

american libraries

May 2020

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

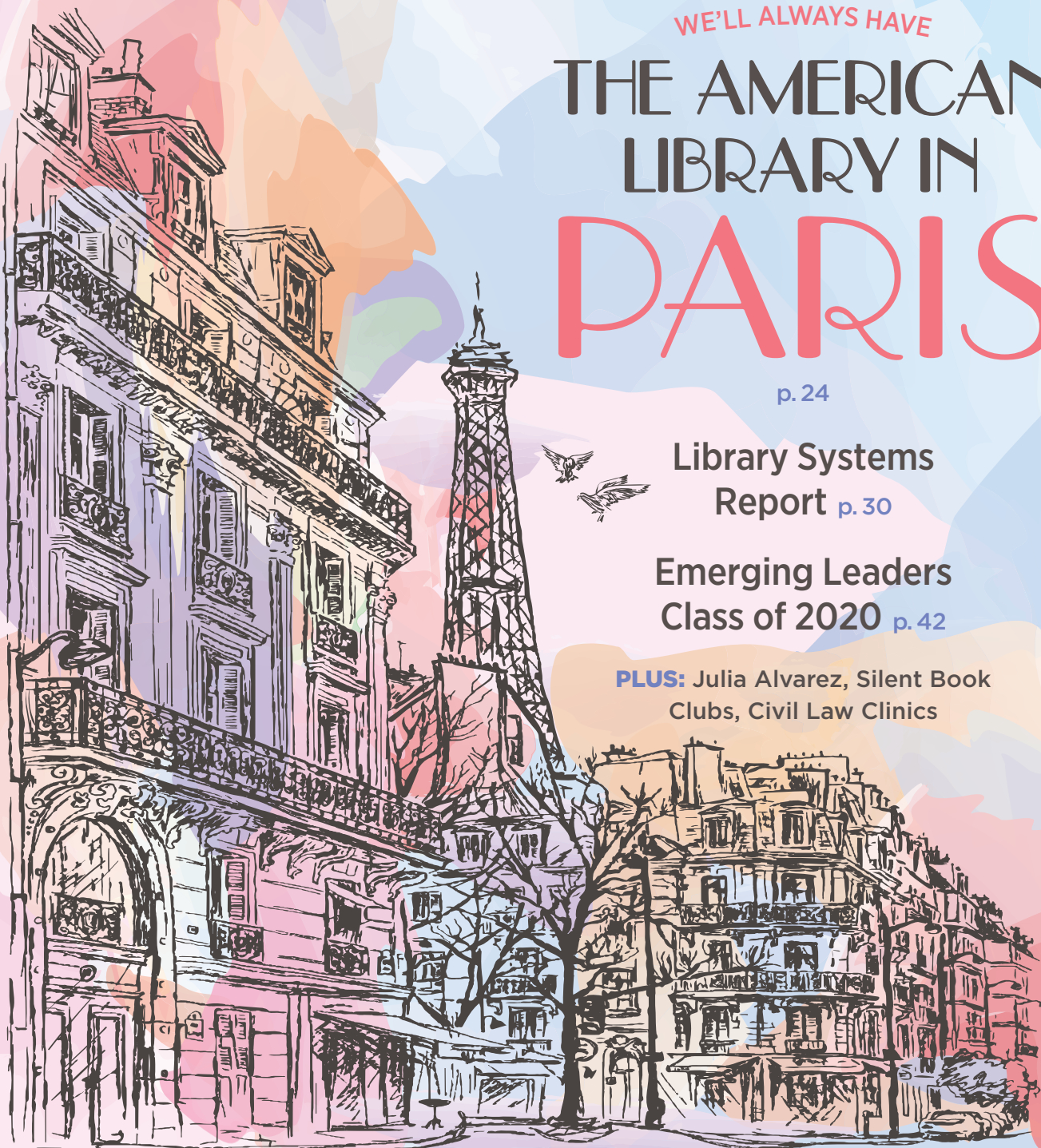
WE'LL ALWAYS HAVE
THE AMERICAN
LIBRARY IN
PARIS

p. 24

Library Systems
Report p. 30

Emerging Leaders
Class of 2020 p. 42

PLUS: Julia Alvarez, Silent Book
Clubs, Civil Law Clinics



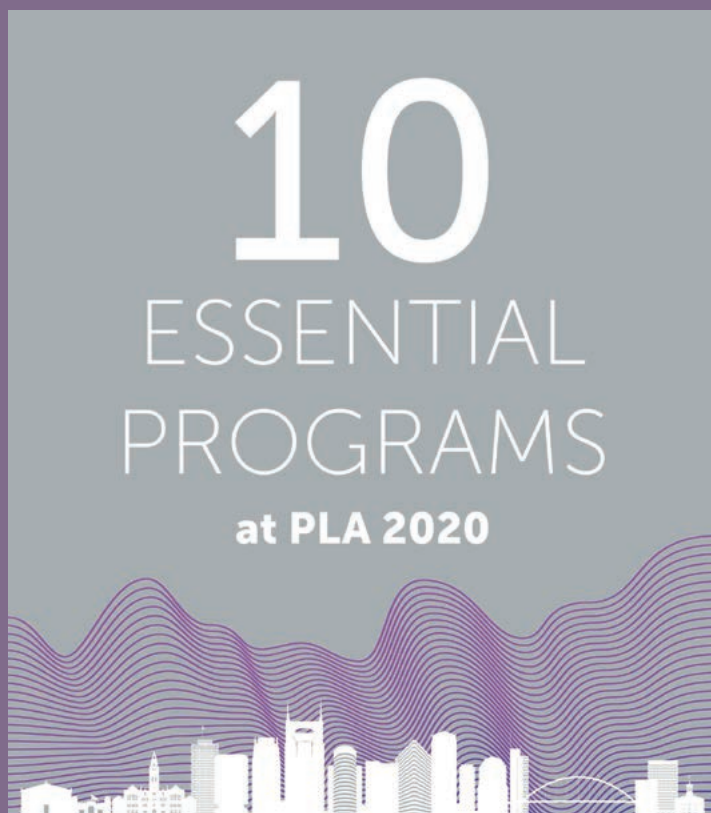
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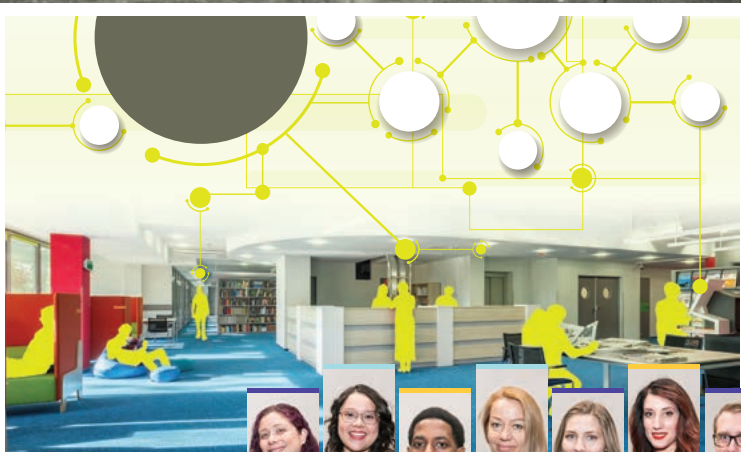
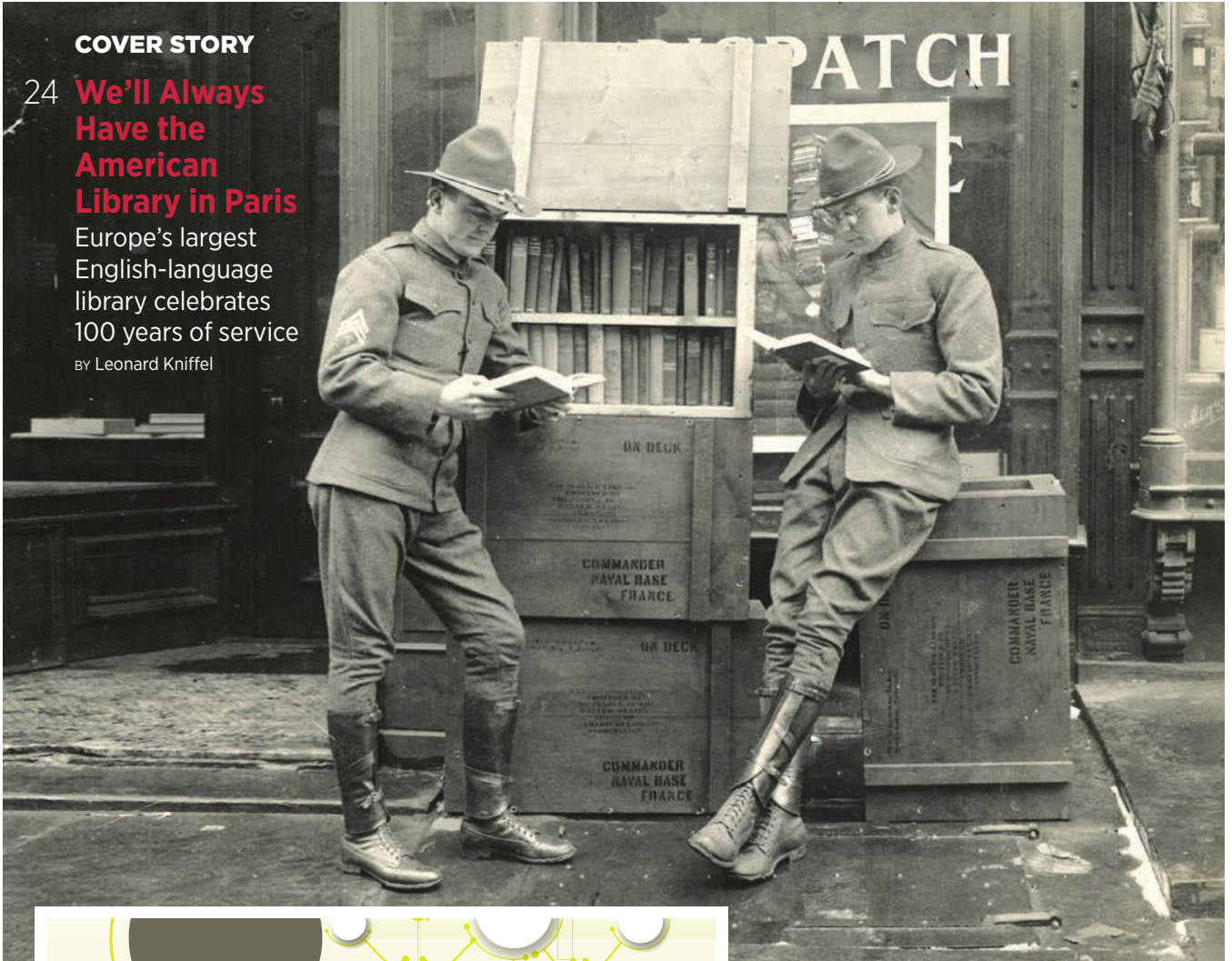
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INDEXED

Available full text from ProQuest, EBSCO Publishing, H. W. Wilson, LexisNexis, Information Access, JSTOR.

SUBSCRIBE

Libraries and other institutions: \$74/year, 6 issues, US, Canada, and Mexico; foreign: \$84. Subscription price for individuals included in ALA membership dues. 800-545-2433 x5108, email membership@ala.org, or visit ala.org. Claim missing issues: ALA Member and Customer Service. Allow six weeks. Single issues \$7.50, with 30% discount for five or more; contact Carrie Smith, 800-545-2433 x4216 or casmith@ala.org

PUBLISHED

American Libraries (ISSN 0002-9769) is published 6 times yearly with occasional supplements by the American Library Association (ALA). Printed in USA. Periodicals postage paid at Chicago, Illinois, and additional mailing offices. POSTMASTER: Personal members: Send address changes to *American Libraries*, c/o Membership Records, ALA, 50 E. Huron St., Chicago, IL 60611-2795. ©2020 American Library Association. All rights reserved. No portion of this magazine may be reproduced or republished without written permission from the publisher.

from the
EDITOR

Stay Well, Stay Strong



Sanhita SinhaRoy

When the other *American Libraries* editors and I were planning our May coverage months ago, we would have been as incredulous as the next person if someone had told us where we'd be right now. A global pandemic. No ALA Annual Conference. Sheltering in place for weeks on end. Working from home (and, in some cases, simultaneously raising small children). It's enough to make you "a little dizzy thinking about it," as ALA President Wanda Kay Brown writes in her column (p. 4).

Of course, there was no way of knowing in April 2019 when we asked former *American Libraries* Editor and Publisher Leonard Kniffel to write our cover story ("We'll Always Have the American Library in Paris," p. 24), that the famous library's centennial celebrations would be suspended. (The title feels especially wistful, given current travel restrictions.) Still, the story's tale of resilience in the face of adversity applies: It was the indomitable spirit of the library's staff that helped them stare down the horrors of the Second World War and help the library emerge stronger than ever.

We're similarly inspired by the potential of ALA's next class of Emerging Leaders (p. 42), many of whom are already stepping into the role of civic leaders, forming partnerships, and embracing social justice and equity within their collections and communities.

Our interview with acclaimed author Julia Alvarez (Newsmaker, p. 22), conducted in January, appears all the more prescient now: "It's an elegiac time for our planet," she told Associate Editor Sallyann Price, "our uncivil society, the divisions, the draconian immigration laws."

Online, our bevy of original reporting illustrates the many creative ways library workers are dealing with the new realities of COVID-19. You'll find stories about innovative online programming like digital escape rooms, academic libraries donating much-needed personal protective equipment to health care workers, and ways to safely handle books and other library materials in this uncertain time. Read these stories and more at bit.ly/AL-COVID-19.

Stay well, stay strong, and stay in touch.

Sanhita

When faced with adversity, the American Library in Paris' staff showed the kind of resilience that helped the library emerge stronger than ever.

Unexpected benefit of working from home?

More time to play with imaginary friends

Virtual happy hour

Daily naps with my toddler

I LOVE the commute

Wearing pajama/yoga pants all day

Spontaneous GoNoodle dance-offs with my kids

Proximity to houseplants

More time with my cat

Lunchtime walks around my neighborhood

Coworkers' lovely children and pets dropping in on Zoom meetings

Libraries Adapt amid Crisis

Finding inspiration in library workers across the country



Wanda Kay Brown

As libraries
across the
country close
their physical
buildings,
they have
opened their
digital doors.

The world around us has changed so much since my last column, it's hard not to get a little dizzy thinking about it.

COVID-19 has upended our way of life and altered the way we as library professionals do our work. Of course, it has also affected the American Library Association in profound ways. In March, the Executive Board made two difficult decisions: First, to recommend the closing of all libraries to all patrons. And second, to cancel our Annual Conference for the first time in 75 years.

What hasn't changed since the last time I wrote is my faith that as librarians and library workers, our greatest strengths are our abilities to adapt and reinvent ourselves when needed most.

As libraries across the country close their physical buildings, they have opened their digital doors, allowing patrons to apply online for temporary digital cards and leaving on (and in some cases strengthening) their Wi-Fi signals so patrons can still access the internet.

"People depend on our libraries for access to a number of services, including free wireless internet, that they might not otherwise have," Charleston County (S.C.) Public Library Executive Director Angela Craig told a local news station. "Especially while children are asked to work on schoolwork from home, it's vital we keep doing everything in our power to provide for everyone in our community during these challenging times, including those without access."

Distance assistance is becoming common, too. Sure, ebook lending is up, but so too are innovative programs, like those by reference librarians at the Public Library of Cincinnati and Hamilton County in Ohio, who are encouraging community members to book virtual 30-minute one-on-one appointments to help with everything from finding a job to navigating small business loans through their online My Librarian service.

The examples are countless.

Spokane (Wash.) Public Library's downtown location will temporarily house those experiencing homelessness while their community grapples with the pandemic.

Michigan State University Libraries donated more than 100 N95 respirators and 500 disposable gloves to health care workers; they use these materials in the restoration of centuries-old texts, but they also keep them on hand for disaster preparedness.

Dani DiAmico, children's librarian at the Sage branch of the Bay County (Mich.) Library System, is continuing her popular storytimes on YouTube.

With their 3D printers idling, staff members at University of Utah's J. Willard Marriott Library, Spencer S. Eccles Health Sciences Library, and Lassonde Entrepreneur Institute are working together to produce and distribute face shields for the health care community.

Hillcrest STEAM Academy's Melanie Ryberg reports that while the Belton (Mo.) School District is closed, the library is assisting teachers and linking staff and students to online resources for readers. Rachel Milani of Hibbing (Minn.) Community College Library has been using Zoom to create drop-in virtual reference services. Robbie Barber at Tucker (Ga.) High School said she is supporting teachers and students via email and text as they learn to operate remotely. She also created a Google Classroom to let teachers see what the interface looks like from a student's perspective.

All these stories make me feel even more confident about something I said when we canceled conference: May these challenging and uncertain times find us working even more closely together so that our libraries, our communities, our Association, and our families will all thrive. **AL**

WANDA KAY BROWN is director of library services at C. G. O'Kelly Library at Winston-Salem (N.C.) State University.

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Perfect Storm

The global pandemic and economic realities will require ALA's reinvention



Tracie D. Hall

By the time this message arrives, ALA will have experienced a series of storms. First, the widening gaps between expenses and revenues that incited discussion at this year's Midwinter Meeting. Second, the frighteningly rapid spread of the global COVID-19 pandemic, which compelled the Executive Board to issue a statement recommending the closure of libraries to the public. And finally, the cancellation of the 2020 Annual Conference in Chicago, an excruciating but inevitable decision as ALA's hometown faced a shelter-in-place COVID-19 quarantine directive with no guaranteed end date.

And all this within the first 30 days of my taking the helm.

On day 31, a member wrote to me acknowledging the unforeseen series of events that had played out, and confided, "I wouldn't be surprised if you had buyer's remorse." I didn't, and I don't.

Though I certainly would have wished for other circumstances, the experiences of my first month on the job demonstrated two things:

1. That ALA is an indispensable resource. In just one week during the early fight to contain the coronavirus, more than 5,000 members and stakeholders registered for one of the dozens of rapid response workshops that ALA staff and leaders conducted, and another thousand or so directly sought support from one or more of the Association's offices, divisions, and other units.
2. That ALA needs a comprehensive paradigm shift. The Association's operations have historically relied almost completely on revenue from Membership, Conference Services, and Publishing, areas that are in states of flux and faltering at organizations nationwide.

Reflecting on the necessity to rouse the nation to deliberate action, antislavery abolitionist Frederick Douglass proclaimed, "For it is not light that is needed, but fire; it is not the gentle shower, but thunder. We need the storm, the

whirlwind, and the earthquake." Douglass spoke to a time-proven fact: Crisis often invites change, and with change, opportunity.

The time that passed between the discussion over ALA's finances and the social and economic lockdown caused by COVID-19 was mere weeks. Those two events—the latter of which resulted in the cancellation of Annual Conference and a string of other revenue-tied programs and events—has, quite frankly, presented this almost 150-year-old seemingly unshakable Association with the perfect (and I would contend, sorely needed) storm.

Where do we go from here? How does the esteemed American Library Association, which has been on the front lines of every national crisis since its founding, find the road to reinvention?

If its size and layers of bureaucracy have often put it at odds with agility and have made it ripe for criticism, then ALA's response to COVID-19 has made one thing very clear: The future of libraries—of literacy and of information access as a fundamental human right—is indispensably and inevitably linked to the future of ALA.

Over the next months, as we build the new business and operations models to take us into that future, I welcome hearing from you. Where do you see ALA's biggest opportunities to serve you, our members? To serve your libraries and communities? What nonlibrary stakeholders or segments of the public should we engage with to ensure broader and more tangible support for our collective work and greater reach for library services? What insights would you like to offer as we take our next steps after the storm?

Please feel free to email me directly at thall@ala.org. I look forward to sharing some of your comments and updating you on ongoing planning and developments in my next column.

Yours in the fire and in the light. **AL**

TRACIE D. HALL is executive director of the American Library Association.

How does
ALA, which
has been
on the front
lines of every
national crisis
since its
founding, find
the road to
reinvention?



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Really excited to discover the @DeweyDecibel #podcast earlier this week! Listened to an episode for my commute yesterday and looking forward to more.

@MATHWITHMSTONG
in response to *Dewey Decibel* podcast (Jan. 11)

Looking at the latest issue of *American Libraries*. Chock-full of good info on the US Census, including an article about how libraries can use census data to inform their work all the time. A very useful read!

@HENARE in response to "Special Report: 2020 Census," (Mar./Apr., p. 22)

A Legacy of Progress

I am sorely disappointed in the article on the 50th anniversary of the Black Caucus of the American Library Association (BCALA) in the March/April issue ("Living the Dream," p. 36).

Although the editors certainly have the right to approach the topic in their way, this historic organization deserves coverage that reflects its monumental impact on our profession and ALA as an institution. Its early leadership in advocating for the inclusion of librarians and communities of color is well documented.

The African-American librarians who fought for the establishment of BCALA dedicated their careers to benefiting communities of color and empowering others in the profession as early as 1940, and before. That's the year my father, Albert P. Marshall, and a few others were allowed only partial access to ALA's Annual Conference in Cincinnati because they were black. He was one of many visionaries advocating for justice in this profession, and he supported renowned trailblazers like BCALA founder E. J. Josey, Virginia Lacy Jones, Effie Lee Morris, and so many others in fighting for library services to marginalized

populations. And they struggled for their voices to be recognized in leadership positions on ALA committees and organizational initiatives, in divisions, and on Council and the Executive Board.

I hope the future promises better-researched coverage of forthcoming anniversaries of affiliate associations of librarians of color. They too deserve more.

Satia Marshall Orange
Chicago

Prioritizing Diversity

I want to thank *American Libraries* for giving me the opportunity to talk about what happened at ALA's Midwinter Meeting in Philadelphia. I presented with a colleague as part of the Symposium on the Future of Libraries and

encouraged libraries to be critical of technology implementation, with a focus on social justice. I feel very passionately about this topic, given that I am a white-passing person of color, and marginalized communities are often left behind and further marginalized

when technology is applied without critical assessment.

The day after our presentation, *American Libraries* published a blog post that unintentionally minimized my presence on this project and maximized that of my white male copresenter.

I understand what happened. The picture that was taken of me

was admittedly not my best look in comparison to my colleague's profile. My focus was on the big picture of why we need to care, whereas my colleague focused on what libraries could do now. Also, quick turnaround for blog posting during the conference is very important.

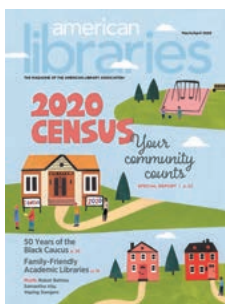
But library technology, much like most of tech, is predominantly white and male. When a person like me, who is white-passing, is erased from these discussions, we as libraries are showing who we are prioritizing as the voice of library technology, intentional or not. If a white-appearing woman is erased in a white woman-dominated field, what are we doing to our visibly diverse voices? Just as unmediated technology implementation can harm the communities we serve, we also harm our profession when library technology does not highlight and actively include women and people of color.

I applaud the magazine for fixing the problem almost immediately, and I hope this experience will help others to pause and consider what biases they unknowingly uphold and how that affects our marginalized colleagues and patrons.

Elisa Rodrigues
San Francisco

Storytime for Stakeholders

Thank you for the column "Your Library's Story" (Jan./Feb., p. 64) on the power of narrative.



WRITE US: The editors welcome comments about recent content, online stories, and matters of professional interest. Submissions should be limited to 300 words and are subject to editing for clarity, style, and length. Send to americanlibraries@ala.org or *American Libraries*, From Our Readers, 50 E. Huron St., Chicago, IL 60611-2795.

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Measuring the impact of the work that public libraries do and the outcomes they achieve is the holy grail in terms of being able to influence local and national government thinking. For so many years, data capture for public libraries has centered around quantitative data, such as number of visitors, number of books borrowed, and number of hours of computer usage. While useful to capture, this kind of data does not tell the whole story. Indeed it is sometimes individual stories that give the greatest understanding of the power and impact of the public library network.

As national director for libraries for Arts Council England, the development agency for England's public libraries, I was really delighted to see this comprehensive and clear set of guidelines to help public libraries capture and harness the qualitative data that they have at their fingertips to enable them to tell their stories and influence key decision makers.

This column absolutely illustrates the ways librarians share their learning and knowledge for the benefit of all their colleagues, freely and generously. I really feel that public library services can benefit enormously from this.

I look forward to seeing some strong library stories coming through as a result of library services using these tools.

Sue Williamson
Manchester, United Kingdom

Accessible and Adaptive Programming

Tricia Bohanon's column about creating an accommodating environment when sensory programs

are no longer possible touches on a topic all libraries can relate to: sustaining a program with low attendance and waning support because of changes in community needs ("Making Room for Inclusion," Jan./Feb., p. 66).

As the librarian responsible for adaptive programming for youth and the Accessibility Support Collection at Bloomfield Township (Mich.) Public Library since 2009, I can relate as well. We have worked to reassess our community's needs and make changes accordingly, such as modifying our monthly targeted storytime to a multisensory event with the same adaptive supports for children of all abilities.

An accommodating environment also requires an assessment of a library's accessibility services, which can include accessibility tools such as social narratives on the website, sensory aids, assistive technologies, and marketing that is engaging and inclusive. A closer examination of our services marketing, for example, illuminated a need to amend the language we use to communicate our services, as disability language has evolved in the 11 years since our Accessibility Support Collection opened (initially as the Special Needs Collection).

Librarians and other cultural organizations need to reconsider service language that may include ableist terms, such as *special needs*. We need to empower individuals in the disability community to help us be better allies in creating an inclusive environment welcoming to all abilities.

Jen Taggart
Troy, Michigan

What You're Reading

- 1 Coping with COVID-19** See our full coverage of how libraries and library workers are handling the pandemic. bit.ly/AL-COVID19
- 2 Waste Not, Want Not** Get great ideas for creating environmentally friendly children's programming. bit.ly/AL-WasteNot
- 3 Helping Parents in a Pinch** An academic library aids parents with welcoming spaces and "family kit" backpacks. bit.ly/AL-FamilyKits
- 4 Reaching the Hard to Count** Libraries are working with census specialists to improve self-response rates. bit.ly/AL-HardToCount

In Case You Missed It

PLA 2020 From big-name speakers to Big Ideas events and lots of sessions in between, see our coverage of the Public Library Association's 2020 Conference in Nashville. bit.ly/AL-PLA2020



Bikes and Books in Afghanistan

A university student spreads hope and literacy from the back of a bike. bit.ly/AL-BikesBooks



Libraries and Support Animals

Our legal issues column tackles what you need to know about service dogs and other topics. bit.ly/AL-LetterLaw3

Granting Libraries' Census Wishes An ALA grant program is boosting census outreach efforts in hard-to-count areas. bit.ly/AL-CensusGrants

Coming Soon

Read the stats on libraries' national impact—and see the Office for Intellectual Freedom's Top 10 Most Challenged Books of 2019—in the annual *State of America's Libraries* report.

AMERICANLIBRARIES.ORG

Annual Conference Canceled Because of COVID-19 Pandemic

The Executive Board of the American Library Association (ALA) announced the cancellation of the 2020 Annual Conference and Exhibition, which had been scheduled for June 25–30 in Chicago, in a March 24 statement.

It marks the first time in 75 years that ALA has not held its Annual Conference; the last cancellation took place near the end of World War II.

“ALA’s priority is the health and safety of the library community, including our members, staff, supporters, vendors, and volunteers,” said ALA President Wanda Kay Brown in the statement. “As the COVID-19 pandemic unfolds, it’s become clear that in the face of an unprecedented situation, we need to make tough choices.”

Julius C. Jefferson Jr., ALA president-elect, agreed: “At this unprecedented and historic time the health and safety of our members and their families are our primary concern. I want us all to focus on our collective health so we may live to advocate for libraries and library workers another day.”

“We recognize the magnitude of this decision for the Association and our membership,” said ALA Executive Director Tracie D. Hall. “Annual Conference brings together tens of thousands of passionate professionals and hundreds of authors and exhibitors every year to celebrate the transformative work of libraries across the country and around the world. Our coming together not only galvanizes the library and information profession and its stakeholders, but also provides opportunities for attendees to explore and connect with our host cities. This year, we were especially looking forward to the conference taking place in ALA’s hometown of Chicago; however, the well-being of our library community, staff, and fellow Chicago residents has to be the number-one concern, and that drove our decision making.”

“One of our greatest strengths is our ability to adapt and reinvent ourselves when needed the most,” Brown said. “May these challenging and uncertain times find us working even closer together so that our libraries, our communities, our Association, and our families will all thrive.” ●

New Look for ALA Connect

As part of the ongoing redesign of ALA Connect (connect.ala.org), ALA has streamlined the platform’s layout for a more intuitive user experience for members.

The refreshed homepage, which went live February 4, highlights “Recent Discussions” (a given user’s active groups and threads), while the “Find It Fast” menu displays a curated set of links relevant to a user’s interests and needs, such as events and membership renewal resources.

These changes are designed to link members to conversations happening around the world in real time. Recent threads have tackled topics like curbside materials delivery and virtual programming and services.

Accreditation Decisions Announced

ALA’s Committee on Accreditation announced accreditation actions taken at the 2020 Midwinter Meeting in Philadelphia. The next comprehensive review visits will take place in fall 2026.

Continued accreditation status was granted to: master’s of science in information science at University at Albany, State University of New York; master’s of arts in library and information science at University of Arizona; master’s of information at Dalhousie University in Nova Scotia; and master’s of science in information science and master’s of arts in information at Florida State University.

ALA accreditation indicates that a program has undergone a comprehensive

external review and meets the Standards for Accreditation of Master’s Programs in Library and Information Studies. A list of programs and degrees accredited by ALA can be found in the directory of ALA-accredited MLIS programs (bit.ly/AL-Directory).

New Program Helps Libraries Address Climate Crisis

In February ALA’s Public Programs Office (PPO) announced the rollout of “Resilient Communities: Libraries Respond to Climate Change,” a pilot program designed to help public and academic libraries facilitate programs and conversations around the climate crisis.

The program is funded by a grant from Andrew and Carol Phelps, the parents

ALA Recommends Library Closures, Open Wi-Fi

On March 17, the ALA Executive Board issued a statement recommending all US libraries close to the public to prevent further spread of COVID-19.

“The ALA Executive Board unequivocally stands in support of the safety and well-being of library workers and the communities we serve,” stated the board. “To protect library workers and their communities from exposure to COVID-19 in these unprecedented times, we strongly recommend that academic, public, and school library leaders and their trustees and governing bodies evaluate closing libraries to the public and only reopening when guidance from public health officials indicates the risk from COVID-19 has significantly subsided.”

In a separate statement, the Executive Board also recommended libraries leave Wi-Fi open during closures, while continuing to follow any applicable local, state, and federal health and safety guidelines, to ensure internet access to digital information and resources for the patrons who most depend on it.

The March 23 statement reads, in part: “America’s 16,557 public library locations are essential nodes in our nation’s digital safety net—connecting people with no-fee access to computers and the internet, lending internet hotspots and devices, and providing digital literacy training and expansive learning and enrichment digital collections for all ages. The COVID-19 pandemic is disrupting this safety net and spotlighting the persistent digital gaps for more than 20 million people in the United States, including millions of school-age children and college students forced out of classrooms and many more workers also displaced.” ●

of two MLIS students. The program will involve film screenings, community dialogues, and other events in 25 libraries, along with a suite of free programming resources. Participants will be selected through a peer-reviewed, competitive application process. Representatives of ALA’s Sustainability Round Table will advise on projects.

ALA Receives Grants for Disaster Relief

ALA received two grants from the National Network of Libraries of Medicine Southeastern/Atlantic region to build up technological resources in Puerto Rico and the US Virgin Islands, which are recovering from recent natural disasters. The grants, each

worth \$15,000, provide computers to enhance access to health resources in libraries, as well as to train librarians on online resources.

Over the past two years, thanks to donations from hundreds of members, library supporters, and grants, ALA has provided more than \$100,000 in assistance to libraries in Puerto Rico and the US Virgin Islands.

Visit ec.ala.org/donate to contribute to ALA’s Disaster Relief Fund.

Polish American Librarians Association Joins ALA Affiliates

ALA Council voted at Midwinter to make the Polish American Librarians Association (PALA) an ALA affiliate. PALA applied for affiliation in 2019, and

CALENDAR

APR. 26–MAY 2

Preservation Week

ala.org/preservationweek

MAY 1–7

Choose Privacy Week

chooseprivacyeveryday.org

JUNE

Rainbow Book Month

bit.ly/al-rainbow

SEPT.

Library Card Sign-Up Month

ala.org/librarycardsignup

SEPT. 27–OCT. 3

Banned Books Week

ala.org/bbooks

SEPT. 30

Banned Websites Awareness Day

ala.org/aasl/advocacy/bwad

OCT. 1–3

ALSC National Institute

Minneapolis

ala.org/alsc/institute

OCT. 18–24

National Friends of Libraries Week

bit.ly/alafolweek

OCT. 19–25

Open Access Week

openaccessweek.org

NOV. 6–8

YALSA Young Adult Services Symposium

| Reno, Nevada

ala.org/yalsa/yasymposium

JAN. 22–26

ALA Midwinter Meeting & Exhibits

| Indianapolis

alamidwinter.org



Richland Library Main in Columbia, South Carolina, was featured in the 2019 Library Design Showcase.

Last Chance for 2020 Library Design Showcase Submissions

American Libraries is now accepting submissions for the 2020 Library Design Showcase, our annual feature celebrating new and newly renovated libraries of all types. The showcase will appear in the September/October 2020 issue.

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

If your library is on the cutting edge, we want our readers to know. Projects must have been completed between May 1, 2019, and April 30, 2020, to be eligible for consideration. The submission deadline is May 31. Unfortunately, not all submissions can be featured.

To have your library considered, send a completed submission form (bit.ly/AL-LDSsubmission20) and at least five high-resolution digital images with photographer credits to pmorehart@ala.org via Dropbox or another file-sharing service.

View last year's showcase at bit.ly/ALDesignShowcase2019. For more information, email pmorehart@ala.org. ●

the application was vetted by the ALA Executive Board to ensure that PALA's bylaws and mission were in compliance with ALA.

Among the benefits of affiliation are inclusion in the final program at ALA conferences, the ability to reserve meeting room space and hotel room blocks for conferences at ALA rates, program cosponsorship opportunities, free conference registration for an official representative, and free participation in the affiliates booth in the exhibit hall.

PALA joins 27 other affiliated library organizations and, with the Chinese American Librarians Association, becomes one of only two affiliates that are nation-specific. There are roughly 20 million people of Polish ancestry living outside Poland, making the Polish diaspora one of the largest in the world and one of the most widely dispersed.

Learn YouTube Skills with PLA

The Public Library Association (PLA) has released an online tutorial to help patrons learn YouTube basics. The 21-minute course, "Intro to Searching Videos on YouTube," shows how to locate videos on the popular video platform, from navigating the homepage to creating an account.

The 25 learning modules on DigitalLearn.org, PLA's clearinghouse for computer learning resources, are video-based with plain-language narration (in English or Spanish, with captioning) and interactive components. The lessons were designed to be taken independently, anywhere and anytime, though libraries and community groups can incorporate them into one-on-one instruction and classroom exercises.

The topics for new courses are selected based on feedback from learners, PLA's Digital Literacy Committee, and libraries working with PLA on custom DigitalLearn.org sites. In addition to courses, the site also includes resources and tools such as customizable planning documents,

handouts, slides, and activity sheets to help librarians and others develop and present high-quality classroom training. Learn more at ala.org/pla/initiatives/digitalliteracy.

Award Recognizes Outstanding School Library Programming

Applications are open through May 4 for the 2020 Sara Jaffarian School Library Program Award for Exemplary Humanities Programming. The \$5,000 award, administered by PPO in cooperation with the American Association of School Librarians (AASL), recognizes outstanding humanities programming in kindergarten through 8th grade at both public and private school libraries.

Nominated programs must have taken place during the 2019–2020 school year to be eligible, though programs that are still in progress as of the deadline

Macmillan Reverses Ebook Policy, Citing Closures

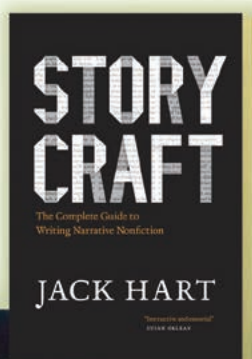
In a dramatic turnaround, Macmillan Publishers on March 17 announced the reversal of its ebook embargo, citing the COVID-19 pandemic. The change lifts a hold that Macmillan put on ebook distribution to public libraries across the country, allowing only one copy per library system for the first eight weeks after a new title's release, and returns Macmillan to the pricing model in effect prior to the November 1 embargo.

Macmillan CEO John Sargent alluded to the tough road ahead in a letter to librarians, writing, "There are times in life when differences should be put aside. In addition, we will be lowering some ebook prices on a short-term basis to help expand libraries' collections in these difficult times." ●

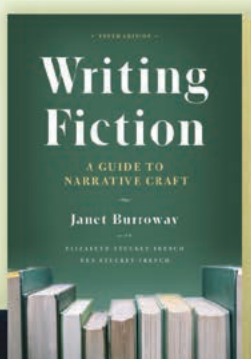
are welcome to apply. Libraries are encouraged to self-nominate. Eligible humanities programs should be initiated and coordinated by the school librarian

and may focus on subject areas such as social studies, poetry, drama, art, music, language arts, or foreign language and culture. Programs should focus on

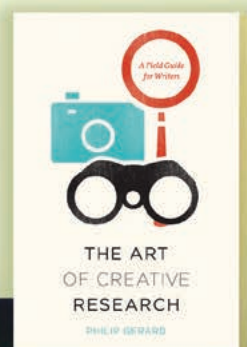
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The University of Chicago Press www.press.uchicago.edu

broadening perspectives and helping students understand the world and their place in it.

The award is selected by a committee comprising members of the ALA Public and Cultural Programs Advisory Committee, AASL, and the Association for Library Services to Children (ALSC). Funding is provided by ALA's Cultural Communities Fund. Learn more and apply at ala.org/jaffarian.

AASL Chapter News

During Midwinter in Philadelphia, AASL's Affiliate Assembly voted to adopt the term "chapters" for state and regional school library associations. The name change aims to reflect the relationship of AASL to state and regional school library associations and help align with other similar entities within ALA. It also reflects recommendations made by the

Steering Committee on Organizational Effectiveness.

Chapters bring matters of local and state importance to the attention of AASL's national board of directors. They put forward programs, events, or products that support school libraries for formal commendation from AASL and communicate with the national organization.

AASL also approved the Mississippi Association of School Librarians as a chapter at Midwinter, making it the 51st state or regional school library association to join.

YALSA Literacy Grants

In February the Young Adult Library Services Association (YALSA) announced the Joann Sweetland Lum Memorial Grant, an annual grant of \$1,000 recognizing a librarian or a library employee

with a creative, innovative project that promotes literacy of any type—digital, media, visual, data, financial, civic, cultural, or otherwise.

Any library staffer who works with young people (ages 10–19) is eligible to apply. YALSA membership is not required, though grant funds may be used to join YALSA/ALA.

Apply at bit.ly/JSLgrantform through December 1.

UN Task Force Announced

ALA has created a task force to develop a multiyear plan that will support the United Nations 2030 Sustainable Development Goals (SDGs). The SDGs are elements of a large-scale plan to eliminate global poverty, increase environmental sustainability, and broadly improve health and economic outcomes in every country.

The strategic plan will focus on how to increase librarian participation in efforts to achieve the UN's 17 goals, which also encompass quality education and industry, innovation, and infrastructure.

In support of the UN's development agenda, the International Federation of Library Associations and Institutions has asked library associations around the world to join a global effort highlighting library contributions to the SDGs.

Literary Landmark for California Poet

United for Libraries will designate the Tulare (Calif.) Historical Museum a Literary Landmark in honor of Wilma Elizabeth McDaniel, Bicentennial Poet and Poet Laureate of Tulare County. Partner organizations include Tulare County Historical Society, Tulare County Library, and the Tulare Historical Museum.

McDaniel, who moved from Oklahoma to California during the Great Depression and whose poetry plainly evoked the migrant experience, is the first woman to be honored with a Literary Landmark in California. The Stroud (Okla.) Public Library in McDaniel's hometown has also

ALA Addresses Finances

ALA President Wanda Kay Brown and the ALA Executive Board released a statement (excerpted below) on February 14 in response to financial shortfalls in the current fiscal year operating budget:

"For many years, the Executive Board and ALA staff have understood that the Association's three main revenue streams—membership, conferences, and publishing—were declining while operations were experiencing inflationary pressures.... FY2016–FY2019 had unplanned deficits in addition to strategic investment areas. The unplanned deficits fall primarily into two categories: underperformance by ALA's three primary revenue streams and overspending in several areas. The result is a financial situation that is impacting all areas of ALA.

"The greatest impact of the unplanned deficits is in this fiscal year, due to a liquidity issue, as a cash shortfall in our operating budget. While divisions and round tables retain use of their fund balances, cash may not be available for large expenditures, such as endowment transfers, without planning. General operations continue as normal, but we encourage communication with financial personnel.

"As Association leaders, the board is immediately implementing additional financial controls and accountability to help steward ALA through this challenging period. We will play a more active role in ensuring that all ALA units stay within their budgets. Revenue forecasts will include more rigorous justification and will be tracked and reported to the board on an ongoing basis. The board will also work closely with ALA units and the interim CFO to make reporting more transparent to us all." ●

been designated a Literary Landmark in her honor.

AASL Research Explores Preservice Perceptions

New research published in *School Library Research*, the journal of AASL, explores graduate-level instruction on research design and methods for preservice school librarians. A research team from Old Dominion University examined instruction through an existing two-course sequence of research methods in education with an emphasis on school libraries.

The team found opportunities to improve instruction by increasing intellectual accessibility, focusing on action research for the practitioner, and scaffolding learning throughout the graduate program. Research also indicated increased appreciation and understanding of the research process among participants and the ability to integrate the research findings of others into their own practice.

#FundLibraries for FY2021

For the fourth year in a row, the Trump administration called for the elimination of the Institute of Museum and Library Services, the Library Services and Technology Act (LSTA), and Innovative Approaches to Literacy, a school library-eligible Department of Education program.

The Association issued the following statement by ALA President Wanda Kay Brown on February 10 in response to the White House's FY2021 budget request:

"ALA takes the White House proposal seriously. After three years of consistent pushback from library advocates and Congress itself, the administration still has not gotten the message: Eliminating federal funding for libraries is to forego opportunities to serve veterans, upskill underemployed Americans, start and grow small businesses, teach our kids to read, and give greater access to people with print disabilities in our communities."

ALA Opposes States Restricting Right to Read

ALA's Office for Intellectual Freedom (OIF) released statements opposing proposed laws in two states, on the grounds that the legislation threatens library users' freedom to read and violates the library bill of rights.

Tennessee House Bill 2721, introduced in February, would require a parental oversight board to replace policies and experts in the development of collections and services. Libraries that fail to comply with the proposed law may lose local funding, incur fines, and risk jail time for staffers. Missouri House Bill 2044, introduced in early January, proposes the creation of "parental library review boards" to identify "age-inappropriate" public library materials, with criminal prosecution for librarians who make restricted materials available to minors. It would also deny funding to libraries that do not employ parental library review boards.

"ALA vigorously opposes H.B. 2721 and other bills like it that advance censorship under the guise of parental control," said OIF Director and Freedom to Read Foundation Executive Director Deborah Caldwell-Stone in a February 20 statement. "ALA supports the right of families and individuals to choose materials from a diverse spectrum of ideas and beliefs. Public libraries and their professional staff members already have in place the tools and procedures that will assist parents in selecting materials that fit their family's information needs, while not censoring materials or infringing upon the rights of other families or patrons to choose and access the resources and programs they want and need." ●


ALA encourages library workers and community members to email members of Congress and urge them to protect library funding in FY2021. Visit ala.org/advocacy/contact-congress, and follow the conversation at #FundLibraries.

New ALSC Publications Shape Research and Outreach

ALSC has released two new publications addressing research priorities and outreach strategies.

The white paper "Engage, Cultivate, Provide, and Assess: An Outreach Model for Serving All Children and Families" outlines a research-based model of outreach development for libraries to connect services with children and families, particularly those in underserved communities. It includes an

appendix with 10 case studies that demonstrate various outreach strategies and how libraries can employ them. It was adopted by the ALSC board of directors in June 2019. Read the report and browse related resources at bit.ly/ALSCoutreach.

ALSC's *National Research Agenda for Library Service to Children (Ages 0–14)* identifies six strategic research areas and potential research questions to be examined in each area. Identified priorities include: learning and development for young and school-age children and families; equity, diversity, and inclusion; media mentorship and technology use; impact and exploration of literature and resources; and professional development for library staff. Read the report at bit.ly/ALSCagenda. 

TRENDS



The Silent Book Club at Newport (R.I.) Public Library offers teens a space for quiet reading after school.

The Sound of Silence

Engage introverts with Silent Book Clubs

BY Emily Udell

When a friend and fellow librarian mentioned to Christina Wolfskehl

that the most popular programming at her library focused on silent reading, she seemed almost embarrassed by the activity's simplicity. But the premise intrigued Wolfskehl, young adult librarian at Newport (R.I.) Public Library (NPL), who decided to give it a try.

"Our Silent Book Club has been a surprising success—surprising because if someone had told me a year ago that relaxing on comfortable beanbags and reading whatever books we want to read qualifies as an actual program, I would have yeeted that person straight out of the library," says Wolfskehl, using the popular slang term for a sudden or forceful motion.

As these Silent Book Clubs have popped up in coffee shops, community centers, and libraries in several

countries, librarians have recognized an opportunity to engage less social readers of all ages with low-cost, low-tech programming. They have also given libraries an opportunity to highlight an essential part of what made them special in the first place—the space and time for quiet reading.

During NPL's weekly after-school gatherings, Wolfskehl leads about 45 minutes of silent reading. The inclusive environment, replete with flexible seating and sweet treats, has attracted an average of 10 kids each week since its debut in April 2019.

"It's a place [for teens] to be themselves," Wolfskehl says. "There are kids who want to be around others but don't want to be the center of attention."

Although participants aren't required to share or socialize with one another or staff as part of the

event, it has helped forge connections during the informal conversations that occur after the books are closed for the afternoon.

"What I really enjoy about [our] Silent Book Club is ... we have been able to build relationships with our teens," Wolfskehl says.

Kevin Brown, senior library assistant at Gloucester County (N.J.) Library System's (GCLS) Mullica Hill branch, founded an all-ages Silent Book Club in early 2020 after reading about it on NPR. His goal is to reach readers who aren't interested in or comfortable with the familiar book club model of reading at home and sharing as a group, which can give some participants performance anxiety or make the reading feel like homework.

"I thought this would be a nontraditional way to get people together who like books and don't want to be forced to discuss them," says Brown, a self-described introvert. "They can if they want to, but they're under no obligation to do so."

"We have seen a big jump in the number of Silent Book Clubs hosted by libraries in the past year."

GUINEVERE DE LA MARE, cofounder of the Silent Book Club network

One Saturday a month, for about an hour and a half, a small group gathers outside the library's maker-space for quiet reading in full view of other patrons.

"It's open to anyone who is interested in reading without having the purpose be to read an assigned book and have to talk about it," he says. "You can read whatever you want to read, whether that's an ebook or an audiobook."

Francisco Vargas, branch manager at San Mateo County (Calif.) Libraries (SMCL), runs a monthly Silent Book Club at the Half Moon Bay branch that targets the 18-and-over crowd with monthly early-evening meetings. Held in a "pristine" space at the branch, winner of a 2019 American Institute of Architects/American Library Association Library Building Award, the event debuted in April 2018 during the library's annual "Ditch Your Device Week" initiative.

"It's bring your own book—BYOB," says Vargas, who provides an array of treats from a local health food store, making sure to avoid foods that might crunch loudly and disturb the atmosphere. "The vibe in there feels super serene. There's no chitchat."

Participants can read for as long as an hour and 20 minutes, with an optional opportunity to share the book they're reading and socialize afterward.

Other libraries place more emphasis on the sharing portion of the gathering.

"The discussion was the meat and potatoes of our event," says Rachael Parlier, adult programming coordinator at Autauga-Prattville (Ala.) Public Library (APPL), outside Montgomery. APPL hosted its

first-ever Silent Book Club meeting in February.

The program includes about 30 minutes each of introductions, silent reading, and optional discussion. Attendees bring their own books, but Parlier plans an optional theme, such as mythology or adulthood. The club meets twice monthly after library hours at a local fast-casual restaurant and ice cream parlor, finding that off-site meetings contribute to flexibility.

"A lot of businesses are happy to partner with you," Parlier says. "Our space and availability in the library is at a premium. It opens up new opportunities, [not] having to worry about timing."

Silent Book Club, a network of active silent reading organizations to which these libraries belong, offers online resources for anyone looking to start a chapter.

"We have seen a big jump in the number of Silent Book Clubs hosted by libraries in the past year," says Guinevere de la Mare, an author who cofounded Silent Book Club at a bar in San Francisco in 2012.

De la Mare says the organization includes 36 chapters based in or hosted by libraries, or 15% of its 240 worldwide affiliates. Of those, 30 are in the US and six overseas, in Australia, Italy, Sweden, and the UK.

Librarians running Silent Book Clubs report them as win-win programming with their accessible concept and low cost.

"It's one of the easiest programs to set up," says Vargas of SMCL. "A volunteer could get it started." **AL**

EMILY UDELL is a freelance writer based in Indianapolis.



BY THE NUMBERS

Jewish American Heritage Month

2006

Year that US President George W. Bush proclaimed May Jewish American Heritage Month (JAHM). The month celebrates the contributions Jewish Americans have made since they first arrived in New Amsterdam in 1654.

1897

Year that New York Public Library's Dorot Jewish Division was established, just two years after the formation of the library. The division contains more than 250,000 items on the secular and religious history of the Jewish people, including a rich collection of primary-source materials on Jews in the US and New York during periods of immigration.

39

Number of episodes—and counting—of the Jewish Women's Archive podcast *Can We Talk?* Launched in 2016, the podcast features stories and conversations about Jewish women and the issues that shape their public and private lives.

4,879,978

Number of miles, or 186 orbits of the earth, that the original 2006 JAHM presidential proclamation has traveled. Jewish-American astronaut Garrett Reisman, the first Jewish crew member on the International Space Station, brought the proclamation with him aboard the US space shuttle *Atlantis*. ●





The Mobile Law Network RV visits two St. Paul (Minn.) Public Library branches per month.

attorney supervision) who can often answer questions and help file needed paperwork, even if they don't provide full legal representation.

One common need is criminal expungement. Arrest records often disqualify people from getting a job, but expungement can "seal" those events so they do not appear in background checks and do not need to be disclosed during the job application process. "Criminal expungement was the first legal programming we did," says Rebecca Ryan, public services manager at St. Paul (Minn.) Public Library (SPPL). "We found ourselves with a high-priority service."

SPPL now offers expungement workshops in conjunction with the Volunteer Lawyers Network twice a month and hosts two visits per month from the Mobile Law Network, a refurbished RV staffed by students from St. Paul's Mitchell Hamline School of Law. "It's great practice for students in responding to community questions [under attorney supervision], and great information for the community," Ryan says. The library also presents 10 legal reference programs per month in partnership with Minnesota State Law Library.

The need is not only in cities. Wicomico Public Library (WPL) serves a rural area on the eastern shore of Maryland. It partners with the Maryland Volunteer Lawyers Service (MVLS), based two hours away in Baltimore, to provide clinics every other month. "Their director did some research and found that there were remote legal clinics in other places, so we figured it could work here," says

Meeting Legal Needs

Libraries help bridge the justice gap

BY Greg Landgraf

A mother of two told her partner she was taking the kids to the library—the only way her controlling partner would permit her to leave the house. While she was there, she met with an attorney who helped her escape the abusive relationship.

Aaron Mason, Cleveland Public Library's (CPL) director of outreach and programming services, says that example from one of CPL's monthly legal aid clinics shows how a number of libraries are filling a significant need in their communities by connecting patrons to civil legal aid.

Civil legal matters encompass noncriminal issues such as health care, housing, family, and employment law. While each of these can have a major impact on a person's life, there's no guarantee of legal representation as in criminal cases. Many people may not recognize that some of these problems

have legal solutions, and many low-income individuals cannot afford legal representation, which has created what's known as the justice gap.

According to the Legal Services Corporation's (LSC) 2017 Justice Gap Report (bit.ly/AL-JusticeGap), 71% of low-income households experienced at least one civil legal problem in the previous year, but 86% of those problems did not receive adequate legal assistance.

"Libraries are in an almost ideal position to be a first encounter for people who have civil legal needs that aren't being met," says Betha Gutsche, WebJunction program manager for OCLC, which offers training through the Improving Access to Civil Legal Justice through Public Libraries training initiative with LSC and other partners. Clinics like those in Cleveland go a step beyond legal reference—they're staffed by attorneys (or, in some cases, law students under

WPL Adult Services Manager Scott Mahler. While one local attorney provides in-person service at the library, most MVLS volunteers use Google Hangouts to consult remotely with patrons in the library's computer lab.

Libraries interested in providing legal clinics may find eager partners in local legal aid organizations. "LSC has created a network of legal aid grantees that covers 100% of the country," Gutsche says. Other libraries have partnered with local bar associations that encourage their members to provide pro bono service, or law schools that want to give students supervised real-world experience.

Strong impact, grateful patrons

Communication is an important factor in success, according to Caitlin Hoag, law librarian at Kalamazoo (Mich.) Public Library (KPL), which operates the Raymond W. Fox Law Library, provides legal reference, and hosts legal clinics. She says KPL's "thorough intake process" includes a series of questions at sign-up (up to two weeks in advance) to make sure the patrons' issues match the attorneys' skills. "It lets [attorneys] prepare and helps them feel more comfortable." That contact also gives librarians an outreach opportunity to remind the attorneys that they can access the law library's books, online resources like Westlaw, and printouts.

Memphis Public Libraries (MPL), which has hosted monthly clinics provided by the Memphis Bar Association and Memphis Area Legal Services Inc. since April 2009, has seen the value of consistency. "Our clinics are always at the same place and always at the same time," says Jessie Marshall, manager of MPL's business and

"Libraries are in an almost ideal position to be a first encounter for people who have civil legal needs that aren't being met."

BETHA GUTSCHE, WebJunction program manager for OCLC

sciences department. Holding the legal clinic on the second Saturday of every month has "created a brand" patrons can identify, Marshall says.

The patrons who use the legal clinics don't always report results back to the library, but consistent attendance suggests the necessity of the service. All of the libraries reported that their clinics typically attract at least 15–20 attendees; Marshall says MPL's clinics usually serve 100 people per session.

The patrons who do follow up with the library often express immense gratitude. "We'll get quotes on comment cards about how relieved patrons feel to have finally spoken to an attorney about a matter that may have been worrying them for a long time," Marshall says. "They feel so unburdened by knowing what they need to do next."

CPL's Mason echoes those observations: "I can't think of anything else we do that has such a significant impact on patrons' lives." **AL**

GREG LANDGRAF is communications and marketing coordinator at Georgetown University Libraries in Washington, D.C., and a regular contributor to *American Libraries*.

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LLNE members Ashley Selima (left) and Stephanie Edwards work with Rhode Island's early suffrage documents at a 2018 transcription party.

Justice for All

Law librarians increase access to the legal system with outreach to public librarians

When people in the US cannot afford an attorney's services or don't know the answers to legal questions, they often turn to their local library. Which is exactly why the Law Librarians of New England and its Access to Justice Committee offers targeted resources, education, and outreach to public librarians in their region.

BY Nicole P. Dyszlewski, Amelia Landenberger, and Sara Monalea McMahon

You have the right to an attorney. If you cannot afford an attorney, one will be provided for you." Most of us are familiar with these words from the *Miranda* warning, so often recited in television and movies. But if everyone has the right to an attorney, why do we have an access-to-justice crisis in the US?

The right to an attorney pertains only to criminal—not civil—matters. A 2017 report conducted by the congressionally established Legal Services Corporation estimates that 86% of civil legal problems reported by low-income adults in the US that year received inadequate or no legal help. Further, if someone is accused of a crime, they might not financially qualify for representation, or a court-appointed attorney might have so many cases that they may

be able to spend only 10 minutes on each of them.

For those dealing with legal issues—such as getting a divorce, being evicted from an apartment, or getting fired because of discrimination—without representation, there are often two avenues available: the internet and the public library. And though librarians may have access to legal resources and necessary forms, nearly every legal question a patron could ask is more complicated and nuanced than it seems.

That's where we come in. We're the Law Librarians of New England (LLNE), a regional chapter of the American Association of Law Libraries with more than 250 members—librarians and information professionals who work in law schools, courthouses, law firms, government agencies, and

legislatures. We have been actively working for a decade to link nonlaw public librarians and law librarians in an effort to close the justice gap.

An early initiative of LLNE and its Access to Justice Committee was donating small collections of legal books to public libraries in underserved areas in each New England state. Though the books were well received, librarians told us they would benefit most from basic legal reference instruction. In response, LLNE members started a website called LLNE Legal Link (llne.org/legal-link), a clearinghouse of information, tutorials, and best practices for public librarians. The site includes patron referral options, primary and secondary sources, and content specific to the six New England states.

LLNE Legal Link's critical takeaway for librarians? Always remember you are not a lawyer and cannot give legal advice. Though patrons may feel overwhelmed by their situations, one of the best responses to give a patron in need is: "I am not your attorney and cannot tell you what to do or advise you on how to interpret the law. However, I can help you find resources that might be helpful for your research." Librarians should not define legal terms, fill out forms for patrons, or even read documents aloud to them. They can, however, refer patrons to outside resources. These include local law libraries, court service centers, lawyer referral services through local bar associations, legal aid agencies, and law school clinics.

Beyond the website, LLNE members have given presentations at state, local, and regional

GLOBAL REACH

The Once and Future Library

CANADA “If you could design a public library for the future, what would it look like?” That was the question at the heart of

the St. John’s (Newfoundland and Labrador) Public Libraries Board “Once and Future Library” design contest. Michael Philpott won the judge’s choice award and received a \$200 prize in the adult category for his harborside library design that incorporates downtown heritage design and nods to the city’s historic waterfront. Stella Brown earned the judge’s choice award and the accompanying \$100 prize in the children’s category for her *Library of Gnomes*. The contest was part of the library’s 200th anniversary celebration.—CBC News, Mar. 7.



The St. John’s Public Libraries Board selected four winners in its design contest, including Stella Brown’s *Library of Gnomes*.

PERU The National Library in Lima unveiled a priceless manuscript containing the memoirs of former Inca leaders that had disappeared during Chile’s occupation of Lima during the 1879–1884 War of the Pacific. The manuscript, *Memoirs of the Peruvian Monarchy or Outline of the Inca’s History*, was written in the 1830s by Justo Sahuaraura Inca (1770–1853?), a descendant of the Inca emperor Huayna Capac (1468?–1524). Sahuaraura was a member of the indigenous nobility in Cusco and dedicated his time to preserving the memory of the Inca empire. “It’s a pretty rare and strange manuscript because it has colored sheets that represent the different Incas,” said Director of Collections Protection Gerardo Trillo.

—Agence France-Presse, Feb. 20.

INDONESIA In the 17th century, seafarers from Sulawesi used *padewakang* to sail all the way to Australia. These traditional boats, which have one or two masts, are finding new life in a literacy program based in South Sulawesi. The Armada Pustaka Mandar program, part of the national Library in Motion campaign, recently launched a *padewakang* as a floating library to spread the joy of reading to children in the eastern part of Indonesia. After sailing hundreds of kilometers from Makassar, the marine library landed in December 2019 at Larantuka in East Flores. Children swarmed the boat as the program held a reading event onshore.—*Jakarta Post*, Mar. 23. ●

library conferences about how to provide basic legal reference and craft reference policies in a public library environment. To further assist staffers, LLNE began awarding two scholarships annually for nonlaw librarians in New England to take a six-week class in legal research basics at a Boston-area law school every spring. This scholarship program has been an effective outreach and skill-building tool.

Outreach has been key in our mission to increase access to justice. LLNE members have volunteered with and donated to a number of projects over the years. In 2016, members donated a collection of new legal and nonlegal books to the Rhode Island Department of Corrections (RIDOC) library system and advocated before RIDOC leadership for less restrictive library policies. As another service project, LLNE held a fundraiser for the New England Innocence Project, an organization that works to correct wrongful convictions. In 2018, LLNE members held a transcription party to extend digital access to Rhode Island’s early suffrage documents from a collection maintained by the Rhode Island Secretary of State’s Office.

As law librarians, LLNE members have specialized legal skills and knowledge. That expertise is most powerful when it is used to help self-represented litigants and the public library workers who assist them. We are proud of the collaborations we have forged with dedicated and passionate librarians in our region and continue to look for tools, technologies, and partnerships to bridge the gap in our justice system. **AL**

NICOLE P. DYSZLEWSKI is head of reference, instruction, and engagement at Roger Williams University School of Law Library in Bristol, Rhode Island.

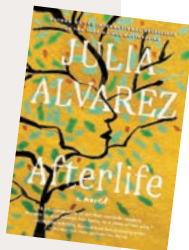
AMELIA LANDENBERGER is legal information librarian at Boston University.

SARA MONALEA MCMAHON is head law librarian at Hampshire Law Library in Northampton, Massachusetts.

Julia Alvarez

The author talks about appreciating nuance amid chaos

Like many Dominican-American writers of her generation, Julia Alvarez has drawn inspiration from the Dominican Republic's history (such as the legacy of dictator Rafael Trujillo, in her novel *In the Time of the Butterflies*) and her experience as a newcomer in the US (*How the García Girls Lost Their Accents*). *Afterlife* (Algonquin Books, April), her first adult novel since 2006, is anchored firmly in the present, as a retired professor deals with the loss of her husband, the disappearance of her mercurial sister, and a confusing entanglement with a pair of undocumented immigrants.



So a teacher sent me to the library, and the librarians there began to connect me with books that told great stories. It was like all the family members who had been the great storytellers, I could now find between the covers of books.

I often told my writing students that you're always researching. Even when you're not focused, you're always noticing and picking up things. That also requires self-awareness, because you're coming to the narrative with a certain set of assumptions, and

part of your job is to venture outside the gated community of your own point of view or bias.

When you read, you become someone else. Libraries can be a big part of that, because they give people the instruments to become the other, to read and understand, and boy, do we need more of those agents in the culture. **AL**

BY Sallyann Price

What drove you to write this novel?

Why now? *Afterlife* comes out of a feeling that it's an elegiac time for our planet, as we watch so many species become extinct, ecosystems in danger, forests burning. It feels like a time of many endings. In our national life—our uncivil society, the divisions, the draconian immigration laws—there's a lot of loss and grieving.

On a more personal level, I've been experiencing a lot of loss. One of the bad things about coming from an extended *familia*, as I do, is when you start losing people, you don't just lose a nuclear handful. You lose a whole phalanx of *tíos* and *tías*, *primos* and *primas*, *abuelos*.

Usually it's a pebble in my shoe that leads me through what I'm writing, something that is an *inquietud*, or restlessness, something bothering you. The question in *Afterlife* is: How do you live a whole life in broken times? How do you not flee from it, as my character attempts to do? She wants everything safe and contained. How do you become a larger version of yourself living in a diminished world, so you can make it better?

The book is set in the recent past.

What are the challenges of writing to the present moment? The novel is very current, but "very current" nowadays means the instant after the

tweet. There's often a lapse between when something happens and when you integrate it enough to be able to form it into narrative, to work with it. Because when it's so fresh you're just blasted with it, or you become numb to it because it's too much. Now, with our connected world, those quiet lapses don't happen, but you still feel the need to address and process what's happening. For me, a story is the best way to understand a moment because it allows for complexity and nuance.

What role have libraries played in your life?

My family and I came to this country from a dictatorship where there was no such institution as a public library. I was not a reader growing up, but I loved stories, because I had come from an oral culture.



Photo: Bill Eichner

“I loved the library as a kid, and it’s been one of the best experiences of my writing career to meet so many wonderful librarians and get to know different lending communities. This ain’t a sponsored tweet lol. I’m just grateful to folks who love helping others.”

ELIZABETH ACEVEDO, @AcevedoWrites
on Twitter, January 17



“In elementary school, they used to hand out catalogs from the Scholastic publishing company that allowed you to order books that would then be delivered to you at school. I’d study those catalogs for hours and meticulously fill out the order form on the back, as if I could buy them. But I couldn’t. I never turned in the forms because my family was too poor to pay for the books. It’s such a visceral memory, aching for those books! The public libraries and school libraries saved me, as did my mother’s bookshelf.”

CHERYL STRAYED, “By the Book: How Libraries Saved Cheryl Strayed,” *The New York Times*, February 13.

“IF ANYONE STARTS TALKING ABOUT HOW WE CAN’T AFFORD LIBRARIES AND WE NEED TO REDUCE TAXES OR TIGHTEN OUR BELTS, POINT THEM TOWARD THIS ARTICLE AND ASK THEM WHAT THEY HAVE AGAINST INSTITUTIONS THAT ARE BOTH DYNAMIC AND ENDURING.”

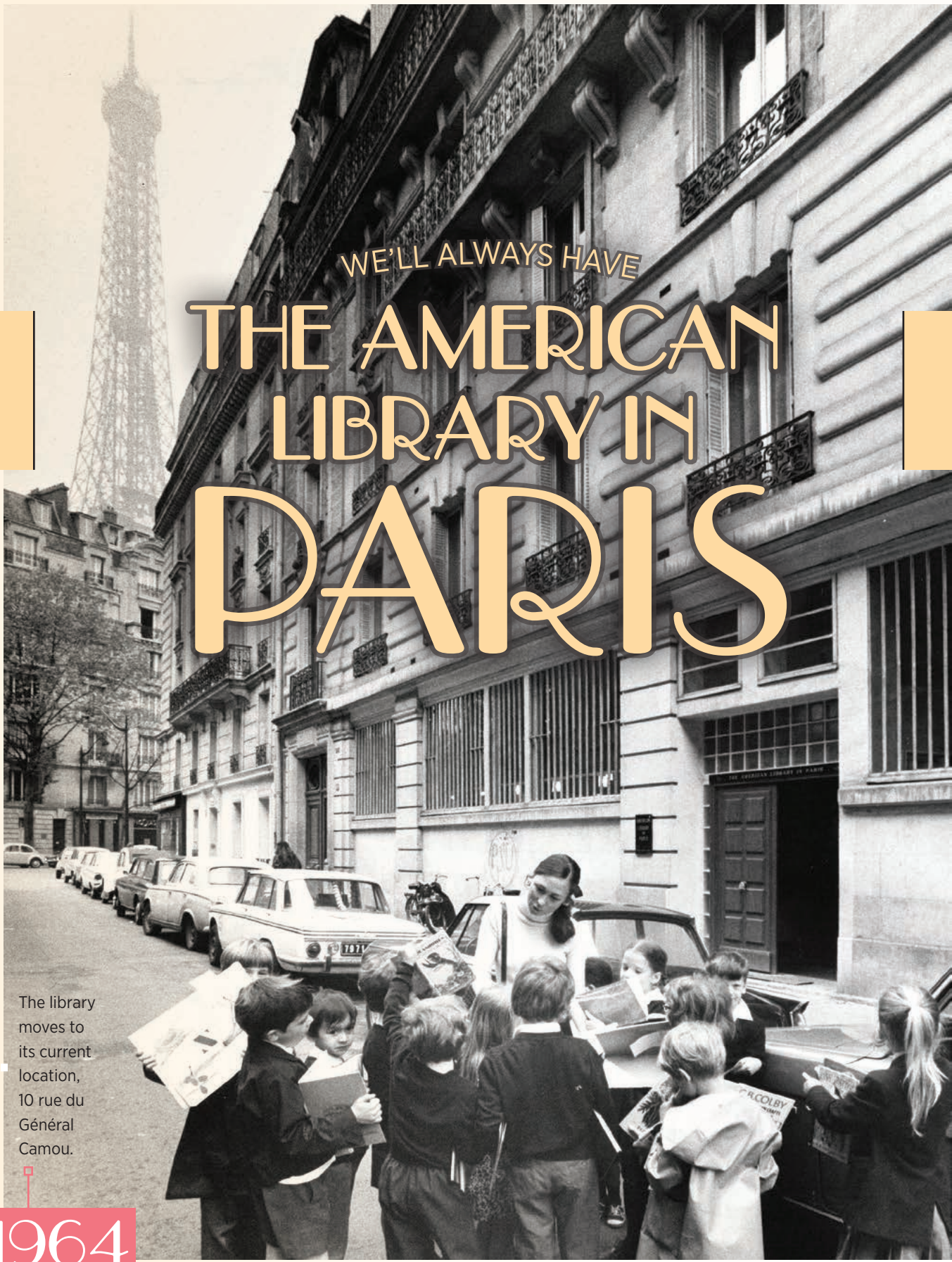
JOHN WARNER, “Libraries Most Popular Cultural Attraction—and for Good Reason,” *Chicago Tribune*, February 10.

“It’s been a labor of love. At one point our computer crashed, so for a year we wrote all the information in notebooks to be entered into the computer later.”

CHERYL PELLETIER, assistant librarian at Fort Kent (Maine) Public Library, in “Patrons at Maine’s Rural Libraries Still Look for Books the Old-Fashioned Way,” *Bangor Daily News*, February 17.

“Just a few days before the shelter opened Tuesday, library staffers scrambled to move thousands of pounds of books, furniture, CDs, and DVDs that had been stored in the now-vacant basement to Hensley Field, the former Navy property in southwest Dallas. [Dallas Public Library Director Jo] Giudice said staffers weren’t paid overtime. Initial cost estimates to move the items ranged from \$26,000–\$50,000—money the library didn’t have. But staffers were determined to make the shelter work, she said.”

HAYAT NORIMINE, “Emergency Shelter for Homeless Moves to Dallas Public Library Basement,” *Dallas Morning News*, February 5.



WE'LL ALWAYS HAVE

THE AMERICAN LIBRARY IN PARIS

The library moves to its current location, 10 rue du Général Camou.

1964

Photo: American Library in Paris

1918

Europe's largest English-language library celebrates 100 years of service

by Leonard Kniffel

In the 7th arrondissement on rue du Général Camou, less than a 10-minute walk from the Eiffel Tower, sits the American Library in Paris, which is celebrating its centennial this year. Before COVID-19, more than 320 visitors would arrive daily, approaching the distinctly Parisian façade from the elegant residential Avenue Rapp. Inside, the bright, modern interior opens into what Ernest Hemingway—one of the library's early supporters—would have surely described as “a clean, well-lighted place.” According to Audrey Chapuis, the library's director since 2018, activity at the American Library in Paris before the pandemic had been “booming.”

Founded in 1920, the American Library in Paris is the largest English-language lending library in continental Europe. Burton Stevenson, the library's founder



Burton Stevenson



American soldiers in Paris just after the armistice of World War I. The American Library in Paris was a continuation of the work of the Library War Service, which ALA created in 1917 to supply reading materials to US servicemembers stationed in Europe during the war.

and first director, was well known for assisting the American Library Association (ALA) as it established army libraries abroad during the First World War. He wanted to continue the work of the Library War Service, which ALA created in 1917 to supply reading materials and library services to US soldiers and sailors both in training at home and serving in Europe during the war.

So on May 20, 1920, with 25,000 books, 115 periodical titles, and an annual budget of 150,000 francs (the equivalent of \$140,000 today), the American Library in Paris was incorporated as a “subscription” or private membership library.

Expatriates of every stripe came forward to support the new library, which at that time was located at 10 rue de l'Élysée, a few blocks from the famed Avenue des Champs-Élysées. Literary legends such as Gertrude Stein, Thornton Wilder, James Joyce, and Hemingway were enthusiastic supporters. Edith Wharton was among its first trustees.

AFTER THE DARKNESS

Through the Great Depression, World War II, and the Red Scare, however, the American Library in Paris teetered on the brink of extinction.

In 1936, financial struggles forced the library to move to a new location: 9 rue de Téhéran. Patronage by the diplomatic

The library moves to
9 rue de Téhéran.

1936



Parisians and immigrants
reading in the periodical room.

1920



1937

Dorothy Reeder, director
of the library, in her office.



and business community helped the board attract funds from wealthy American, British, and French patrons, and prospects for the library's finances brightened when, in 1937, the Carnegie Foundation granted the library \$25,000 (about \$450,000 in today's dollars) to be used for book purchases over five years.

As the war headed to France, the US ambassador advised all American citizens living there to return to the States. Dorothy Reeder, an American and director of the American Library in Paris at the time, refused to abandon her post, instead preparing by putting important documents and materials in a safe. Three days after war was declared, Reeder formed the Soldiers' Service, which shipped books to Czech, English, and French servicemen as well as to the French Foreign Legion.

As she wrote in the 1939 pamphlet *Things You Must Know about the American Library in Paris and Why*: "To the extent that books can be ambassadors of peace and goodwill, the American Library [in Paris] has been America's most permanent and possibly most effective interpreter."

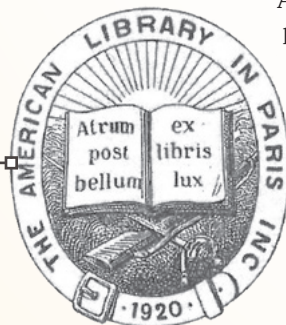
Between September 1939 and May 1940, 100,000 books were shipped to servicemen.

In May 1940, just weeks before the fall of France, Reeder reflected: "More and more I realize my responsibility to guard our library. It stands as a symbol of freedom and understanding, of service to all, a fine piece of democracy."

After the Nazis invaded Paris on June 14, 1940, they plundered the city's Polish and Russian libraries.

When German authorities arrived at the American Library in Paris, they systematically banned books, and Jewish subscribers were not allowed to enter the building. Instead, Reeder, her colleague Clara Longworth de Chambrun—a Shakespeare scholar, novelist, and one of the library's original board members—and other staff members subverted Nazi efforts by hand-delivering books directly to Jewish members.

Every book in the collection has the library's motto on its bookplate: *Atrum post bellum, ex libris lux*—or "after the darkness of war, the light of books."



1939

Pamphlet written by library director Dorothy Reeder.



1943

One senior librarian, Boris Netchaeff—who years later became head librarian—was among those who delivered books. During the occupation, Netchaeff was shot by the Gestapo when he failed to raise his hands quickly enough during his arrest.

After the war, French ambassador Henri Bonnet said the American Library in Paris had served as “an open window on the free world” during the occupation.

The library enjoyed increased support from a new wave of American writers in Paris following the war. Art Buchwald, Julia Child, Lillian Hellman, James Jones, Mary McCarthy, Irwin Shaw, and Richard Wright were active members and contributed to the library’s postwar rebirth and expansion.

By the 1950s, the Red Scare had taken hold, and US Sen. Joseph McCarthy sent his chief counsel Roy Cohn and top aide G. David Schine to hunt for communists at the American Library in Paris while they were on the continent to find so-called subversives at the US Information Agency. The library’s director at the time, Ian Forbes Fraser, turned them away at the door, informing them that the American Library in Paris was a private nongovernmental library and that they had no authority there.



1941

A free book service for soldiers in battle.

Librarian Boris Netchaeff (right) was shot by the Gestapo when they claimed he failed to raise his hands quickly during his arrest.

To this day, every book in the collection has the library’s motto on its bookplates: *Atrum post bellum, ex libris lux*—or “after the darkness of war, the light of books.”

TRANSFORMATIONS

Decades later, Chapuis, the library’s director for the past two years, says the American Library in Paris community is “blooming with bibliophiles.” Among its busiest areas: the children’s and teen spaces. “We believe that building a better future begins with fostering a love of reading in young children,” she says, noting that the latest phase of a 21st-century renovation will double the space for young readers and add space for book-group meetings and writing workshops. A ribbon-cutting for the expansion is scheduled for September.

The library’s community consists of roughly 4,600 members, representing a growth rate of 33% over the past two years, which the library attributes to its “Project 100” strategic plan and its recent renovations. In that same period of time, circulation has gone up 27%, and the number of visitors has increased by 19%. In 2019 alone the library sponsored more than 290 events for children and teens, attended by more than 5,000 participants.

By the turn of this century, the library was ready for change yet floundering—until it appointed Charles Trueheart to the directorship in 2007. He calls it a “lucky confluence” of the library’s need and his experience as the Paris correspondent for *The Washington Post* and head of the public affairs forum at the Harvard Kennedy School in the 1980s.

Under Trueheart, who served as director until 2017, the library underwent a transformation, positioning itself as a technologically advanced facility with 13 staffers—six of whom hold library degrees—trained to manage both quiet reading and study areas as well as rousing programs for children.

Trueheart says he arrived “facing into the digital future.” He recognized that the library could take more aggressive advantage of its role as “a cultural and community nexus,” so his first order of business was to increase space for interaction and study and to grow the library’s digital offerings.

Trueheart recalls working to create buzz and boost membership through free-admission offerings like author talks and book groups. Next, he says, came growing the children’s and teen departments and building a staff dedicated to service.

One of the challenges for subscription-based libraries, says Trueheart, is convincing users that a membership fee is not a donation. Rather, he says, “it is a fee for service, and a real bargain when you itemize all the books, events, and programs you get for your membership dollars.” A regular adult membership to the American Library in Paris is €135 annually, or approximately \$150.

WRITERS OF EVERY STRIPE
CAME FORWARD TO
SUPPORT THE NEW LIBRARY.
LITERARY LEGENDS SUCH AS
GERTRUDE STEIN, THORNTON
WILDER, JAMES JOYCE, AND
ERNEST HEMINGWAY WERE
ENTHUSIASTIC SUPPORTERS.



In 2013, the library established its visiting fellowship program to offer writers and researchers an opportunity to pursue a creative project in Paris for a month. That same year, the American Library in Paris Book Award was created with financial support from the Florence Gould Foundation. The annual award of \$5,000 is given to a book written originally in English about France or the French.

In 2016, the library was further transformed by renovations that created a new façade, study spaces on the mezzanine and lower levels, a soundproof reading room, and a members’ lounge.

Two years later, a writer-in-residence program was established, with 2016 Pulitzer Prize–winning author Viet Thanh Nguyen as the first resident writer. Also launched was a sponsored membership program, which offers no-cost annual membership to those in need.

The program “helps connect families with official refugee status in France—as well as other underserved populations in need—with library resources and access to the library’s collection, plus digital resources,” says Damon Austin, director of library media services at DeMatha Catholic High School in Hyattsville, Maryland, and an ex officio member of the American Library’s board of trustees. ALA retains one ex officio board seat, which Austin has held since 2018.



The library establishes a writer-in-residence program, with Viet Thanh Nguyen as its first resident writer.

2018

A renovation project included creating a new façade, study spaces on the mezzanine and lower levels, a sound-proofed reading room, and a members' lounge.

Mary Lee Turner and her husband arrived in Paris in 2007, the same year Trueheart was hired as director. The couple quickly discovered the American Library. The programs and the community “became integral to our lives as English speakers in Paris,” says Turner, who chaired the board of trustees from 2012 to 2016. She adds that the library’s core values are respon-

NOTE

As of early April, the American Library in Paris was closed until further notice and had suspended its centennial celebrations because of the COVID-19 pandemic.

sible for its longevity: “Access to ideas through books, periodicals, other media, and human interaction are important to personal growth, learning, and sheer enjoyment.” She says a refreshed and enlarged youth space is important in making the library a lively place “filled with energy.”

Luis Roth, who has served 10 years on the board of trustees, credits Trueheart for the library’s transformation. (Trueheart is now on the library’s board of trustees.)

“[His] lasting achievement was to move the library from a place largely focused on its collection of books—many assembled a bit haphazardly from donations—to a place focused on serving people who love books, who want to be surrounded by other book lovers, and who want to transmit that love of reading, particularly to young people.”

Even in a digital world, “people are yearning for authentic contact, in person,” he says. As a result, the collection is “now of higher quality and remains the heart of the library.”

Says Roth, “The library is certain to continue thriving if it carries on responding to that demand among its members for engagement, content, and human interaction.”

LITERARY LEGACIES

The American Library in Paris continues its long tradition of attracting famous writers and celebrity speakers.

For example, each spring, the American Library in Paris has hosted a fundraising gala dinner that features a prominent speaker. The speaker originally scheduled for the Centennial Gala on May 28 was Susan Orlean, author of, among other titles, *The Orchid Thief* and *The Library Book*, about the 1986 arson at Los Angeles Public Library. Since the first annual gala in 1987, the fundraiser has attracted such literary luminaries as John Irving, Joyce Carol Oates, Salman Rushdie, and Gore Vidal.

In September, author and American Library member Janet Skeslien Charles is scheduled to speak at the library to talk about her new novel *The Paris Library* (Atria Books, February 2021). The work was inspired by the heroic efforts of Reeder and Chambrun during World War II as they “defied the Nazi ‘library protector,’” Charles says. “I wanted readers to know about their courage, their love of literature, and their belief that books were bridges.” The author calls her novel “a love letter to libraries and librarians.”


The library’s special collections include many books from noted American chef Gregory Usher, actress Marlene Dietrich, and movie legend Olivia de Havilland—who has lived in Paris since the 1950s, is a former library trustee, and remains a devoted library supporter at age 103. The collections also contain letters from authors James Jones, Irwin Shaw, Anaïs Nin, and Malcolm Cowley.

The American Library in Paris is well positioned to not only continue its role as a traditional safe haven and bastion of democracy but also to grow as a force for social progress and the life of the mind.

It is easy to imagine that Burton Stevenson and Dorothy Reeder would indeed recognize the library today as a logical manifestation of their convictions. **AL**



LEONARD KNIFFEL is a writer living in Chicago. His most recent book is *Busia: School Days on the Farm with My Polish Grandmother*. He is a former editor and publisher of *American Libraries* and a longtime member of the American Library in Paris.



2020 LIBRARY SYSTEMS REPORT





Fresh opportunities amid consolidation

BY Marshall Breeding

The library technology industry took some significant turns in 2019.

Ex Libris, a ProQuest company, acquired Innovative Interfaces and shifted the balance of power, strengthening Ex Libris's position in technology for academic libraries and propelling it as a major player in public libraries. This move narrows the slate of competitors in an industry already offering few viable options for many libraries.

Technology for public library automation has been mired in stagnation. It takes a substantial level of development to both maintain existing products and build next-generation technologies for the emerging realities of a given library sector. Will Ex Libris opt to invent a new platform for public libraries, as it did for academics? How it responds may shape whether we see ongoing stasis or a new phase of innovation.

Photo illustration: © Dariusz Jarzabek/Adobe Stock (library); © hongkran_ch/Adobe Stock (circles)

Consolidation can also accelerate the development of alternatives. Concern about the lack of options for academic libraries was a factor in the launch of the open source FOLIO project. This year FOLIO became more real when a library moved it into production for the first time; a cadre of major libraries is poised for implementation. Success among these early sites will shape whatever position FOLIO might hold in the next phase of academic library technologies.

New product categories have begun to emerge. Many companies look beyond the library as their sole audience for development and create products targeting their parent institutions or communities. Recent efforts include tech products that support teaching, such as reading-list applications, discovery services for open educational resources, and support for application program interfaces (APIs) and protocols that connect the library with student information systems. Interest in support services for higher-education research has increased. Research information systems have been available for quite some time, but this new wave of products positions libraries as research stakeholders.

Major events

The library technology industry has steadily consolidated over the last two decades, with the number of vendors narrowing at each round of acquisition. Consolidation has been remarkably gentle, with very few products discontinued. Many legacy systems receive ongoing support even as their associated companies fall prey to business transitions.

New investors for ProQuest

We saw a transition in the minority ownership of ProQuest in 2019, when Goldman Sachs concluded its investment and was replaced by Atairos, a major private investment firm, through transactions announced in June. Following this investment, ProQuest made acquisitions that have substantially altered the balance of power in the library technology industry. Each of its previous investments in Ex Libris was followed by major product development initiatives or business acquisitions. Events in 2019 are consistent with that pattern. ProQuest's acquisition of Innovative Interfaces, which closed in January, represents a seismic shift in the library technology industry. Innovative's products and services will complement those in ProQuest's Ex Libris portfolio.

Ex Libris acquires RapidILL

In 2019 Ex Libris turned its attention to resource-sharing technologies. It acquired the well-regarded RapidILL service from Colorado State University in June. Ex Libris had previously begun development of functionality on top of its Alma platform to support patron request interfaces and the management of interlibrary loans. This initiative was launched as its new Rapido resource-sharing product in January along with a slate of development partners in the US and Australia. The INN-Reach platform, gained through the acquisition of Innovative, further expands its product portfolio for resource sharing.

New ownership for BiblioCommons

BiblioCommons was acquired by Constellation Software in 2020. Constellation differs from private equity investors in that it acquires and operates companies perpetually and has not sold them. Constellation earns annual revenues exceeding \$3 billion and has acquired more than 400 companies. BiblioCommons is now part of Volaris Group, one of six operating companies within Constellation, and resides in the library management vertical market along with Softlink and Prima Informática. This change of ownership is not expected to disrupt the libraries using its products.

OCLC sells QuestionPoint


This year OCLC divested its QuestionPoint reference service through a sale to Springshare in a deal valued at \$2.6 million. Springshare will integrate QuestionPoint into its existing LibAnswers platform, allowing reference questions to be addressed by a team of professional librarians.

Axiell acquires Bibits

This year Axiell acquired Bibliotekenes IT-senter, better known as Bibits, and its Mikromarc automation system used by public, school, and special libraries in Finland, Norway, and Sweden. This move expands Axiell's position in Scandinavia and provides an opportunity to attract another large set of libraries for eventual migration to Quria.

Diverse challenges

The competition for academic library business has gone beyond core resource management systems and discovery services. Ex Libris extended its reach into academic libraries by developing new products that allow a wider involvement



within their institutions. Core technology developed for Alma provides the foundation for new products such as Leganto for course reading lists and Esploro to support a university's research activities. EBSCO has likewise addressed this expansion via partnerships and new products.

Ex Libris Alma and OCLC WorldShare Management Services represent the narrow slate of options for academic libraries interested in library services platforms (LSPs). Concern over limited options heightened with Ex Libris's acquisition of Innovative, which has a major presence in the sector and intends to create its own next-generation platform. The open source FOLIO has neared the completion of its initial version and is poised to enter this competition.

The opportunities for companies oriented to school libraries reach beyond collection management systems. Success now depends on a broader set of services for classroom teachers and district administrators. Follett has acquired companies, curated content, and developed services that support this broader vision. The scale of Follett's resources enables it to address these needs better than smaller companies. In this sector, companies are morphing into educational technology specialists rather than remaining vendors of library automation products.

The top tier

Consolidation has led to an industry dominated by a handful of large companies, each of which has different product focuses and business strategies.

Ex Libris

Ex Libris, a wholly owned subsidiary of ProQuest since December 2015, is the leading technology provider for academic and research libraries. Its parent company ProQuest provides a broad range of content products and services for all types of libraries.

On the academic front, Ex Libris has had success with its Alma LSP. As academic libraries move to platforms that can manage vast collections of electronic resources, Alma has been the leading contender. In 2019 Ex Libris made an additional 102 contracts for Alma, increasing total installations to 1,769. Many of these contracts are for large-scale library systems and consortia.

Ex Libris continues to support 797 sites using its Aleph integrated library system (ILS). It also made three new sales

to libraries that needed a traditional ILS rather than an LSP. Another 216 libraries continue to receive support for Voyager. Ex Libris's ongoing support for these two legacy ILS products validates the company's policy of not abandoning products that are still used.

Ex Libris is further developing and deploying its Esploro platform for managing research processes in higher education. Current capabilities include a repository to store and manage all research results, including scholarly articles and underlying data sets, researcher profiles, automated harvesting of research content from the central discovery index (CDI) at a given institution, and analytics to measure impact. Twenty-three institutions have committed to Esploro, including 13 new agreements signed in 2019.

Leganto, which manages course reading lists, has been purchased by 166 institutions, and Ex Libris signed contracts with 39 new libraries.

Ex Libris continues development for its Rosetta digital preservation platform. The two new sales made in 2019 increased its total installations to 258.

Ex Libris saw strong sales for its Primo discovery service, mostly as part of new commitments for Alma. The 115 new contracts in 2019 increase its total installations to 2,637. The current version of Primo VE is more tightly integrated with Alma and managed through Alma's back-office tools. Ex Libris made 50 new sales for Summon, increasing its customer base to 810. The company has also launched its new CDI, deployed on new technology infrastructure and based on the combined content of the indexes created for Summon and Alma. Implementation of the CDI will be phased in for libraries using Summon and Primo.

The acquisition of Innovative also has implications for discovery. To make up for the lack of an index-based discovery service of its own, Innovative partnered with EBSCO for Encore Duet, which combined EBSCO's discovery index with Encore's interface. This arrangement served as an additional sales channel for EBSCO Discovery Service and was a popular strategy for academic libraries using Sierra or Millennium. Once Innovative launched its own discovery product, Inspire Discovery, the partnership was terminated. We anticipate that under ProQuest, libraries that had previously subscribed to Encore Duet will be enticed to use the Ex Libris CDI instead.

Several products from Innovative will strengthen Ex Libris's presence among academic libraries. Sierra, the latest in Innovative's internally developed ILSes, has been implemented by all types of libraries across the globe. In its early

phases, Sierra was implemented by the majority of academic libraries, but that has diminished to about 25% of them. The success of Alma came at the expense of Innovative's academic library business.

Innovative products are a major force in the public library sector. The Polaris ILS is used almost exclusively by public libraries. About 60% of them use Sierra. Although the Virtua ILS was originally developed primarily for academic libraries, it is also deployed in some major public libraries, such as Queens (N.Y.) Public Library.

Polaris was developed for public libraries and has been implemented primarily in the US and Canada. Sierra has established a broad global presence, and about 60% of its customers are public libraries. Both Sierra and Polaris are longstanding ILS products with aging internal architectures.

In the academic and research library sector, Ex Libris created a technology platform that meets needs unfulfilled by previous ILSes. Immediately following its entry into the public library sector, Ex Libris did not announce new products. But history suggests the company has ambitions beyond maintaining legacy systems. Ex Libris comes with the resources and technical prowess to transform public libraries. These possibilities will come only in the longer term: New product cycles do not emerge overnight but play out over the course of a decade. Ex Libris will not stand alone in this next phase of public library technologies. Axiell, for example, has already launched Quria as a new product with digital-first design. OCLC's Wise, though based on evolved technology, brings a strong focus on community engagement. SirsiDynix, once it completes the development of its BLUEcloud Suite, will be well positioned for new rounds of development less constrained by the limitations of its legacy ILS products. Open source options will be part of the next phase. One can imagine an initiative to create products for public libraries based on FOLIO. Traditional ILS products will remain an important factor indefinitely, especially when integrated with revitalized patron-facing interfaces.

Innovative Interfaces

Innovative Interfaces specializes in library management, discovery, and resource-sharing

technologies for all types of libraries. In 2013 the company was acquired by a partnership between JMI Equity and HGGC. These private equity firms exited when Innovative was acquired by ProQuest in January.

The acquisition of Innovative follows a period where sales of Sierra ILS declined and Virtua was no longer marketed. Innovative continued to sell VTLS's VITAL digital asset management (DAM) system. Sales for Sierra have slowed dramatically since 2014, and many academic libraries have switched to Ex Libris Alma.

Of the products in Innovative's portfolio, Polaris fared the best. It continues to sell, but not as frequently as before its acquisition by Innovative. Innovative reported 17 new contracts for Polaris. Some of the libraries that selected Polaris in 2019 include Fairfax County (Va.) Public Library, Indianapolis Public Library, San Diego Public Library, and public and school libraries of the Online Dakota Information Network.

EBSCO Information Services

EBSCO Information Services, a large family-owned company, offers a variety of technology products and services in addition to its subject databases. The company provides an extensive menu of software as a service (SaaS) products headed by EBSCO Discovery Service (EDS). A key SaaS offering involves the company's services surrounding the OpenAthens authentication product, used as a single sign-on mechanism by 2,600 libraries worldwide. Based on Security Assertion Markup

Language authentication protocols rather than IP recognition, OpenAthens represents an alternative to OCLC's EZproxy service for providing access to subscription-restricted resources.

In the face of major competition from its key rival Ex Libris, EBSCO follows a strategy based on partnerships, community development, and open source software to curb Alma and Primo's increasing encroachment on its opportunities for EDS. Rather than develop or acquire its own LSP, EBSCO placed its full backing behind FOLIO through financial investment, direct development, and marketing.

EBSCO has entered the open science arena through another series of partnerships. This year it invested in the Code Ocean platform, which



**The library
technology industry
has reached a new level
of maturity headed by
companies with considerable
development capacity.**



allows researchers to share and reuse computational code for scientific projects. In a similar arrangement, EBSCO entered a partnership involving financial investment and community support for Protocols.io. This platform enables researchers to store and openly share detailed research protocols and methods.

To add a comprehensive library website management portal to its portfolio, EBSCO acquired Stacks, expanding its earlier partnership to full ownership. Stacks falls within the category of library-specific web content management products along with BiblioCommons BiblioWeb, Axiell Arena, and Infor Iguana.

EBSCO has expanded its services to include digital preservation by partnering with Arkivum. The Arkivum Perpetua platform includes open source components for long-term data storage and preservation, records management compliance, and data extraction. This partnership also involves integration with EDS for discovery and access in the repository. Types of content preserved with Arkivum Perpetua include scholarly articles, special collections, archives, institutional records, and research data.

EBSCO also introduced Faculty Select, which lets library staff or instructors choose open educational resources (OERs) or ebooks for courses via a single interface.

Overall, EBSCO holds a strong position in the library industry. At about twice the size of rival ProQuest, EBSCO earns more revenue from its content products than its technology offerings. Its partnership strategies and development efforts have strengthened its position in library technology, a critical factor as technology and content products become intertwined.

Follett School Solutions

Follett School Solutions provides a variety of technology products, services, and content for PreK–12 schools and districts. It operates as a wholly owned subsidiary of Follett Corporation, a \$3.2 billion family-owned company.

In 2019 the company launched MyDestiny, a learning platform for schools that provides access to more than 40,000 ebooks and 750,000 OERs using technology developed by Fishtree, which it acquired in 2018. MyDestiny uses machine learning to help identify relevant resources for classroom lessons.

For the last decade, schools have automated their libraries using district-wide rather than school-wide services. District implementations can involve hundreds of schools. Follett has been a leader in this trend.

Follett's Destiny Library Manager holds the dominant market share for library management products aimed at US school libraries. It saw strong sales in 2019 with new contracts representing 5,057 school libraries, increasing the total number of libraries to 75,032. In 2019 Follett released Destiny 17.0 with new interface themes, additional measures to protect patron privacy during self-checkout, and improvements to the acquisitions process for requests from a district warehouse.

In the school library sector, no company prevails globally. Instead, unique market patterns occur in each country or region. In the US, Follett holds a commanding lead among public and private PreK–12 schools.

OCLC

OCLC is the largest nonprofit organization in the library technology industry, developing and supporting many products in addition to its cataloging, resource-sharing, and other cooperative services. These include WorldShare Management Services (WMS), an LSP for academic libraries, and OCLC Wise for public libraries. It also supports several regional ILSes developed by businesses it acquired, including Bibliotheca+, currently with 2,968 implementations in public libraries, mostly in Germany; LBS (306 implementations, mostly in German and Dutch academic libraries); SISIS-SunRise (143 implementations in Austria, Germany, and Switzerland); Amlib (140 installations, mostly in public libraries in Australia); OLIB (62 implementations in diverse libraries and global regions); and bicatWise (201 implementations, mostly in Belgium and the Netherlands). Its CONTENTdm DAM system is used in 1,185 libraries. OCLC's EZproxy tool is used by thousands of libraries to provide access to subscription-restricted resources.

Within this mix of electronic resource management (ERM) systems, OCLC positions WMS and Wise as strategic products backed with strong development and marketing activity. In 2011 it launched WMS, which was implemented mostly by academic libraries. This LSP enables libraries to use the massive WorldCat bibliographic database more efficiently by avoiding the need to download and maintain local records. OCLC has seen declining sales of WMS following its peak in 2011. The 56 new contracts signed in 2019 increase total installations to 604, and increase library subscriptions to WorldShare License Manager by 35. Though many of its new subscribers are midsized academic libraries, it has also seen recent implementations in some larger libraries such as McGill University, Université Laval, and the 17 members of

the Bureau de Coopération Interuniversitaire consortium, all in Canada.

OCLC has begun to position bicatWise, rebranded as OCLC Wise, as its strategic offering for public libraries. Building on the success of the product in the Netherlands, OCLC launched Wise as a community engagement system for public libraries in the US. Wise strengthens patron engagement, simplifies event management, and supports library marketing with messaging tools.

OCLC gained the Wise system through a 2013 acquisition of Huijsmans en Kuijpers Automatisering BV. The product was developed in 1983 and has seen multiple cycles of redevelopment in technology and scope of functionality. Wise is used by two-thirds of the public libraries in its home country of the Netherlands. Belgium has a phased implementation of Wise in progress that will include more than 300 libraries in Flanders. Wise has spurred interest in the US, and several public library systems have signed on as early adopters. Allen County (Ind.) Public Library became the first when it implemented the product in November 2019.

Resource-sharing services and technologies continue to be a major strength. OCLC's WorldShare Interlibrary Loan (WIL), with more than 10,000 library subscribers, ranks as the dominant resource-sharing brokering service globally. OCLC reported 335 new WIL subscribers via new arrangements with the National Library of New Zealand and through the Nederlandse Centrale Catalogus. The costs and long fulfillment times associated with this service drive many libraries to also implement peer-to-peer resource sharing for rapid delivery of materials at lower costs per item. OCLC launched Tipasa, a web-based service for managing interlibrary loan transactions, in 2017. It has been implemented by 288 libraries. The Relais D2D discovery tool, acquired through the 2017 procurement of Relais International, complements OCLC's other products with an option for those interested in resource sharing within a consortium.

Open source

Open source software has been part of the library technology scene since 2006. In the US, 15.2% of ILS implementations are based on open source (Koha 6.9%, Evergreen 8.3%) and represent 7.6% of academic library implementations. Koha has been implemented globally, including widespread use in many developing countries; Evergreen—designed for public library consortia—is used mostly in the US and Canada.



FOLIO

Now entering early development, FOLIO's LSP presents an alternative based on a contrasting set of foundational concepts: open source software, modular components, and a microservices-based technical infrastructure. Despite providing substantial backing for the project, EBSCO neither controls nor owns the software. The Open Library Foundation provides the governance.

Chalmers University of Technology in Sweden became the first library to use FOLIO. Additional institutions are poised for implementations in 2020 and 2021.

Commercial opportunities for FOLIO, like other open source projects, come from services rather than subscription fees or licenses. EBSCO, given its investment, launched a set of services for hosting and support. It has also formed partnerships with several companies to provide support in conjunction with its hosting services. Publicly announced partnerships include ByWater Solutions for libraries in the US, PTFS Europe for libraries in the UK and European countries, Via Appia in Brazil, and KnowledgeWare Technologies in the Middle East.

Other libraries contracting with EBSCO for direct support of FOLIO services include University of Alabama and Five College Consortium libraries in Massachusetts. Missouri State University libraries have announced they are working with EBSCO to redevelop technical infrastructure by implementing FOLIO, EDS, OpenAthens, and new ERM tools. Texas A&M



University Libraries have been one of the leading institutions involved in the FOLIO community, with planned implementation for later in 2020.

EBSCO engaged Index Data, a small company specializing in open source software, to create the initial framework for FOLIO, and it still offers hosting and support services. Index Data has also been the primary developer for Project ReShare, a new resource-sharing environment based on the FOLIO architecture and codebase.

Although competition from Alma is formidable, FOLIO is positioned to gain at least some portion of the academic library sector. Its success will depend on meeting its development benchmarks and on good outcomes by early adopters.

ByWater Solutions

ByWater Solutions marked its 10th year as a company providing services for open source library software. Most of its efforts go toward supporting the Koha ILS. The company gained 38 new service contracts in 2019, representing 75 libraries and increasing its total number to 1,296. While most of its customers are public libraries (880), it also supports a substantial number of academic (151), school (166), and special (99) libraries. ByWater also supports the CORAL ERM system, which provides services for seven academic libraries. In 2019 the company acquired Turning Leaf Technologies, expanding its services to include Aspen Discovery, a variant of the VuFind discovery interface that has been

optimized for public libraries. The three contracts for Aspen Discovery secured in 2019 encompass 128 libraries.

In 2018 ByWater entered a partnership with EBSCO to support libraries implementing FOLIO. The company reported that it signed service agreements with two academic libraries in 2019.

Equinox Open Library Initiative

The nonprofit Equinox Open Library Initiative provides support services for open source library software. Most of its efforts involve Evergreen ILS, which was developed for public libraries. It also supports Koha for standalone libraries and the Fulfillment resource-sharing system. Equinox signed support agreements with nine new libraries for Evergreen, all joining existing consortia. It made five new agreements with academic libraries for new Koha installations.

Equinox, employing some of the original developers of Evergreen, continues to enhance the product. About 80% of the code for Evergreen was written by Equinox employees. In 2019 the company completed 25 development projects. It is currently working on a multiyear initiative to redesign the acquisitions module of Evergreen into a fully web-based interface using the Angular application framework. This development project has been funded by a group of six organizations within the Evergreen community. Equinox also continues to enhance the Fulfillment resource-sharing system.

Evergreen has been implemented by around 1,000 libraries spanning about 1,800 branches, including those implementing the system independently as well as those using commercial support services.

Media Flex

Media Flex has developed the OPALS open source library automation system used by school and small libraries. It also offers furniture and barcode labels to libraries. Many school support organizations, such as New York's Boards of Cooperative Educational Services, have partnerships with Media Flex to provide joint support for OPALS as an option for schools. OPALS has been implemented broadly throughout the US, Canada, and some other countries. This web-based system, for example, is used in dozens of libraries for refugees in Jordan.

PTFS Europe

PTFS Europe provides support for open source library products and is the European distributor for Knovation and other products produced by PTFS in North America. In 2019, nine libraries signed support agreements with PTFS Europe for Koha, increasing its total installations to 118. About half of its customers are academic libraries. The company also supports the CORAL ERM system for 16 academic libraries. One additional library purchased Knovation from PTFS Europe this year, increasing total clients for this product to six.

PTFS Europe has developed its own analytics portal called Metabase, which has been implemented in four libraries. Consistent with its expertise in providing support for open source library products, PTFS Europe entered into a partnership agreement with EBSCO Information Services for FOLIO services.

TIND

TIND offers versions of its eponymous platform across multiple categories of functionality including a full ILS, an institutional repository platform, a DAM system, and a research data repository. TIND products are based on the open source Invenio software originally developed at CERN.

TIND's products are used primarily by academic and scientific libraries. Installations currently total 44. In 2015, California Institute of Technology was the first major academic library to implement the TIND ILS. In 2019, Columbia Law School Library in New York City and Eastern Mennonite University in Virginia signed contracts for TIND ILS, increasing total

installations to 16. University of California, Berkeley School of Law has used TIND ILS since 2016, but migrated its institutional repository from Digital Commons to the TIND IR in 2019.

Middle tier

The middle tier of library technology companies generally focuses on a more limited and less diverse set of products. Most of these companies specialize in ILS or discovery interfaces.

SirsiDynix

SirsiDynix is the largest standalone company in the industry specializing in these products and services. The company offers two systems, Symphony and Horizon, that serve as foundations for its new BLUEcloud platform. Its basic development strategy has been to create BLUEcloud applications with modern interfaces and workflows that interact with either Horizon or Symphony for underlying data management. This allows libraries to use their existing interfaces until the corresponding BLUEcloud applications reach needed functionality.

Symphony and Horizon have been implemented by all types of libraries, which presents challenges as needs diverge. Libraries' pressing need for ERM systems and competition from specialized products by Ex Libris and OCLC have become major issues for SirsiDynix. While it continues to retain many academic libraries, others have defected to competing products. Successes with academic institutions have been modest in recent years, mostly encompassing smaller universities and community colleges. The proportion of academic libraries using Symphony has slipped to about 15%.

In contrast, SirsiDynix has strengthened its position among public libraries in recent years. About 60% of Symphony sites and 65% of Horizon implementations are in public libraries. In 2019, 75 of its 99 contracts were with public libraries.

SirsiDynix continues to have a strong presence in school libraries. The INFOhio project, encompassing almost all public schools in Ohio, relies on Symphony for one of the largest library automation initiatives in K–12 schools.

SirsiDynix asserts its commitment to ongoing support for both Horizon and Symphony, though almost all new sales are for Symphony. Many libraries are shifting from local installations to hosting services from SirsiDynix. Horizon continues to see a small number of new sales, usually through new additions to existing consortial implementations. The total number of Horizon implementations continues to decline,



down last year to 826 libraries from a high watermark of 1,719 in 2004. Symphony still has strong sales, though total installations have dipped slightly from its zenith in 2016 of 2,573 libraries to 2,454 reported in 2019, due mostly to the defection of academics.

In 2019 SirsiDynix launched its Community Engagement Platform to support library marketing initiatives through targeted email campaigns and other capabilities. The product will be available for general release in 2020. In 2019 the company also saw the development of DataControl, a new front-end interface for the web services layer to enable batch reporting and data manipulation for system administrators.

Axiell

Axiell ranks as one of the larger global standalone companies in the library technology industry. Its library customers are concentrated in Scandinavia and the UK, though its museum archives are also used in North America. In its digital media business, Axiell was awarded a major contract to supply digital content to all 790 public libraries in Finland. The company, which continues to develop its Arena discovery and web portal, has made 15 new sales, totaling 207 installations.

Axiell continues development and marketing of the Quria LSP for public libraries. The product is currently used by a small number of libraries in Germany and Norway. The company signed five new contracts for Quria in 2019, and six installations are now in production. In a global public library sector entirely dominated by legacy ILS products, Quria stands out as a modern, web-based multitenant service with a digital-first design.

The Library Corporation

The Library Corporation (TLC) develops and supports technology products primarily for public libraries and centralized school district library systems. In addition to its software products, the company owns Tech Logic, a provider of automated material handling and self-service equipment.

TLC has two lines of automation software for libraries: Library•Solution and CARL•X. Library•Solution is used primarily by midsized public libraries, while

Library•Solution for Schools was developed for libraries within a school district. Library•Solution has also been implemented in small academic libraries. The Library•Solution application was originally developed in a client-server architecture using a Windows-based client installed on each computer for staff use or computers at service desks. In recent years, the company has developed web-based interfaces, now branded as the LS2 Library Management Solution.

In 2019, TLC signed 10 contracts for Library•Solution, including renewals for the Dallas Independent School District and the Hawaii Department of Education, together supporting 950 schools. Fifty-nine libraries migrated from Library•Solution to LS2. Total installations now stand at 695, down from the 766 reported in 2018. The midsized libraries using Library•Solution have growing budget pressures that drive some toward open source alternatives or to join a shared consortial system rather than continue to operate their own ILS.

The CARL•X family of products has been implemented primarily by large public libraries. CARL•Connect builds on the CARL•X system to provide web-based interfaces for staff modules, a new discovery interface, and self service. In 2019 the company enhanced the CARL•Connect discovery interface to support functional requirements for bibliographic records, grouping results to achieve improved relevancy.

Book Systems

Book Systems works primarily with schools, smaller public libraries, and church and other special libraries.

Most of its customers are school libraries, with about 20% public libraries.

Book Systems reported a strong sales year with 165 new contracts for its Atrium ILS, increasing the total installations to 4,874 libraries.

The company made 42 new sales of Atrium ILS to public libraries representing 76 branches. Most new customers opt for the hosted version rather than installing it on a local server.

Book Systems has been successful in attracting midsized multi-branch libraries. Examples include Northeast Regional Library in Mississippi and Manistee County (Mich.) Library. On the



Consolidation has led to an industry dominated by a handful of large companies, each of which has different product focuses and business strategies.

development front, the company created a new integration with RBDigital, enabling search and access to audiobooks using an API rather than having to load records into the local catalog.

Focused mostly on public libraries, Auto-Graphics offers the VERSO ILS, used mostly by smaller institutions, and the SHAREit resource-sharing service deployed for many statewide initiatives.

In 2019, Indiana State Library renewed its contract for SHAREit. SHAREit will power a new service for the New Hampshire State Library, which began production use in fall 2019. A project for the Statewide California Electronic Library Consortium will include academic as well as public libraries.

On the development front, Auto-Graphics has created a new integration between its VERSO ILS and the MONTAGE DAM system to enhance access to digital collections.

The company also completed a new version of VERSO with a reengineered internal database that has been distributed to all libraries using the product. This new database infrastructure will ensure ongoing development and better support APIs needed for interoperability with external systems and services. Seven new sales of VERSO increased total installations to 534. The company reported five new contracts for SHAREit in 2019, representing services for 1,037 libraries. Currently more than 7,164 libraries participate in resource-sharing services powered by SHAREit.

BiblioCommons

BiblioCommons specializes in patron-facing interfaces for public libraries, delivered through SaaS. Its products address critical areas including discovery and access to library collections and websites, management of events, and support for marketing activities.

Its original product, BiblioCore, replaces the online catalog of an ILS with a sleek discovery interface deployed with modern web design techniques, social network concepts, and other features to strengthen patron interest in a library's print and digital collection. BiblioCore interoperates with the library's ILS to harvest bibliographic and holdings data into its discovery index and provide patron account and request features. Connectors have been developed for the major ILS products used in public libraries, including Symphony, Sierra, Polaris, Horizon, Evergreen, and CARL•X. Twelve new sites implemented BiblioCore in 2019, totaling 271 libraries now using it.

The company's BiblioWeb product replaces a library's entire website, providing an administrative interface that enables libraries to create, organize, and publish content with no

technical knowledge of markup languages or programming tools. BiblioWeb has been implemented by 26 libraries.

Infor Library and Information Solutions

Infor Library and Information Solutions develops and supports the V-smart ILS primarily used by public libraries, with smaller numbers of implementation in academic and school libraries. Other products include the Iguana discovery interface and web portal and the V-insight statistical portal.

Infor, a mid-sized company, operates as a small division within a large-scale global IT services company. In February 2020 Infor was acquired by Koch Industries, and Golden Gate Capital exited as its major investor. Koch takes in about \$110 billion in annual revenue. This transition is not expected to have a major impact on its Library and Information Solutions division.

Libraries in multiple global regions use Infor's products, with the largest concentration in Belgium, Canada, France, the Netherlands, and the UK. A small number of US libraries have implemented V-smart, and 145 libraries use Vubis Smart, the previous version of the system.

Infor made 12 new sales for V-smart, increasing total installations to 402, of which 271 are in public libraries. Eight libraries contracted for Iguana, boosting installations to 532, and six libraries purchased the Iguana Library mobile app.

Baratz

Baratz has been developing software for public libraries, schools, special libraries, museums, and archives for more than 30 years. Its customers are concentrated in Spain, but its products are also used in neighboring European countries and Latin America. The company's flagship product, AbsysNet, has been implemented by many large networks or public libraries as well as individual institutions. In 2019 the company made 24 new sales of AbsysNet, which is now used in 2,995 libraries.

Baratz divides its development efforts between enhancing the current AbsysNet application and creating a next-generation version based on new technology architecture. AbsysNet 2.3, due to be released later this year, includes a fully responsive public interface and optimizations in cataloging to support research and description access. Work is underway on a new discovery layer for the next-generation platform as well as integrations for digital lending and video streaming. A new set of APIs will enable compatibility between the current version and next-generation systems as well as with external systems.

ABOUT THE REPORT

The 2020 Library Systems Report documents ongoing investments of libraries in strategic technology products made in 2019. It covers for-profit and nonprofit organizations that offer 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.

Visit americanlibraries.org for additional vendor information and sales statistics. ●

COMPanion Corporation

COMPanion Corporation specializes in technology products and services for schools and small libraries. Its Alexandria ILS ranks second in ILS implementations for school libraries in the US. In 2019 COMPanion made 133 new sales of Alexandria, representing 245 individual libraries, increasing the total number of installations to 10,117. Alexandria is also used in 243 small public libraries.

COMPanion was the first library automation company to implement the Global Grid for Learning framework for education data interoperability, enabling schools or districts to connect Alexandria or Textbook Tracker to their student information system.

In 2019, the company introduced a new activity tracker module to help libraries collect statistics on student activities that take place in the library beyond traditional circulation transactions. Consistent with the trend for school libraries to organize collections by genre instead of call numbers, Alexandria now provides tools to automate this transition.

Civica

Civica offers the Spydus library management system, used primarily in public and school libraries. Libraries using Spydus are concentrated in Australia, Singapore, Taiwan, and the UK,

with a small number of sites in North America. New libraries implementing Spydus include public libraries in the Australian Capital Territory, which migrated from Horizon.

Civica continues to develop versions of Spydus, which it offers to existing libraries for a new license fee. The latest version, Spydus10, includes new enhancements, with all staff functions now fully web-based, requiring no client software. Many of the library sales in 2019 were renewals of contracts and upgrades from previous versions to Spydus10, and the acquisition of new add-in modules. Recent modules include SpydusManager and SpydusCollections, providing new capabilities for assessment and analytics as well as a new set of API services.

Looking ahead

The dramatic events of 2019 will take time to digest—and we have yet to see how the COVID-19 pandemic might affect markets and investments. But if trends hold, expect ProQuest to execute plans for the products and services it acquired from Innovative. It will be especially important to watch its public library strategies.

It is also unlikely that these events will go unanswered. It will take bold moves to compete against Ex Libris in academic libraries. The equilibrium in public libraries sector has been disrupted, and we can anticipate the formation of new partnerships or business acquisitions.

Despite the consolidation now in effect, the industry will see additional activity. The trend of standalone ILS companies merging into top-tier players is not over. Companies owned by private equity investors will eventually find new ownership. While it is possible that new investors may be attracted, it seems just as likely that these companies will find permanent arrangements via strategic acquisitions.

Regardless of the business changes that might lie ahead, the library technology industry has reached a new level of maturity headed by companies with considerable development capacity. Libraries rightly have high expectations for current and future products to continually improve. Failure to fulfill these expectations could disrupt the power plays now under way and take the industry in other directions. **AL**



MARSHALL BREEDING is an independent consultant, speaker, and author. He writes and edits the website Library Technology Guides.

EMERGING

LEADER

Librarianship is ever changing, and some of the people leading that change are newer members of the profession. They're the fresh faces greeting patrons at reference desks, helping students with research, and experimenting with new ideas behind the scenes. These are the American Library Association's (ALA) Emerging Leaders.

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

The program allows participants to get on the fast track at

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

At the 2020 Midwinter Meeting & Exhibits in Philadelphia, the new Emerging Leaders were divided into eight groups to complete projects for their host ALA units and affiliates. We joined them in Philadelphia to ask what the future holds for the profession. **AL**



CLASS OF 2020

TEAM A



HOST: American Association of School Librarians

PROJECT: Developing Reflective Explorers and Innovators

FROM LEFT: Jamie Becker, Nathalie DeFelice, Jermaine Dennis, Monika Glowacka-Musial, Anna Keating, Jessica Regitano, Nick Weingardt

"I see library professionals working diligently as civic leaders to strengthen the communities they serve, harnessing their role in guiding communities to embrace social responsibility in hopes of creating a better world for future generations."

—JERMAINE DENNIS

TEAM B

HOST: Asian Pacific American Librarians Association

PROJECT: Celebrating 40 Years of Library Leadership and Beyond

FROM LEFT: Jessica Agudelo, Dolores Brown, Yi Ding, Jia He, Jamie Kurumaji, Seungyeon Yang-Peace

"I see our profession redefining what the physical space of the library includes and how we can exist beyond our walls to become a truly accessible library for all through community partnerships and creative programming, and as active agents for positive change."

—JAMIE KURUMAJI

TEAM C

HOST: Association of College and Research Libraries (ACRL) Instruction Section

PROJECT: Section and Membership Engagement of Diversity and Inclusion

FROM LEFT: Shelly Black, Patrice Green, Ericka Harris, P. J. Maracle, Amanda Roper, Erin Roper, Isabel Soto-Luna

"I'm hopeful that librarianship continues to move toward embracing social justice and equity in collections, services, and programs. Academic librarians can provide more than sources for a research paper; we can meet students at the intersections of their lived experiences and provide information on community and campus resources."

—AMANDA ROPER

TEAM D

HOST: ACRL University Libraries Section

PROJECT: Early Career Engagement: How Does ACRL's University Libraries Section Need to Evolve to Meet the Needs of a New Generation of Librarians?

FROM LEFT: Liana Bayne, Matthew Noe, Russel Peterson, Tiffany Raymond, Heather VanDyne

"The future of librarianship is one of urgent collaboration. There are a host of issues that demand attention—climate change, disinformation, a precarious job market, and the consolidation of the publishing industry, to name a few. They deserve a response that involves partnerships across specialties and even beyond our profession."

—RUSSEL PETERSON

TEAM E

HOST: International Relations Round Table

PROJECT: International Librarians' Mentorship Program in Action

FROM LEFT: Shayla Boyce, Jesse Caldwell, Damiana Fortenberry, Lauren Frazier, Zoë McLaughlin, Erica Saito

"In the future, I hope the myth of the 'neutral library' will be set aside, and that we can accept that libraries never have been and never will be impartial spaces."

—LAUREN FRAZIER

TEAM F

HOST: Learning Round Table

PROJECT: Equity, Diversity, and Inclusion for Staff Development (Phase Two)

FROM LEFT: Victoria Blackmer, Maria Colish, Teresa Helena Moreno, Jodi Silverman, Franco Vitella, Desmond Wong

"The profession has the potential to embrace a radical futurity where we become more critically self-aware about the institution of libraries and where these critiques bring us to better practices of librarianship—which will also lead to more black, indigenous, and people of color entering and staying in the profession."

—TERESA HELENA MORENO

TEAM G

HOST: Library and Information Technology Association

PROJECT: Investing in a Sustainable Division

FROM LEFT: Kristen Cooper, Tonya Ferrell, Kelsey Flynn, Laura Mendez, Tonya Ryals, Paige Walker

"As we stand on the brink of a new decade, the possibilities are wide open for the future of libraries. We will continue to move toward the model of the public library as a community and cultural center, offering innovative approaches to learning and creating."

—LAURA MENDEZ

TEAM H

HOST: New Members
Round Table

PROJECT: Library
Weather Resiliency
Clearinghouse

FROM LEFT: Lizzy Boden,
Victoria Crim, Katherine
Dannehl, Jennifer
Embree, Rhonda
Evans, Kayla Kuni

“The future of the profession will need to approach preservation in a whole new way. In the past, librarians created clipping files and used binding as a means of protecting and preserving information, but moving forward, librarians will learn how to preserve new forms of information, including social media, blog posts, and other born-digital content.”

—RHONDA EVANS

2020 Census: Why It Matters

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When Speech Isn't Free

Ensuring free speech requires more than neutrality

BY Meredith Farkas



MEREDITH FARKAS is faculty librarian at Portland (Oreg.) Community College. Follow her on Twitter @librarianmer.

In February, the controversial Women's Liberation Front (WoLF) booked a room at Seattle Public Library (SPL) for a public event. WoLF denies the existence of transgender individuals and portrays trans women as dangers to cis women (bit.ly/AL-wolf). In response to the uproar that ensued, SPL's board issued a statement saying "the library must maintain its role as a stalwart protector of intellectual freedom for all, ensuring that all voices ... are able to be heard in a public forum by those who wish to hear them" (bit.ly/AL-SPL). Some libraries commonly use this argument to justify allowing hate groups to use their spaces. (This argument is consistent with the American Library Association's current guidance on meeting room policies, bit.ly/AL-MeetingRooms.)

I take issue with the notion that libraries are ensuring all voices are heard when they let hate groups speak. Hate speech considered in a vacuum might look merely offensive, but when viewed in a historical context, that speech is inextricably linked with physical violence. Young men marching with torches and chanting "Jews will not replace us" are intentionally evoking the Holocaust, just as a burning cross on a lawn is meant to evoke lynching. These actions are designed to silence those targeted. In "Words That Silence?," a chapter from *Speech and Harm: Controversies Over Free Speech*, Caroline West argues that "racist hate speech may cause those it targets to withdraw from participation in public life and discourse." Hate speech inhibits free speech because it effectively prevents others from speaking.

Megan Boler, in her 2000 article "All Speech Is Not Free: The Ethics of 'Affirmative Action Pedagogy'" (bit.ly/AL-Boler), argues that we must apply "historicized ethics" to issues around free speech, recognizing the power imbalances in our society and the fact that "all persons do not have equal protection under the law." In a world where marginalized people are less safe expressing themselves and their words are given less weight, the equality implied in the marketplace of ideas doesn't exist. By being neutral, libraries are tacitly giving the privileged power to speak and allowing marginalized individuals to be silenced.

If libraries want to promote free speech, creating an environment where everyone feels the psychological safety necessary to participate is vital. In a chapter of the book *Trust and Distrust in Organizations: Dilemmas and Approaches*, Amy Edmondson defines psychological safety as what "makes it possible for people to believe that the benefits of speaking up outweigh the costs" (bit.ly/AL-AEdmondson).

Inclusive environments have been shown to encourage self-expression and have a greater positive impact on the performance of those from underrepresented groups.

The silencing of historically marginalized groups can be insidious and unintentional. Research has long documented the role that teachers play in silencing girls and young women by differential treatment in the classroom (bit.ly/AL-Teachers). Do we believe that female teachers want to silence children of their own gender? Of course not, but they were raised in a patriarchal culture and are unconsciously acting on those values. Yet the impact of their neutrality is the same as the impact of a neutral stance from a library—it perpetuates the dominance of certain members of society over others.

I'm sure neither librarians nor teachers want to be complicit in silencing marginalized community members.

Freedom of speech is not only critical, but fragile and unable to be fully realized in an unequal society. Allowing anyone to speak is a passive way of supporting freedom of speech. Library workers should explore how library actions

Hate speech inhibits free speech because it effectively prevents others from speaking.

and inaction contribute to the silencing of community members and how they can create inclusive spaces where everyone feels the psychological safety needed to speak freely. **AL**

A New Tech Revolution

AI, Big Data, and other disruptive technology

BY Bohyun Kim



BOHYUN KIM is chief technology officer and associate professor at University of Rhode Island Libraries.

Correction: In the May issue of American Libraries, without seeking her permission, this column ran with a photo of Professor Kim in all editions. After publication, she notified us of this mistake. We were not able to correct the mistake in the print edition of the May issue. We have corrected it in the online, PageSuite, and PDF editions of the column. We apologize for the error.

The fourth industrial revolution is well underway. Recent breakthroughs in machine learning and artificial intelligence (AI) enable machines to handle tasks previously restricted to humans, including image classification, translation, speech recognition, and medical diagnosis. In every corner of the world, technologies are disrupting industries and bringing rapid changes to the way we live, work, and interact.

Amazon Go, Amazon's brick-and-mortar store, is a good example of this digital disruption. Outwardly, it is not much different from other physical stores where food items are placed on shelves for shoppers to browse and purchase. But digital technologies—such as sensor fusion, computer vision, and deep-learning algorithms—allow the store to function without a cashier and checkout line. Cameras and sensors detect changes when a shopper takes a product from the shelf or returns it and then keeps track of the picked-up item in a virtual cart. Amazon Go shoppers simply grab items to buy, and Amazon charges their credit cards when they leave.

The Amazon Go store may appear to simply reduce shopping time. But this is a more important trend. For the first time in human history, machines are performing not only physical and mechanical work but also cognitive tasks.

Klaus Schwab, author of the 2016 book *The Fourth Industrial Revolution*, emphasizes that what differentiates the current revolution from the previous digital one is not merely a multitude of novel technologies, but their fusion across multiple physical, digital, and biological domains.

What does this mean for libraries?

Librarians have embraced digital technology since the dawn of the internet. To adapt and succeed in an era of digital disruption, libraries must continue to explore and evaluate emerging technologies and adopt them when appropriate.

New and emerging technologies, such as extended reality, the “internet of things,” synthetic biology, blockchain, Big Data, and AI, which are fueling many platform businesses, may seem remote to many library professionals. But they will bring fundamental change to the information and knowledge industries. For example, AI may soon begin to generate content and services whose value equals or surpasses those produced by humans. It will also have an impact on information-seeking, learning, and teaching. AI has the potential to automate the labor- and time-intensive cataloging, abstracting, and indexing processes;

improve information discovery and retrieval; extract key information from a large number of documents; and extract details from visual materials such as historical maps.

As Big Data technologies and automation trends mature, librarians will be asked to play a larger role in developing services, programs, educational offerings, systems, and apps that focus on quantitative information. Libraries

will be asked to manage, store, and preserve massive real-time data sets. Demand will increase for library professionals who are knowledgeable and skilled in data analytics. As more sensors and devices are integrated with library services, new ways to serve library

Demand will increase for library professionals who are knowledgeable and skilled in data analytics.

patrons and achieve operational efficiencies will emerge.

One way to prepare library staff for this digital disruption is to provide the time and resources for professional development. Libraries can also make intentional efforts to cultivate curiosity, open-mindedness, and confidence; encourage experimentation; and facilitate staff collaboration. This will allow staff to create innovative programs and services.

But no matter what technology we adopt, the library's mission to empower people and support their information-seeking and learning activities will not change.

Adapted from “Moving Forward with Digital Disruption,” Library Technology Reports vol. 56, no. 2 (Jan./Feb. 2020). AL

Give Teens the Lead

How to move from teen-centered to teen-driven services

BY Linda W. Braun



LINDA W. BRAUN is a Seattle-based consultant and a past president of ALA's Young Adult Library Services Association.

Does your library offer teen-centered services or teen-driven services? And what is the difference between the two?

As Luke Kirkland, teen department head at the Waltham (Mass.) Public Library, describes teen-driven services, they are initiated by youth: "Adults are invited to support teens in executing their ideas. Teens retain power of decision making and agency throughout execution."

It's important that our libraries progress from a teen-centered to a teen-driven model. The latter allows teens to develop the social and emotional competencies highlighted by the Collaborative for Academic, Social, and Emotional Learning: relationship skills, social awareness, self-awareness, self-management, and responsible decision making. Kirkland also observes that youth-led services help teens grow into active adult community stakeholders.

If you have a teen advisory board (TAB) at your library, you might be thinking, *we already do this*. But in my work with library staffs, I find that most, including those with TABs, are working in a teen-centered rather than a teen-driven environment.

Joanna Harris, teen programs and partnerships coordinator at District of Columbia Public Library, describes the teen-centered model as services created with youth needs and interests in mind. Teens might dictate what services look like through formal response, such as polls and surveys, or verbal feedback. "This can go so far as having teens shaping programming," Harris says, "or having teens choose which resources to explore under the guidance of a library staff mentor." For the most part, however, these services are created and led by staff.

In making the move from teen-centered to truly teen-driven, it's useful to review Roger Hart's Ladder of Young People's Participation (bit.ly/harts_ladder). At the lower rungs of the ladder—in which young people are manipulated, treated as decoration, or tokenized—youth may have a chance to say what they think but no opportunity to explore or act on their ideas. The rungs in the middle of the ladder focus on projects in which adults decide on the activity and youth have the chance to help out. At these levels, adults take young people's ideas seriously. Many library TABs sit in the middle part of the ladder. It is the upper rungs of the ladder that provide the framework for teen-driven services. At the highest rung, adults help teens actualize services by sharing decision making and working alongside them.

What does it take for libraries to move up the rungs of Hart's Ladder?

Risk. When teens are given the chance to drive programs, not everything will go as planned. Mistakes and failure are a distinct possibility.

Josie Watanabe, youth and family services manager at Seattle Public Library, notes, "It takes more time, more uncertainty, and giving up control." Teens and staff have the opportunity to learn through risk-taking with the goal of improving their work.

Relationships. Don't merely ask what teens are interested in. Staffers need to talk with teens about what they find challenging in the world and what problems they would like to solve. Conversations should address the opportunities teens would like to have in making a difference in their community.

Redefining success. "With so much focus on getting their circulation and participation numbers up, library staff have difficulty making

Teens and staff have the opportunity to learn through risk-taking.

the move from teen-centered to teen-driven," says Danielle Margarida, youth services coordinator at the Rhode Island Office of Library and Information Services. Shifting the perception of what success looks like eliminates barriers to implementing teen-driven services.

It's not a small challenge to make this transition, but it's invaluable to give teens a voice and ownership over services. "There are very few spaces for teens to do that," notes Cheryl Eberly, principal librarian and young adult volunteer at Santa Ana (Calif.) Public Library. "A library is the perfect community space for teens to engage in this sort of learning and growth." **AL**

Bumpy Inroads

Graduates navigate a precarious job landscape

BY Yoonhee Lee



YOONHEE LEE is learning and curriculum support librarian at University of Guelph in Ontario.

When I completed my library degree at University of Toronto last year, I kept a spreadsheet to track jobs I applied to. Looking through those listings now—part- and full-time jobs across North America in public, academic, and government libraries and archives—I see that all were somehow precarious, with assignment durations ranging from four months to three years. This was not a conscious choice. But in an era of austerity and budget cuts, with a gig economy shaping the market for all types of goods and services, precarity is often the only choice for new librarians.

The Canadian Union of Public Employees found that more than half of employees in Canadian libraries, both public and academic, either work in precarious roles or are at risk of falling into less stable roles, and that women and minorities are disproportionately affected (bit.ly/AL_CUPEstudy). This certainly feels true; since graduating, most of my classmates have temporarily relocated for contract work, patched together multiple part-time jobs, or bounced from contract to contract.

Temporary, part-time, and casual work arrangements certainly have their benefits. They offer the ability to assert independence and control over your work and life, or an opportunity to try something new. I tried to embrace this perspective in my job search, telling myself things like, “This part-time position will be a great learning opportunity,” “This contract job could allow me to try out a new city,” and “If I don’t like this gig, at least it’s not forever.”

This flexibility can be empowering—when it’s a choice. However, when I looked closely at my own needs as a new graduate with student loans, I realized that flexibility wasn’t a top priority. What I wanted and needed was a full-time, permanent job with a stable salary, benefits, and opportunities to grow as a library professional.

My current job, though not permanent, is a unionized position with time off, health benefits, and access to professional development funding. I feel lucky that I can take a sick day or attend a conference without losing income.

But what about the part- and full-time positions that don’t offer such benefits? That gap leaves the most vulnerable library workers—those dealing with the stress and logistical challenges of unstable employment—without access to mental health resources and services to help them cope. This is an excellent recipe for burnout, before a career has even taken off.

Unstable work environments also affect the services we provide. It’s harder to build sustainable programs, projects, and services with temporary staff. Relationships and institutional knowledge, both central to library work, are forfeited when a contract ends.

I’ll be on the job hunt again when my current contract expires, looking for opportunities that meet my needs as well as my interests and experience. I wish I could consider only permanent positions, but that’s not a realistic option for me or many other new librarians who can’t afford to wait for the perfect opportunity.

Precarity within and outside of libraries is tied to larger structural forces, and no one library or librarian can craft a universal solution. But at conferences and on social media, I see a growing movement of rich conversations about precarious work in libraries. These conversations—through Twitter handles like @OrganizingLIS and resources like the Digital Library Forum’s Labor Working Group (wiki.diglib.org/labor)—have given me a framework to examine my own experience and made me more mindful of colleagues whose situations are less visible but

equally precarious.

I’ve been fortunate to work with senior professionals who support and advocate for me and my fellow temporary and part-time colleagues. They’ve set a tremendous example as I chart a

Relationships and institutional knowledge are forfeited when a contract ends.

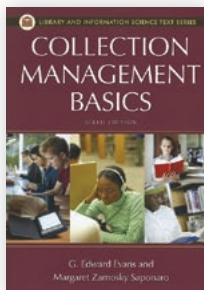
path for my library career and, I hope, advance into more permanent work. In order to create sustainable working conditions for a new generation of library professionals, we must work together to share strategies and speak out for and with those who have less power. **AL**

Getting to Know You (Again)

Reexploring collection management



ALLISON ESCOTO is head librarian at the Center for Fiction in Brooklyn, New York.

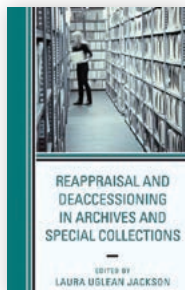


Collection Management Basics, 7th edition

By Margaret Zarnosky Saponaro and G. Edward Evans

Collection Management Basics sheds light on many facets of collection management. When it was first published in 1979, the landscape of library collections was much different, and this all-inclusive text has been revised through the years to keep up. Beginning with a solid discussion of the foundations of collection development, it runs the gamut of topics, from the philosophy of collections and practical assessment methods to preservation and beyond. Whether you are a new librarian or an experienced one starting over with a new collection, this latest edition remains a foundational tool.

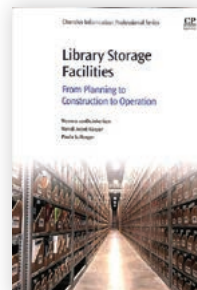
Libraries Unlimited, 2019. 373 p. \$60. PBK. 978-1-4408-5964-9. (Also available as an ebook.)



Reappraisal and Deaccessioning in Archives and Special Collections

Edited by Laura Uglean Jackson

It's one thing to read a set of industry standards but quite another to see them in action. For librarians in search of real-world accounts of deaccessioning, Jackson presents them via case studies from around the world. This book posits that the Society of American Archivists already offers solid guidelines for reappraisal and deaccessioning; instead of guidelines, the book presents case studies as models, each with unique circumstances. Though the examples focus on archives, the wealth of useful information here, especially the in-depth discussion of the differences between deaccessioning and weeding, can be applied to libraries of all types. Rowman and Littlefield, 2019. 206 p. \$90. 978-1-5381-1600-5. (Also available as an ebook.)

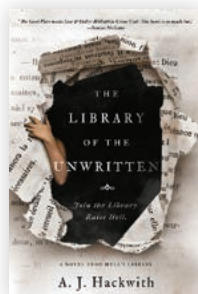


Library Storage Facilities: From Planning to Construction to Operation

By Wyoma vanDuinkerken, Wendi Arant Kaspar, and Paula Sullenger

A large part of collection management is determining where to physically put materials. Library storage facilities are changing the face of collection management; this volume examines every aspect of these spaces, focusing on high-storage facilities and university libraries. Beginning with the planning stages, the book follows the process of researching and selecting (or building) the appropriate storage facility. The authors consider the operational aspects of running and maintaining a storage facility and use case studies to illustrate specific needs and challenges. The focus is on academic libraries, but librarians from all types of organizations will find the processes useful and illuminating. Chandos Publishing, 2018. 266 p. \$80. PBK. 978-0-0810-2754-7. (Also available as an ebook.)

BY Allison Escoto



The Library of the Unwritten (A Novel from Hell's Library)

By A. J. Hackwith

This novel presents collection management in a very different light. Claire is head librarian in the Unwritten Wing of the library in Hell, where stories left unwritten by authors are collected. Claire's collection management involves wrangling these books—which often take the form of their characters—and making sure they stay put. When one book decides to deaccession itself to search for its author on Earth, Claire must follow and return it to the collection. While on this quest, she is confronted by an angel who gives her an overdue notice of sorts for a book in her collection that is a repository of Lucifer's power. Claire returns to her library only to discover it is missing, and she can't just replace it. Ace, 2019. 384 p. \$16. PBK. 978-1-9848-0637-6. (Also available as an ebook.)



Collection Development and Management for 21st Century Library Collections: An Introduction, 2nd edition

By Vicki L. Gregory


Blending the comprehensive information compiled in the first edition of this essential handbook with updated methods, concerns, and case studies, the second edition of Gregory's book is the perfect amalgam of traditional methods of collection management and modern sensibilities. As in the first edition, the author comprehensively illustrates the multitude of topics facing collection development and management in an accessible way that will be helpful to both library school students and seasoned librarians. Updated features include vendor lists, needs assessment report samples, sample collection development policy, and more. ALA Neal-Schuman, 2019. 288 p. \$80. PBK. 978-0-8389-1712-1. (Also available as an ebook.)



The Complete Collections Assessment Manual: A Holistic Approach

By Madeline M. Kelly

Kelly's exhaustive and comprehensive book is an all-in-one reference guide to collection assessment—a foundational aspect of managing collections. Featuring a thorough discussion of the principles of assessment, this extensive work is a deep well of practical, hands-on information about well-known aspects of assessment as well as those that are often overlooked (communication plans with outside partners, for example). Offering an impressive array of useful tools including handy templates and step-by-step instructions, this volume provides pragmatic information for librarians in a variety of library types, using a spectrum of methodologies.

ALA Neal-Schuman, 2020. 208 p. \$58. PBK. 978-0-8389-1868-5. 

PEOPLE

Announcements

ON THE MOVE

Nazli Ali became librarian at the Escalon branch of Stockton-San Joaquin County (Calif.) Public Library in February.

George Mason University Libraries in Fairfax, Virginia, named **Melanie Bopp** head of access services, effective January 6.

Jasmine Clark joined Temple University Libraries in Philadelphia as digital scholarship librarian in October.

Katy DiVittorio was appointed department head of collections strategies at University of Colorado Denver's Auraria Library in October.

February 17 **Sharona Ginsberg** began as head of Terrapin Learning Commons at University of Maryland in College Park.

Michael Hunter joined George Mason University Libraries in Fairfax, Virginia, as resource sharing librarian January 10.

Sarah C. Johnson became assistant professor and social sciences librarian at Hunter College, City University of New York February 24.

Greg Landgraf joined Georgetown University Libraries in Washington, D.C., as communications and marketing coordinator March 23.

February 3 **David Lemmons** became instruction coordinator at George Mason University Libraries in Fairfax, Virginia.

Martin Martinez joined the University of Colorado Denver's Auraria Library as public services specialist in December.

Cara Potter became director of Defiance (Ohio) Public Library System in February.

George Mason University Libraries in Fairfax, Virginia, named **Dorothee Schubel** metadata and cataloging librarian, effective January 27.

Kudos

Cheryl Kuonen, executive director of Mentor (Ohio) Public Library, received a Woman of Achievement Award from Lakeland Community College March 22. ●

Ann-Margaret Thomas became director of Friend Memorial Library in Brooklin, Maine, January 2.

In September **Angela E. Weaver** joined University of Puget Sound Collins Memorial Library in Tacoma, Washington, as fine and performing arts librarian.

Rustin Zarkar joined University of North Carolina at Chapel Hill Libraries as Middle East and Islamic studies librarian January 6.

PROMOTIONS

Julianne Bedel was promoted to director of Medina (Ohio) County District Library February 4.



University of Puget Sound Collins Memorial Library in Tacoma, Washington, promoted **Peggy Burge** to associate director for public services January 16.

University of North Florida's Thomas G. Carpenter Library in Jacksonville promoted **Thomas R. Caswell** to associate dean effective January 11.

January 24 University of North Carolina at Greensboro Libraries promoted **Stacey Krim** to assistant professor and curator of manuscripts.



Wyoming State Archives in Cheyenne promoted **Kathy Marquis** to Wyoming State Archivist January 9.

University of Nebraska Medical Center in Omaha promoted **Emily McElroy** to dean of McGoogan Library effective January 1.



Furman University in Greenville, South Carolina, promoted **Caroline Curry Mills** to director of libraries effective November 1.



Jennifer L. Murray was promoted to associate dean at University of North Florida's Thomas G. Carpenter Library in Jacksonville January 11.

In September California Polytechnic State University's Kennedy Library in San Luis Obispo promoted **Katherine O'Clair** to associate dean for academic services.

Matt Shoemaker became head of the Loretta C. Duckworth Scholars Studio at Temple University Libraries in Philadelphia in October 2019.

The State Library of Ohio promoted **John Stewart** to director of operations and technology of the Serving Every Ohioan Library Center in Caldwell March 4.

RETIREMENTS

In February, **Barry B. Baker** retired after 22 years as director of University of Central Florida Libraries in Orlando.

Dianna Clark retired as director of the State Library of Ohio's Serving Every Ohioan Library Center December 31.

Nis Kildegaard retired from Edgartown (Mass.) Public Library February 1.

Denise Hogbin Novak retired February 14 after 28 years as acquisitions

In Memory

David H. Brunell, 73, executive director of the Bibliographical Center for Research in Aurora, Colorado, for 21 years, died February 14.

Ricky Erway, 62, senior program officer at OCLC Research until her 2015 retirement, died January 25. Erway began her library career as an instructional materials librarian at University of Wisconsin but became a leader in digital library technologies when she joined a Library of Congress (LC) team evaluating its optical disk project in 1986. At LC, she eventually became associate coordinator of American Memory, a project that increased public access to LC special collections and that demonstrated that film, video, audio recordings, books, and photographs could be digitized. In 1995, she became digital resources manager at RLG, a research libraries collaborative, leading projects like Studies in Scarlet, which demonstrated the benefits of collaborative digitization initiatives, and the Art Museum Image Consortium Library, an early effort to deliver high-quality pictures of museum objects online. She continued working to advance library digitization when RLG merged with OCLC in 2006, producing reports like *Shifting Gears* to advance primary source digitization and the Demystifying Born Digital series.



Mary Jo Lynch, 80, director of the ALA Office for Research and Statistics from 1976–2003, died February 26. In 1994, she received the Rutgers School of Communication and Information and Library Studies' Distinguished Alumna of the Year Award. Prior to joining ALA, she was a reference librarian at University of Detroit (now University of Detroit Mercy) and University of Massachusetts at Amherst, and an assistant professor in the University of Michigan's School of Library Science.

Betty J. Morris, 82, former school library program chair at Jacksonville (Ala.) State University, died February 18. She had also taught at University of West Georgia in Carrollton and received the Alabama Library Association's Eminent Librarian Award in 2014.

Barbara Ann Williams, 75, died February 20. She served in the US Navy and worked in the Naval Library in Arlington, Virginia. After earning her MLIS in 1980, she served as a systems and reference librarian at NASA from 1980–1987, as program manager for the Maxima Corporation from 1987–1993, and as library consultant with the TransAfrica Forum, where she also built the founding reference collection for its Arthur R. Ashe Jr. Foreign Policy Library. She later worked at the Library of Congress and served on the executive board of the Black Caucus of the American Library Association. ●

librarian at Carnegie Mellon University in Pittsburgh.

Julienne L. Wood retired as librarian and head of research services from Louisiana State University in Shreveport.

AT ALA

Katie Bedford joined Conference Services as conference assistant February 17.

Internet Administrator **Rob Berquist** left ALA February 25.

Crystal Carrazco, previously ALA member communications specialist, became social media manager in the

Communications and Marketing Office February 3.

Association of College and Research Libraries Executive Director **Mary Ellen K. Davis** retired April 24.

Sharon Harris, accounting specialist, left ALA January 31.

January 14 **Genevieve Hix** joined the Development Office as assistant director, major gifts.

March 13 Human Resources Associate Executive Director **Dan Hoppe** left ALA.

Ni'Shele Jackson joined the Young Adult Library Services Association as program assistant January 14.

Accounting coordinator **Doris McKelvin** left ALA January 31.

Sheila O'Donnell left ALA as director of development February 7.

February 18 **Sarah Polen** joined the Association for Library Service to Children as program officer for continuing education.

Ramon Robinson joined ALA Digital Reference as marketing and sales manager February 18.

Tihuana Spells became registration and membership operations specialist in the Member Relations and Services department February 10. **AL**

Libraries over the Airwaves

Listeners of WREK-FM 91.1 radio station in Atlanta can hear a variety of styles throughout any given week: old-school punk rock, modern hip-hop, Afropop, and conversations about library programming. Yes: library programming.

Lost in the Stacks: The Research Library Rock 'n Roll Radio Show, broadcast every Friday from Georgia Tech's (GT) campus station, blends music with discussions of library topics. The brainchild of Charlie Bennett (right), public engagement librarian and subject librarian for GT's School of Economics, and Ameet Doshi, director of innovation and program design and subject librarian at GT's School of Public Policy and Law, the show began 10 years ago with a simple idea: to spread the word about happenings at GT Library and discuss library trends, with music interspersed. Adding music was central to the show's appeal, Bennett says.

"We knew it might not be fun for students to listen to us talk about the library for an hour," he says. "We thought, 'How do we make it more interesting for them and for us?' We said, 'Let's do rock 'n roll. Let's treat it like *Morning Edition* on NPR, where the news is library talk and the features are sets of music thematically connected to the topic of the show.'"

One of Bennett's favorite episodes is on archival preservation and includes audio from a tour of the archives of punk label Dischord Records—a tour led by the label's founder, musician Ian MacKaye. Of course, the episode features examples of the label's music, too.

Finding topics for shows is easy, Doshi says. "The great thing about doing a show about libraries is because they're so multidisciplinary, we can literally do a show about anything," he says. "It's this wonderful blank canvas to paint our ideas on." **AL**

THE BOOKEND showcases librarians, their work, and their work spaces. For consideration, email americanlibraries@ala.org.

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12-WEEK ECOURSE

Library Management

12 Weeks to
Success

with Wayne Disher

**Begins Monday,
May 4, 2020**



12-WEEK ECOURSE

Coding and Web Development

A Beginner's
Guide

with Raymond Dean

**Begins Monday,
June 1, 2020**



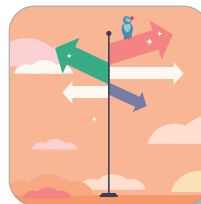
4-WEEK ECOURSE

Online Tutorials

Creating Them
Easily and
Efficiently

with Paul Signorelli

**Begins Monday,
June 1, 2020**



90-MINUTE WORKSHOP

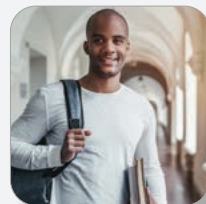
Effective Library Signage

Tips, Tricks,
& Best Practices

with Mark Aaron Polger

May 20, 2020

2:30 p.m. Eastern



4-WEEK ECOURSE

Supporting Teen Services

Fostering
Community,
Programming,
and Outreach

with Jennifer Velásquez

**Begins Monday,
May 4, 2020**

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

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