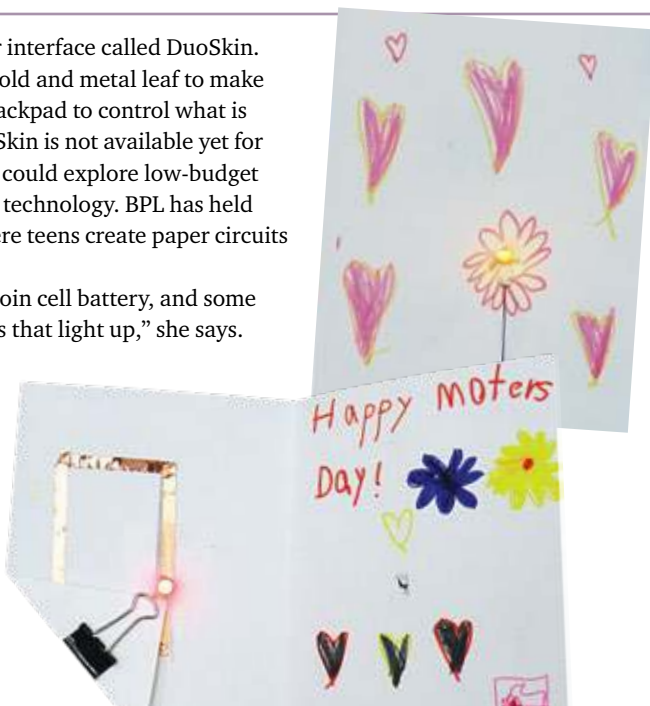
“They really gamify the way that that the whole learning process goes so that you can see how far you need to go to complete this session but also how far you’ve gone,” Jones says. “You watch a short, five-minute video, and then you do the lesson. The hands-on tasks are right there in your browser, so it’s super easy to get right into it and start coding without having to set up any servers or even build a local hosting solution on your local machine.”



6 | Make circuits with tech-loving students

MIT Media Lab has created a new user interface called DuoSkin. These temporary tattoos, made with gold and metal leaf to make a circuit, let you use your skin like a trackpad to control what is displayed on your mobile device. DuoSkin is not available yet for consumers, but Powers says librarians could explore low-budget ways to get teens involved with circuit technology. BPL has held programs during Teen Tech Week where teens create paper circuits (bit.ly/2mftRqR).

“You can get some copper wires, a coin cell battery, and some LEDs, and you can make greeting cards that light up,” she says. “It’s a little lower-tech, lower-budget version of a cool tattoo, but it’s definitely something you can get for 20 bucks’ worth of supplies for 20 kids, so that’s important.”



7 | Teach patrons about private browsing

Powers says that while libraries don't keep logs of public computer sessions, patrons and library staff can further protect themselves while using public Wi-Fi with a virtual private network (VPN), which can guarantee that all the data being sent and received is encrypted and secured from others, including people on the same network or ISP.

VPNs protect your anonymity, and they don't keep logs or discriminate against traffic or protocol types. Powers says patrons will want to research the following to decide which VPN service is best for them: if the VPN is using current security protocols; if the terms of service and privacy policies are clear and understandable; what the VPN covers and what it doesn't; what countries the servers are located in; whether it uses its own servers; and especially how much data logging or tracking the VPN provider engages in.

"It's also helpful to know what the company or people are like—their reputation, expertise, history, etc.—and if there's a history of any company or founder activism that might demonstrate their commitment to consumer privacy," Powers says.

Resources that can help you evaluate a VPN provider include EFF's Surveillance Self-Defense (bit.ly/2nhEflI) and the VPN section of That One Privacy Site (thatoneprivacysite.net).

Another way to ensure private browsing is to use Tor software, which protects users by bouncing their communications around a distributed network of relays run by volunteers. It prevents somebody watching your internet connection from learning what sites users visit, it prevents sites from learning users' physical locations, and it lets users access sites that are blocked. Tor is not always available on library public computers, however.



8 | Create strong passwords with a roll of the dice

Powers teaches workshops on digital literacy and data privacy as part of the Data Privacy Project, which is funded by the Institute of Museum and Library Services and the Knight Foundation's Prototype Fund. Password security is always a hot topic.

She says that Diceware (diceware.com) is an easy way to teach patrons how to create better passwords for their library, service, and email accounts. By rolling an ordinary die, users create a five-digit number that corresponds to a word in a Diceware word list. The Electronic Frontier Foundation (EFF) maintains multiple Diceware word lists (eff.org/dice).

"Even though the list of words is publicly available, the security of a Diceware password comes from the number of words selected and the number of available words on a Diceware list," Powers says. "By rolling dice to create several words in a sequence, you can create a strong, memorable passphrase. The creator of Diceware, Arnold Reinhold, currently recommends a six-word sequence to protect against a brute-force hack attempt."



9 | Streamline by using data-driven development

Jones says he thinks data-driven development is a trend to watch.

“An example of [data-driven development] would be the article gateway that we’ve produced out of IDS Project,” he says. “This was

looking at the worst areas in workflow and finding ways to improve.” Those ways include shaving time off processing transactions and saving money while making sure that data gets to users as fast as possible.

IDS Project has a wide range of members, from small community colleges to Research I institutions and some public libraries like New York State Library.

“You’ll see many different consortia building their own type of data analysis tools that they can use to strengthen their communities and their groups of libraries to benefit everybody, whether that’s decreasing time in shipping or cutting pieces out of workflow that can be automated or streamlined,” Jones says. “I really think it takes a group to look at data across many different libraries and library types.”

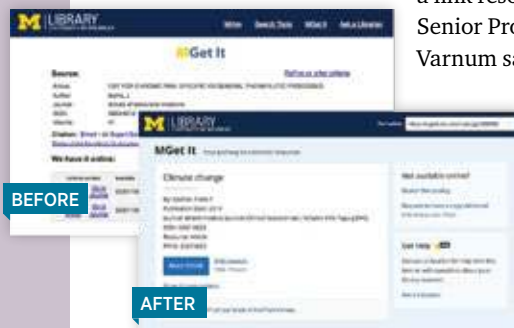
He adds that he thinks more tools will be coming out, especially since more service providers are offering APIs out of which data can be pulled and used to make intelligent decisions on transactions.

“I just think that communities are going to start to grow together more to find solutions on their own because they’re not going to be able to afford the solutions that are coming out of these big companies. People just can’t afford it,” Jones concludes. “So we’re going to be relying on each other as a library community to find these solutions.”

10 | Develop your own applications

Libraries can also develop or improve applications themselves. For example, University of Michigan Library redesigned its link resolver interface in late 2016 (bit.ly/2mQR005).

The library had been using a link resolver interface that Senior Program Manager Ken Varnum says was confusing and out of date, did not meet accessibility requirements, looked like an error page, and did not provide detailed analytic data on user behavior.



His team decided to replace that application with a custom solution created using Umlaut, an open source option. They created a design that makes the page’s purpose clear with an accessible interface, improved usability, and better analytics.

“Now all those open URL link transactions happen on a library server where we can provide the services that we want to our user base directly, and we can make it work just the way we want to,” he says.

If libraries want to develop their own applications, Varnum says that looking for open source software that does something similar to what you want to do is key. Even if you can’t find software that does exactly what you want, you may be able to find something close.

You can then either rethink your end goal—is the existing software close enough to your intended goal that you can live with the differences?—or modify the software to meet your specific need.

“I’ve noticed that, many times, libraries let the great get in the way of the good and ignore the 80–20 rule,” Varnum says. “That is, they can get 80% of the way toward their goal with something easy to implement, but they let the 20% customization of the interface be a blocker.”

If you do customize the software or write your own, Varnum recommends sharing your innovations and changes with the open source community to make it available to others. **AL**



ALISON MARCOTTE is a freelance writer for *American Libraries*.

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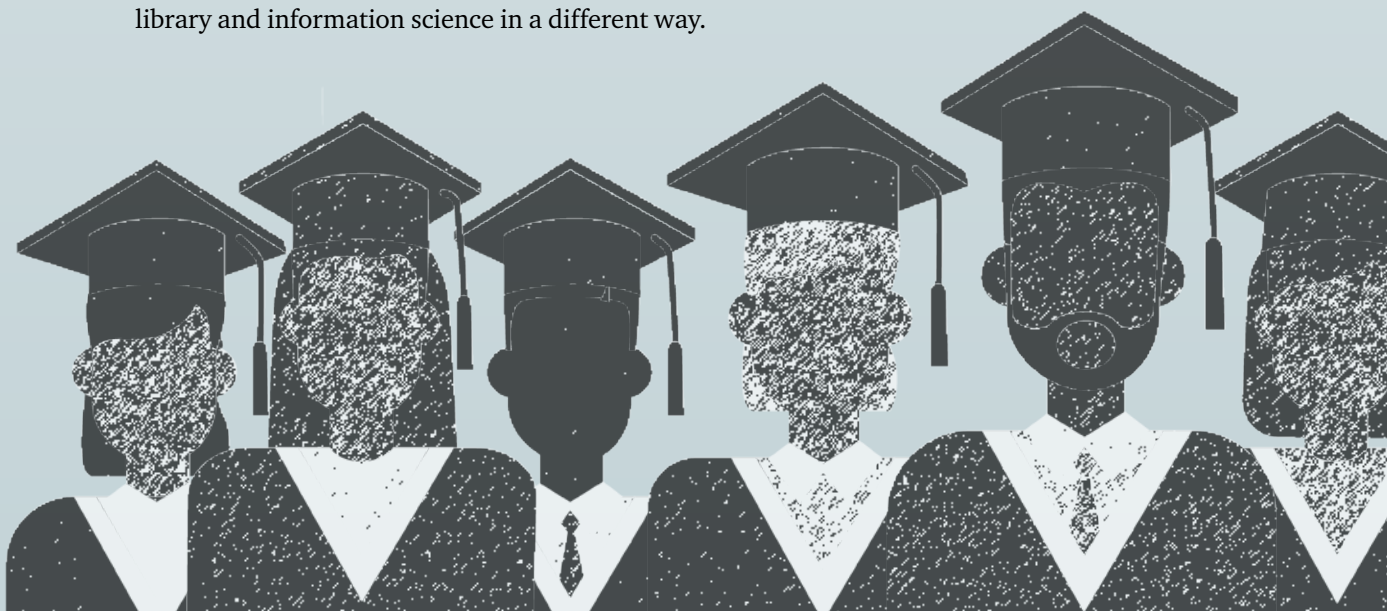
ALAAmericanLibraryAssociation

Notable Dissertations

Turning top student research
into everyday practice

BY Kathy Rosa

For librarians of all stripes, dissertations are an often-overlooked source of valuable information—information that has the potential to improve or even transform the institutions we serve. Dissertations, after all, are more than mere requirements for a doctoral degree; they're original, substantial contributions to knowledge. Here we present eight of the year's top LIS dissertations, each capable of shaping the practice of library and information science in a different way.



The students and their topics are:

- **April Lynne Anderson** (Iowa State University in Ames) examined information literacy programs in community colleges.
- **Laura K. Clark** (Florida State University in Tallahassee) explored the motivations of caregivers who bring children to emergent literacy programs in the public library.
- **Sarah Clark** (Oklahoma State University in Stillwater) investigated the ways in which undergraduates choose mediators when conducting information searches.
- **Jeffrey Michael DiScala** (University of Maryland, College Park) asked: “How are school librarians recruited and hired?”
- **Diane M. Hamilton** (State University of New York at Albany) studied one boy’s efforts to achieve meaning through picture books.
- **Kelli Johnson** (Marshall University in Huntington, West Virginia) examined the experiences of minority librarians through the lens of critical race theory.
- **Dallas Long** (Illinois State University in Normal) looked at partnerships between student-affairs professionals and librarians.
- **Jennifer Sue Thiele** (University of Wisconsin–Milwaukee) focused on the challenges rural libraries face when trying to keep their technology and internet speed up to date. **AL**



KATHY ROSA is director of ALA’s Office for Research and Statistics.



Illustrations: © mast3r/Adobe Stock

Conceptualization and Practice of Information Literacy Instruction in Community Colleges

April Lynne Anderson

PhD, Iowa State University
Dissertation at bit.ly/2nryQWQ

SUMMARY

Through interviews, observations, and document analysis, Anderson sought to understand how information literacy is conceptualized and practiced in five community college libraries. The results showed that all sites offer quality instruction in information literacy. All sites conduct 50- to 70-minute educational sessions on search strategies for general information sources, information evaluation, and source citation. However, not all students are required to participate, and students who do not may find themselves at a disadvantage after transferring to a four-year school. Getting faculty buy-in is important for increasing the number of students who participate in this instruction. Librarians who proactively reach out to faculty about what the library can do for them and their students are more likely to obtain this buy-in.



RECOMMENDATIONS

Anderson recommends that librarians inform faculty about services and draw them into the library, perhaps by holding an open house for new faculty so they can learn how the library can support them in their classes. Other ideas include email discussions with departments and attendance at faculty meetings. Librarians can also structure information literacy instruction to address specific faculty and course needs, such as training on how to detect bias and power inequities in websites, news articles, commercials, images, texts, and other information sources. Students learn to not only ask questions but also to consider the purpose of the information, the intent of its creators, and the audience.

Do You Do Birthday Parties? Caregivers' Perceptions of Emergent Literacy Programming in Libraries and Their Motivation for Attending

Laura K. Clark

PhD, Florida State University
Dissertation at bit.ly/2mxRg4k

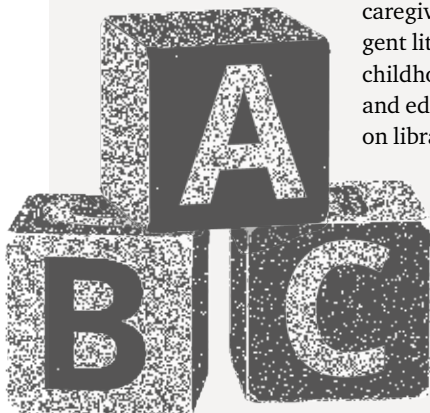
SUMMARY

Clark investigated caregivers' perceptions of emergent literacy programming and their motivations for attending library programs for children up to age 3. Caregivers viewed library programs as important preparation for school (referring to the need for print awareness, listening skills, and vocabulary skills). Another motivating factor was that programs are free, which is especially helpful for low-income caregivers. Other motivations included socialization, since the programs provide a way for caregivers, especially first-time mothers, to interact and form social networks. Caregivers also believed that early learning should be fun and that the library programs were fun for children.



RECOMMENDATIONS

This study supports libraries providing good learning experiences through programming for children. Programs must motivate caregivers and children to attend, and librarians must create warm, caring, and supportive environments; develop responsive relationships with caregivers and children; coach caregivers on emergent literacy and early childhood development; and educate caregivers on library resources.



Also, libraries must take the initiative in designing and marketing these programs to caregivers.

On the Other Side of the Reference Desk: Exploring Undergraduates' Information Search Mediation Experiences through the ACRL Framework

Sarah Clark

PhD, Oklahoma State University
Dissertation at bit.ly/2mwAu4T

SUMMARY

Clark explored the thoughts, feelings, and actions of undergraduates who ask for help (mediation) with information searches. Formal mediators are defined as librarians and instructors of the course for which the information search is being conducted, while informal mediators comprise family, friends, colleagues, and subject-matter experts aside from instructors or professors. Clark found that while students knew the value of librarians as search mediators and appreciated the library instruction they provided, they nonetheless relied a great deal on informal mediators. The multiple-case study also found that information seekers selected mediators who they believed could address their needs; the ideal mediation encounter provided straightforward answers in a safe space; students typically used lessons learned via mediation to address perceived weaknesses in their information search abilities; mediation encounters varied widely depending on students' goals for an assignment and influenced information-seeking behaviors in future searches; and effective mediation encounters focused on the seeker's needs.



RECOMMENDATIONS

The study results suggest that librarians can advance search-mediation practice by building trusting relationships with students, such as by being more visible on campus, increasing outreach, and providing embedded librarian services. Personal connections may lead students to view librarians as supportive, knowledgeable mediators. Professional association tools should build awareness of mediation encounters from the user perspective.

School District Governance and Knowledge-Fit in Decision Rights: How Districts Recruit and Hire School Librarians

Jeffrey Michael DiScala

PhD, University of Maryland, College Park
Dissertation at bit.ly/2o4J5Ni

SUMMARY

This multiple-case study examined the decision-making processes used by school districts to recruit and hire school librarians.

DiScala looked at the process of hiring school librarians through a governance and best-fit model of hiring practices borrowed from IT research. In this view, principals know how to run the school, HR staff know district hiring policies and practices, and school librarians know how to manage a building-wide library program. The study showed that no districts required principals to include the library supervisor in the process of hiring school librarians. However, principals who included library supervisors in the hiring process reported that their input was valuable.



RECOMMENDATIONS

Practices and protocols for recruiting and hiring school librarians should be developed. A knowledge-sharing dialogue should be developed among the principal, HR staff, and library supervisor. Librarians should be included in the hiring process. Hiring qualified librarians will ensure that the library program offers the best resources and services for students to develop information, technology, and reading literacies. Further research needs to be conducted about the recruitment and hiring of school librarians.

Postmodern Picture Books, Gender, and Reading Difficulties: A Phenomenological Exploration of One Boy's Experiences

Diane M. Hamilton

PhD, State University of New York at Albany
Dissertation at bit.ly/2nvVlkR

SUMMARY

Hamilton set out to examine the connection between the potential of postmodern picture books (those with nonlinear, diverse perspectives) to affect change, the ways boys are socialized into literacy practices, and the problem of male disengagement from literacy. She examined one boy's experiences with required reading of traditional and postmodern picture books.

Hamilton analyzed data collected during a book sort, think-aloud readings, interviews with the participant and his family, and historical data from school records and tutoring records. The analysis showed that reading a traditional book entailed identifying the words, following an explicit storyline, and turning to the next page, that is, making meaning as intended by the author-authority. The participant responded to reading a postmodern picture book by making sense of unusual features, interacting with illustrations, and generating and revising meaning along the way. While the participant found postmodern picture books more entertaining, he often preferred traditional texts. The data suggests that experiencing postmodern picture books with a focus on think-aloud commentary may have changed his views on what it means to read.



RECOMMENDATIONS

The author suggests that children who struggle to read are experiencing incomplete conceptions of reading. Postmodern picture books may provide opportunities for changing reading behaviors. Children could be encouraged to choose a postmodern picture book to share in a think-aloud with parents, caregivers, and teachers. Hamilton further recommends providing books that represent a varied degree of traditional or postmodern characteristics (some may even be hybrid), books for a variety of ages, books with male and female main characters, and books that are stereotypically boy- and girl-friendly. Hamilton also recommends including a variety of intertextual references (some familiar and some likely to be unfamiliar) and storylines that promote exploration of identities and points of view and that challenge assumed norms and ideations.

Minority Librarians in Higher Education: A Critical Race Theory Analysis

Kelli Johnson

EdD, Marshall University
Dissertation at bit.ly/2nJ8yvB

SUMMARY

Through the lens of critical race theory, Johnson investigated the experiences of minority librarians in academic libraries. She found that the librarians shared a spirit of service and a commitment to activism, valued mentoring and networking during LIS education and in the workplace, endured daily injustices in higher education, and shared the love of libraries and reading. The study aims to help LIS schools, higher-education administrations, and professional library organizations attract and recruit minority librarians.



RECOMMENDATIONS

Acknowledging the importance of activism is one step toward creating an environment conducive to minority recruitment. Mentoring and networking opportunities can be stepped up as well as adjusted to include follow-through evaluation. LIS schools and higher education administrations can use surveys or other methods to determine campus- and program-level attitudes toward minorities. Staff and students can participate in awareness training, such as LGBT safe-space training. Finally LIS programs and professional organizations can develop recruitment strategies that target minority undergraduates in reading- or research-oriented disciplines.



Librarians and Student-Affairs Professionals as Collaborators for Student Learning and Success

Dallas Long

PhD, Illinois State University
Dissertation at bit.ly/2n7NSyh

SUMMARY

Partnerships between student-affairs professionals and librarians are rare, despite the fact that they share the goal of college student success. Long used focus groups to identify how student-affairs professionals perceive librarians and vice versa. Long found no evidence of collaboration between student-affairs professionals and librarians at the four institutions studied but did find that the professional roles of student-affairs professionals and librarians do intersect and that their work differs in ways not conducive to collaboration. Whereas student-affairs professionals focus on students' holistic development, librarians focus on fostering critical-thinking skills. Long found that the two groups did not share a common view of student learning, did not trust the other's interpersonal skills or ability to plan, and had not considered collaborating.



RECOMMENDATIONS

For collaboration to take place between student-affairs professionals and librarians, change must occur at the administrative and staff levels. A campuswide educational philosophy that guides shared notions of student learning will promote better understanding between library and student-affairs departments. A system that rewards collaboration between student-affairs professionals and librarians can serve as incentive. At the staff level, someone must take the first step. Librarians can invite student-affairs staff to attend informal meetings to discuss their work. The two groups could take time to learn about their different roles in student learning, planning, and schedules, then work to find common ground. Librarians and student-affairs staff may find that their differences complement each other.

Information Access in Rural Areas of the United States: The Public Library's Role in the Digital Divide and the Implications of Differing State Funding Models

Jennifer Sue Thiele

PhD, University of Wisconsin-Milwaukee
Dissertation at bit.ly/2necgRf

SUMMARY

Through interviews, surveys, and documents such as budget reports, Thiele examined issues related to information access in rural public libraries. Rural libraries often have challenges with staffing, internet connectivity, and funding. Many rural libraries do not have staff trained to develop and maintain the needed technology resources or to assist patrons with technology questions. Often this role is taken on by staff or



even by volunteers with an interest in technology. Paid staff may be earning minimum wage and have few benefits; low wages make it difficult to hire and keep staff with proper technology training. Rural libraries do not have adequate funding or space to maintain up-to-date computers and technology resources. While all respondents reported increased broadband speed in the last few years, rural areas still often have limited broadband options.

RECOMMENDATIONS

At the local level, librarians can continue to advocate the need to hire qualified staff and to provide professional development for existing staff. In addition, rural libraries can participate in free training through resources such as OCLC's WebJunction (learn.webjunction.org). The online training is available to staff and volunteers and features courses such as Enhancing Your Library's Web Presence with WordPress, Innovation on a Shoestring, and IT Security for Libraries. Rural library staff should stay up to date with state policies and programs that support community and library technology; they can also lobby for improvements and continuation of federal programs such as the E-Rate program, which helps schools and libraries obtain affordable high-speed internet access and telecommunication rates, and Broadband USA, which assists libraries and communities in planning for better and faster internet access.

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Greetings
FROM THE

NEWBERRY LIBRARY



*A world-class
postcard collection
opens to researchers*

by Ronnie Wachter

When Katherine Hamilton-Smith walked into the farmhouse in a distant suburb of Chicago one day in 1982, all it held was one chair and one telephone. She managed to turn it into a triage scene.

For the first five days of her first job out of college, as an intern for the Lake County Discovery Museum in Wauconda, Illinois, Hamilton-Smith oversaw the transfer and preservation of about 2.5 million postcards and related materials. Each item held a different degree of historical significance, none of them were cataloged, and all were lucky to not be buried in a landfill.

Photos: Newberry Library

"I was so young, I didn't have any idea what a huge task this was," she recalls. "I was just like, 'Hey, this is a job!'"

Nearly 35 years later, the job is complete: The Curt Teich Postcard Archives has moved again, this time from Lake County to the Newberry Library, an independent research library in downtown Chicago that plans to preserve and publicize them for decades to come.

This collection of postcards—and the production notes of the staff that created them—are all that remain of Curt Teich and Company, the printing firm that made "Greetings from [wherever]" a vacation motto of Americana. After the business folded in 1978, a chain of events that mixed wisdom, luck, and desperation brought the collection to the museum. Hamilton-Smith spent the first years of her career inside that farmhouse, sorting photographs, memos, and illustrations, then filing them into a searchable database. What arrived in 1982 in truckloads of disheveled "archival triage," as she puts it, left in December 2016 for the Newberry as a cataloged collection.

Library staffers spent weeks blueprinting how they would disperse America's largest postcard collection into their stacks. Those 2.5 million pieces of postal history were opened to researchers on April 3.

"I know how she felt," says Alice Schreyer, the Newberry's vice president of collections and library services, about Hamilton-Smith and those who followed her at the museum. "We were able to bring this collection into the Newberry because of all the great work that she did."

The collection's importance

When you look at Curt Teich's most famous innovation (the "Greetings from" postcard), you are looking at an amalgamation of advertising, congressional action, journalism, and business methodology. Schreyer and Hamilton-Smith both say the archives offer a wealth of scholarly value, much of it found in the preparations that preceded the final products.

"What they amassed," Hamilton-Smith says, "was a visual record of the 20th century of the United States and how it changed."

In 1898 Congress authorized the postcard as we know it today. From then until 1978, Curt Teich printed all kinds of advertising materials at its Chicago plant: maps, brochures, railroad instructions, and more. For its postcards, the company became known for taking a photograph of a

Top to bottom: The receiving room in Chicago's Newberry Library is the first stop for the boxes holding the Curt Teich Postcard Archives; Martha Briggs (head of the modern manuscripts division) and Alex Teller (director of communications) examine one of the job folders the company created when making its postcards; some of the hundreds of filing cabinets holding the Teich archives.



tourist destination (or some place that wanted to encourage tourism), then used illustrators to convert the image into a bucolic countryside, jazzy urban center, beckoning beach, or whatever appearance the client intended.

Founder Curt Teich died in 1974, and four years later, his company printed its last products. Hamilton-Smith says that in the process of cleaning out the plant, his son Curt Jr. took the route of simplicity and started chucking everything. But at the opposite end of the facility, his younger brother Ralph believed that their father's work held historical meaning, so he started stashing everything in bags.

Where to put all this?

For four years, those heaps of unsold postcards and related materials sought a home. They found one in 1982, when a six-year-old museum in suburban Lake County—flush with empty space and looking for exhibits, Hamilton-Smith says—offered its farmhouse.

The Curt Teich Postcard Archives is a visual record of the 20th century of the United States and how it changed.

It helped that the collection came with a \$485,000 grant from the still-operating Teich Foundation, which paid Hamilton-Smith's salary and the expense of cataloging everything Ralph Teich had salvaged.

The postcards arrived at the museum farmhouse in five truckloads, one each day. Every morning of Hamilton-Smith's first week, another crash cart brought more survivors to her triage scene.

"Millions of pieces of paper," she says. "I mean to tell you, we had postcards everywhere."

Hamilton-Smith would come to marvel at what Ralph Teich had rescued. Curt Teich's staff documented every step of the process—photo slides of the scenes each postcard depicted, give-and-take memos between artists and marketers about what the image should become, and the hand-painted rendering that would adorn the postcard—into "job envelopes" to keep the progress of the work in one place.

Schreyer says the collection's 2.5 million items include about 400,000 different final images. Newberry Director of Communications Alex Teller says many of the envelopes told rich stories about the America of the time.

"You can track the artistic and business process," Teller says. "In the production notes, you'll see instructions for the artists: 'Change it from day to night, leave out the power line.' You're seeing how American businesses and governments were picturing themselves and creating images that they wanted to present to the rest of the world," Teller says. "It was the original text message."

In nearly 35 years at the farmhouse, the exhibit grew by tens of thousands. Postcard enthusiasts around the world heard about the museum outside Chicago with the huge collection and used it as a dignified repository for their own archives. The Lake County Discovery Museum took in prized postcard works by Czech artist Alphonse Mucha and London printer Raphael Tuck.

But the museum was changing its location and tightening its focus, so Hamilton-Smith (who still works for Lake County as director of public affairs and development for the forest preserves) says the combined archives could not make the trip. Schreyer says her group immediately believed that the postcards could augment the Newberry's humanities collection—if it could find the space.

Curt Teich's new home

The Newberry is a privately funded, noncirculating library; anyone over age 14 can study its contents within one of two reading rooms. When library officials agreed to take custody of the Curt Teich Postcard Archives, Schreyer says her first priority was to find reliable transportation. The movers had to "understand that some things are fragile and need to be carefully wrapped," she says.

The transfer included some 100 filing cabinets, each holding Teich's job envelopes, while separate sets of cabinets arrived containing custom-made, shoebox-shaped archival boxes for the postcards. Schreyer says most of the postcards came in clear, plastic protective sleeves and were housed in boxes made of pH-neutral archival board. The filing cabinets are metal (wood gives off gas that can endanger old paper items).

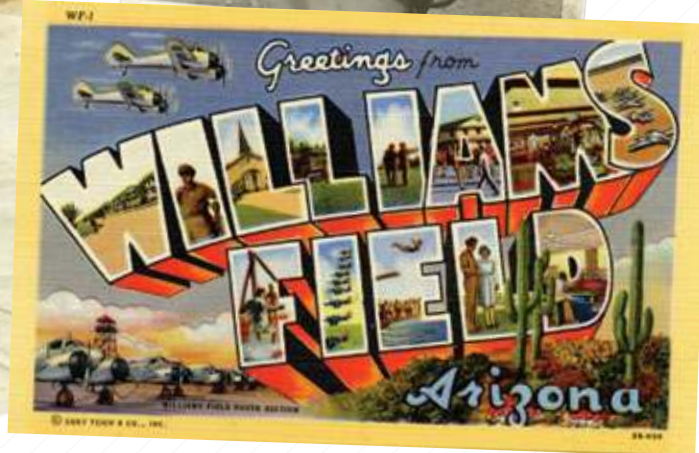
The cabinets were spread around the Newberry's multiple floors of stacks, she says, and pushed against the perimeters of the walkways. The 130-year-old library does not have many open spaces left, but wanted the Teich collection badly enough to stretch it out along its interior halls.

"We were able to use a lot of great space," Schreyer says.

And the Newberry plans to reuse the catalog that the museum staff created for the Illinois State Library's Illinois



W-1 Greetings from WILLIAMS FIELD, Arizona
Change Reading Matter L - Claudette Colbert and
Otherwise OK. Col. Bridget



The mock-up for the “Greetings from Williams Field, Arizona” postcard used source materials from photographs, including the man in the first “I” and the planes that fly across the top. The text was hand-lettered. The final product was printed in 1943.

Digital Archives. Schreyer says little will change there—just a few more entries, a few new keywords, and a Newberry credit line at the bottom. The library will change the museum’s database from a .csv file to, as Schreyer puts it, a “jumbo, jumbo Excel spreadsheet.”

All of this will happen because, much like it did when it arrived at Hamilton-Smith’s triage scene, the collection is coming to the

Newberry with a \$500,000 endowment. The Teich Foundation gave the second half-million-dollar installment to the Lake County Discovery Museum a few years ago as a final gift before dissolving; the museum held it in reserve as an

incentive to entice a new steward when the right opportunity arose.

The farmhouse where Hamilton-Smith’s career began, and where the Teich postcards resided for nearly 35 years, is empty again. When Hamilton-Smith thinks about the good fortune that brought truckloads of filing cabinets to and through her museum, she smiles.

“People want me to say it’s bittersweet,” she says. “But this is just 100% sweet. We’ve taken it this far—now it needs to go into the hands of another preservationist who can take it even further.” **AL**



RONNIE WACHTER is a writer and photographer for the *Chicago Tribune*.

2017 Annual Conference

MUST-DOS

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We're staying focused on the future. From the immediate fight to keep the Institute of Museum and Library Services and the National Endowment for the Humanities funded to critical advocacy for equity, diversity, and inclusion—as well as the usual wealth of professional development opportunities, new products and services, and interactions with thousands of motivated colleagues who share your concerns—the American Library Association's (ALA) Annual Conference and Exhibition has never been more important.

Use the [Annual Conference Scheduler](http://alaannual.org/scheduler) (2017 .alaannual.org/scheduler) to start planning.

Speakers who inspire

Reshma Saujani, founder and CEO of Girls Who Code, a national nonprofit working to close the gender gap in technology, will be the featured speaker at the Opening General Session (June 23). ALA President Julie B. Todaro welcomes actor, producer, designer, and library and literacy advocate **Sarah**

Jessica Parker, who will unveil her first ALA Book Club Central pick during the President's Program (June 24).

Auditorium Speaker Session presenters include: **Gene Luen Yang**, award-winning cartoonist and author whose work as National Ambassador for Young People's Literature

inspired the diversity-focused program "Reading Without Walls" (June 24); **Sandra Uwiringiyimana**, human rights activist and author of *How Dare the Sun Rise: Memoirs of a War Child* (June 24); **Brené Brown**, author of three *New York Times* bestsellers and presenter of a top-viewed TED talk, "The Power of Vulnerability" (June 25); and science educator **Bill Nye** with his Jack and the Geniuses series coauthor **Gregory Mone** (June 26).

ALA divisions invite all attendees to hear speakers at the division presidents' programs, including: **Kameron Hurley**, author of the essay collection *The Geek Feminist Revolution* (LITA); **R. David Lankes**, author of *The New Librarianship Field Guide* and director of the University of South Carolina's School of Library and Information Science (RUSA); **Dorri McWhorter**, socially conscious CEO of YWCA Metropolitan Chicago (ALCTS and LLAMA); and panelists **Chip Donohue**, **Sarah R. Lytle**, and **Lisa Regalla** discussing digital technology's relationship to childhood development and literacy (ALSC).

Named by the *The Boston Globe* as "probably America's most important environmentalist," author and activist **Bill McKibben** will speak at a special session, "Imagining a World That Works—In Time to Prevent a World That Doesn't" (June 24).

In the exhibit hall

Two additions will offer unique experiences: **The Playground @ ALA** features hands-on learning with future-focused technologies such as virtual and augmented reality, coding,

Coming Next Month

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drone piloting, 3D printing, and robotics. At **The Park @ ALA**, attendees can sit on a bench, play checkers, make a wish in the fountain, borrow a book from the Tricycle Bookmobile, build a Little Free Library, or donate to the ALA blood drive.

Plus, there's everything else that makes the exhibit hall a lively and critical part of your conference: more than 900 organizations and vendors; hundreds of authors looking to meet attendees and sign new titles; specialty pavilions; and live stages including the Book Buzz Theater, PopTop Stage, Graphic Novel and Gaming Stage, and What's Cooking @ ALA Demonstration Stage.

Continue the conversation

Todaro will facilitate "Library and Information Experts Succeeding in the 21st Century: A Town Hall Dialogue on Competencies, Careers, and Successful Practice" (June 24). LITA's Imagineering Panel with science fiction and fantasy authors **Susan Dennard**, **Cory Doctorow**, **Annalee Newitz**, and **V. E. Schwab** will discuss generational gaps and what it takes for a literary work to gain crossover appeal (June 24). Annual will feature future-focused sessions and innovators from inside and outside the library field, including those sponsored by ALA's Center for the Future of Libraries.

PR Sunday Spotlight (June 25), new to Annual, features four events: the John Cotton Dana Library Public Relations Awards

and Reception showcases innovative outreach; Libraries Transform shares how more than 6,100 participants in ALA's awareness campaign are using its tools and resources; the PR Forum offers expert strategies and tactics; and LLAMA's PR Xchange provides a chance to share marketing materials and learn from peers.

Ticketed events

For inspiring professional development and ideas you can implement at home, take advantage of preconferences (June 22–23). Find tickets for preconferences, award celebrations, and more at alaannual.org/ticketed-events.

You won't want to miss an offsite reception featuring poet and activist **Nikki Giovanni** at the new American Writers Museum (June 23); a cocktail hour celebrating the 20th anniversary of ALA's Spectrum Scholarship Program with **Librarian of Congress Carla Hayden** (June 25); the **Newbery-Caldecott-Wilder Banquet**, recognizing authors and illustrators of distinguished children's books (June 25); the **Andrew Carnegie Medals for Excellence in Fiction and Nonfiction Ceremony and Reception**, with nonfiction winner **Matthew Desmond** (*Evicted*), fiction winner **Colson Whitehead** (*The Underground Railroad*), and featured speaker **Sara Paretsky** (June 25); and the **International Librarians Reception**, welcoming librarians from more than 70 countries (June 27). **AL**

GET Connected, STAY Informed

Use the **Annual Conference Scheduler** (2017.alaannual.org/scheduler) to browse sessions, add and update events, create a private or shareable calendar, and keep track of appointments. The mobile app will be available in May. Attend the entire event, specific days, or just the exhibit hall.



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Information Literacy Toolkits

Creating better resources for instructors

Librarians in academic settings are often focused on outreach to disciplinary instructors. The dream many of us have is for information literacy instruction to be organically embedded into all academic curricula. Real curricular integration is rare, and most instruction happens in a single session requested by the faculty member. However, if information literacy instruction was embedded in all courses in which it made sense, we wouldn't have enough librarians to teach it all.

Two recent publications envision this type of instruction as a shared responsibility of the librarian and the disciplinary instructor. The *Framework for Information Literacy for Higher Education*, adopted by the Association of College and Research Libraries (ACRL) in 2016, represents a significant departure from the *ACRL Information Literacy Competency Standards for Higher Education*. It recognizes that information literacy comprises not just skills but also dispositions and habits of mind, and that librarians should not be the only ones teaching information literacy. The American Association of School Librarians' *Standards for the 21st-Century Learner* also includes dispositions that would be impossible to foster in a single instruction session.

Instructors, however, have varying levels of comfort teaching information literacy and varying knowledge of library resources. Most of us have seen terrible library scavenger hunts and assignments that seem to teach students only that the library is a confusing place and research is hard. I see frustrating situations like these as outreach opportunities. In positioning ourselves as experts in information



literacy pedagogy, we are not only supporting instructors in their efforts to teach information literacy but are also likely changing some faculty members' perceptions of librarians.

One option we are exploring at Portland (Oreg.) Community College is developing a toolkit to support faculty in teaching information literacy. The University of Texas at Austin developed a toolkit to support its first-year experience courses (lib.utexas.edu/signaturecourses), with materials that instructors can use in classes and examples of how faculty and librarians have collaborated to support other classes.

At my library, we started by surveying faculty to find out what kinds of resources they would value and to what learning outcomes they would most likely teach in their courses. We are in the process of collecting learning objects that instructors can revise, remix, and use. The next challenge will be to select a tool in which to store the content and

organize it so that faculty can easily find what they need.

Some libraries use LibGuides to create information literacy toolkits because it's a web-authoring tool to which most librarians have easy access. For a small project, LibGuides might be adequate, but the interface can quickly become visually overwhelming as the amount of content grows. Institutions that already have a learning object repository (LOR) in their learning management system have an ideal option because instructors can easily import content from the LOR into their own online classrooms.

A database-driven CMS, like WordPress or Drupal, would make for easy navigation of a large collection of learning objects. By tagging each object with the learning outcomes it addresses and the type of content (handout, activity, etc.), instructors could browse just the resources that interest them. The Pollak Library at California State University, Fullerton has developed a WordPress-based LOR (lib-learning.fullerton.edu) to support disciplinary faculty as well as their librarians as they teach information literacy.

Whether or not we develop toolkits, many disciplinary faculty will be teaching information literacy, some ably and some not. By offering instructors librarian-created learning objects, we can better ensure that every student has a positive experience learning about information literacy and the library. **AL**

We started by
surveying faculty
to find out what
kinds of resources
they would value.

MEREDITH FARKAS is a faculty librarian at Portland (Oreg.) Community College and a lecturer at San José (Calif.) State University School of Information. She blogs at InformationWantsToBeFree.com. Email: librarysuccess@gmail.com

Design and Conquer

Create compelling graphics

As information professionals, we collect a ton of data. Information visualization can help us leverage that data to provide relevant content to our users and stakeholders. When creating graphs, charts, maps, or other graphics, you want to make certain that the data depicts your message with clarity and precision so your target audience can gain useful insights and discern relevant trends. Here are some tips to help you create effective graphics:

Be clear and concise. Ensure that the data you are illustrating is comprehensive and accurate. The goal is to convey the greatest number of ideas in the smallest amount of space in the shortest number of words. A good resource to review for inspiration is *The Visual Display of Quantitative Information* by Edward R. Tufte. His graphical integrity principles offer substantive insights into creating strong visualizations that display data for maximum comprehension. Tufte recommends including labels that are detailed and thorough. Clear labels can help prevent data from being misinterpreted. By being clear and concise, you can help prevent ambiguity in the message you are trying to get across.

Remove chart junk. Chart junk includes all the visual elements in charts and graphs that are unnecessary for the viewer to understand the major points. Examples of chart junk include heavy or dark grid lines, superfluous text, and inappropriately ornate fonts. In addition, decorative chart axes and display frames, pictures or icons within data graphs, ornamental shading, and unnecessary dimensions are potential chart junk.



When graphs are used to persuade or illuminate, they should make the data memorable. Graphics should be uncluttered. If there are too many elements, you could unwittingly be taking away from the main points you're trying to present.

Choose design tools that best suit your library's needs and preferences. Many software packages are available. These are some of the most popular tools. I encourage you to research these selections further, try them out, and pick software that best fits your design needs.

- **D3.js**, or Data-Driven Documents (d3js.org) is a JavaScript library that uses HTML, CSS, and SVG files to render charts and diagrams. It is well known for its ability to create precise, creative, and interactive visualizations. One of the main benefits of this resource is that it's free and open source, making it an excellent tool for

amateur learners. Several tutorials using D3.js are available online at github.com/d3/d3/wiki/tutorials.

- **FusionCharts** (fusioncharts.com) includes an exhaustive collection of charts and maps, with more than 90 chart types and more than 1,000 maps. FusionCharts supports major data formats, such as JSON (JavaScript Object Notation) and XML. Some features offer interactive zooming and scrolling, as well as real-time updates from the server. Charts can be exported into a variety of formats, such as PNG, JPEG, PDF, or SVG. It offers a free trial and a fee-based license.
- **Google Charts** (developers.google.com/chart) uses HTML5 and SVG to create charts that are portable and compatible across different browsers and platforms. This free tool offers a wide range of display options, such as bar, pie, line, map, and gauge charts. It is also well known for its flexibility and ease of use.
- **Tableau** (tableau.com) is one of the most commonly adopted visualization tools. It supports a wide range of charts, maps, graphs, and other visual designs. It also offers strong support for academic users.

Use these tips to relay data in an effective way that will help your library stay competitive through better data assessment, library message delivery, and user engagement. The time is ideal to incorporate information visualization into the fabric of your library's culture. **AL**

HSUANWEI MICHELLE CHEN is assistant professor at the School of Information at San José (Calif.) State University. Adapted from "Information Visualization," *Library Technology Reports* vol. 53, no. 3 (April).

Ensure that
the data depicts
your message
with clarity
and precision.

Summer Reading Reboot

How to decide if your library should make changes to its program

When was the last time you looked critically at your summer reading program? Have you fallen into the trap of running it the same way every year because that's the way it's always been done?

It's understandable. Summer is a busy time at the public library, and repeating a program saves work, even if it's not the best thing for your youth participants or staff. Though your plans for summer reading are probably set, now is an opportune time to take inventory of what you're doing, what is and isn't working, and what to change in your program when it wraps.

Rebecca McCorkindale, assistant library director and creative director at Gretna (Neb.) Public Library, introduced major changes to her library's summer reading program several years ago. Her philosophy is that kids should "make good memories," so she phased out cheap prizes in favor of keepsake booklets that combine a reading log with activities and coupons for local businesses (bit.ly/2lUXnPZ), such as free ice-cream cones or personal-size pizzas. The switch was popular among children, parents, and sponsors and made it easier for staff members to keep tabs on the program.

There were some bumps at first, but tracking problem areas enabled the library to tweak the program. And though this project is near to her heart, McCorkindale says that she will embrace change if it ever seems to stop working: "Programming should evolve, since everything else in life does."

Marge Loch-Wouters, youth services consultant at Southwest Wisconsin



Library System in Fennimore, recently wrote on her blog about the evolution of reading programs at libraries where she has worked (bit.ly/2lAYiJb). Instead of simply reading for prizes, her programs got kids engaged in acts of kindness, volunteer activities, and writing book reviews.

Three years ago, my own library went prizeless, eliminating plastic toys in favor of free books and inexpensive staff-assembled science activity packs as a way to inspire participants to keep the learning going at home (bit.ly/2mxVcEO).

Noticing areas for change may be easy when employees aren't happy, patrons complain, or participation numbers are down. But what if everything's going reasonably smoothly? How do you know if it's time for a shake-up?

Every community
is different, and
it's meaningless
to compare
summer reading
program statistics
between libraries.

Think about your goals for summer reading and solicit feedback.

■ **Talk to staff members.** Is summer a time that they dread? Will small changes to the program have big effects on workflow? If you have new staffers, get them involved and leverage their fresh eyes and diverse experiences.

■ **Ask patrons.** Poll kids and parents at the close of your summer reading program. Are they in it for the prizes, or are they truly engaging with your library?

■ **Listen to teachers.** Summer reading is, in a big way, for our local educators. We aim to help students retain reading skills so that they aren't behind when school resumes in the fall. If teachers could design a perfect summer reading program, what would it look like?

■ **Reach out to your personal learning network.** Get together with neighboring libraries, ask librarians on Twitter, or email librarian friends for ideas. What are others doing that you haven't considered?

The bottom line is that you need to do what works for your library and patrons. Every community is different, and it's meaningless to compare summer reading program statistics between libraries, though we might be tempted.

Making your program better will look different for everyone. You don't have to do anything and everything that people suggest, but having these conversations may help you evaluate your program in a way that you haven't before. Change can be scary, but fear is a terrible reason to not strive for better results. **AL**

ABBY JOHNSON is youth services manager at New Albany-Floyd County (Ind.) Public Library. Find her at abbythelibrarian.com.

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Equity, Diversity, and Inclusion

ALA's fourth strategic direction

Last year, the American Library Association (ALA) library acquired a display case to highlight books in our collection. To mark the 125th anniversary of the opening of Ellis Island, we showcased books on the immigrant experience. The oldest is *Aids in Library Work with Foreigners*, published by ALA in 1912. Its tone is different from anything the Association would publish today, but it demonstrates how ALA has been actively working on issues of equity, diversity, and inclusion for most of its existence. With the amendment (bit.ly/2lHYkPf) passed at the 2017 Midwinter Meeting that adds equity, diversity, and inclusion to the ALA Strategic Plan, a roundup of current titles on the topic seems in order.

Creating Inclusive Library Environments: A Planning Guide for Serving Patrons with Disabilities, by Michelle Kowalsky and John Woodruff, begins with an overview of changes initiated because of the Americans with Disabilities Act (ADA)



of 1990 and the follow-up ADA Amendments Act of 2008—changes designed to ensure a barrier-free environment. From there, the book covers policy writing and staff training, both key steps to ensure ADA compliance. Chapters on facilities design, daily operations, programming, and outreach have suggestions and tips applicable to all types of libraries, richly supplemented by boxed checklists and extensive references. Throughout, the authors stress the importance of cultivating a user-centered culture, even while ensuring individual privacy. ALA Editions, 2017. 232 P. \$62. PBK. 978-0-8389-1485-4 (Also available as an ebook.)



Information Services to Diverse Populations: Developing Culturally Competent Library Professionals, by Nicole A. Cooke, begins with the key clauses

from both the ALA Code of Ethics (bit.ly/1NqcR8K) and the Library Bill of Rights (bit.ly/1KpmhA), clauses that support the author's thesis that "all community members should be privy to equal access and quality resources and services ... that meet their specific information needs." How an individual library serves the range of needs of its diverse users—and the groups that might be so designated are in themselves diverse, ranging from the homeless to homeschoolers, for example—will be unique to each community. Before presenting a range of possible specific outreach services, Cooke explores ways individuals can develop cultural competence, a key component of being able to deliver the services needed. Libraries Unlimited, 2016. 166 P. \$65. PBK. 978-1-4408-3460-8 (Also available as an ebook.)

THE BESTSELLERS LIST

TOP 3 IN PRINT

1 | **The Makerspace Librarian's Sourcebook**

edited by Ellyssa Kroski

This hands-on sourcebook edited by technology expert Kroski includes everything libraries need to know about the major topics, tools, and technologies relevant to makerspaces today.



2 | **Fundamentals of Electronic Resources Management**

by Alana Verminski and Kelly Marie Blanchat

This guide to ERM fundamentals is invaluable, both as a primer for those preparing to enter the field as well as a ready reference for current practitioners.



3 | **Reference and Information Services: An Introduction, 3rd edition**

by Kay Ann Cassell and Uma Hiremath

As librarians experience a changing climate for all information services professionals, this title provides the tools needed to manage the ebb and flow of changing reference services in the 21st century.



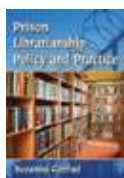


Cultural competence is the foundation of *Latinos in Libraries, Museums, and Archives: Cultural Competence in Action! An Asset-Based Approach*, by Patricia

Montiel-Overall, Annabelle Villaescusa Nuñez, and Verónica Reyes-Escudero. The title requires definition and explanation. The authors explain their choice of the term “Latinos,” which encompasses the diversity of groups having a Spanish-language heritage and describe some of the groups and myths that continue. They explain the asset-based approach to working with communities, which uses the strengths and capacities of the community and shows how that approach can lead to true cultural competence, which merges cognitive, interpersonal, and environmental elements. The remainder of the book explores programs in all types of libraries, as well as health information services, special collections, archives, and museums.

Rowman and Littlefield, 2015. 310 P. \$55. PBK. 978-1-4422-5850-1 (Also available as an ebook.)

One of the chapter heads in Suzanna Conrad’s *Prison Librarianship Policy and Practice* is “Neglect and Disadvantage: The Prison Library as the Forgotten Field of Librarianship.” For most of us, experience with library service to prisoners may start and end with a tour of a nearby facility



during library school, yet the challenges faced by librarians who serve the incarcerated include the constraints of the venue, which include but are not limited to security, prisoners’ rights to use the library, and resources provided to the library. In some states, only one librarian serves all the prisons in the state. Conrad reviews the history and policies of prison libraries at the federal and state levels. Following a bibliographic review of aspects of prison librarianship, Conrad includes a summary of relevant court cases affecting prisoners’ right of access to the courts—or even just access to legal resources, as in a library. The final chapters cover ways public libraries and prisons have formed partnerships and a review of prison librarianship in practice.

McFarland, 2017. 224 P. \$45. PBK. 978-1-4766-6633-4 (Also available as an ebook.)

How an individual library serves the range of needs of its diverse users will be unique to each community.



Libraries, Literacy, and African-American Youth: Research and Practice, edited by Sandra Hughes-Hassell, Pauletta Brown Bracy, and Casey H.

Rawson, grew out of “Building a Bridge to Literacy for African-American Male Youth: A Call to Action for the Library Community,” a summit held in 2012 at the University of North Carolina at Chapel Hill School of Information and Library Science (bridgetolit.web.unc.edu). The essays in this book are broader and explore how libraries can create more equitable and just services and programs for African-American youth. The research component includes a discussion of literacy as a social justice issue, culturally relevant pedagogy, the importance of stories, and characteristics of effective library services for this population. The practice component offers essays and case studies on storytimes that empower black children, working with African-American teens to be change agents, community partnerships, makerspaces, and other means of connecting research to practice. Libraries Unlimited, 2016. 250 P. \$50. PBK. 978-1-4408-3872-9 (Also available as an ebook.) **AL**

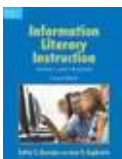
KAREN MULLER is librarian and knowledge management specialist for the ALA library.

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

TOP 3 IN EBOOKS

1 | Information Literacy Instruction: Theory and Practice, 2nd edition

by Esther S. Grassian and Joan R. Kaplowitz



Grassian and Kaplowitz have written a comprehensive text that outlines the underlying hypotheses of information literacy, their uses, and their theoretical bases.

2 | Intellectual Freedom Manual, 9th edition

by Trina Magi, editor, and Martin Garner, assistant editor, for ALA’s Office for Intellectual Freedom



An indispensable resource for day-to-day guidance on maintaining free and equal access to information for all people.

3 | New on the Job: A School Librarian’s Guide to Success, 2nd edition

by Hilda K. Weisburg and Ruth Toor



New school librarians as well as those established in the profession can set the tone for a rewarding career with this one-stop, hands-on guide.



The Day USA, a daily news resource for students, used in the classroom

Sources and Searches

Resources for media literacy and research

Concern about “fake news” is currently inescapable, but libraries hold the key to providing reliable sources, context, and multiple perspectives. The following new resources offer support to those who are navigating the world of information, providing researchers with primary source documents with a global scope, students with news and news analysis, and academics with a recently developed contextual search engine.

The Day USA

In 2011, British journalist Richard Addis founded a daily online newspaper called The Day to provide news to classrooms across the UK. The objective was to focus on unbiased reporting and curriculum integration. A parallel North American service, called The Day USA, was launched this past February. It is available to US, US international, and Canadian schools. The Day USA is geared to middle and

high school students, and a second version of the site, The Day USA Explorer, includes content curated for elementary school students.

The Day USA employs full-time journalists in newsrooms in both London and New York, publishing up to six articles and features per day, along with weekly and special features. Articles focus on high-interest news stories and are independently written and researched—not recycled from other news outlets. Students can vote to “choose the news,” determining one story that will be reported on each week. Articles also include discussion points, follow-up activities, and further reading links. Supplemental materials, such as questions, homework, and research activities, can be printed, saved as PDFs, and made accessible via a learning management system.

Additional archived articles that were originally written for the UK version are also available through

The Day USA, giving this resource a wide range of material at launch. All articles are searchable by content area, keyword, curriculum concepts, and themes. A “connections” section focuses on links between literature used in the classroom and topics currently in the news, encouraging students to find parallels and apply critical thinking to both forms of media.

The Day USA is available as an educational database through Follett. For Follett customers, The Day USA can be integrated with Destiny and is searchable by Destiny’s One Search option. Annual subscriptions are \$500 for individual middle and high schools, and \$300 for individual elementary schools. Group and district purchases are eligible for discounted rates.

More information on The Day USA is available at thedayusa.com.

Readex: Twentieth-Century Global Perspectives

Readex, a provider of primary source archives, has introduced a new family of primary source resources. Twentieth-Century Global Perspectives brings together digital resources comprising primary source documents from around the world that focus on five separate categories: apartheid; American race relations; the Cold War; immigrations, migrations, and refugees; and the Middle East and North Africa. Each of these categories includes original sources, such as government publications, newspapers, and transcribed television and radio broadcasts, as well as US



government analysis, collected by the CIA between 1941 and 1996.

With increasing interest in immigration, race relations, unrest in the Middle East, and tensions between the US and Russia, these collections offer access to valuable sources that can provide history and context for current situations. The focus on sources from outside the US also allows researchers to explore these topics beyond current political frameworks.

Readex recently introduced “suggested searches” for these resources, a linked outline of the main subjects within each collection. This feature gives users the ability to browse by topic and guides them to key concepts, perspectives, and analysis within the source documents. This feature is especially helpful for those who are browsing or just beginning their research. All Search, which allows users to search across the Readex collections that are a part of an institution’s holdings, will also be updated to include these collections by the end of 2017. Each of the resources in the Twentieth-Century Global Perspectives collection is available as a separate product, so libraries can tailor their subscriptions to their individual needs.

For more information, visit readex.com/content/twentieth-century-global-perspectives. **AL**

Immigrations, Migrations, and Refugees, part of Twentieth-Century Global Perspectives



Yewno contextual search results

CASE STUDY

Yewno: Contextual Search

How do you use Yewno? Yewno is a discovery tool that uses concept mapping and deep semantic analysis to help students discover connections between topics. We currently use it to supplement our discovery platform for local holdings.

How does Yewno serve your library’s needs? While students use Yewno throughout their research, we see two main points at which this tool is enhancing their research experience.

First-year students who are just beginning their research often make surprising and unexpected connections using Yewno. In our instruction sessions, librarians demonstrate how first-year students can use Yewno to narrow their research topics and find exciting new avenues for exploration.

Seniors who are working on their capstone thesis projects in their majors might approach Yewno differently. For these students, they want to find the gaps in the concept maps, the places where scholarly literature hasn’t already made the connections in which they’re interested; students can use these gaps to refine and shape their contributions to current scholarship.

What are the main benefits? Often, students come to us with a set idea about which resources they need to find to complete their assignments. What Yewno encourages them to do is to be open to the process of discovery. This tool enables us to highlight the role of serendipity in the research process.

Additionally, Yewno shows students the wealth of materials available beyond Stonehill. Because Yewno is collaborating with publishers to build their content, students can see high-quality, vetted resources of the kind faculty members want them to use, beyond what we subscribe to at Stonehill. They can then access these resources through interlibrary loan.

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

Yewno also offers institutions the ability to ingest local holdings of unique materials, and they are working to add a news feed for current events content. We are looking forward to working with Yewno to highlight our collections. The Yewno team has been extremely responsive to our feedback. ●

USER: Elizabeth Chase, head of collections, assessment, and user engagement, Stonehill College MacPháidín Library, Easton, Massachusetts



PRODUCT: Yewno

DETAILS: Yewno is a contextual search engine that uses statistics and machine learning to illustrate connections between topics as a research aid.

PEOPLE

Announcements

ON THE MOVE

Roxanne Backowski joined the University of Wisconsin–Eau Claire's McIntyre Library as electronic resources management librarian in February.

January 9 **Amy Chew** became assistant professor and reference librarian at Valdosta (Ga.) State University's Odum Library.

March 1 **Peter Coyl** became director of Montclair (N.J.) Public Library.

Kelly Czarnecki became manager of the Teen Loft at Charlotte (N.C.) Mecklenburg Library and the Children's Theatre of Charlotte's ImaginOn January 30.

George Mason University Libraries in Fairfax, Virginia, appointed **Lynn Eaton** director of its Special Collections Research Center in January.

DeKalb (Ill.) Public Library appointed **Emily Faulkner** as director effective January 16.

January 16 **Kayla Ferguson** became children's librarian at Dubuque County (Iowa) Library District.

Jan Fleckenstein was appointed associate teaching professor of law and director of the Syracuse (N.Y.) University College of Law Library in January.

January 1 **Elyssa Gould** became electronic resources librarian at the University of Tennessee Libraries in Knoxville.

Stephanie Grimm became art and art history librarian at George Mason University Libraries in Fairfax, Virginia, in January.

March 30 **Clement Guthro** joined California State University, Fullerton as dean of the Pollak Library.

February 1 **Chad Haeefe** joined the University of North Carolina at Chapel Hill Library as head of user experience and assessment.

Brandon Hines joined Dodge City (Kans.) Public Library as director in January.

Danny Hussey recently became information technology manager at Sanibel (Fla.) Public Library.



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

Jane W. Minotti joined New York State Library's Division of Library Development in Albany as library development specialist February 9.



March 1 **Audra Osorio** became director of Roselle Park (N.J.) Veterans Memorial Library.

Joy Panigabutra-Roberts joined the University of Tennessee Libraries in Knoxville as head of cataloging and metadata services in January.

January 3 Degenstein Community Library in Sunbury, Pennsylvania, appointed **Melissa Rowse** director.

The Library of Congress named **Jane Sánchez** as law librarian of Congress, effective February 5.

January 1 **Allison Shepard** joined the University of Tennessee Libraries in Knoxville as online learning librarian.

Christine Stachowicz became director of technical services at the University of North Carolina at Chapel Hill Library January 1.

February 27 **Jeffrey Trzeciak** became director of Newark (N.J.) Public Library.

Kelvin Watson became director of Broward County (Fla.) Libraries February 26.

Patricia "Patty" Wong joined Santa Monica (Calif.) Public Library as director March 6.

February 1 **Fei Yu** joined the University of North Carolina at Chapel Hill Health Sciences Library as health information technology librarian.

PROMOTIONS

Richmond (B.C.) Public Library promoted **Susan Walters** to chief librarian effective January 23.

Pioneer Library System in Norman, Oklahoma, promoted **Lisa Wells** to executive director January 16.



Karen Williams was named vice president for information strategy and university libraries at the University of Arizona in Tucson February 7.

Prince William (Va.) Public Library System promoted **Deborah Wright** to director in February.

RETIREMENTS

Gia Arbogast retired as director of Miami-Dade (Fla.) Public Library System February 17.

In February **Diane Bever** retired as librarian for reference and information services at the Indiana University Kokomo campus.

Gail Broome retired in January from Degenstein Community Library in Sunbury, Pennsylvania.

January 20 **Greg Buss** retired as chief librarian at Richmond (B.C.) Public Library.



January 9 **Karen Ikemoto** retired as librarian at Hawaii State Public Library System's Hanapepe Public Library.

In Memory

Roy E. Barnes, 86, serials librarian and associate professor in education at the University of Toledo (Ohio), died February 6. Barnes was part of the university faculty for more than 35 years until his 1992 retirement and taught library science classes at the university's Scott Park campus.

Sandra "Sandy" Friedman Dolnick, 80, founder and former executive director of Friends of Libraries USA (FOLUSA), the predecessor to United for Libraries, died December 11. Dolnick was a member of Friends groups in Milwaukee and Whitefish Bay, Wisconsin. She developed the idea that became FOLUSA while serving on a Friends of the Library committee in the American Library Association's (ALA) Library Administration and Management Association. She led FOLUSA from 1979 until her 2002 retirement, creating partnerships with publishers and corporate sponsors and steadily growing its membership to more than 2,600 Friends groups. Dolnick facilitated a partnership with HarperCollins to create the Barbara Kingsolver Award, which for 10 years awarded \$10,000 for the purchase of books to an outstanding small Friends group. She also created FOLUSA's Books for Babies program and wrote *Friends of Libraries Sourcebook* (ALA Editions, 1996) and *Essential Friends of Libraries: Fast Facts, Forms, and Tips* (ALA Editions, 2004).



Waynnhall "Waynn" Pearson, 72, director of Cerritos (Calif.) Millennium Library from 1981 until his 2006 retirement, died January 31. Under his leadership, the library was expanded and rebranded as an "experience library" with enhanced book collections, integrated technology, and rich learning environments. This vision earned the library the

ALA/American Institute of Architects' Award of Excellence, as well as honors from *Los Angeles* magazine, *Reader's Digest*, and *L.A. Parent* magazine. Before joining Cerritos Library, Pearson served as a librarian at Pomona Public Library and Ontario Public Library in California.

Amanda S. Rudd, 93, commissioner of Chicago Public Library (CPL) from 1982 until her 1985 retirement, died February 11. Rudd was the first woman and the first African American to serve as commissioner of CPL. She previously served as assistant director of school libraries with Cleveland Public Schools in the late 1960s and an educational consultant with World Book Encyclopedia in the 1970s.

Kevin Starr, 76, a professor at the University of Southern California and California state librarian 1994–2004, died January 14. He had also served as San Francisco's city librarian. Starr was a renowned historian of California, writing the five-volume *Americans and the California Dream* series, which told the story of the state from the Gold Rush to the 1960s.

Judith Leah Williams, 68, director of Jacksonville (Fla.) Public Library (JPL) from 1985 to 1996, died September 21. Williams began her career at JPL in 1971 as a reference librarian and held several positions with the system, ultimately becoming its first woman director. As director, she oversaw a significant expansion of the system and a major automation project that computerized circulation, cataloging, and acquisition operations. After retiring from JPL, she served as an elementary school librarian. Williams was also active in many community organizations, including the Jacksonville Community Council, the League of Women Voters, the Chamber of Commerce, and the Cummer Museum of Art and Gardens. ●

In January **Kathy Ness** retired as children's librarian at Northfield (Minn.) Public Library.

January 31 **Karl Thompson** retired as assistant manager of Whatcom County (Wash.) Library System's Lynden Library.

AT ALA

Dan Bostrom, manager of marketing and membership at the Association for Library Service to Children, left ALA February 24.

Laura Dare retired as associate director of ALA's Office for Accreditation in February.

Larry Deutsch became manager of communications for the Public Library Association February 13.

February 6 **Donna Hunter** joined Conference Services as marketing coordinator.

February 17 Office of Government Relations Deputy Director **Jessica McGilvray** left ALA.

The Association of College and Research Libraries appointed **Howard Prager** as senior leadership and change strategist February 13.

In February **Kerri Price** left ALA's Governance Office to become associate director in the Office for Accreditation.

Brian Willard joined ALA as senior business intelligence analyst/project manager for Information Technology and Telecommunication Services and ALA Marketing February 13. [AL](#)

Not Clowning Around

Maureen Brunsdale doesn't fantasize about running off to join the circus. She doesn't have to. As the special collections and rare books librarian at Illinois State University's Milner Library in Bloomington-

Normal, she's in charge of the Circus and Allied Arts Collection—one of the nation's top collections of circus-related books, photographs, posters, programs, correspondence, and other ephemera.

Don't ask Brunsdale to name a favorite item; instead, "it's the stories that draw me in," she says, such as the contents of a 1907 letter from circus magnate Otto Ringling to his brothers, suggesting that they purchase the rival outfit of Barnum & Bailey. Among other highlights of the collection: an elephant harness and several sparkly aerialists' outfits.

How did Bloomington-Normal become such a hotspot of circus history? "Bloomington is pretty smack-dab in the middle of the state, it had wonderful rail service, and circuses would come here frequently," Brunsdale says. The area eventually became home to a number of schools for trapeze artists. Now scholars, authors, and the occasional circus performer (such as Nik Wallenda of the Flying Wallendas circus family) come to do research in the university's archives.

As Brunsdale knows all too well, the Ringling Bros. and Barnum & Bailey Circus takes down its tent for good in May. But, she adds, "I don't think circuses are dying. 'Circus' comes from 'circle,' and circles keep going. They don't stop." **AL**

THE BOOKEND showcases librarians, their work, and their work spaces. For consideration, please send press material to americanlibraries@ala.org.

Photo: Lyndsie Schlink

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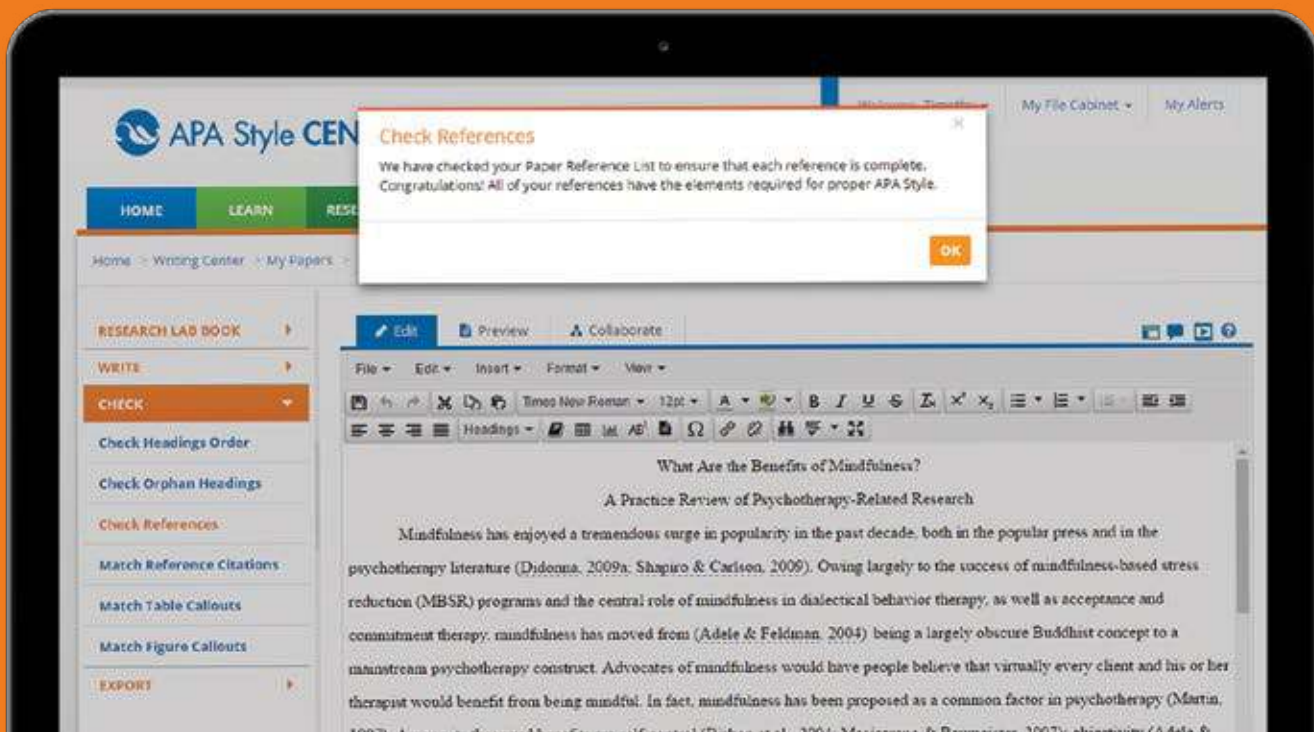
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