

american libraries

September/October 2020

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

2020

LIBRARY DESIGN

SHOWCASE

p. 28

Designing
during a
Pandemic p. 36

Climate Action
Plans p. 42

PLUS: Rethinking Police,
Laurie Halse Anderson,
Puppet Troupe





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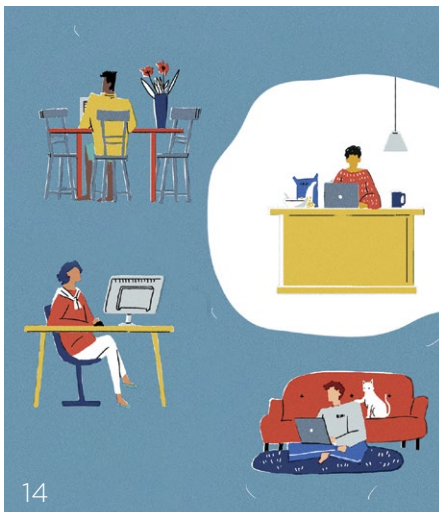
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from the
EDITOR

The Beautiful and the Bold



Sanhita SinhaRoy

This year, the buildings featured in our annual Library Design Showcase (cover story, p. 28) provide an aspirational perspective. As many libraries throughout the country remain closed, the images of these occupied spaces—all completed before the pandemic—may feel a bit strange, but they're well worth celebrating, including the stunning Library Learning Center (cover) at Houston's Texas Southern University, a historically Black institution.

In "Virus-Responsive Design" (p. 36), Lara Ewen consults several architecture experts and a library director about the innovative designs they're seeing in the age of COVID-19. As Ewen writes, some designers view the pandemic as "an opportunity not just to modify libraries but to improve them for future use."

Sustainability is key to any facility design. In "Ready for Action" (p. 42), Mark Lawton writes that many libraries are emerging as partners, innovators, and originators of climate action plans. Lawton interviews library workers from Alaska to New Jersey to ask how—in the absence of broad national climate legislation—they're taking matters into their own hands.

Also taking strong initiative are the libraries that have divested (or are considering divesting) from law enforcement. In "Rethinking Police Presence" (p. 46), Cass Balzer writes: "In reevaluating what it means to be safe in a library space, libraries are poised to shift the broader discussion of policing and safety in their communities." In the accompanying op-ed, "When Not to Call the Cops" (p. 49), librarians Jarrett Dapier and Emily Knox assert: "As a general rule, if you have to think about whether you should call them, don't."

No stranger to bold stances: Laurie Halse Anderson, whose interview (Newsmaker, p. 20) you don't want to miss. This longtime champion of intellectual freedom talks with us about her new Wonder Woman graphic novel, fighting censorship, and how librarians are her superheroes. As she says, "Librarians and libraries are the heart of American communities, and we have to keep fighting to make sure they are supported robustly."

As we design a new future for libraries, let's work together to be at the forefront of innovative change.

Sanhita

In the age of COVID-19, architects are creating innovative design solutions to meet health and safety challenges while also safeguarding library spaces.

Stand Up, Speak Out

Let's carry on the legacy of the late civil rights activist John Lewis



Julius C. Jefferson Jr.

Now is the time for the library community to advocate for the essential work that must continue. Now is the time to share our stories.

As I write this, many of us are reflecting on the life of the “boy from Troy,” US Rep. John Lewis. Over the years, Lewis became a friend of ALA. Many of us listened to him tell the stories behind his celebrated graphic novel series *March*, which documents his experiences serving on the front lines of the civil rights movement, or the story of how, as a small child, he was unable to go to the public library in his hometown because Blacks were not allowed.

For 60 years Lewis served and advocated for our collective humanity. What many may not know is that his wife, Lillian, who passed in 2012, was his chief advisor and a librarian.

Lewis's legacy reminds me that service is the fundamental reason libraries exist and that reading and access to information—which are human rights—are necessary for full participation in our democracy.

To carry on that legacy, how will we advocate for participation by all and serve all our communities? Or, as Lewis asked: “If not us, then who? If not now, then when?”

I have been inspired by the innovative work of libraries and library workers across the country during this moment of change and struggle. However, libraries affected by the economic challenges of local governments face shrinking budgets and furloughs.

Libraries need a coordinated national effort to provide support during the pandemic, and our best opportunity for that support is the Library Stabilization Fund Act (LSFA). This COVID-19 relief package would provide \$2 billion in federal funds to libraries and provide resources to retain library workers and safely reopen. Our champions in Congress know that libraries are central to community resilience across this nation. We must advocate to extend that understanding to other elected officials at all levels of government (bit.ly/SignLSFA).

Also, as of this writing, I am preparing to take a coast-to-coast virtual tour of 12 libraries. The idea was inspired by the 1991 “Rally for America’s Libraries/ Caravan on Wheels”—a demonstration that traveled from Atlanta to Washington, D.C., and encouraged library workers to tell their stories to local media.

The 2020 “Holding Space” tour began as the idea to visit libraries that are providing the best service, yet are the least heard. The aim has been to connect with the library community beyond conferences and big meetings, to bring ALA to places we have not been present enough. I wanted to talk about issues that excite library workers. (And once you get a librarian talking about the work they love, there are no quiet librarians.)

I wanted to hear firsthand from colleagues and stakeholders about the incredible work their libraries are doing to serve communities that are under-resourced and often overlooked.

What innovative ways are library workers engaging their poor, white, Black, Brown, LGBTQIA+, rural, tribal, and urban communities, for example?

The sense of urgency on this tour is even greater than it was when I was elected ALA president more than a year ago.

Now is not the time for quiet librarians. Now is the time for every member of the library community—and those whose lives are affected by libraries—to advocate for the essential work that must continue. Now is the time to support LSFA. Now is the time to share stories of how libraries impact your community.

Stand up, speak out, and join me on behalf of libraries and library workers.

In the words of Rep. Lewis, let's “get in good trouble” together. **AL**

JULIUS C. JEFFERSON JR. is president of the American Library Association.

Necessary Trouble

Eradicating information poverty



Tracie D. Hall

How do library policy, practice, and perception longitudinally impact usage by those most likely to have limited information access points and networks?

Two civil rights giants, C. T. Vivian and John Lewis, died on the same July day. Both were courageous Freedom Riders who challenged segregation in the South. Both were close confidants of the Rev. Martin Luther King Jr. Both literally put their lives on the line in the fight for equity and access.

Lewis, who served as a US representative for Georgia's 5th congressional district for more than three decades, was a friend to libraries and to ALA, for which he was a frequent speaker. His late wife, Lillian, had been a librarian, and libraries played a major role in Lewis's early activism. He often spoke about how, as a teen, his efforts to desegregate his public library in the South started him on the road to becoming a "good trouble" maker.

He recalled: "I was so inspired by Dr. King that, in 1956, with some of my brothers and sisters and first cousins—I was only 16 years old—we went down to the public library, trying to check out some books. And we were told by the librarian that the library was for whites only and not for coloreds."

Lewis would not step foot in that library for another four decades, when he went in to sign copies of his 1998 memoir, *Walking with the Wind*.

His recollection reminds us of two things.

One, libraries and library staff are not always inherently on the right side of history. The librarian that Lewis encountered likely felt they were "doing their job." The job that day was to prevent Black people from using the library, a policy so pervasive in the South, especially, that many early civil rights sit-ins took place in libraries years before migrating to lunch counters, where they would be more widely publicized.

Two, it raises the question: If, by his own admission, that encounter kept Lewis, a reader and author, away from his neighborhood library for more than 40 years, how did the policy of library

segregation play out in the lives of his peers and community, and what is its ongoing legacy?

What does a two-generation-long exclusion cost a community, and how does it contribute to the information poverty that libraries exist to mitigate? How do library policy, practice, and perception longitudinally impact usage by the individuals and communities most likely to have limited information access points and networks?

Researcher Johannes J. Britz, in his 2004 *Journal of Information Science* article "To Know or Not to Know: A Moral Reflection on Information Poverty," describes information poverty as a "situation in which individuals and communities, within a given context, do not have the requisite skills, abilities, or material means to obtain efficient access to information, interpret it, and apply it appropriately." Indeed, social science research has repeatedly demonstrated that poverty becomes cyclical and generational when accompanied by social and information network poverty. This consistent lack of access may actually *increase* poverty. The poor may remain poor throughout their lives.

As Britz writes, information poverty is a "serious moral concern and a matter of social justice."

How can ALA and its collective constituency work to eradicate information poverty? And what of the "microinequities," as MIT researcher Mary Rowe calls the subtle differences in tone, gesture, attitude, or manner that alienate individuals or whole communities that should be able to count on libraries for access needs?

In my next two columns, I will look at examples of where and how libraries are being called to fight against information poverty. As Lewis reflected in 2017 during one of his last ALA appearances: "We cannot afford to be silent. We should be standing up, getting in the way, and getting into good trouble, necessary trouble." **AL**

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

🐦 Spending this past hour reading the May issue of *American Libraries* and thinking about Linda Braun's column on teen services. This is following @librarianmer's column on free speech. Then there is the personal connection I felt with Yoonhee Lee's column "Bumpy Inroads."

@LINDAPYAU in response to May issue columns

Covering Pride

I was reporting for *American Libraries* in 1992 when I learned that the Association's Gay and Lesbian Task Force [now the Rainbow Round Table] would be marching in the San Francisco Pride parade during a conference. I took a few photos of the ALA contingent.

As was the editorial staff's practice, we met after the conference to choose a cover photo from the dozens of conference photos we had all taken. Tom Gaughan, the editor-in-chief at the time, suggested one of the photos from the parade, and the staff agreed that it showed active ALA members against a distinctly San Francisco backdrop. We never expected when the issue came out that we would receive hateful letters and phone calls vilifying us for running that "disgusting" photo.

It was gratifying to see the cover once again in "The Rainbow's Arc" (June, p. 26). Thanks to Martin Garner and Dale McNeill for remembering the responses to that photograph (p. 30). Despite the controversy it generated, or perhaps because of it, that cover ultimately became one of the most discussed and reproduced covers the magazine ever ran. I am proud to be the one who snapped that photo.

Leonard Kniffel
Chicago

Hidden History in Paris

"We'll Always Have the American Library in Paris" (May, p. 24) is a good telling of the history of this important world library, but there is another layer of context beneath its transition from war to peace in 1920. In my mind, it starts in Mexico City in the late 1800s with Charles Seeger.

As a developer of newspapers, sugar plantations, electrification, and transportation, Seeger was an actor in the modernization of Mexico, who then went on to become an international businessman, largely in the American rubber industry based in Paris. He was also the father of the American ethnomusicologist Charles Seeger Jr. (thus the

grandfather of Pete and Peggy Seeger), the educator and writer Elizabeth Seeger, and the poet Alan Seeger, who joined the French Foreign Legion in 1914 and died in the Battle of the Somme on July 4, 1916.

With the American Library in Paris in jeopardy during the war, Charles contributed the proceeds from two posthumous books of Alan's work to the library's budget and became the library's founding board president, serving until 1924. During those years, under the umbrella of ALA, the library became an effective model of American lending library practices throughout Europe.



Charles Seeger's memoirs and drawings can be found in the library archives, though he has been mostly forgotten in accounts of its history.

Chris Dickon
Portsmouth, Virginia

Direct Appeal

I really appreciate the *AL Direct* newsletters, particularly the May 12 edition! Great topics. I feel like the articles have been answering questions I didn't even know I had. There has been a lot of useful information to send to colleagues and to help me stay informed, especially with regard to reopening. Keep up the good work!

Crystal Chen
New York City

Chen is a member of the American Libraries Advisory Committee.

Room for Hate Speech?

In "When Speech Isn't Free" (May, p. 48), Meredith Farkas opposes Seattle Public Library's advocacy of "intellectual freedom for all" and implies support for banning hate speech in libraries. Unfortunately, this position is potentially most damaging to the very groups it attempts to protect.

A 1992 study of international hate speech laws concluded that they are often used "to suppress the rights of government critics and other minorities." Similarly, former ACLU President Nadine Strossen's 2018 book *Hate: Why We Should Resist It with Free Speech, Not Censorship* notes that such laws "have predictably

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been enforced against those that lack political power,” especially minorities. Historically, free speech restrictions in the US have been used overwhelmingly against the most oppressed.

In recent years, some states have passed laws or executive orders that could be described as promoting “anti-hate speech,” which could be used to target groups such as the movement for Palestinian rights and Black Lives Matter. If First Amendment protections are weakened, such organizations on the left will be the first repressed by Trump’s courts and the first excluded by public libraries under external political pressure.

Farkas writes that “allowing anyone to speak” is a passive approach to free speech. But a truly passive approach is entrusting the struggle against hate speech to the benevolence and wisdom of courts or library administrators. Instead, the Action Council of ALA’s Social Responsibilities Round Table has urged information workers to participate in a mass movement to confront and isolate hate groups and organizations on the far right. We invite others to join us in that effort.

Tom Twiss
Pittsburgh

Farkas’s column (“When Speech Isn’t Free”) argues that librarians should guarantee “psychological safety” to their patrons. That is, they should not allow groups such as the Women’s Liberation Front, which denies the existence of trans people, to use meeting rooms. According to Farkas, “hate speech inhibits free speech because it effectively prevents others from speaking.”

To be sure, hate speech does not prevent others from speaking. Historical evidence shows that abolitionists, gay and trans activists, and millions of other people do not genuflect when they have to confront those with whom they disagree. The current protests show that people will continue to speak courageously in the face of actual threats to their speech—tear gas, dogs, armored vehicles, and the like.

Furthermore, there’s no legal precedent for Farkas’s argument. As James LaRue, former director of ALA’s Office for Intellectual Freedom, stated in 2018: “A publicly funded library is not obligated to provide meeting room space to the public, but if it chooses to do so, under law it cannot discriminate or deny access based upon the viewpoint of speakers or the content of their speech.”

There’s no pragmatic precedent either. Colleges have institutionalized the kind of “safe spaces” that Farkas envisions. At the same time, they have faced diminished taxpayer support. Unsurprisingly, conservatives don’t want to fund institutions that censor their views.

In this context, librarians should fight to build bipartisan constituencies. They should also fight for social justice without restricting the rights of their patrons. As Strossen and other progressives remind us, the best way to fight hate speech is with free speech.

Adam Szetela
Boston

CORRECTION

In “A New Tech Revolution” (May, p. 49), *American Libraries* used a photo of Bohyun Kim without her permission. We regret the error.

What You’re Reading

1 Bringing Books to the Desert For Syrians living in Jordan’s Zaatari Camp, a refugee-run library system provides a lifeline. bit.ly/AL-Zaatari

2 Newsmaker: Yaa Gyasi The author’s latest novel explores the Ghanaian-American immigrant experience through the eyes of a neuroscientist from Alabama. bit.ly/AL-Gyasi

3 Responding to a Threat In disaster planning, how you and your staff react to a threat is crucial to your success. bit.ly/AL-Threat

In Case You Missed It

Libraries and Sustainability Episode 52 of our podcast talks with librarians who are implementing sustainable practices in both their libraries and their lives. bit.ly/AL-SustainPod



Newsmaker: Adrian Tomine
The cartoonist and graphic novelist reflects on humiliations, craving loneliness, and roaming libraries as a kid. bit.ly/AL-Tomine

Amplifying Diverse Voices in Jewish Librarianship The Association of Jewish Librarians Digital Conference focused on the importance of representation in collections, voices, and scholarship. bit.ly/AL-AJL20

COVID-19 Our ongoing coverage of libraries and the pandemic, from advancing digital equity to reimagining bookmobile services. bit.ly/AL-COVID-19

Coming Soon

See how libraries are collecting and **archiving COVID-19 history**, personal journals, and ephemera.

Explore how libraries are facilitating **Dungeons & Dragons** games, both in person and virtually.

AMERICANLIBRARIES.ORG

ALA Summons Support for Library Stabilization Fund Act

In a July 2 statement, the American Library Association (ALA) praised the introduction of the Library Stabilization Fund Act by Sen. Jack Reed (D-R.I.) and Rep. Andy Levin (D-Mich.).

The legislation would establish a \$2 billion fund administered by the Institute of Museum and Library Services (IMLS) that would address financial losses, bolster library services, and prioritize the hardest-hit communities. The bill was endorsed by more than 20 organizations, including the Association for Rural and Small Libraries, OverDrive, and the Urban Libraries Council.

"The spread of COVID-19 has caused significant financial losses for America's libraries, resulting in disruption to core library services, thousands of furloughs, and layoffs," ALA President Julius C. Jefferson Jr. said in the statement. "The Library Stabilization Fund Act is the comprehensive federal response needed to keep our nation's libraries safely in

operation, and ALA is throwing the full weight of our advocacy network into supporting this bill."

Stabilization funding would support a range of library services to patrons, enabling libraries to maintain core library services and keep nearly 370,000 library workers on the job; purchase cleaning and personal protective equipment and train staff for safe reopening; expand technology and services to keep millions of library users connected to the internet; and strengthen collections and programs to address needs such as remote learning, job skills, access to government services, and early literacy.

In May 1 letters, 147 members of Congress urged Senate and House leadership to support additional funding to libraries through IMLS, warning that "library cuts would ripple throughout our communities, affecting support for education, workforce recovery, and access to computers and the internet." ●

Lois Ann Gregory-Wood Fellowship Deferred

In July ALA announced the deferral of applications for the 2021 Lois Ann Gregory-Wood (LAGW) fellowship program, a grant to support a fellow's attendance at ALA's Annual Conference and Midwinter Meeting. This decision was made in light of the cancellation of the 2020 ALA Annual Conference and continued uncertainty in coming months around public health restrictions on large gatherings because of the COVID-19 pandemic. The current fellow's term will extend through 2021. ALA anticipates reopening applications in summer 2021 to resume the fellowship program in 2022.

In 2018, ALA Council established the fellowship program in honor of Lois Ann Gregory-Wood's 50 years of service with ALA. The fellowship provides a midcareer library professional with a

scholarship to attend ALA's conferences and engage in the various aspects of association governance.

Read more about the LAGW Fellowship Program and the application process at bit.ly/LAGWfellowship.

AASL Shares EDI Resources for Educators

The American Association of School Librarians (AASL) has released equity, diversity, and inclusion (EDI) resources created by the 2019–2020 Presidential Initiative Task Force. Advised by AASL Past President Mary Keeling, the committee hosted office hours, designed informative

bookmarks, and presented a webinar on EDI in the school library. The resources can be found at ala.org/aasl/all/EDI.

The EDI resources include archives of live office hours in which attendees discussed topics such as how to grow a diverse collection and offer library programming that meets the needs of all students. It also features a webinar presented during the AASL Chapters meetings and informational bookmarks that contain collection and resource recommendations.



SustainRT Donates Carbon Offsets

ALA's Sustainability Round Table (SustainRT) has donated its carbon offset travel grant to help reduce the carbon footprint of the increased use of technology necessary to conduct the ALA

New COVID-19 Web Portal Brings Together Resources

ALA has developed a new COVID-19 Recovery Initiative web portal to serve as a central resource for ALA members and the wider library community as they seek guidance for the coronavirus pandemic. The cross-unit effort focuses on key elements of recovery, including advocacy and policy, data and research, education, and guidance content and protocols. The site will also help share libraries' responses to the pandemic and the evolving role of libraries in schools, on campuses, and in communities.

The new site brings together timely information from across the Association and profession, including advocacy and policy efforts at the state and national levels, like the mobilization effort for libraries' inclusion in the CARES Act; education and training opportunities from divisions, round tables, and member groups; research into the effects of the pandemic on library services and operations, including the association's "Libraries Respond: COVID-19" survey; and new guidance and recommendations for libraries. Visit the portal at ala.org/tools/covid-19-recovery.

ALA Executive Director Tracie D. Hall said, "We are launching the beginning of what we hope will be a growing resource for the field because we know that library workers and users have questions about what comes next and how libraries can help shape the answers. Libraries have a vital role to play in national recovery and resilience and ALA remains committed to helping support them." ●

Virtual event following the cancellation of ALA Annual Conference.

In the past, SustainRT offered a \$500 travel grant to offset travel costs for a SustainRT member to attend Annual. This year, SustainRT instead contributed a \$500 carbon offset donation to Native Energy, ALA's carbon offset provider. Native Energy is an organization dedicated to building Native American farmer-owned and community-based projects.

Choice Launches New Narrative Podcast

In late June *Choice* magazine launched a five-episode podcast called *Patron Driven*, combining interviews and storytelling to spotlight the programs, advocacy, and community connections in academic libraries. It is the first narrative



podcast from *Choice*, which also produces *The Authority File*.

The first season of *Patron Driven*, called "The Heart of the Campus," tells the story of the destruction and subsequent rebuilding of the Lonestar College–Kingwood (Tex.) Library during and after Hurricane Harvey in 2017. Learn more about *Patron Driven* at bit.ly/ChoicePod or access it directly via Apple Podcasts, Spotify, SoundCloud, and Stitcher.

Intellectual Freedom Scholarships Awarded

The Freedom to Read Foundation (FTRF) Education Committee has announced four Judith F. Krug Education Fund scholarship recipients, who will receive funding

CALENDAR

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
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
ala.org/yalsa/yasymposium

NOV. 18 & 20

2020 Core Virtual Forum
core.ala.org

JAN. 22–26

2021 ALA Midwinter Meeting & Exhibits | Indianapolis
alamidwinter.org

APR.

School Library Month
ala.org/aasl/advocacy/slm

APR. 4–10

National Library Week
ala.org/nlw

APR. 6

National Library Workers Day
ala-apa.org/nlwd

APR. 14–17

ACRL 2021 | Seattle
conference.acrl.org

JUNE 24–29

2021 ALA Annual Conference and Exhibition | Chicago
bit.ly/ALAUcomingConf

toward an intellectual freedom course at FTRF partner institution San José (Calif.) State University (SJSU) this fall.

The fall 2020 scholarship recipients are Whitney Bevill from Anderson, South Carolina; Daniel Davis from Camas, Washington; Samantha Kennefick from Lakewood, Colorado; and Allison Michel from Salt Lake City.

The students will take a three-credit course through the SJSU iSchool, covering topics ranging from the legal foundation of the First Amendment to intellectual freedom history, policies, ethics, and privacy, and the ways these topics intersect in libraries. Learn more at ftrf.org.

LHRT Honor for Library History Essay

The Library History Round Table (LHRT) announced that this year's Justin Winsor Library History Essay Award winner is Julie Park, for her paper "Infrastructure Story: The Los Angeles Central Library's Architectural History." Park has been invited to submit her essay for possible publication in the official LHRT journal, *Libraries: Culture, History, and Society*. She is assistant curator and faculty fellow at the Special Collections Center of Elmer Holmes Bobst Library at New York University.

The Justin Winsor award is named in honor of the distinguished 19th-century librarian, historian, and bibliographer who was ALA's first president. To be considered, essays must embody original, previously unpublished historical research on a significant topic in library history and be based on primary sources. The winner receives a certificate and \$500.

Cohen/EMIERT Award Recipients Announced

ALA's Ethnic and Multicultural Information Exchange Round Table (EMIERT) announced the winners of its David Cohen/EMIERT Multicultural Award: the University of Missouri School of Information Science and Learning Technologies team who worked on the paper

ALA Takes Responsibility for Past Racism

On the heels of widespread protests against police violence toward people of color and a national reckoning over race relations, ALA issued a June 26 statement that accepts and acknowledges its role in upholding unjust systems of racism and discrimination against Black, Indigenous, and people of color (BIPOC) within the Association and the profession.

The statement reads: "We recognize that the founding of our Association was not built on inclusion and equity but instead was built on systemic racism and discrimination in many forms. We also recognize the hurt and harm done to BIPOC library workers and communities due to these racist structures.

"We commit to our core values, particularly equity, diversity, and inclusion, and will demonstrate this commitment by reassessing and reevaluating our role in continuing to uphold unjust, harmful systems throughout the Association and the profession. We will include ALA members, ALA staff, and the profession in our movement forward, and we are developing a plan toward becoming the inclusive association we aspire to be."

The statement includes a commitment to engage in dialogue with members to inform the path forward, continue assessing ALA's governance structure, and address disparities in access to information for BIPOC: "We take responsibility for our past, and pledge to build a more equitable association and library community for future generations of library workers and supporters." ●

"Exploring Reader-Generated Language to Describe Multicultural Literature."

The team includes associate professors Denice Adkins and Jenny Bossaller as well as Director of Graduate Studies Heather Moulaison Sandy.

The award recognizes recent articles that include significant new research related to the understanding and promotion of multiculturalism in libraries in North America. Works published within the two years preceding the application deadline are eligible.

In their article, the authors use topic modeling and data mining to analyze readers' language regarding award-winning multicultural fiction. The authors looked at words readers use to describe multicultural literature and how mainstream publishing tends to exclude writers of color and nondominant experiences. They summarized and presented existing work on providing access to diverse literature, a topic that has been

little explored. Read the article at bit.ly/EMIERTpaper and learn more about the award at bit.ly/CohenAward.

New FTRF Trustees Elected

Six people were elected to two-year terms on the FTRF Board of Trustees in the annual May election. Former ALA President and current FTRF Vice President Barbara Stripling and former ALA President and FTRF Treasurer Jim Neal were both reelected to the board. Karen Downing, former ALA President Loida Garcia-Febo, Wanda Mae Huffaker, and John Spears were newly elected. The candidates joined the FTRF board of trustees following the FTRF virtual meeting held in June.

New Dollar General Literacy Foundation Funding

The Dollar General Literacy Foundation has announced two \$200,000 contributions to ALA in support of national

ALA Affirms the Rights of Transgender People

ALA celebrated the June US Supreme Court decision recognizing the workplace equality of all people, regardless of gender identity, with a statement of support for the transgender community.

It reads, in part: “ALA, and particularly its Rainbow Round Table, unequivocally and emphatically stand in solidarity with transgender staff and members, library workers, library users, authors, and members of the communities we serve. As an organization committed to social justice, ALA seeks to support all transgender people and in particular those who are vulnerable or at risk of discrimination,” such as sex workers and transgender people with disabilities.

ALA’s June 23 statement affirms that diverse gender expressions and identities, including nonbinary ones, are normal and positive variations of the human experience, and categorically rejects all statements and actions intended to invalidate, harm, erase, and oppress transgender people’s identities and lives.

ALA encourages library leaders and staff to create safe environments for gender diverse, transgender, and intersex library users, allowing everyone access to facilities, activities, and programs that are consistent with their gender identity. It also recommends providing safe spaces and gender-neutral restroom options and referring to transgender individuals by their stated pronouns and names. ●

programs to benefit school and public libraries nationwide.

The funding will sustain two library grant initiatives—AASL’s Beyond

Words: The Dollar General School Library Relief Fund and the American Dream Literacy Initiative, administered by ALA’s Office for Diversity, Literacy,

and Outreach Services (ODLOS) and the Public Programs Office. Both initiatives offer grants to individual libraries nationwide that need resources to



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2. ____ Discount available

3. Also known as a premium reduction

4. City where ALA head office is located

6. Shared risk to protect your assets

7. Website to get a quote

9. ____ film is a means of archiving printed documents

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overcome obstacles or address community needs.

The Dollar General Literacy Foundation has given more than \$2.7 million to Beyond Words since 2006 to support rebuilding school libraries affected by disaster. Beyond Words offers a website devoted to disaster preparedness with resources and a toolkit to help school librarians prepare for and deal with natural disasters and acts of terrorism. Learn more at ala.org/aasl/disasterrelief.

Since 2008, ALA's American Dream Literacy Initiative has offered grants to more than 200 public libraries to expand services for adult English-language learners or adults in need of basic education and career resources. With these grants, libraries have developed new courses, expanded print and digital collections, increased access to technology, implemented new strategies for inclusion, and developed sustainable partnerships with local organizations. Learn more at ala.org/americaandream.

ALA Awards Spectrum Scholarships for 2020

In early July, ODLIS awarded 2020 Spectrum Scholarships to 61 students pursuing graduate degrees in library and information studies. A committee of 22 jurors selected this year's Spectrum Scholars based on their commitment to community building, leadership potential, and plans to make social justice part of everyday work.

ALA has awarded more than 1,240 Spectrum Scholarships since 1997. The program funds scholarships through its endowment and the generous contributions of individuals and organizations whose donations support named scholarships in the Spectrum Family of Funds.

The application period for 2021 Spectrum Scholarships will open in September. Visit ala.org/spectrum to learn more.

Choice White Paper on Changing Workflows

Choice has published the sixth in a series of white papers. "Supporting

Jefferson Undertakes Nationwide Virtual Tour

At his inaugural event during June's ALA Virtual, ALA President Julius C. Jefferson Jr. announced the July launch of "Holding Space," a nationwide virtual tour designed to highlight the innovation and impact of a diverse range of libraries and engage stakeholders to

advocate for libraries and the communities they serve.

The 10-day tour—scheduled from July 27 to August 7—featured town halls, round table discussions, and interviews with library leaders, state and local partners, and elected officials, with the goal of amplifying the concerns of each community along the route: a westward path from the Library of Congress in Washington, D.C., to Oakland, California, that concluded in Hawaii. Discussion topics included issues facing small, rural, and tribal libraries; the role of libraries at historically Black colleges and universities; and more.

"Libraries are—and have always been—community anchors, addressing challenges in times of peace and in times of crisis," Jefferson says. "When I was elected ALA president, I knew I wanted to shine a light on programs and communities that don't get the attention they deserve, and this virtual format allows us to critically examine our cultural moment through the lens of the most pressing issues in our profession."

Each stop of the tour was broadcast via Zoom and archived on YouTube. Learn more about the tour stops at ala.org/advocacy/holding-space. ●



Scholarly Research: Current and New Opportunities for Academic Libraries" was researched and written during the COVID-19 pandemic and provides libraries with information and ideas to help support evolving research workflows and researcher needs.

Researchers surveyed librarians and interviewed library administrators to investigate how academic libraries are looking to deepen their support for research activities by identifying funding opportunities, researching data management and data services, finding new venues for publishing and dissemination, and

collecting research metrics and impacts. Read the paper at choice360.org/librarianship/whitepaper.

School Librarians Adapt to Pandemic Learning Conditions

AASL has released a document demonstrating the school librarian's critical role in meeting the needs of learners in a changing learning environment: "School Librarian Role in Pandemic Learning Conditions," available at ala.org/aasl/pandemic.

The chart pairs three different back-to-school scenarios—face-to-face learning, blended learning, and distance

learning—with the five roles of a school librarian: instructional partner, teacher, leader, information specialist, and program administrator. Supplemental resources detail possible challenges and opportunities for each.

School library professionals will discuss back-to-school plans during a town hall webinar on September 16. Learn more and register at ala.org/aasl/townhall.

Volunteer to Serve on ALA Committees

Applications are open for ALA, Council, and joint committees for the 2021–2023 term, which begins July 1, 2021.

Serving on a committee provides members with leadership training, networking opportunities, and experience in working on specific Association topics.

Members can volunteer via an online form at bit.ly/ALACommitteeApp. To be considered for the 2021–2023 term,

forms must be submitted no later than September 30.

Initial committee appointments will be decided by the 2021 Midwinter Meeting, with notifications sent to appointed individuals through spring 2021.

New Endowment Trustees Named

Mario M. González, director of Passaic (N.J.) Public Library, and Rhea B. Lawson, director of Houston Public Library, have been selected to serve three-year terms as ALA's newest endowment trustees.

The ALA Executive Board made these selections at its meeting during ALA Virtual in June.



Mario M. González



Rhea B. Lawson

The 11-member group is charged with the management of the ALA Endowment Fund and the responsibility of acting on behalf of the Executive Board. Additionally, trustees have the authority to hold, invest, reinvest, and disburse endowment funds and act in accordance with directions given to them by the Executive Board.

Call for 2021 Annual Conference Program Proposals

ALA Conference Services is accepting program proposals for the 2021 Annual Conference, scheduled to take place in Chicago June 24–29.

Proposals will be accepted online for all ALA divisions, round tables, committees, and offices through September 30. Apply at bit.ly/Annual21proposals. Final decisions will be made in December, and a schedule will be announced in January. Registration will open January 15. [AL](#)

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TRENDS



Can You Hear Me Now?

Library managers on the challenges of leading from a distance

BY Carli Spina

When Boston College Libraries was forced to close its doors this spring during the COVID-19 pandemic, Rodrigo Castro, head librarian for access services, made a list. “I started identifying the tasks that individuals could do remotely versus tasks they could do onsite,” he says. “When you are in this situation, your workforce needs to become flexible.”

Castro is one of many library leaders who found themselves managing their teams remotely because of the pandemic, developing new approaches to meet unprecedented challenges and continue providing vital services to the community. The insights these managers developed are valuable for those still perfecting their remote management

style—or planning for a work-from-home future.

Supportive management

Empathy and flexibility are central as managers support employees facing new stressors and responsibilities, according to Cinthya Ippoliti, university librarian and director of Auraria Library at University of Colorado Denver. “Remember that everyone may be struggling,” she says. “Even if things seem to be going well, taking time to discuss how people are feeling and doing is just as important as the work itself.” Ippoliti recommends building time into one-on-one meetings with staff to check in both personally and professionally—those conversations can help managers understand individual

needs and find creative solutions to support them.

Another key aspect of remote management is advocacy, or representing your team’s needs and concerns to upper management and stakeholders. “That has been very important, providing that representation,” Castro says. “You as a manager are the voice of the workforce, and they have to see that.” He suggests managers think of communication with library leadership as a two-way street, with information flowing both to and from their departments.

Streamline remote communications

It’s easy for employees to feel isolated and disconnected from colleagues while working remotely. “Even the nature of informal communication changed,” says Sonia Alcántara-Antoine, director of Newport News (Va.) Public Library, highlighting how her team’s communications have adapted. “It has to be more intentional, more structured when you want to communicate with those who are working remotely. I found that I missed seeing my staff and colleagues. I’m now more inclined to do a [video conference] just to get that face-to-face interaction and connection versus sending an email.”

A common side effect of remote work is an overwhelming increase in email, which can slow crucial communications. “Sometimes when you are onsite you are able to solve any sort of situation through a one-minute conversation,” Castro says. “But that conversation, when it becomes email communication, becomes something else.” He recommends being open to quick calls or taking a moment during a regular

“When you are in this situation, your workforce needs to become flexible.”

RODRIGO CASTRO, head librarian for access services at Boston College Libraries

meeting to replace a lengthy email chain and minimize email burnout.

Jason Kucsma, executive director and fiscal officer at Toledo–Lucas County (Ohio) Public Library, says it’s critical to establish and communicate a clear schedule for yourself. “As a director trying to lead a team remotely, I made sure I had a pretty set schedule so people knew when they could definitely reach me,” he says, highlighting the need to create clear boundaries. “It’s important for leadership to stress work-life balance, to lead by doing.”

Effective virtual meetings

Compared with their in-person counterparts, virtual meetings generally require more planning and structure. Renee Grassi, youth services manager at Dakota County (Minn.) Library, recommends managers establish a new set of norms for meetings and communicate them to staff. “For example, if your employee is also caregiving, it may be commonplace for a distraction to occur during the meeting,” she says. “Planning ahead how both of you will respond when this happens will create less stress for the employee and build trust and understanding.”

Best practices for virtual meetings involve distributing agendas,

giving advance notice to anyone expected to present, and specifying whether participants are required to enable video. Many workers appreciate the freedom to call in by phone or turn off video to maintain privacy.

“The fatigue level on virtual meeting platforms is higher than in a face-to-face environment,” Ippoliti says. “Though meetings are a great way to keep people connected, be reasonable about how many are required and consider integrating informal and optional opportunities to catch up.”

Continual improvement

As when navigating any new challenge, it’s important that managers have the humility to accept feedback from employees and reflect on how to better balance employee needs with library goals.

“If a breakdown in communication occurs, a manager needs to have a strong sense of awareness to reflect on how their communication could have been improved and make those changes the next time around,” Grassi says. Since employees may not feel comfortable offering negative feedback, consider adopting new venues for constructive criticism, such as anonymous surveys.

No single piece of advice or new procedure can address all the novel challenges posed by this pandemic, but some adjustments can help alleviate stress, contribute to a supportive work environment, and put your team on the path to success in a post-COVID world. **AL**

CARLI SPINA is associate professor and head of research and instructional services at Gladys Marcus Library at the Fashion Institute of Technology in New York City.

BY THE NUMBERS

Rural and Small Libraries

1982

Year the Association for Rural and Small Libraries (ARSL) was founded by Bernard Vavrek, director of the Center for the Study of Rural Librarianship at Clarion (Pa.) University.

1/3

Proportion of US public library buildings that serve a population of 2,500 people or fewer.



1.9

Number of full-time staff members the typical rural library employs, in a space that is 2,600 square feet on average.

94%

Percentage of schools in rural areas that have a library or media center.



75

Number of bookmobiles in Kentucky, the most of any state.

500–700

Approximate number of miles the Graves County (Ky.) Public Library bookmobile logs every month. The bookmobile, which accounts for a quarter of the library’s checkouts, serves an expansive county (552 square miles) where many Amish families live. ●

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Conscientious Cataloging

Librarians work to advance equity in subject headings

BY Anne Ford

Six years ago, a group of Dartmouth College students petitioned the Library of Congress (LC) to change the catalog subject heading “illegal aliens” to “undocumented immigrants.” Four years ago, the American Library Association (ALA) Council passed a resolution (bit.ly/resolution_catalog) urging LC to comply. LC agreed—before quickly backing down in the face of GOP opposition in Congress. That’s where things have stayed ever since.

Tired of the delays, some librarians have taken matters into their own hands by making the change in their own catalogs, without waiting for LC to take the lead.

Communicating inclusion

Two early adopters of the change: Sol López, technical services manager at the Health Sciences Library and Informatics Center (HSLIC) at University of New Mexico in Albuquerque, and her former coworker Laura Wright, who is now assistant director of meta-data production at Cornell University Library in Ithaca, New York.

“I was really motivated when I learned about the students at

Dartmouth,” López says. “I am Hispanic, and I am from the border region. My mom is an immigrant. I’ve worked with a lot of immigrant students, and I was always amazed at their stories and abilities. Because of my experience, I felt a very strong need to do something.”

In June 2017, under López’s leadership, the Dayton Memorial Library of Regis University in Denver (where she worked at the time) replaced “illegal aliens” with “undocumented immigrants” in its catalog. One year later, after she began working at University of Colorado Boulder, López and her then-colleague Wright added “undocumented immigrants” as a subject heading alongside “illegal aliens.”

The latter approach is good but not perfect, López says. “I would personally rather not see that offensive term being used at all. Some libraries are able to completely eliminate it. Because the libraries [at UC Boulder] are members of the Program for Cooperative Cataloging and the Name Authority Cooperative Program, it’s important for us to abide by their guidelines,” she said, referring to LC programs that

promote common standards for cataloging and sharing materials.

López, who with Wright has created a presentation on the subject (bit.ly/lopezwright), urges other libraries to act. “If you know you have library users who may have undocumented status, it’s communicating inclusion. It’s communicating that they are valued and seen,” she says.

Alternative solutions

Early last year, Lawrence (Kans.) Public Library added “undocumented immigrants” as a local subject heading while retaining “illegal aliens.” In the fall, after Cataloging Assistant Kate Ray and Cataloging Librarian Emily McDonald watched the 2019 documentary *Change the Subject* (which details the Dartmouth students’ efforts), they were motivated to take the additional step of removing the subject heading “illegal aliens” from their library’s catalog altogether.

“In the documentary, it was brought up that people don’t understand where the language that we use in our catalog comes from,” Ray says. “When [patrons] see a problematic term in the catalog, they think it’s our decision to use it, and that that term is a judgment on them by the people who work at the library. Once we realized this is how people were viewing it, we knew we had to get that language completely out of our catalog. We didn’t know when this change would be made [by LC], if it would ever be made, and we felt we had a responsibility to make our library as welcoming to as many people as possible.”

In October, Ray’s tweet about the change (bit.ly/kraytweet) garnered more than 3,300 likes, along with responses such as “I’m ashamed that it has not occurred to me to do this already” and “Awesome! I did the same!”

Policy particulars

LC Deputy Director of Communications Bill Ryan wrote in a July 2020 email: “We appreciate the concerns raised by our fellow librarians over this subject heading. We recognize that language around many subjects continually evolves in our media and culture. This is a matter the Library of Congress has been considering over the years, and this conversation is ongoing.

“It is important to remember that the Library of Congress must comply with the policies of Congress. After much consideration, the Library did not accept ALA’s proposal that ‘illegal aliens’ be replaced with ‘undocumented immigrants’ because it did not fully reflect legal status characteristics. Then, in response to these deliberations and discussion of possible alternatives, lawmakers directed us to ensure that the subject heading continued to match the terminology of federal laws written by Congress. This initiated consultation with our congressional committees on this issue—discussions that continue.”

Meanwhile, ALA’s Association for Library Collections and Technical Services (ALCTS) division (part of the newly formed Core: Leadership, Infrastructure, Futures as of September 1) has been working on this issue since 2016. In a June 2019 meeting,

“We felt we had a responsibility to make our library as welcoming to as many people as possible.”

KATE RAY, cataloging assistant at Lawrence (Kans.) Public Library

LC “told ALA there would be no forward movement on this for the foreseeable future, which essentially means until there’s political change,” says OCLC Dewey Editor Violet Fox, who chairs the ALCTS Subject Analysis Committee Working Group on Alternatives to LC Subject Heading (LCSH) “Illegal Aliens.” “The ALCTS board decided that the division’s goal should be figuring out how to make libraries make this change outside of using LCSH, while continuing to keep lines of dialogue going with LC,” she says.

Last fall, the working group administered a survey to libraries that had made changes to share information about their experiences doing so. More than 35 libraries—some of which had added alternative terms in addition to “illegal aliens,” others of which had replaced it completely—responded.

At the ALA 2020 Midwinter Meeting & Exhibits in January, the working group presented results of that survey (bit.ly/SACpresent). A report from the working group is also available (bit.ly/SACfindings). “The work of the working group will continue in the creation and maintenance of a clearinghouse website that will share information about how individual libraries and library consortia can change these headings in their catalogs,” says Fox, who adds that the website is expected to be available by October.

If enough libraries get rid of “illegal aliens” as a subject header, will LC follow suit? Most likely not, in Fox’s opinion. “I don’t think anybody thinks there will be a groundswell and LC will finally decide to change it,” she says. “It’s just pragmatic: We still have this heading, it’s been years, nothing has happened. We need to move forward, even if LC can’t.” **AL**

ANNE FORD is editor-at-large of *American Libraries*.

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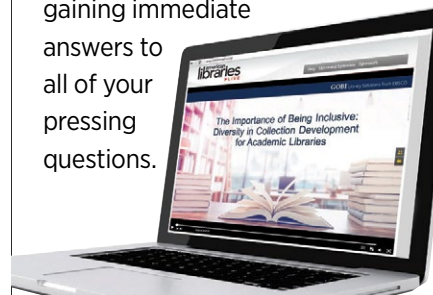
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Teen participants in Boston Public Library's "Drag vs. AI" program test their makeup and props against facial recognition software.

Dragging AI

Teaching teens to resist facial recognition software

In November 2019, Boston Public Library's (BPL) Teen Central hosted a digital privacy instruction workshop for teens that centered on facial recognition technology. Titled "Drag vs. AI," the workshop partnered BPL with the American Civil Liberties Union of Massachusetts (ACLU-MA) and Joy "Poet of Code" Buolamwini, artificial intelligence (AI) scholar at Massachusetts Institute of Technology and founder of the Algorithmic Justice League (AJL). BPL and AJL shared the \$1,250 program cost.

BY Maty Cropley

Last year, I was accepted into the Library Freedom Institute, a train-the-trainer program for librarians who want to educate their libraries and communities about—and advocate for—privacy. Several of our weekly sessions explored the dangers of facial recognition technology, especially its role in automating inequities such as the policing and incarceration of people of color. My final project was to bring this issue to my library union, which supports banning facial recognition technology in Boston and

Massachusetts. A comrade and I attended Massachusetts Legislature and Boston City Council hearings on facial recognition, where I testified in support of a ban. In June, the Boston City Council banned the use of facial recognition by city agencies. The state legislature is now considering an omnibus police reform bill that includes a temporary ban on the technology.

I wanted to connect my anti-surveillance and privacy work to my Teen Central patrons, many of whom are queer or trans. Public libraries are among the few venues

that offer digital privacy training. Making space in the library for teen patrons to explore identity and creatively resist oppressive technology with their own aesthetic was an important goal.

In August 2019, I attended the launch of the ACLU-MA #PressPause campaign in support of the facial recognition ban. As each attendee shared their commitments, I described my plan for a low-budget "horror drag vs. facial recognition" library program for teens that would involve Apple's Face ID technology. Buolamwini also attended and asked if I needed help. Over the next two months, she, Sasha Costanza-Chock (author and associate professor of civic media at Massachusetts Institute of Technology), and I developed a workshop facilitation guide for a facial recognition program for teens.

Prioritizing digital privacy concerns for teens was a requirement for any technology used in the workshop. The biggest hurdle was finding facial recognition software that wouldn't funnel participant photos into a database. We couldn't be sure that wasn't the case with the facial analysis app we tested, so Buolamwini and her team at AJL built a custom, browser-based tool for the program, which allowed teens to test their drag without compromising their privacy.

We began the workshop with indigenous land acknowledgments and a screening of Buolamwini's "AI, Ain't I a Woman" video (bit.ly/AL-AIvideo). She then broke down the components of facial recognition into "chambers," with each chamber representing an AI task.

Thirteen teens and one Boston Latin Academy instructor worked with Sham Payne, a veteran drag performer, to create looks with makeup and accessories and explore how the algorithms of facial recognition analyze faces to report probability scores based on its tasks. The participants could try to avoid detection in the Ghost Chamber, defy binary gender or age classification in the Drag Chamber and Infinity Chamber, or attempt to lower the confidence score of a match in the Dodge Chamber. It's important to note that though makeup and accessories have been shown to degrade classification by these systems (bit.ly/AL-DragAI), as these technologies evolve, both new individual strategies and collective action are necessary to confront this threat to privacy and equality.

Teens could then have their looks photographed. Afterward, ACLU-MA Technology Fellow Lauren Chambers closed the program with a talk about privacy rights and how teens could get involved in the fight against facial recognition. She spoke about individual rights and how efforts to exert community control over policing policies, such as local bans and moratoria on facial recognition, are effective ways to control the spread of invasive surveillance technology.

"Drag vs. AI" was a successful start to a longer partnership to bring this program to teens in other libraries. This experience reinforced that being politically active in a union and outside the library is important, as these new relationships strengthen ties to other activists and experts. Librarians must engage users and colleagues by making space for organizing and advocacy in response to threats to our rights, privacy, and intellectual freedom. **AL**

MATY CROPLEY is teen librarian at Boston Public Library. They can be reached at mcropley@bpl.org.

GLOBAL REACH



Camelback library boxes can bring up to 200 books to remote villages.

Camels Elevate Learning

ETHIOPIA COVID-19 lockdowns drove more than 26 million children out of school in Ethiopia; fortunately, a camel library is delivering books to some of the country's most remote villages. The program, started by Save the Children in 2010, includes 21 camels, which are traditionally used by communities in the region to transport goods across the hot lowland areas. Camels can carry up to 200 storybooks at a time in wooden boxes strapped to their backs. The project currently reaches more than 22,000 children in 33 villages.—*Save the Children*, June 5.

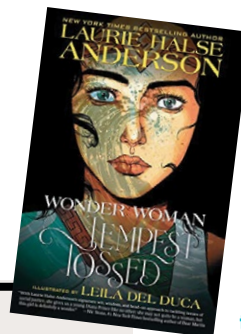
ENGLAND At an online meeting on June 30 to which all British Library staff were invited, Chief Executive Roly Keating spoke of the urgent need for a "generational shift" to ensure that the library becomes truly representative in terms of its staff, collections, and users. Issues discussed included the longstanding lack of minority representation within executive management and senior curatorial staff and the urgent and overdue need to reckon fully and openly with the colonial origins and legacy of some of the library's historic collections and practices.—*British Library*, July 6.

HONG KONG Books written by prominent democracy activists disappeared from Hong Kong's public libraries after a national security law passed in China July 1. Leaders in Beijing say the law is aimed at restoring stability after months of protests. Among the authors whose titles vanished are activist Joshua Wong and pro-democracy lawmaker Tanya Chan.—*RFI*, July 5.

ITALY Italy is home to thousands of uncataloged rare Hebrew books dating back hundreds of years, and now National Library of Israel is taking part in a new effort to create a unified listing of them. The I-Tal-Ya Books initiative, which will catalog approximately 35,000 volumes, is a collaboration between the Union of Italian Jewish Communities, Rome National Central Library, and National Library of Israel. —*Times of Israel*, June 29. ●

Laurie Halse Anderson

YA author and intellectual freedom champion releases new graphic novel about Wonder Woman



a new immigrant family, there are even more challenges.

You're a champion of intellectual freedom. What experiences have led you to fight censorship, and how have librarians helped

in this cause? Librarians are my superheroes. My career started in 1999 with *Speak* [whose protagonist is sexually assaulted] and some very brave English teachers. They put it in classrooms and in libraries, and people are still fighting to have it removed. Because some adults are so threatened by the idea of children needing to discuss things like sexual violence, they would rather have the book removed, and then we don't have to have the conversation. Which is not only illegal

if it's being removed by a government body, but man, what a failed adult.

MORE ONLINE

For the extended interview, visit bit.ly/al-LHA.

Our children are counting on us to provide them with safe, responsible opportunities to learn and to have conversations about things they are facing day in and day out.

What role have libraries played in your life? I would be dead if it weren't for libraries. My father had PTSD and was an alcoholic because of his war experience, and I was raped when I was 13 and didn't tell anybody for decades. I was a mess. I was cutting class, I was getting high, and the library was my sanctuary. The librarians knew I just needed to read. And the space and diving into books kept me alive for many paralysis years.

Librarians and libraries are the heart of American communities, and we have to keep fighting to make sure they are supported robustly. **AL**

Bestselling author Laurie Halse Anderson has entered the superhero universe. Known for her influential young adult titles (such as *Speak*, *Catalyst*, and *Fever 1793*), Anderson's new graphic novel, *Wonder Woman: Tempest Tossed* (DC Comics, June), explores the superhero's teen years and her quest for justice after becoming separated from her family and home on the fictional island nation of Themyscira. *American Libraries* spoke with Anderson about how the refugee crisis made her reimagine Wonder Woman's origin story, what spurs her to fight censorship, and how the library has been her sanctuary.

BY Alison Marcotte

We read that *Wonder Woman* has always been your hero. Was it a challenge writing in a universe that already exists?

Wonder Woman was literally my hero growing up. She's a big strong woman, and I'm a big strong woman, and when I was young, I wasn't seeing models of female athletes or things like that. The Lynda Carter television series [*Wonder Woman*] was on when I was a young teen, and oh my gosh, I couldn't get enough of that show.

When I was thinking of ideas for the story, I kept circling back to her passion for justice. And one of the neat things about writing

her at age 16—an age group near and dear to my heart—is that like everybody at 16, she's still figuring out who she is. She's the only teenager on the island of Themyscira because all the other Amazons were created from scratch as adults. She was very much alone.

I saw a photograph a couple of summers ago that impacted me deeply: It was taken, I think, in Greece, on the shore, when so many migrant and refugee families were desperately fleeing across the Mediterranean. The photo was of a person standing on the shore holding a child-sized life preserver. There was no child in it; it was a life preserver that floated ashore from a boat that had gone down. And I thought, "That's the key to the story right there." What if Wonder Woman encountered a real-life refugee situation? How would she act? That was the seed for the story.

This story covers important issues like the refugee crises, immigration, child trafficking, and teenage activism. All those topics are completely connected and have everything to do with vulnerability and the abuse of power, and nobody is more vulnerable than children. If their family is a refugee family or





“The librarians wanted a house that would inspire visitors to explore all the new facilities and activities the modern library can offer. This motivated us to create an open and intriguing building in which you are constantly invited around the next corner, to discover new places.”

ATELIER OSLO, about Deichman Bjørvika, in “Look inside Oslo’s Stunning New Public Library, Now Open to the Public,” *Literary Hub*, July 6.

“Aside from our respective institutions, it’s important for us as Black information professionals, archivists, librarians, and records managers to be able to provide and share this expertise, these skills, with our communities and with our people.”

SKYLA S. HEARN, former chief archivist and director at Chicago’s DuSable Museum of African American History, in “The Blackivists on Documenting Movements,” *Chicago Reader*, June 16.

“LIBRARIANS AND PEOPLE WHO WORK IN BOOKSTORES ARE LIKE, ‘OH MY GOD, THANK YOU SO MUCH. *PARTY GIRL* MADE ME WANT TO BECOME A LIBRARIAN.’”

PARKER POSEY, actor, in “How the First Popular Movie Ever to Stream Online Was Made,” *WSJ Magazine*, June 8.

“Cancel all the police procedural shows and replace them with shows about librarians.”

CHELSEA M. CAMERON, author, @chel_C_Cam on Twitter, June 13.

“We all think of nurses and doctors as the first responders during the pandemic. And I would say that that’s absolutely true. They are the first responders—on health. Public libraries are the first responders on the recovery.”

SUSAN BENTON, president and CEO of Urban Libraries Council, in “Libraries Are Needed More Than Ever. But Many Aren’t Sure How to Reopen amid the Coronavirus Pandemic,” *USA Today*, June 11.

2020 ALA Award Winners

Honoring excellence
and leadership in
the profession

Each year, the American Library Association (ALA) recognizes the achievements of more than 200 individuals and institutions with an array of awards. This year's winners, chosen by juries of their colleagues and peers, embody the best of the profession's leadership, vision, and service as well as a continued commitment to diversity, equality, education, and outreach. This selection represents only some of those honored in 2020; see the complete list at ala.org/awardsgrants. **AL**



Heather Ogilvie

**LEMONY SNICKET PRIZE FOR NOBLE LIBRARIANS
FACED WITH ADVERSITY**

Ogilvie was outreach librarian for Bay County (Fla.) Public Library when Hurricane Michael, a Category 5 storm, hit on October 10, 2018. Ogilvie herself had seven trees fall on her home, and her car was crushed, but she grabbed all the books, puzzles, and games she could salvage and ventured back out into the community.

She worked alongside AmeriCorps, the Federal Emergency Management Agency (FEMA), the Red Cross, and United Way to help organize a volunteer reception center as part of Bay County's Emergency Operations Center, which connects volunteers with opportunities to help in the recovery effort. When the library reopened, she was crucial in maintaining the center, matching volunteers to projects, and linking those in need with recovery services. Read more at bit.ly/AL-HeatherOgilvie.

The award annually recognizes a librarian who has faced adversity with integrity and dignity intact. The honoree receives \$10,000 and an object from author Daniel Handler's private collection. **DONOR:** Daniel Handler (Lemony Snicket)

Jennifer McQuown

SCHOLASTIC LIBRARY PUBLISHING AWARD

As youth services manager of the Mandel Public Library in West Palm Beach, Florida, McQuown has brought award-winning authors to talk with teens in the Palm Beach Juvenile Detention Center. She also helped start a monthly book club with the Pace Center for Girls, a program designed to keep girls from entering the juvenile justice system.

McQuown has served as chair of the city's annual BAM (Books, Art, Music) Festival steering committee. She oversaw the expansion of Let's Read, a program that trains volunteers to bring storytimes into Title I classrooms. She also serves on the Palm Beach County Grade Level Reading Committee, which aims to increase the number of students reading at or above grade level. Read more at bit.ly/AL-JenniferMcQuown.

This \$1,000 award honors a librarian whose unusual contribution to promoting access to books and encouraging a love of reading for lifelong learning exemplifies outstanding achievement in the profession. **DONOR:** Scholastic Library Publishing



Nora Wiltse

ELIZABETH FUTAS CATALYST FOR CHANGE AWARD

Wiltse, teacher-librarian at John C. Coonley Elementary School, is a leading advocate for librarians and libraries in Chicago Public Schools (CPS). She is a founding member of the Chi School Librarians group, which advocates for having a credentialed school librarian in every public school in the district. Nominators and colleagues praised her efforts to create awareness about the impact of severe cuts to library/school media positions and libraries in CPS.

She is also commended for her many years of mentorship and support for early-career school librarians and library science graduate students. Wiltse is a longtime supporter of the Association of Illinois School Library Educators and former leader of the Monarch Award: Illinois K-3 Readers' Choice book nominations committee. Read more at bit.ly/AL-NoraWiltse.

This \$1,000 award is given biennially to an individual for making positive changes in the profession of librarianship. **DONOR:** Elizabeth Futas Memorial Fund



Em Claire Knowles

EQUALITY AWARD

Knowles is recognized for her many years of work on issues of equity, diversity, and inclusion (EDI) in the library community. As the first African-American faculty member of the School of Library and Information Science at Simmons University, she has served as a role model and mentor for students, faculty, and alumni. Her sponsorship of a series of diversity summits involved the larger LIS community and has helped to define the LIS diversity goals at Simmons. She has been instrumental in developing EDI initiatives and played a key role in establishing an antiracism study group that provided training and programs throughout the community.

She has also been a leader of several national and international organizations, including the Black Caucus of the American Library Association, the Massachusetts Black Librarians Network, the California Black Librarians Caucus, and the International Federation of Library Associations and Institution's Women, Information, and Libraries Special Interest Group. She currently serves as an ALA councilor-at-large and is a past member of the ALA Executive Board. Read more at bit.ly/AL-EmClaireKnowles.

This \$1,000 award honors an outstanding contribution that promotes equality in the library profession. **DONOR:** Scarecrow Press, a member of the Rowman and Littlefield Publishing Group



Mieka Moody, manager and library supervisor at Lillian Marrero branch, Free Library of Philadelphia

Lillian Marrero branch, Free Library of Philadelphia

PENGUIN RANDOM HOUSE
LIBRARY AWARD FOR INNOVATION

The Lillian Marrero branch of the Free Library of Philadelphia sits in one of the poorest neighborhoods of the city. The award jury was impressed by Manager and Library Supervisor Mieka Moody's multifaceted approach to community programming.

When thousands of people who were displaced from Puerto Rico after Hurricane Maria sought refuge with friends and family in the neighborhood, the library provided weekly drop-in hours with FEMA, local housing non-profits, the Philadelphia Housing Authority, and local volunteers. Moody also sought out experts in the community who were willing to support wellness programs such as yoga, meditation, reiki, herbal and plant medicine, and gardening in an area without yoga studios or gyms.

The Penguin Random House Foundation has also funded four runner-up awards consisting of \$1,000 worth of materials each for Dallas Public Library; Enoch Pratt Library in Baltimore; Passages Academy Libraries in Brooklyn, New York; and Mattawa (Wash.) Public Library.

Read more at bit.ly/AL-LillianMarrero.

This \$10,000 award recognizes US libraries and staff who overcome adversity and create lasting innovative community service programs that inspire and connect with new readers. **DONOR:** Penguin Random House Foundation

Alice Knapp

SULLIVAN AWARD FOR PUBLIC LIBRARY ADMINISTRATORS
SUPPORTING SERVICES TO CHILDREN

Knapp, president of Ferguson Library in Stamford, Connecticut, has served on many community boards, including World Affairs Forum, Stamford Public Education Foundation, Stamford Partnership, and Stamford Downtown Special Services District, and is a former president of the Connecticut Library Association.

Her nominators write, "Alice has been a major leader and cheerleader for Ferguson's Youth Department. She is a good listener and empathetic person, always careful to make sure the supervisor of youth services and the staff are involved in the planning of any new projects. She naturally embodies the very finest in a supportive, visionary administrator." Read more at bit.ly/AL-AliceKnapp.

This award is given to an individual who has shown exceptional understanding and support of public library service to children while having general management, supervisory, or administrative responsibility that has included public service for children in its scope. **DONOR:** Peggy Sullivan



Ralph Peters

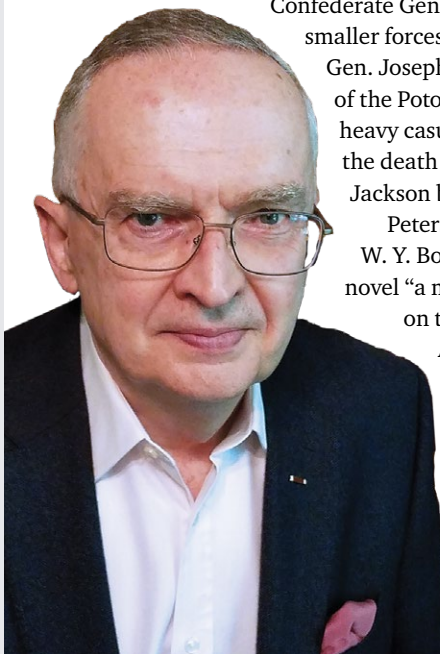
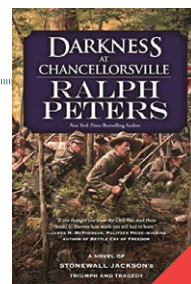
W. Y. BOYD LITERARY AWARD FOR
EXCELLENCE IN MILITARY FICTION

Darkness at Chancellorsville (Forge Books) details the Civil War's Battle of Chancellorsville from April 30 to May 6, 1863, when

Confederate Gen. Robert E. Lee's smaller forces defeated Union Gen. Joseph Hooker's Army of the Potomac, resulting in heavy casualties, including the death of Confederate Lt. Gen. Stonewall Jackson by friendly fire.

Peters is the first four-time winner of the W. Y. Boyd Award. The award jury called this novel "a major contribution to military fiction on the Civil War." Read more at bit.ly/AL-RalphPeters.

This award of \$5,000 honors the best fiction set in a period when the United States was at war. **DONOR:** William Young Boyd II



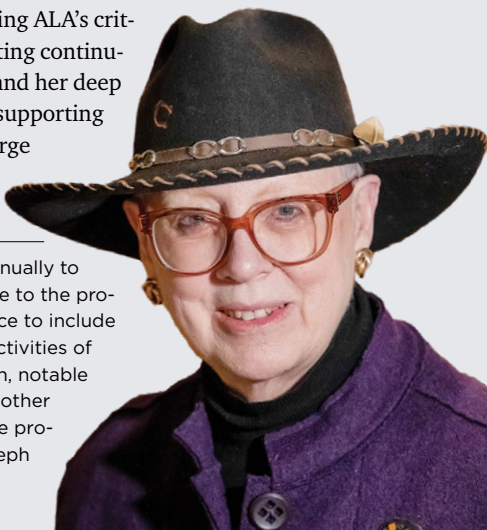
Mary W. Ghikas

JOSEPH W. LIPPINCOTT AWARD

Ghikas is honored for her many accomplishments during a long, varied, and distinguished career as a librarian, library administrator, and network director and for her 25 years as a senior leader and knowledgeable, steady presence in ALA—most recently as ALA's executive director.

The jury noted her service as a mentor, coach, and role model to countless colleagues, particularly to new professionals; her strong support for library and information science education in general, but particularly regarding ALA's critical role in enabling and promoting continuing professional development; and her deep commitment to increasing and supporting EDI, both in the profession at large and within ALA. Read more at bit.ly/AL-MaryWGhikas.

This \$1,500 award is presented annually to a librarian for distinguished service to the profession of librarianship, such service to include outstanding participation in the activities of the professional library association, notable published professional writing, or other significant activity on behalf of the profession and its aims. **DONOR:** Joseph W. Lippincott III



John M. Budd

BETA PHI MU AWARD



Budd, professor emeritus and former associate director of the School of Information Science and Learning Technologies (SISLT) at University of Missouri, has been hailed by his colleagues as a leader in education for librarianship for decades. He coordinated the library science program at SISLT, helped shape curriculum at the university, and was instrumental in developing its doctoral program.

His extensive and influential publication record shows his contribution to librarianship and library education. Budd

has published widely and authoritatively on issues related to libraries, democracy, and information access. One colleague characterizes Budd's work as "foundational to any serious library science scholar." Read more at bit.ly/AL-JohnMBudd.

This award of \$1,000 recognizes the achievement of a library school faculty member or another individual for distinguished service to education in librarianship. **DONOR:** Beta Phi Mu International Library Science Honor Society



Kelvin Watson,
director of Broward
County Library

Broward County (Fla.) Library

ALA/INFORMATION TODAY LIBRARY OF THE FUTURE AWARD

Broward County Library (BCL) in Fort Lauderdale was selected for its innovative use of Amazon's Echo voice assistant to bridge language barriers as part of its Project Welcome initiative. Using Alexa, Amazon's virtual assistant, staffers can translate words and phrases from English to other languages to help communicate more easily with patrons. For those languages not supported by Alexa, the library uses dedicated tablets.

Project Welcome helps English-language learners new to the area, informs them of BCL's resources, and supports them on their journey to English literacy, economic prosperity, and belonging. The first phase allows the library to engage newcomers and their families through a series of videos and resources translated into their native languages. In the second phase, the program facilitates inclusion in the community by introducing families to library services and programs, including BCL's English and citizenship classes and its Welcome Ambassador mentoring program. Read more at bit.ly/AL-BrowardCounty.

This \$1,200 award honors a library, library consortium, group of librarians, or support organization for innovative planning for, applications of, or development of patron training programs about information technology in a library setting. **DONOR:** Information Today

Alexandria (Va.) Library

ALA EXCELLENCE IN LIBRARY PROGRAMMING AWARD

The program series “We Are the Alexandria Library Sit-In” was a yearlong celebration of the 80th anniversary of one of the nation’s first sit-ins—a protest of the city’s whites-only public library.

In 1939, after an ongoing effort to convince officials to establish equal access to community resources, 26-year-old attorney Samuel W. Tucker organized five other African-American residents to participate in a sit-in. On August 21, William “Buddy” Evans, Edward Gaddis, Morris Murray, Clarence Strange, and Otto Tucker each asked to register for a library card. After being turned down, they sat silently at separate tables and began to read library books. Police officers arrested the group and charged them with disorderly conduct.

The library involved family members of protest participants in the planning for this anniversary event and engaged the community through a variety of programs, including school visits, a yearlong film festival, anniversary week events, posters, commemorative library cards, pins, and postcards. Read more at bit.ly/AL-Alexandria.



This \$5,000 award recognizes a library that demonstrates excellence by providing programs that have community impact and respond to community needs.

DONOR: ALA Cultural Communities Fund

Rose T. Dawson,
executive director
of Alexandria (Va.)
Library

Cumberland County (Pa.) Library System Foundation

H. W. WILSON LIBRARY STAFF DEVELOPMENT GRANT



Carolyn Blatchley, executive director of Cumberland County (Pa.) Library System

Cumberland County (Pa.) Library System Foundation administers to one of the fastest-growing areas in the state. In 2019, its libraries served 110,351 active library card holders (more than 45% of the county’s 250,000 residents). The foundation will be using the grant to provide a full day of professional development training to its staff members, as well as staffers from nearby Perry and Dauphin counties, all part of the Capital Area Library District. The day of training will focus on developing the skills, strategies, and techniques to provide a more consistent experience for both staffers and patrons.

Jury members noted they were particularly impressed with the foundation’s generosity in inviting rural Perry County to the training. Read more at bit.ly/AL-Cumberland.

This \$3,500 award goes to a library that demonstrates merit in a staff development program that furthers the goals and objectives of the library organization.

DONOR: H. W. Wilson Company/EBSCO Publishers

Lesley Farmer

KEN HAYCOCK AWARD FOR PROMOTING LIBRARIANSHIP

During her decades-long career, Farmer has shown a strong commitment to teaching, research, and promoting school librarianship. Her work addresses the vital role that school librarians play in building strong literacy and information skills in K–12 schools.

As professor of educational technology and media leadership at California State University, Long Beach, Farmer helped create and later revise the teacher–librarian credential program, part of the master’s degree track. She has served on the boards of the American Association for School Librarians (AASL)

and the Young Adult Library Service Association and as cochair of the AASL/ Association of College and Research Libraries Interdivisional Committee on Information Literacy, as well as many other leadership positions. Read more at bit.ly/AL-LesleyFarmer.



This award of \$1,000 honors an individual for contributing significantly to the public recognition and appreciation of librarianship through professional performance, teaching, and/or writing. **DONOR:** Ken Haycock

Sonia Sotomayor and Rafael López

SCHNEIDER FAMILY BOOK AWARD, YOUNG READERS

Just Ask! *Be Different, Be Brave, Be You* won the award for young readers. Written by US Supreme Court Justice Sonia Sotomayor and illustrated by Rafael López, the book shows us that our differences are what make us stronger and advises readers that if they are “curious about other kids, just ask.”

A Friend for Henry, written by Jenn Bailey and illustrated by Mika Song, is the young readers honor title.



Sonia Sotomayor



Rafael López

Lynne Kelly

SCHNEIDER FAMILY BOOK AWARD, MIDDLE READERS

A Song for a Whale, written by Lynne Kelly, won the award for best middle-grade book. Iris and her grandmother, both deaf, go on a quest to find Blue 55, a whale that cannot communicate with other whales. Iris writes a song and creates a device to signal to him that he is not alone.

Each Tiny Spark, by Pablo Cartaya, is the middle-grade honor title.



Lynne Kelly

Karol Ruth Silverstein

SCHNEIDER FAMILY BOOK AWARD, TEEN READERS

The teen award winner is Karol Ruth Silverstein's *Cursed*, an #ownvoices novel about a girl with juvenile arthritis. The protagonist's frustration with those around her grows, leading to anger and self-isolation. With the help of a new friend, an unwavering teacher, and an understanding doctor, she finds her voice.

The Silence Between Us, by Alison Gervais, is the teen honor title.

Read more at bit.ly/AL-Schneider20.

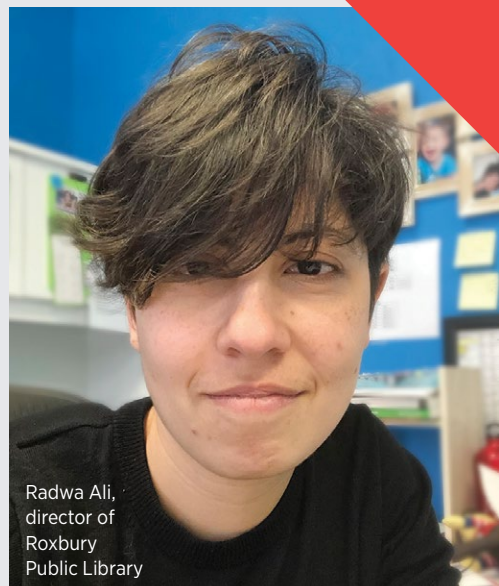


Karol Ruth Silverstein

This award of \$5,000 is given to authors or illustrators for a book that embodies an artistic expression of the disability experience for children and adolescent audiences. Schneider Family Award honor titles receive a plaque.

Recipients are selected in three categories: young readers (newborn to age 8), middle readers (ages 9–13), and teen readers (ages 14–18).

DONOR: Katherine Schneider



Radwa Ali,
director of
Roxbury
Public Library

Roxbury Public Library Succasunna, New Jersey

GALE, A CENGAGE COMPANY FINANCIAL DEVELOPMENT AWARD

Launched in 2018, Roxbury Public Library's (RPL) “Mini-Golf in the Library” program was its first attempt at a dedicated fundraising event. It raised nearly \$5,000 and allowed the library to upgrade its audio and video equipment. The following year, the event brought in enough funds to update the furniture in the library's children's room.


Library Director Radwa Ali says the upgrades were part of RPL's strategic plan to expand its caliber of programming. In preparation for the event, the library reached out to local businesses, eventually securing 26 sponsorships. Seventeen other businesses donated raffle items. “The greater benefit was not the money, however,” Ali says. “We established an annual event that draws local coverage and excitement from our community, and we started to build a relationship with area businesses that had never given to the library.” Read more at bit.ly/AL-RoxburyGale.

This \$2,500 award is presented to a library organization that exhibits meritorious achievement in carrying out a library financial development project to secure new funding resources for a public or academic library. **DONOR:** Gale, a Cengage Company



2020

LIBRARY DESIGN SHOWCASE

Welcome to the 2020 Library Design Showcase, *American Libraries'* annual celebration of new and renovated libraries. These shining examples of architectural innovation—completed before the COVID-19 pandemic—address user needs in unique, interesting, and effective ways. As with past showcases, renovations and expansions dominate submissions, as communities find novel ways to conserve and honor existing spaces while moving them into the 21st century. For more photos of our featured libraries, visit americanlibraries.org. 



Tune in to the August episode of *American Libraries' Dewey Decibel* podcast for conversations about library architecture and design.

Listen at
bit.ly/deweydecibel

HIGHER LEARNING

▼ Library Learning Center, Texas Southern University in Houston

The new Library Learning Center at this historically Black university features a bold, angular design that draws visitors into the five-level atrium, which serves as the heart of the building. Designed to foster a collaborative learning environment, the building features classrooms, meeting spaces, computer labs, study areas, a gallery, and café. **PROJECT:** New construction **ARCHITECT:** Moody Nolan **SIZE:** 137,000 square feet **COST:** \$44 million **PHOTO:** Kayla Hartzog



▲ Hesburgh Library, University of Notre Dame in Indiana

The renovation of Hesburgh Library transformed the midcentury modern facility into a place for advanced contemporary scholarship. The project brought natural light into the building's interior and integrated materials that complement the existing aesthetic. The entrance gallery, which spans the first and second floors, now connects the main entrance and upper 12 floors through an atrium-style opening, and an enhanced technology area lets students access digital services and resources. **PROJECT:** Renovation **ARCHITECT:** Shepley Bulfinch; Alliance Architects **SIZE:** 146,650 square feet **COST:** \$25.1 million **PHOTO:** Jonathan Hillyer

▼ Charles Library, Temple University in Philadelphia

The bold new Charles Library houses multiple campus and academic resources, including a student success center, a digital fabrication and technology studio, and Temple University Press. The library is committed to an all-mobile technology strategy, offering laptops and charging banks on every floor, as well as flexible workspaces that adapt to changing technological needs. **PROJECT:** New construction **ARCHITECT:** Snøhetta; Stantec **SIZE:** 220,000 square feet **COST:** \$175 million **PHOTO:** Michael Grimm





▲ Pierson Library in Shelburne, Vermont

Connected to Shelburne's newly restored historic town hall, the new Pierson Library replaces a smaller building that suffered from moisture and air-quality problems. Designed for net-zero energy, the library features high-performance mechanical systems and building envelope. Using passive daylighting strategies, local and recycled materials, rooftop solar panels, and onsite stormwater treatment, the public library expects to save approximately \$200,000 in lifetime energy costs. **PROJECT:** New construction/renovation **ARCHITECT:** Vermont Integrated Architecture **SIZE:** 19,221 square feet **COST:** \$5.8 million **PHOTO:** Ryan Bent Photography

▼ Newport Beach (Calif.) Public Library, Corona Del Mar branch

Affectionately known as "The Fibrary," the newly combined library and fire station construction project replaces two older adjacent buildings, maximizing interior space, energy efficiency, and parking areas. The library features a colorful children's area, reading spaces for teens and adults, stroller parking, and an outdoor porch for year-round use by the seaside community. The interior incorporates the work of a local artist to highlight the area's history. **PROJECT:** New construction **ARCHITECT:** WLC Architects **SIZE:** 10,314 square feet **COST:** \$6.8 million **PHOTO:** Dale Christopher Lang



RUSTIC SETTING

► The Community Library in Ketchum, Idaho

The renovation and expansion of the almost 45-year-old building that houses the privately funded and governed nonprofit Community Library stays true to the facility's original mountain lodge-inspired design while incorporating new spaces for physical and digital collections, technology, and civic engagement. The library was awarded a 2020 ALA/IIDA Interior Design Award for a Public Library.

PROJECT: Renovation and expansion **ARCHITECT:** RATIO **SIZE:** 27,000 square feet **COST:** \$10 million
PHOTO: Gabe Border



american libraries DEWEY DECIBEL PODCAST

Join *American Libraries* Senior Editor Phil Morehart as he hosts conversations with librarians, authors, thinkers, and scholars about topics from the library world and beyond. Listen to these recent episodes:

EPISODE 53
Library Architecture and Design

EPISODE 52
Libraries and Sustainability

EPISODE 51
Telling Stories with Pictures

EPISODE 50
Privacy Concerns



Listen at bit.ly/deweydecibel

Thank you.

Ayers Saint Gross and Holder Construction are grateful for the opportunity to reinvent the iconic Hayden Library at Arizona State University!





◀ Toledo-Lucas County (Ohio) Public Library, Main Library

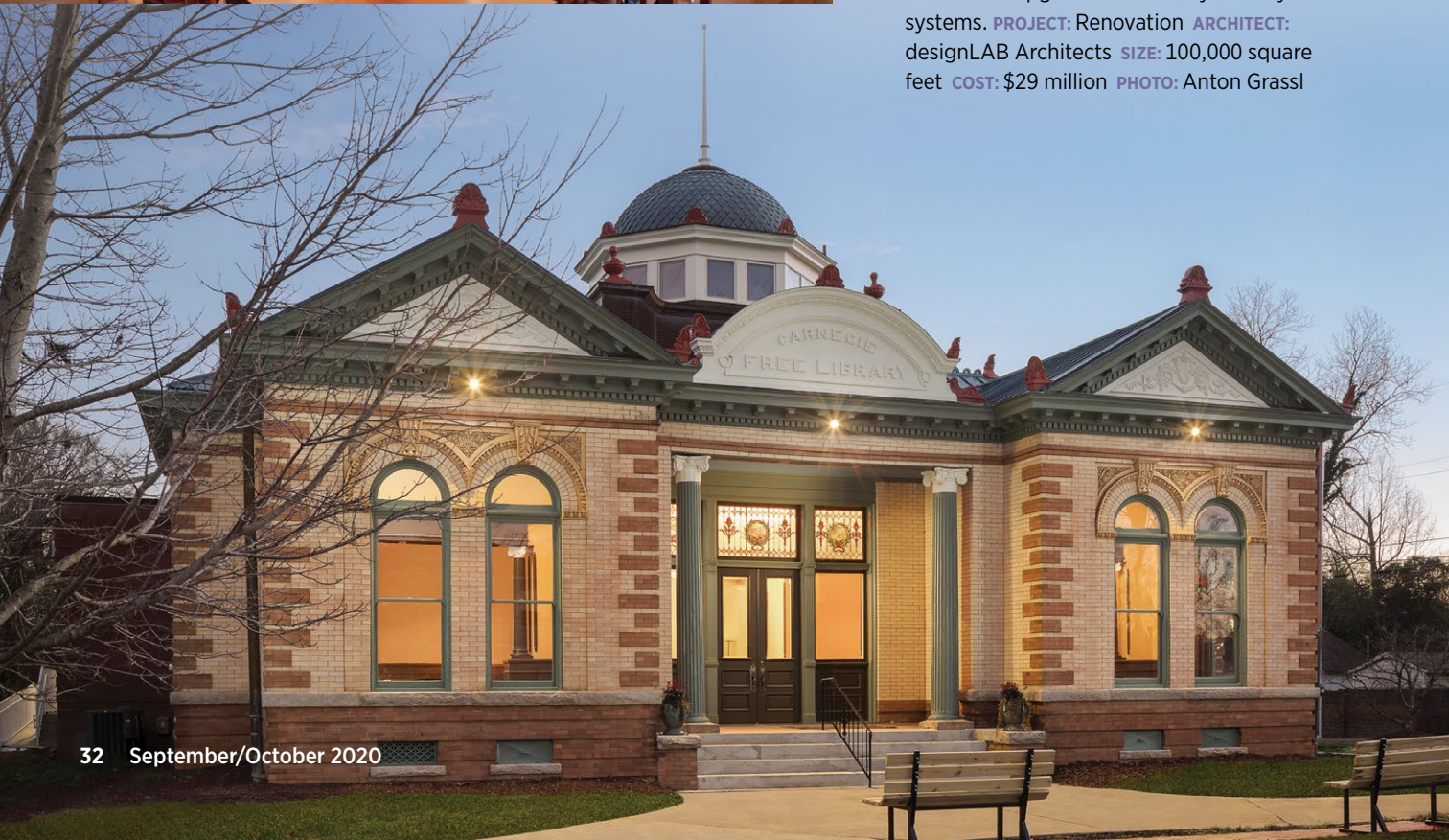
The renovation of Toledo-Lucas County Public Library used the art deco geometric motifs and colors found in the building's central court as the basis for new millwork to create a unifying theme, in particular in the meeting rooms, technology training lab, makerspace, recording studios, and audio/video collections. The library's entrance was also updated: Patrons now enter through a bright, backpainted glass-clad promenade flanked by a glass-enclosed community meeting room and a business incubator that showcases start-ups using the library.

PROJECT: Renovation **ARCHITECT:** HBM Architects **SIZE:** 105,000 square feet **COST:** \$8.4 million **PHOTO:** Roger Mastroianni



◀ Providence (R.I.) Public Library

Providence Public Library recently completed the state's largest-ever library renovation project with an interior overhaul of its 1950s-era Empire Street wing. The project expanded the library's community learning venues, flexible spaces, quiet study spaces, teen loft, children's library, and 260-seat auditorium. The renovation also relocated the special collections suite for better public access and upgraded the library's safety systems. **PROJECT:** Renovation **ARCHITECT:** designLAB Architects **SIZE:** 100,000 square feet **COST:** \$29 million **PHOTO:** Anton Grassl





▲ Lutnick Library, Haverford (Pa.) College

Five additions to Lutnick Library, completed from 1864 to 1967, had buried the building's historic core, creating a dark and disorienting facility. Selective demolition and new construction generated a new space that respects the building's history and added warm, contemporary learning areas, including a reading room, a digital scholarship commons, an art gallery, a café, and a research room, as well as climate-controlled storage for the library's Quaker and other special collections. **PROJECT:** Renovation and expansion **ARCHITECT:** Perry Dean Rogers Partners Architects **SIZE:** 63,700 square feet **COST:** \$35.2 million **PHOTO:** Chuck Choi

◀ Union County (S.C.) Carnegie Library

The renovation of Union County Carnegie Library brought the 115-year-old building back to its original glory. The design and construction teams restored its authentic paint colors, terra cotta and granite accents, brick detailing, and wooden cornices, dentils, and columns on the building's exterior, as well as the interior's wood floors, plaster walls, pressed-tin ceiling, and stained-glass skylight. The library won the 2019 South Carolina Preservation Honor Award from the South Carolina Department of Archives and History for its renovation. **PROJECT:** Renovation and expansion **ARCHITECT:** McMillan Pazdan Smith Architecture **SIZE:** 13,460 square feet **COST:** \$2 million **PHOTO:** Firewater Photography



▲ Enoch Pratt Free Library in Baltimore

The renovation of Enoch Pratt Free Library expanded services, technology, and space for staff and patrons while also restoring historic materials and finishes—plaster, millwork, terrazzo, decorative metal elements and paintings, and lighting—to their original state. Period design motifs provided inspiration for the new graphics and murals that were installed throughout the building, from the upper floors to the children's department on the lower levels. **PROJECT:** Renovation **ARCHITECT:** Beyer Blinder Belle Architects and Planners **SIZE:** 290,000 square feet **COST:** \$115 million **PHOTO:** Joseph Romeo Photography

IMPRESSIVE FACELIFT



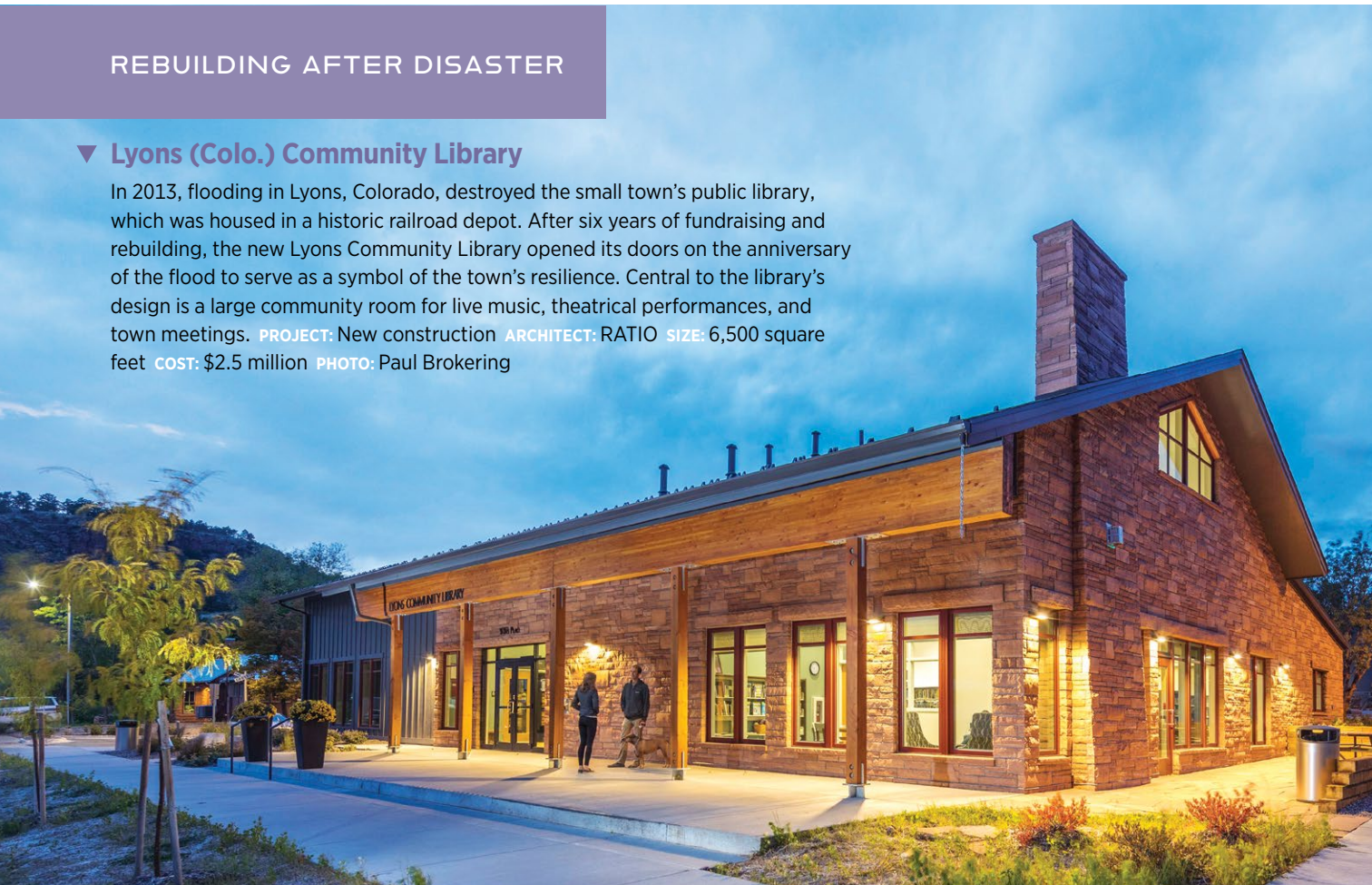
◀ Toronto (Ont.) Public Library, North York Central Library

Originally built in 1987, this post-modern building required renovations to bring it into the 21st century. A grand staircase now frames the building's seven-story atrium and improves air circulation throughout. A new creation loft on the second floor includes a digital innovation lab with 3D printers, audio and video recording facilities, and a fabrication studio with sewing equipment. A new children's department contains interactive and electronic learning stations that support preschool literacy and children with special needs. **PROJECT:** Renovation **ARCHITECT:** Diamond Schmitt Architects **SIZE:** 168,000 square feet **COST:** \$11 million **PHOTO:** Lisa Logan Photography

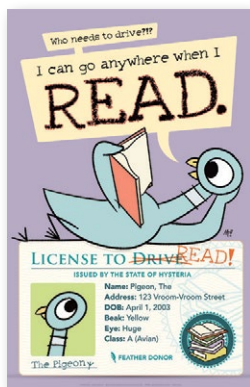
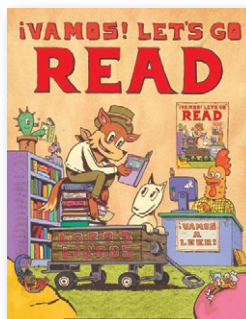
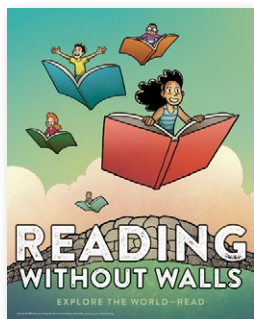
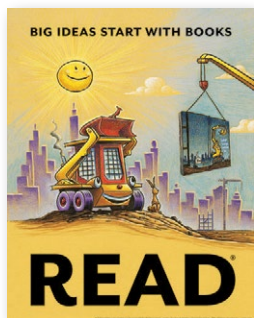
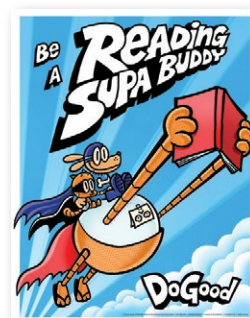
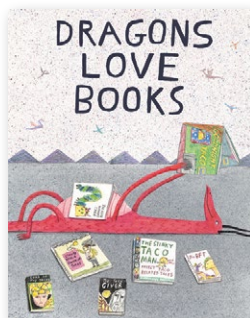
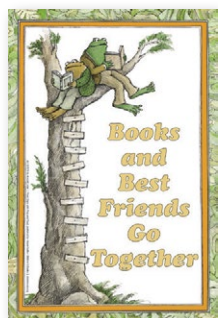
REBUILDING AFTER DISASTER

▼ Lyons (Colo.) Community Library

In 2013, flooding in Lyons, Colorado, destroyed the small town's public library, which was housed in a historic railroad depot. After six years of fundraising and rebuilding, the new Lyons Community Library opened its doors on the anniversary of the flood to serve as a symbol of the town's resilience. Central to the library's design is a large community room for live music, theatrical performances, and town meetings. **PROJECT:** New construction **ARCHITECT:** RATIO **SIZE:** 6,500 square feet **COST:** \$2.5 million **PHOTO:** Paul Brokering



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In the age of COVID-19, architects merge future-facing innovations with present-day needs

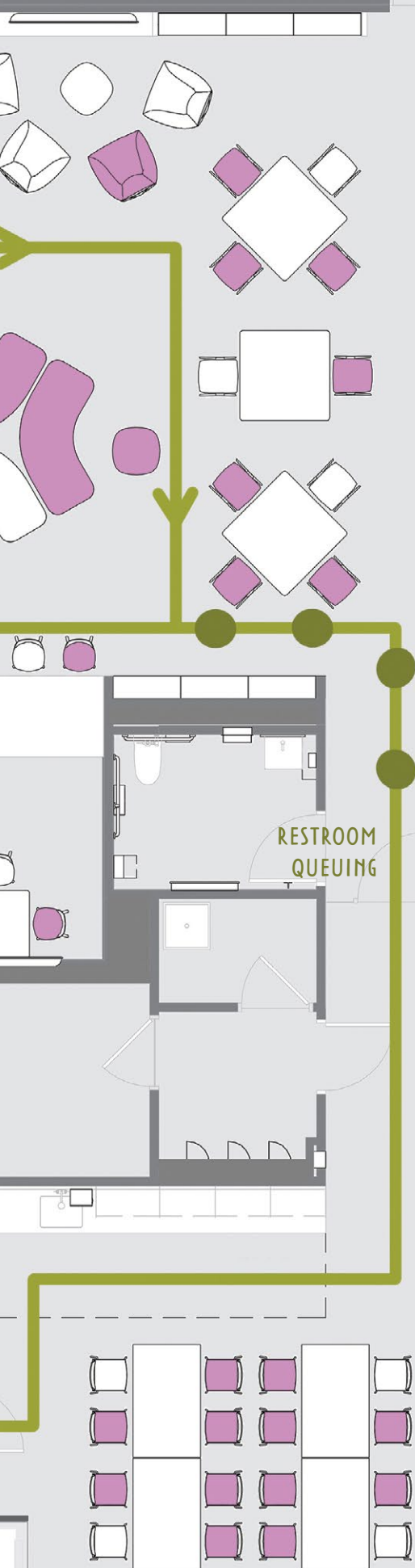
Virus-Responsive Design

by Lara Ewen

Libraries have always been spaces for discovery. But in light of the COVID-19 pandemic, they have been tasked with transforming themselves into places that allow users to physically distance while being more digitally connected than ever. As some institutions emerge from months of shutdowns, design and architecture experts seek to meet current health and safety challenges as well as safeguard these community spaces against an uncertain future.

Traci Engel Lesneski, CEO and principal at Minneapolis-based national architecture firm MSR Design, which has worked with hundreds of libraries across the country, says libraries are ideal spaces for innovative design solutions. "It's not a stretch to think about the ways that libraries have modeled what's next in the world," she says. "Libraries can talk to the





BARRIERS/SNEEZE GUARDS



From left: A floor plan for furniture removal at Hennepin County (Minn.) Library's Eden Prairie branch; dividers at Tulsa City-County (Okla.) Library's Central location encourage physical distancing.

public about how important these things are and advocate [for them]. They can provide hands-on learning and access to certain technologies that people don't have access to in their everyday lives."

Yet libraries have had to find new ways to provide that access. "[COVID-19] is aggravating the digital divide," says Susan Nemitz, director of Santa Cruz (Calif.) Public Libraries (SCPL). "There are a number of people who don't have access to the internet and computers, because we haven't opened up yet." She says that effective design solutions will have to bridge not just physical and digital distance, but socioeconomic distance as well.

"We find that, more and more, our community is isolated," she says. "And we've been moving away from being a warehouse of books to being a social connector." Nemitz, whose library system passed a \$67 million bond issue to replace and remodel all 10 of its buildings before the pandemic hit, says she's had to reimagine her library's mission. "The COVID crisis has thrown a wrench into who we are and what we believe," she says. "Do we build our buildings for the situation we're in now, or the situation in the long run?"

The answer may be both. "This will not last forever," says Amanda Markovic, architect and associate principal at GBBN Architects, a multinational architecture and interior design firm that has built multiple libraries and civic spaces around the country. "But there's a possibility that it will happen again. So I think [design] is about ensuring there's flexibility, making sure there aren't as many hard walls in these spaces to allow

Illustration: MSR Design; photos: Lara Swimmer

TEMPORARY SIGNAGE



Signage, such as these designs by GBBN Architects, can be a playful way to provide visual cues or instructions to patrons for maintaining physical distance or cleaning surfaces that they touch.

for the expansion and contraction [of our spaces] that will be necessary when these things arise.”

AN EARLY START

Libraries that were in the process of renovating before COVID-19 almost immediately pivoted, repurposing certain design features to address the new normal. “There have been some fortunate coincidences that were not intended to be in reaction to a pandemic but that we can use,” says Markovic. “For instance, at Baldwin Borough Public Library [in Pittsburgh], we put casters on the stacks to make them easy to move around. We can now use them to create little pods. And at Carnegie Library [of Pittsburgh], we’re implementing cleanable surfaces and discussing an HVAC system that allows for increased ventilation.”

Some privacy features have been reimagined as safety enhancements. “We’ve been in a debate about gendered versus nongendered toilet rooms,” says Lesneski. “When you put the lens of the pandemic over that, we should be moving toward more privacy, and privacy that allows for parent and child, or parent and older parent, or people who need to use medication, or transgender people. So we’ve been talking more about [creating bathrooms that consist of] roomlets with a sink, where everything is all contained.”

Libraries that have been unable to provide public access during the pandemic may have an unusual opportunity to upgrade. “One of our libraries that was renovated had its entire collection digitized when it was removed for the renovation,” says Thomas M. Hotaling, architect and principal at Ann Beha Architects, a Boston-based design firm that works with education and cultural clients. “I’m wondering if this might be a good time for [other] libraries to digitize their

collections. If the funding is available, this is an ideal time to think about that.”

CLEAN AND SIMPLE

Certainly funding is an issue. But not all changes need to be expensive. In fact, some of the most effective enhancements libraries can employ involve only elbow grease and motivation. “One of the things that works is just cleaning,” says Markovic. “A good old ‘let’s wipe things down.’ And do that often.” She says that high-touch areas like doors and desks should ideally be nonporous and cleaned often. “I think of gyms,” she says. “You have to wipe down equipment after using it, and that becomes easy, because they put the wipes near the equipment. So putting wipes near furniture and the front desk and near where people might want to go would be a visual cue.”

Lesneski says that library guests should also be a part of that process. “We will have to take personal responsibility to clean up after ourselves and have trust in other people,” she says. “And we might have to start carrying around sanitizer.” She explains that rooms can be designed or redesigned to incorporate built-in receptacles for sanitizing wipes and feature signage that directs visitors to use them.

Technology solutions can also make spaces cleaner and safer. Touchless lights, faucets, and doors may become more common, and libraries may begin to experiment with automated cleaning protocols. “Maybe there’s an automatic occupancy sensor that turns on a UV light that [could kill] the most recent virus, like task lights at every computer,” says Cindy Kaufman, principal associate at Holt Architects, a New York design firm with offices in Syracuse and Ithaca that has worked on several university libraries and learning spaces.



“This will not last forever. But there’s a possibility that it will happen again.”

—AMANDA MARKOVIC, architect and associate principal at GBBN Architects

At Baldwin Borough Public Library in Pittsburgh, GBBN Architects put casters on the stacks (background) to make them easy to move around.

“Or what if it was a little machine that sits right next to you and does a quick cleaning?”

Kaufman cautions against the use of antimicrobials, as those treatments can be largely ineffective and potentially unhealthy. “I think some people are using antimicrobial treatments, but we [at Holt] don’t recommend them because we have a huge focus on sustainable design and healthy design,” she says. Antimicrobials can prevent the growth of microorganisms but won’t always kill them, she says. “If a facility is on top of cleaning, they can kill the virus that way.”

PRODUCTS AND PLACEMENT

Design can do more than just help keep things clean. It can also provide visual reminders of social distancing, as seen in the large circles painted on lawns in New York City’s Domino Park and Chicago’s Millennium Park. Indoors, that can translate into strategic furniture placement. “Especially in facilities that don’t have money [to remodel], I see the possibility that furniture is arranged in a completely different way, so you spread out how people can sit,” says Kaufman. “You could spread out a row or a long table and remove every few chairs. If people need to face each other, you could put up a barrier or a sneeze guard or a panel. Mobile screens can be another way to create separate seating.”

Product design is quickly evolving to meet the needs of environments that practice social distancing. “You’re seeing products pop up”—such as planters, fabric screens, and marker boards that act as dividers—“[that] feel natural but also keep people at a distance,” Lesneski says. Furniture still needs to be welcoming, she adds, because otherwise people won’t want to be there. “We can’t look like we’re living in a surgical ward,” she says. “And we don’t want to end up in terrible places with

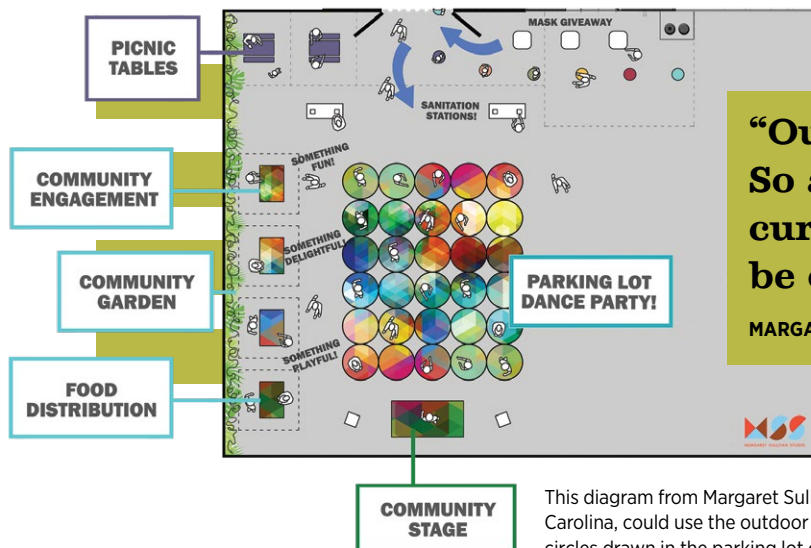
windows that are sealed shut and seating that’s not comfortable, and furniture that’s been bolted into place to prevent people from moving too close.”

She says comfort is also about control. “The more control we have over our environment, the more content we feel,” says Lesneski. “Like controlling the lights, airflow, height of a table, or size of its surface. The more control, the more secure and able to focus we are.”

Libraries can also get their communities involved in the design process. Margaret Sullivan, principal at Margaret Sullivan Studio, a New York City–based design firm that specializes in libraries and learning institutions, says that working with local graphics shops and inviting artists and graphic designers to create temporary signage can help libraries find vibrant and playful ways to speak to their patrons. “This is a great time to pay young designers in your community,” she says. “A great impact investment strategy would [also] be to hire local architects and designers to come up with cool design solutions for social, learning, and community spaces that foster social distancing in a fun, creative way.”

Storage solutions will also need to be developed as spaces become more malleable. “Social distancing will impact the amount of furniture that’s in a space, at least for the present,” says Hotaling, who suggests libraries might even see a return to old-fashioned reading carrels. “We were asked [by a library client] what to do with all the furniture now there. Where will it be stored, and should library designers be thinking about library furniture that can be easily stacked?” Hotaling says storage considerations will also affect collections, as many libraries now have a process for quarantining materials. “Libraries have to dedicate space for books to sit for three days and then be cleaned too,” he says.

OUTDOOR PROGRAMMING



“Outside is safer than inside. So are the services going to be curbside pickup? Will there be outdoor programming?”

MARGARET SULLIVAN, principal at Margaret Sullivan Studio

This diagram from Margaret Sullivan Studio reimagines how Richland Library in Columbia, South Carolina, could use the outdoor space at its North Main branch. For example, six-foot-diameter circles drawn in the parking lot could be used to distance dance party attendees.

OUTSIDE THE BOX

As scientists learn more about the transmission of COVID-19, the importance of using outdoor space as much as possible has repeatedly been stressed. “Outside is safer than inside,” says Sullivan. “So are the services going to be curbside pickup? Will there be outdoor programming?” She adds that librarians will need to think about how many people can be inside a facility and what those people will be doing. “Then you can start to get granular,” she explains. “For the first phase of opening, maybe we have this many tables we need to clean every night and this many computers that need to be sanitized. That’s an interesting way to think about the true cost of the work.”

Designers are also thinking about how to better ventilate indoor spaces. “Everyone is looking at improved indoor air quality for HVAC systems, more operable windows, more fresh air, and more air circulation,” says Hotaling. “Fresh air is proven to make for a healthier environment.”

Fostering the impression of a natural environment can also soften spaces and encourage spatial division. “I could see using a mobile system of translucent panels featuring images of greenery and nature,” says Kaufman. “Or what if there were curtains that were able to move around the ceiling on a track to create private areas, and that let light through, and that are cleanable, and that could be drawn from one position to another?”

As libraries bring the outdoors inside, they’re also bringing traditional indoor services outside. “There’s a trend in creating outside spaces and leaving our Wi-Fi on,” says Nemitz of SCPL. “Maybe even expanding coverage so we can be a Wi-Fi hotspot, so students can use it at 4 a.m. if they don’t have Wi-Fi at home, whether we’re open or not.” Nemitz is also considering a wireless printing service, so library guests can print from their connected devices for curbside pickup.

“We have a lot of people who love print books and who are suddenly motivated to download books,” says Nemitz. “This kind of thing is going to forever change us. There’s an audience that can’t physically come to our building, and this allows people who previously felt barriers to participate.”

Not all outdoor improvements are tech-driven. “Sometimes the old becomes new again,” says Nemitz, pointing to old book drops located near several branches in her system. “The public loves [them]. The staff collects and quarantines the books. And some of our libraries have a drop-off island, and with curbside pickup it’s ideal.”

Even entrances can become design features. “Our design allows the library to be open and closed in sections,” says Nemitz, who adds that SCPL adopted the concept from a library in Madison, Wisconsin. “We can open just the children’s area or just the adult area, and we can serve different client-els at different times.”

LOOKING AHEAD

Designers say that the COVID-19 pandemic is an opportunity not just to modify libraries but to improve them for future use.

“This is about so much more than having less seating and different planning,” says Kaufman. “It’s about human-environmental interactions, and how can we affect human behavior with simple design tools. In my mind, it’s imagery and spatial reconfiguration that can help people feel more [connected] to each other. Buildings will need to create more usable spaces for people to spread out more, and users need to trust the staff.”

Lesneski says that a lot of existing built environments have barriers that hinder inclusivity at multiple levels, including racially and socioeconomically. She cites a discussion moderated by the Canadian Urban Institute (bit.ly/AL-CUI). Ironically, a shift to more equitable spaces will happen because the virus has made decision makers “uncomfortable,” she says. “We [should] remember to expand our lens so that it’s not just about the pandemic but also a long-term overhaul.” **AL**



LARA EWEN is a freelance writer based in Brooklyn, New York.

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READY FOR ACTION

**As cities undertake climate action plans,
libraries emerge as partners**

by Mark Lawton

Sarah Preskitt has lived in Alaska for almost 40 years—and seen its climate change in ways the Lower 48’s hasn’t. “We used to joke that you had to arrange your Halloween costume over your snowsuit. It used to snow by October 15,” says Preskitt, Alaska Collection librarian for Anchorage Public Library (APL). “Now it’s closer to Thanksgiving.”

In recent years, global warming has also led to worsening wildfires, invasive pests, and the melting of permafrost across the state. “There are some coastal villages that are literally sinking into the sea,” Preskitt says.

In response, the city of Anchorage decided to brace for the impact of climate

change by creating a formal framework. In May 2019, its municipal assembly approved the climate action plan (CAP) it had been working on since 2015—a plan in which APL has long been a stakeholder.

Increasingly, localities across the US, along with a handful of public libraries, are writing and following their own CAPs

with objectives for reducing emissions and energy consumption, preparing for disasters, addressing residents’ climate concerns, meeting other sustainability goals, or all of the above. Bend, Oregon; Boston; Everett, Washington; Houston; South Bend, Indiana; and Tempe, Arizona, are just a few of the many cities that have drafted, enacted, or updated a CAP within the past year.

“It is not something that is nice to do but rather critically necessary,” says Rebekkah Smith Aldrich, executive director of the Mid-Hudson Library System

Photo: Krista Joy Johnson



Localities across the US, including Bend, Oregon (pictured), have created their own climate action plans.

ENHANCEMENTS AND ENGAGEMENT

The aim of Anchorage's 108-page CAP is to reduce citywide greenhouse gas emissions 80% from 2008 levels by 2050, with intermediary reduction goals before then. To get there, the plan requires increased energy efficiency with new net-zero (that is, using only as much electricity as is produced onsite) building codes, expanded renewable energy generation, and infrastructure to charge electric vehicles. The plan also calls for educating residents on the city's sustainability goals and motivating them to reduce their carbon footprints—areas in which the library is identified as a liaison.

APL supported the city in the years before CAP approval by holding a community kickoff and public forum at its midtown Z. J. Loussac Library, as well as panel discussions on topics such as plastic pollution and the responsible extraction of resources by Indigenous-owned Alaska corporations. "When building a new mine, for example," Preskitt says, "when you have extracted what you need, how do you wrap up?"

As APL upgrades its five buildings, it keeps the city's CAP goals in mind. At the Loussac location, for example, it installed energy-efficient, temperature-sensitive windows. "If it's sunny and hot outside, they don't let so much light in," Preskitt says. "If it is cold and sunny outside, they let in more light. That helps with the heating and cooling bills."

The biggest obstacle to building improvements, Preskitt says, is money. There is also some disagreement among city residents as to whether the CAP-recommended changes are worth that money. "Some of the [event] discussions get pretty spirited," she says.

On the opposite coast, Princeton (N.J.) Public Library (PPL) had been working on its environmental efforts long before the city approved its CAP in July 2019.

"Four to five years ago, we had a 'green team' to find ways to be more sustainable," PPL Community Engagement Coordinator Kim Dorman says. "We considered where we were purchasing electricity and

the type of lighting we were using, and one branch purchased a hybrid vehicle."

The library also upgraded its recycling program, switched to more environmentally friendly materials (such as carpeting with low levels of volatile organic compounds), and committed to not discarding furniture. "When we redid our second floor, we reached out to other libraries to see if they could use [the furniture]," she says.

**"IT IS NOT SOMETHING
THAT IS NICE TO
DO BUT RATHER
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NECESSARY."**

—REBEKKAH SMITH ALDRICH,
executive director of the Mid-Hudson Library
System in Poughkeepsie, New York

The city's CAP focuses on five implementation areas: energy, land use and transportation, natural resources, materials management, and resiliency. When environmental nonprofit Sustainable Princeton reached out to community partners to develop the plan, Dorman was ready to represent the library on the materials management working group.

As the CAP was developed, PPL held meetings for the local stakeholders working directly on the plan. It also continued to host its Great Ideas series in partnership with Sustainable Princeton, which attracted 75–100 people per event and featured practical, actionable ways for members of the public to shrink their footprints—everything from bringing reusable bags to the supermarket to properly planting trees. Before closing for the COVID-19 pandemic, the library had also planned to host the Princeton Environmental Film Festival in April.

"Many libraries are set up to be excellent partners in this sort of endeavor,"

in Poughkeepsie, New York. Aldrich is a founding member of the American Library Association's (ALA) Sustainability Round Table and author of the ALA Editions titles *Resilience* (2018) and *Sustainable Thinking: Ensuring Your Library's Future in an Uncertain World* (2018). "The urgency that is necessary is not coming from the federal government."

Given the lack of broad national climate legislation or initiatives, many cities see CAPs as a way to take matters into their own hands—and libraries are emerging as partners, innovators, and originators.



Dorman says. “Libraries are often community centers. I think it’s a natural fit.”

Margie Menard,

who has been director of Kingston (N.Y.) Library since 2008, agrees. Hers is thought to be one of the first public libraries to author a CAP.

In October 2009, the city of Kingston approved a 10-step Climate Smart and Green Jobs Community Pledge. One year later, Kingston Library approved its own pledge to reduce greenhouse gas emissions and integrate climate change actions into library programming.

“One of our board members, who was also involved with the city, knew libraries have their own special role and function,” which includes educating and providing materials to the public, says Menard. “To say we would go along [with the city’s plan] would be good, but to take it a little further and say we are a unique entity” would be better.

Kingston Library began by upgrading its building: insulating the attic, replacing the roof with light-membrane materials, installing energy-efficient windows, tuck-pointing, and installing a second set of doors at its main entry. The building was separated into different zones to avoid heating or cooling unused spaces.

To avoid contributing to local flooding, the library disconnected from the city’s stormwater system, instead building a rain garden and two dry wells under the parking lot. Improvements were paid for with capital funds and complemented with grants from the state and federal government and other sources.

“WE HAD TO REPLACE THE ROOF ANYWAY. WE SAID, ‘HOW DO WE DO THIS IN THE MOST ENVIRONMENTALLY SUSTAINABLE WAY?’”

—MARGIE MENARD, director of Kingston (N.Y.) Library

Many of the upgrades started with adopting an environmental mindset, Menard says. “We had to replace the roof anyway. We said, ‘How do we do this in the most environmentally sustainable way?’” So thoroughly has the library adopted this mentality that its CAP has been absorbed into its long-term strategic plan.

Ledding Library in Milwaukie, Oregon, a Portland suburb of about 21,000 people, has chosen to focus most of its efforts on sustainable construction. A new library building, which opened in January, replaces a historic building from the early 1900s as well as a 1960s addition.

“When the wind blew, it blew through the [closed] windows,” says Director Katie Newell. “I always had to wear multiple layers that I could take off or add over the day. Our utility bills were out of control.”

Voters approved a \$9.2 million bond measure in 2016 for the new building, with the remaining funds for the \$12 million project contributed by the city, county, library foundation, and Friends group. Construction started in October 2018.

“Originally we were just going to do an addition,” Newell says. “When we looked at the old mechanical system and windows and how to integrate the old part of the building, that didn’t make sense. For the same amount of money, we could raze the building and have a brand-new, energy-efficient building.”

That required the library to appeal to the state of Oregon for permission to tear down the historic building. “That

was hard for the community at first,” Newell recalls.

The new building features LED lights with motion detectors, hefty insulation in the walls and ceiling, double front doors, energy-efficient windows that allow sunlight in without overheating rooms, radiant floor heating, and rooftop solar panels. The library designed its new building as a single-floor structure to avoid heating two stories.

In its first two months open to the public, Ledding Library has seen its energy use decrease from 37.6 KBTUs to 25.5 KBTUs, with a projected annual lighting savings of at least \$3,700. (That figure doesn’t include heating and cooling costs or factor in the energy from the solar roof.)

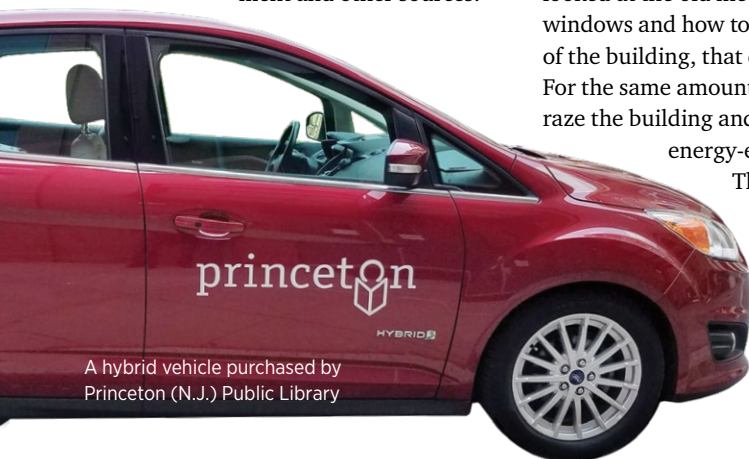
The same month the library opened its new building, the city of Milwaukie—whose CAP, adopted in 2018, calls Newell a “climate action champion”—declared a climate emergency. With that declaration, the city accelerated its original goals, with the hope of hitting net-zero electricity emissions by 2030 and a completely carbon-neutral community by 2045.

“I’m glad that city officials can point at us and show that this is the direction they want to go in,” Newell says.

MINDSETS AND MOBILIZATION

For libraries considering creating CAPs or supporting those of their local governments, Preskitt recommends partnering with climate-change experts. APL’s partners include personnel from the University of Alaska Anchorage, National Oceanic and Atmospheric Administration, and Renewable Energy Alaska Project.

She also suggests that libraries avoid duplicating the efforts of their municipalities and that they hold focus groups to



A hybrid vehicle purchased by Princeton (N.J.) Public Library



LEDING LIBRARY



A worker installs solar panels on the roof (left) of Ledding Library in Milwaukie, Oregon (above).

determine how much their communities are willing to support a CAP. “That will give you a better idea of some of the challenges you haven’t considered,” Preskitt says.

Menard advises: “Do not do it in isolation.” She suggests that a library develop its CAP with its municipality as well as environmental groups and others. “They can provide you with information and tools you may not have been aware of. There might even be money out there,” she says, noting that the city of Kingston helped her library fund its rain garden and water disconnection.

Dorman suggests casting a wide net for potential partners. “Make sure you are being diverse,” she says, “from academics

to schools to businesses.” Her materials management working group, for example, included a professor from Rutgers University with a background in environmental issues, area merchants and restaurants, a green schools coalition, and a representative from nearby Fortune 500 company Johnson & Johnson.

Meetings have to be moderated carefully, Dorman adds: “Since [sustainability] touches every part of life, it’s easy for discussions to go off track.” Consider how information will be presented to the public and what steps must be taken to get buy-in, she suggests.

Aldrich—whose library system has 66 members, including Kingston

Library—thinks libraries should get involved with this work as part of a paradigm shift. “Libraries have to understand it’s not just about promoting [sustainability] on Earth Day,” she says. “It’s not just a checklist you take out and look at every few months. We want more libraries to think at a governance level.”

The biggest challenge to addressing global warming? Overwhelming people with the scope of the issue, she says. Aldrich suggests starting with policy and educating library leadership. “Then unleash your staff to creatively get there,” she says.

“We need a wartime mobilization on this topic,” she adds, likening the idea to the recent actions the world has taken on COVID-19. “Can you imagine if we had that response on climate change? That’s the level of energy that is needed.” **AL**



MARK LAWTON is a writer in Chicago.





Rethinking Police Presence

Libraries consider
divesting from law
enforcement **BY** Cass Balzer

Amid mass protests of police violence against Black people, some libraries are revisiting the ways in which they've historically interacted with law enforcement—such as by hosting police-led community programming like Coffee with a Cop, hiring off-duty police as security officers, or calling 911 on disruptive patrons.

For example, Toledo–Lucas County (Ohio) Public Library (TLCPL) has announced that when it reopens after its COVID-19 shutdown, many of the security staff members in its branches will no longer carry arms or wear uniforms. In addition, TLCPL is forming a public safety working group that will “attempt to untangle complex questions about what safety means, who is

Photo illustration: ©Jacob Lund/Adobe Stock (library). ©twixx/Adobe Stock (police)



perceived as a threat, what individual biases we bring to our expectations around public safety, and how we can ensure our public safety practices are advancing positive outcomes for staff, customers, and the community,” reads a June 22 library statement, in part.

“Once we made the announcement, I did get a number of emails from staff—both African American and white—who said, ‘This is something I’ve thought about a lot, and I’m glad we’re taking this step,’” reports TLCPL Director Jason Kucsma.

Positioned as a manifesto of sorts for this movement is a widely read June 9 Medium post by the Library Freedom Project (LFP), which calls for libraries to divest from police (bit.ly/lfpdivest).

“There’s no possible way to have intellectual freedom if police are in the building,” says Alison Macrina, who as LFP director oversees the organization’s efforts to educate libraries on privacy and surveillance. “If you are a person

who is targeted by police, and you’re in a library when the police come in, you’re going to change your behavior. You’re going to self-censor.”

The Medium post asserts that calling the police to handle patron issues risks incurring violence against vulnerable communities. Instead, LFP calls on libraries to invest in their own alternatives and deescalation strategies, such as banning gunshot detection systems and other “police technology,” connecting patrons in need to resources rather than criminalizing their behavior, and educating workers on the societal and community impact of policing.

Macrina says: “Part of the reason we decided to make the statement is not just because it’s something that we believe in at the LFP and [that is] part of other work that we’ve done, but we didn’t see any other library professional organization taking on any of the demands of Black organizers.”

DEESCALATION IN ACTION

While the call to divest from police may be new for some libraries, others have been working to diminish the presence of law enforcement for years. In 2011, Denver Public Library (DPL) established a Homeless Services Action Committee to better serve the needs of patrons experiencing homelessness—a population especially vulnerable to abuse by law enforcement. Over the past nine years, that committee has advocated for and secured 10 new hires: four social workers and six peer navigators, who help address crises that might otherwise be handled by the police department.

“We’re really trying to deescalate situations and reduce our calls to 911 and to the police department by handling what we can in-house,” says Rachel Fewell, DPL Central Library administrator.

DPL also has its own security team, comprising unarmed library employees. These workers enforce the library’s use policy alongside peer navigators, who work to find solutions aligned with the library’s trauma-informed mission.

These changes came after a publicized investigation of drug use on the library’s campus in 2016. The city reacted by installing police in its buildings, instituting regular shifts at some downtown branches. While library staff bristled at this change, Fewell says the experience has allowed them to have frank conversations with the police.

“We were able to tell them, ‘When you show up in a group of six, people really don’t feel comfortable being at the library, and we really want to be a safe place for people,’” she says. “Now they understand more about what our role in the community is and that we need them to back off a little bit so that we can do the work we need to do.”

TAKING SMALL STEPS

While DPL's efforts to reduce police presence came from library leaders and administrators, other initiatives are built on the efforts of lower-level employees. According to Tonya*, an assistant at a public library in Missouri where police patrol the surrounding blocks, she and some of her coworkers have quietly taken steps to limit law enforcement presence in the library after witnessing the discomfort that some members of the community experience around police.

"We're kind of protesting in our own way by making changes at our own branches in the ways that we can to do what we feel is right," says Tonya. For example, the police officers that provide security to the library and other downtown buildings previously entered the library at the beginning of each shift to sign in and provide their contact information. Now library staff meet the officers outside so that they don't enter the library.

"We've been having a lot of conversations about how we [have historically] used the police," Tonya says. "We've been talking a lot about how we can limit our interactions, because our go-to for anything security-related was to call the officer on duty, which is not always the safest option, as we've seen from the news. We're definitely having these conversations because of Black Lives Matter."

Tonya says she thinks limiting police interaction will be a positive experience for patrons. "[Some regulars] ask why we always have police in here. They want to know if they're in trouble," she says. "I feel like it'll be a better, calmer attitude over the whole library. The police don't make everyone comfortable."

As budget cuts loom, some libraries may be involuntarily revisiting their relationship with law enforcement.

Sherrod Library at East Tennessee State University in Johnson City recently terminated its contract with

a local security firm. Citing imminent budget cuts and a decreased demand for library access, Research Consulting Coordinator Rebecca Tolley says this decision was an easy one. However, Tolley says she's anticipating problems enforcing public health best practices when the university reopens.

"I've heard stories of library patrons not wearing masks, tearing down signs, and not physically distancing," she says. "It's important for us to know the plan at the university level and how to handle those situations. Do we just call public safety when that happens?"

IMPLEMENTING TRAINING

Some libraries are working toward instituting formal procedures and employee training to limit the number of 911 calls made for drug- or violence-related events in their buildings. Redondo Beach (Calif.) Public Library (RBPL) has been doing this work for years, most recently participating in a webinar called "The Librarian's Guide to Homelessness." (See "The Librarian's Guide to Homelessness," June 2018, p. 54.) This training teaches deescalation techniques designed to help avoid police interaction and recommends that library workers call 911 in only two situations: if an incident is genuinely dangerous, or if a patron refuses to leave the library.

According to RBPL Director Susan Anderson, the training focuses on the importance of building relationships with regular patrons. "If you're friendly and chatting when things are going well, it will seem less like you are picking on them [if you have to ask them to change their behavior] because you have built up a good relationship," she says. Anderson also notes that training highlights the importance of body language, tone of voice, and approach when deescalating a situation.

RBPL has not yet had the opportunity to put this training to use; the library shut down because of COVID-19 just as staffers were finishing the course. Still, Anderson looks forward to its implementation. "I think a lot of this training has been needed for a long time," she says. "I'm glad to see that it's been provided in the last few years, because it's a skill that you have to practice."

Anderson also says there is a low barrier to entry for many deescalation programs. She points out there are many free or low-cost tools libraries can use to learn deescalation techniques, including videos on mental health provided by the California State Library and resources developed by the Public Library Association.

Melissa Gibson, adult services manager at Scott County (Ky.) Public Library (SCPL), says that the police officers who have responded to calls for assistance at her library have their own knack for deescalation: "If we have someone who looks like they're in some distress, I've got a lot of friends on the police force, and I can say, 'Hey, Nick, can you come over and check this guy?' They know to come in very quietly and just sit and talk with them."

While SCPL has no formal policy regarding when police should be called, Gibson says that staffers prefer to handle incidents themselves whenever possible to avoid "paperwork and reports." Still, she asserts, "I think there's a place for [police in the library], just like there is with any other emergency service. It's

While safety should remain a paramount concern in libraries, police divestment advocates say that library workers should reflect on what it means to be safe in their spaces.

**Name changed at source's request*

When Not to Call the Cops

A plea to protect Black patrons



by Jarrett Dapier and Emily Knox

Four police officers confront a Black man at a library computer and tell him that because he's been disturbing other patrons, he must leave the premises. The man refuses. The confrontation ends when the Black man is tased and dragged out of the library by the officers.

This incident took place at the library where one of us, Jarrett Dapier, worked as a readers' advisor and program coordinator serving teens. (He was not present but has seen cell-phone footage of the incident.)

Calling the police when a patron is disruptive may seem like a library's only course of action. But often, the potentially violent results aren't considered. They should be.

As a general rule, if you have to think about whether you should call the police, don't.

Black people are three times more likely than white people to be killed by police, according to Mapping Police Violence, a research collaborative that collects national data on police

killings. Every time library staffers call the police, we put the lives of our Black patrons in danger.

In the aftermath of George Floyd's killing by police and the resurgence of the Black Lives Matter movement, more and more librarians must understand this fact. Important as it is to read books and listen to podcasts about antiracism, it's more urgent for librarians to assess their libraries' policy—or lack thereof—regarding calling the police. When are police called to your library? Why? On whom?

Police are not a de facto security service and shouldn't be used that way. As a general rule, if you have to think about whether you should call them, don't. Shootings, fistfights, kidnappings—these are situations in which you should reach for the phone. Not when a 13-year-old shouts unkind words at you. That child doesn't deserve to be traumatized and funneled into the criminal justice system, likely with lifetime effects, for impulsive behavior.

We are in the business of providing information to our patrons. When we resist calling the police, when we seek to peacefully help distressed patrons,

when we sit patiently with disruptive teenagers until they agree to change their behaviors, we communicate the importance of empathy and non-violence. By keeping our libraries as police-free as we can, we communicate to our patrons that Black Lives Matter.

The library in the incident above now employs onsite social workers who can intercede with distressed patrons in ways that don't result in potential murder or jail time. (It's important to realize that seemingly small uses of force, such as taser, can be dangerous, even fatal.)

Of course, not all libraries are fortunate enough to have a social worker on staff. If that's the case, you and your staff must nonetheless find alternatives to calling the police, asking yourselves: "What does this person need? Who can help?"

Stop calling the police. Find other solutions. This is lifesaving, antiracist work libraries can do now. ●

JARRETT DAPIER is young adult librarian at Skokie (Ill.) Public Library. **EMILY KNOX** is associate professor and interim associate dean for academic affairs at University of Illinois at Urbana-Champaign School of Information Sciences.

not a racial thing. Sometimes there's just somebody who shouldn't be here, and they're not listening to us."

While safety should remain a paramount concern in libraries, police divestment advocates say that library workers should reflect on what it means to be safe in their spaces. "We want people to really think about what safety means, whose safety matters, and at what cost," says Macrina.

And in reevaluating what it means to be safe in a library space, libraries are poised to shift the broader discussion of policing and safety in their communities.

"[The police department] just started a new program where they're having mental health professionals respond to 911 calls, and our team really worked with them to get that up and running," says Fewell. "If you're a library and you

take on that role for your community, you can have greater influence and change the scope of how you're doing things in your community."

This article first appeared on americanlibraries.org on July 8. **AL**



CASS BALZER is a writer in Chicago.

Encoding Space

**SHAPING LEARNING
ENVIRONMENTS THAT
UNLOCK HUMAN POTENTIAL**

BY Brian Mathews and Leigh Ann Soistmann

In 1956, Abraham Maslow published a seminal paper on the influence our physical surroundings have on us. Participants viewed photographs of people's faces and evaluated them based on different attributes. Maslow wanted to test how people reacted to this content while located in different physical environments. Some viewed the images while seated in a beautiful office, while others did so in a grungy janitor's closet. In the nicer room, people interpreted the faces in the photos as filled with energy and well-being. The same faces were seen as fatigued and sickly when viewed in the run-down room. Maslow surmised that the condition of our surroundings has an impact on not only our emotions but our judgment as well.

Various studies support the notion that space affects our mood and behaviors. From architects and interior designers to psychologists and neuroscientists to community developers and retail managers, numerous experts have discussed the impact of physical environments on the way we think, feel, learn, and act.

Swayed by our surroundings

We each respond consciously (and often unconsciously) to the places where we live, work, hang out, or otherwise inhabit throughout our day. These spaces influence what we get done, whom we engage with, and how we interact with the world around us. In fact, the places where we spend most of our time affect who we are and what we can become. Space shapes us as much as we shape it.

Reading more about the psychological and philosophical nature of space has changed my approach to planning library environments. We have to keep in mind that our efforts are not just about form, function, and efficiency. Our decisions have a direct impact on the cognitive growth and well-being of our communities.

Librarians are increasingly allocating more of their buildings' physical footprints to classrooms, commons, and specialized studios. This change affords many opportunities for engagement as well as tremendous responsibility. More people are using our services and facilities in different ways. But we are imparting something deeper: We're influencing how people think and feel about learning, research, knowledge, and themselves.

What makes a space a place?

We are increasingly expanding the spectrum of services in our buildings. From makerspaces and visualization labs to digital scholarship centers and design studios, the library landscape is changing rapidly and radically. But there is one thing we can't design: a sense of place.

There is much debate about what constitutes a "place" and how it differs from a "space." After we pored through pages on the topic, it seems that a space becomes a place when it rises above being merely useful. Places have social and personal significance. They mean something to us. We become emotionally invested in a place according to the nature of what we can do in it and how it makes us feel. It is through this process of accruing experiences that a space transforms into a place.

Why is this important? As we reimagine libraries, we want to create opportunities for people to bond with and within our environments. Historically we have been able to point to the stacks and talk about libraries as sacred places because of their collections. But that seems to be changing. If all we are providing is a place to study or a computer lab, that doesn't particularly require a library. As we face a future with fewer

print materials, what factors can transform the library from just another space into a place that is a significant part of someone's learning and research journey?

Attachment

If we want to elevate the way people feel when they use the library, we need to elevate the way they feel about the library itself. We need to create environments that stimulate an emotional connection. What aspects help foster a sense of place? It's not cutting-edge technology or designer furniture. It's not large windows with panoramic views. Nor is it an enormous print collection, a café, or great customer service.

So what is it? The answer might surprise you.

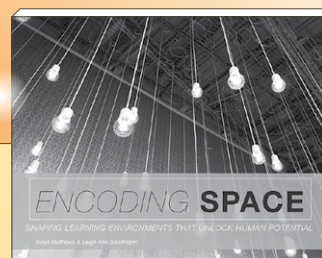
Community developers have found that social ties are the best predictor of strong place attachment. In other words, it's not the age, condition, or amenities of a place that determine how close our connection to it is. It's our relationships with the people there.

Studies suggest that students who participate in living-learning residential communities, rather than traditional dorms, perform better academically. They also have an easier time transitioning into college and tend to develop a greater attachment to the institution. While some students and faculty may seek out the library as a place of solitude, the fact is that they are doing so among others who value that same condition. Even if you prefer to be tucked away in the stacks, others around you are also silent and respectful of this shared desire. It's a community of quiet people.

We become attached to places because of what they enable us to do. They can provide us with energy and support, and they supply us with inspiration and comfort. These places enhance our lives on a continuing basis. If we want students and others to feel this way about libraries, then they need the ability to participate in their surroundings accordingly.

How does this space make you feel?

Libraries have certain noises. Their soundscape, ranging from intense concentration to lively collaboration, is unparalleled. Even our quiet reading rooms have a particular hum—the energy of people surrounded by like-minded people reading, typing, thinking, and dreaming.



This is an excerpt from *Encoding Space: Shaping Learning Environments that Unlock Human Potential* by Brian Mathews and Leigh Ann Soistmann (ACRL, 2016).



We've spent years trying to improve this harmony. How can we help people work better? The most valuable insights we've encountered have come from sharing space with the students themselves. To understand their situation, we had to experience it firsthand. We needed to work where they worked, see what they saw, and feel what they felt. We needed to inhabit the environment alongside them. So we frequently take our own work into the commons landscape. Over time you recognize a choreography in how a space ebbs and flows between calm and frenetic. You realize that certain people can completely alter the demeanor of a room.

In our conversations with library users, we've repeatedly encountered stories from groups and individuals about being able to get things done. A psychological alchemy occurs once people walk through our doors. Visiting a library unlocks certain mental modes, different ways of thinking, seeing, and being. Students and faculty leave our buildings with a sense of accomplishment. A trip to the library is an investment in self-improvement.

We vividly recall a conversation with a student team that expanded our thoughts on common areas. They felt that they could write code together better when working in the library. They admitted that using their laptops enabled them to work anywhere, but the library presented them with a unique combination of features. The mixture of physical, technological, social, and aesthetic components propelled their work. The group members also noted that they always run into old friends or encounter people they don't see regularly in their classes or residential areas. The value proposition for them is being able to share, move, create, test, and bond in ways they couldn't achieve elsewhere.

This communal aspect is intriguing. People are not coming to libraries only to get work done; they also want an audience and to join the performance. They position themselves around other people who are working on their own assignments. We're all in this together. It's a shared effort. Being surrounded by other productive people is a powerful motivator.

We've since noticed related activities. For example, when given an opportunity, many students will alter furniture placement to meet their needs. They might move a table near a window or drag a chair next to a friend. Some will adjust lamps, window shades, or portable partitions. This idea of modifying a room to address immediate needs serves both functional and emotional desires. It's a key element for encoding space. Our message to them: Make it your own.

Some students feel better sitting a particular way in a particular chair in a particular place at a particular time. A chair is more than just a place to sit; it is an instrumental part of the larger ecosystem and has a direct impact on the pursuit of learning. Places enhance our moods and affect the way we feel about the activities we are doing. As Maslow suggested with his room study, an uncomfortable environment makes working on projects feel more laborious, whereas an inspiring environment uplifts the spirit, bringing about greater results.

Space imparts action

Imagine you are teaching in a classroom filled with rows of desktop computers. What impact does this arrangement have on your approach? Now imagine that you are in a room outfitted with movable furniture, portable whiteboards, and



A chair is more than just a place to sit; it is an instrumental part of the larger ecosystem and has a direct impact on the pursuit of learning.

a cart of laptops. Would you teach differently? One setup isn't necessarily better than the other; they each enable different things to happen. If you are demonstrating software and want people to follow along, then the fixed room would be suitable. If you want students to move about and interact in small groups, then the flexible arrangement is more ideal.

The space affects what we can do within it. You've probably experienced this during meetings. A circular setup creates a different dynamic than one featuring a long rectangular table. The configuration of the furniture affects the way people engage with one another and the manner in which topics are discussed. There is a big difference between sharing information and shaping it together. Our job, then, is to think about the wide array of interactions (behaviors) that we want to support and then to develop spaces that encourage those outcomes.

Programmable space

One of the most valuable ways to think about physical space is to compare it with virtual space. If you manage a website, there are things you can do to influence how it is used, from selecting certain colors, fonts, and graphics to presenting content, navigation, and interactive components. Information architecture works behind the scenes to bring it all together.

Analytics, usability testing, and other tools allow you to monitor the actions occurring across your pages. You can change settings to make your site better: Rename links, resize images, move text, or place greater emphasis on certain areas. By modifying code, you modify the virtual environment and ultimately how people experience your

web presence. Changing the environment influences people's behaviors.

We view library buildings in the same manner: It is all programmable space. We can move book stacks, computers, or study carrels and arrange them differently. We can introduce temporary features such as exhibits, installations, or events. We can optimize certain areas depending on how they are framed and where they are located throughout our buildings. We can alter experience (and behaviors) by altering the environment.

An idea that sparked our imagination was a series of experiments conducted in school cafeterias. Researchers found that they could influence student's food selection simply by arranging the choices in different ways. For example, they increased healthy eating by emphasizing certain foods and deemphasizing others, even when the same inventory was available. What really mattered was how the food was presented as students moved through the line. Easy access to healthy food early on was the critical factor.

This is a powerful concept. It encourages us to think of ourselves as choice architects, not just learning space managers. A library building presents visitors with many choices, and patrons have to make a series of decisions about what they need for the task at hand. We are presenting them with a physical interface. As they navigate our spaces, they are exposed to many different possibilities. Our task is to apply the principles of usability and offer intuitive options. In this manner we become interaction designers, creating a diverse range of settings for a variety of intended outcomes. **AL**



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Not Beyond Critique

The need for critical conversations about our libraries and profession

BY Meredith Farkas



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

In my column in the January/February issue (“Your Library’s Story,” p. 64), I encouraged librarians to take control of the narrative when telling the story of their impact. The ability to demonstrate our value is crucial as our funding bodies face decreased revenue because of the pandemic. In promoting a positive external image of the library, it’s possible to also inadvertently position the library internally as above censure. This silences criticism and keeps libraries from improving.

At the heart of this issue is vocational awe, originally defined by Fobazi Ettarh in her article “Vocational Awe and Librarianship: The Lies We Tell Ourselves” (bit.ly/AL-VocAwe), which positions the profession as a calling and the institution as a sacred beacon of democracy.

We’ve all read articles that portray libraries as “a city on a hill” and librarians as selfless community servants. While these narratives might be useful externally, within the profession they can stifle legitimate concerns and dissent.

Libraries should not be beyond critique. At a time when the structural racism inherent in American institutions is being starkly exposed, narratives that portray libraries as institutions that neutrally welcome everyone erase the marginalization, racism, and exclusion experienced by Black, Indigenous, and people of color (BIPOC) and people from other marginalized groups at the hands of library employees and inequitable library policies. Our rhetoric around the value of libraries often centers on the people who work there, but library workers are humans who can’t just leave their unconscious biases at the door.

While vocational-awe narratives are rooted in white supremacy, they can harm all workers. These narratives characterize people who prioritize their own well-being as being lazy or lacking commitment. This past spring, when most libraries closed their buildings to protect public health, critics on social media accused library workers of abandoning their patrons and being unwilling to be “essential” when they were most needed. Library workers who were advocating for safety (against those who wanted libraries to open or provide curbside service before it was safe in their area) were portrayed in one article as “too precious to roll up their sleeves and get to work” (bit.ly/AL-Essential). While this commentary also recognized that individuals deserved to feel safe and supported, the portrayal of workers’ safety concerns in such language can have a chilling effect on self-advocacy.

Within our profession, we should be able to examine areas where we fall short. I recently watched a friend leave the profession because of the death by a thousand cuts she suffered as a Black librarian, including

microaggressions, racial trauma, and the erasure of her contributions. Rich literature on the negative and traumatic experiences of BIPOC library workers should give any library administrator pause, yet most of our organizations have not yet acknowledged the white supremacy inherent in our formal or unspoken workplace norms (bit.ly/AL-WhiteSupCulture). Those looking for recent works that shed light on these experiences should read the excellent book *Pushing the Margins: Women of Color and Intersectionality in LIS* (bit.ly/AL-PushingMargins),

edited by Rose Chou and Annie Pho, and Kaetrena Davis Kendrick and Ione Damasco’s article “Low Morale in Ethnic and Racial Minority Academic Librarians: An Experiential Study” (bit.ly/AL-LowMorale).

When an institution is beyond critique, it can’t be improved. The

Within our profession, we should be able to examine areas where we fall short.

sooner we acknowledge the role libraries play in upholding inequities, the sooner we can identify ways to change for the better. Confronting the ways in which our organizations cause harm—whether to patrons or staff members—is uncomfortable but entirely necessary. Recognizing how we, as individuals and as part of institutions, have benefitted from and upheld white supremacy can be deeply painful, but the fact that our BIPOC patrons and colleagues do not get to choose whether to engage with racism should motivate white librarians to do the work. **AL**

Digital Legacy Planning

Librarians can help patrons evaluate their online footprint

BY Heather Moorefield-Lang



HEATHER MOOREFIELD-LANG is associate professor in the Department of Library and Information Science at University of North Carolina at Greensboro.

When you hear the terms *digital legacy* or *digital afterlife*, what comes to mind? An episode of *Black Mirror*, maybe, or the sci-fi series *Upload*, in which characters choose their own afterlives? How about *The Good Place*?

The themes of afterlife and legacy have become prominent in popular media over the past few years, but the lifecycle of our digital footprint is less understood.

The Digital Legacy Association, a British organization that hosts annual conferences on the topic, defines digital legacy as the digital information left behind when a person dies. How that information is stored, shared, and protected is incredibly important, and this is where we as librarians can play a role as educators and curators.

Librarians have an opportunity to help patrons understand their online behavior while also protecting the legacies they will leave behind.

When discussing digital citizenship with library patrons or students, we typically talk about responsible behaviors in a technological society, focusing on topics such as cyberbullying, cyber safety, digital footprints, and sometimes cyber security. It is important for our students and library patrons to understand that the lives they build online will far outlast their physical lives.

While it may not sound like the most exciting lecture or professional development workshop topic, it is still incredibly important. We are digital citizens much longer than we are mortal ones. Facebook pages, Twitter and Instagram posts, Pinterest boards, and even Snapchat snaps—all this content has the potential to outlive the person who created it.

Think back—way back—on everything you have ever posted online. If your digital life were a closet, how packed would it be? How much purging would you need to do to empty it, as if you were making a big move?

Understanding what we digitally own versus what we can access online is important as well. For example, you can access music—but not own it—via services like Spotify, whereas files you store digitally in cloud servers like Dropbox or Google Docs belong to you.

Things to think about:

- Just as you might reorganize your closets twice a year, it's also important to review and clean out your digital files and accounts. If you have not used that LinkedIn page in three years, maybe now is the time to delete it. If Facebook has not served your needs lately, maybe it's time to get rid of that account, too.

- If you have not already done so, speak with an estate attorney about your physical and digital property (such as sentimental materials like family photographs). If you do not want to involve a lawyer, you can always research how to write a will online. It is an easy document to fill out, and a notary stamp is all you need to make it official.
- Have an open conversation about digital content with your family, friends, loved ones, and heirs. Death is not the most exciting or welcome of topics, but it happens to 100% of us. Failure to discuss the topic realistically can leave your heirs in the lurch.
- Be realistic about your digital assets and belongings. What do you have? Make an inventory for those who will inherit it. Revisit and update this list regularly. Make sure you have a way for loved ones to access your accounts.
- Appoint a digital executor for your online life. This can be the

executor of your will, or it can be a designated web service. For more on this topic, see Jan Zastrow's article "Online Legacies and Digital Estate Planning" in *Computers in Libraries* (bit.ly/AL-digital-legacy).

If your digital life were a closet, how packed would it be? How much purging would you need to do to empty it?

AL-digital-legacy).

When it comes to digital legacy, a little bit of advance planning and mindful preparation goes a long way.

Adapted from "Digital Legacy," *Library Technology Reports* vol. 56, no. 5 (July 2020). [AL](#)

From Reactive to Proactive

Youth services require clarity and flexibility during periods of uncertainty

BY Linda W. Braun



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

In May, when I learned about the strategic leadership frameworks VUCA (volatility, uncertainty, complexity, ambiguity) and VUCA Prime (vision, understanding, clarity, agility) that are often used in business, I began to better understand the ways in which library staffers responded to COVID-19 building closures.

I noticed that youth library workers were, understandably, operating in reactive mode. But a quote from Bob Johansen, the author and futurist who introduced the VUCA Prime model in 2007, helped me realize this may not be the best method: “You have to be very clear where you’re going but very flexible in how you get there” (bit.ly/AL-VUCA).

VUCA Prime is a natural jumping-off point for forward-thinking response during uncertain times. It can be a way to move from reactive to proactive practices in our libraries. Those working with youth and families seemed to be reacting to the *volatility* of the pandemic. There was a feeling that libraries needed to pivot quickly to offer virtual services, which often translated to live-streaming storytimes, hosting teen advisory groups via Zoom, and bringing a variety of other programs online. It must have seemed impossible to do anything else—and it’s understandable that staffers would want customers to have access to services that are similar to what they provided face-to-face.

However, emergencies can be a time to set forth a new *vision* for services. For example, if the vision is to prepare all teens for successful futures, staffers might ask themselves how they should change the ways they plan to achieve that goal in a time of social distancing and building closures. Examining the library’s mission for youth services can help staff gain new focus even in challenging times.

With a vision in place, it’s possible to move from *uncertainty* about a situation to an *understanding* of how tactics need to realign. You can take this understanding and begin talking about it with others—colleagues, community members, decision makers, families, and youth. By building on these conversations, it’s possible to gain *clarity* on which activities and services will help you meet the needs of youth in a changing world.

How do you develop that clarity? LaKesha Kimbrough, student success coordinator at Washington Middle School in Seattle, suggests working with knowns. For example, if you know that your vision is to make sure all youth have successful futures, and you know that you need to work toward that goal in distanced or virtual environments, then you know you need to learn about the digital access that youth

have—and don’t have—in your community. Because COVID-19 has moved school online, school systems and local government likely have data on what percentages of youth and families have access to broadband internet or networked devices at home. Then keep going, expanding upon knowns and communicating with stakeholders until you recognize which services can accomplish the library’s vision.

This method helps you develop a game plan; you are no longer

jumping into programs because they replicate physical services and are easy to get off the ground. Yet, as you work with knowns, be mindful of *agility*; always analyze and adapt practices as you progress. For instance, you may have used demographic data to determine that you

Being proactive can take time but will enable you to build services that support a community’s changing needs.

need to bring summer learning materials to a school meal site. But once there, you might find that items aren’t being checked out. Instead of thinking, “We know these families need these materials,” ask yourself, “Why aren’t families interacting with us?” Talk with them and meal-site workers to learn more about their needs.

Being proactive can take more time than being reactive, but it will enable you to build services that support a community’s changing needs. If you start by examining your vision, it’s more likely you’ll be equipped to provide quality services during periods of crisis. **AL**

Remote Control?

Rethinking inclusive online teaching

BY Elizabeth M. Johns



ELIZABETH M. JOHNS is teaching and learning librarian at Goucher College in Baltimore and a doctoral student at the Johns Hopkins University School of Education.

This fall semester will look and feel different for academic librarians on campuses across the country. Summertime conversations that used to focus on fall event planning or new interactive exhibits have been replaced with discussions of which chairs are moving to storage and whether we have enough plexiglass to protect the help desk.

My information literacy classes, like so many others, have largely shifted to video chat platforms. It was a difficult, abrupt switch, even for those of us who have taught online for years. As online learning librarians know, a lesson designed for a physical classroom cannot easily move to an online space but requires transformation for its new environment.

I know what I am teaching and why it's important, but our teaching approaches changed almost overnight. Students initially struggled with this new way of learning during the COVID-19 pandemic. I could see and hear their frustrations as they were forced into a learning environment that they did not choose or enjoy.

To help me understand my students' reluctance, I turned to Universal Design for Learning (UDL), a framework for teaching with the goal of developing expert learners who are purposeful, motivated, resourceful, and strategic. It offers graduated levels of guidelines to help educators design learning that provides multiple means of representation, engagement, and action and expression—or what educators should consider the principles of what, why, and how students learn.

The answers to those questions have changed seismically over the last several months. The pandemic has forced instructors and students alike to confront profound issues of persistence and self-regulation and to find new ways to cope with the struggle.

I have integrated UDL into my practice in the past, tending to focus on the first level of the why of learning—recruiting interest—with first-year students. The pandemic has forced me to take it further. I asked my students to self-assess their work and set their own deadlines. I held space in class for more intentional group reflection, focusing on ways to build connections between the content and their lives. We all need that space to refocus, and it remains crucial as the fall semester begins.

UDL isn't a simple checklist or the sole solution to a complex set of challenges. Rather, it supports a nuanced approach to learning, one that encompasses accessibility, inclusion, and cultural awareness.

What does this look like for educators? We must ask ourselves, for example: When we attempt to activate or supply background knowledge, are we merely acknowledging diverse experiences and circumstances or are we respecting and amplifying a diverse range of voices?

Conversations around these questions can be facilitated by the UDL Graphic Organizer and other resources on the website of the Center for Applied Special Technology, the organization that developed the framework (available at udlguidelines.cast.org). Kendra Grant and Luis Perez's 2018 *Dive into UDL* workbook can help you practice (diveintoudl.com). As more classes, programs, and outreach shift online, the International Society for Technology in Education Standards for Educators can serve as a complementary resource to UDL (bit.ly/AL-ISTE).

These are anxious times for everyone, particularly students from historically marginalized communities. But we can be proactive in our efforts to support students. We can refocus on how and why students learn. For me, that process involves a UDL approach and a critical pedagogy lens.

As academic librarians, we often pride ourselves on our student-centered approach to teaching and learning. The ongoing pandemic-related challenges of the present moment offer an excellent opportunity to model that practice. **AL**

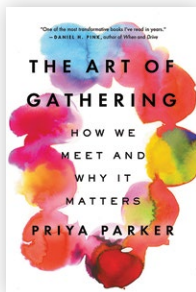
Universal Design
for Learning
isn't a simple
checklist or the
sole solution to
a complex set
of challenges.

Building Community

Elevate patron voices through engagement, partnerships, and volunteerism



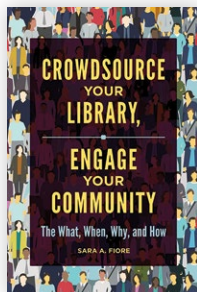
ARACELI MÉNDEZ HINTERMEISTER is knowledge manager at Uplift Education in Dallas.



The Art of Gathering: How We Meet and Why It Matters

By Priya Parker

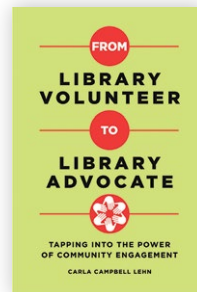
We spend much of our time in meetings, at conferences, and attending other work-related affairs—either in person or virtually—but often those experiences are narrowly focused on logistics, one-way communication, and mechanics. Parker shows that getting together with other people doesn't have to be boring; we can instead fill meetings with moments and interactions that will capture our attention and change and connect us. This guide is full of ideas on how to shape your gatherings and become an active participant, so you can get more meaning out of them. While Parker does not explicitly talk about virtual gatherings, she has published free resources on her website (bit.ly/priyaguide) to connect the book's lessons to gathering while apart. Riverhead Books, 2018. 320 p. \$28. 978-1-5946-3492-5. (Also available as an ebook.)



Crowdsource Your Library, Engage Your Community: The What, When, Why, and How

By Sara A. Fiore

This guide shows new ways to crowdsource ideas from your library community and provides solutions and support to successfully execute those ideas. Using examples from libraries across the country and tactics on how to serve specific demographic groups, the book illustrates how to use crowdsourcing and crowdfunding as tools to empower outreach, develop staff, plan strategically, and more. Through these local partnerships and engagements, libraries can tackle a variety of endeavors that will not only serve but also celebrate patrons. Libraries Unlimited, 2018. 122 p. \$50. PBK. 978-1-4408-6111-6. (Also available as an ebook.)



From Library Volunteer to Library Advocate: Tapping into the Power of Community Engagement

By Carla Campbell Lehn

In this book, Lehn urges readers to imagine volunteerism not simply as assigning tasks throughout the library, but rather as a strategy for engagement that matches volunteers' skills and interests to the library's needs. In the shorter term, restructuring tasks helps build meaningful relationships with volunteers, leading to more purposeful work. In the longer term, volunteers gain a better understanding of the role of the library and can become advocates who can help strategize for community needs. Libraries Unlimited, 2018. 186 p. \$50. PBK. 978-1-4408-5670-9. (Also available as an ebook.)

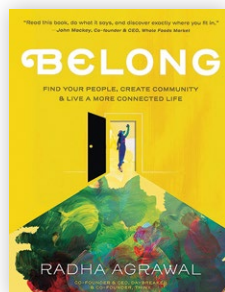
BY Araceli Méndez Hintermeister



Community Partnerships with School Libraries: Creating Innovative Learning Experiences

By Bridget Crossman

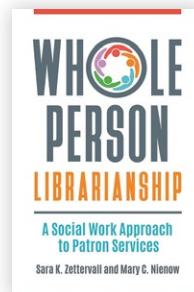
Crossman explores community partnerships that support the learning experiences of patrons inside and outside the school library, showcasing how these collaborations can support learners as they develop skills crucial for lifelong learning. While this book is targeted to school librarians, its lessons—on how reimagined relationships can create an environment that empowers patrons while simultaneously identifying and addressing their needs—can be valuable for libraries of all types. Libraries Unlimited, 2019. 187 p. \$45. PBK. 978-1-4408-6891-7.



Belong: Find Your People, Create Community, and Live a More Connected Life


By Radha Agrawal

Belong aims to help readers build authentic and meaningful relationships in fulfilling communities. Using prompts, charts, quizzes, and stories, Agrawal presents a self-discovery process that can help people identify their values, interests, and abilities and use them to find a like-minded group. While this book is primarily for personal exploration, it can help librarians reflect on the shared interests and goals of their library and users while identifying ways to communicate and navigate through constraints, all in a fun and unexpected way. Workman Publishing Group, 2018. 232 p. \$19.95. 978-1-5235-0205-9. (Also available as an ebook.)



Whole Person Librarianship: A Social Work Approach to Patron Services

By Sara K. Zettervall and Mary C. Nienow

Zettervall and Nienow believe that librarians and social workers have a common goal of connecting people to needed services. *Whole Person Librarianship* points out the complementary values and distinct approaches both professions employ in serving their communities. By highlighting a shared mission, the authors show how connection can become collaboration. Whether collaborating with social workers or learning from their practices, library workers will find this book helpful in referring patrons to services that best meet their community's needs. Libraries Unlimited, 2019. 175 p. \$55. PBK. 978-1-4408-5776-8. (Also available as an ebook.) 

SOLUTIONS

Products and services



Staff (top) and patron views of Curbside Communicator.

Don't Touch

Contactless services for libraries

BY Carrie Smith

As libraries reopen, finding ways to reduce face-to-face interaction will minimize the risk of spreading disease for both library workers and patrons. From managing curbside pickup to integrating printer payment systems that minimize cash transactions, these platforms and apps are helping libraries improve their services during the pandemic.

Curbside Communicator

Unique's Curbside Communicator automates curbside pickups for holds and creates a simple communication link between patrons and library staff to facilitate the process. Rather than requiring patrons to reserve a time slot in advance, Curbside Communicator allows patrons to arrive anytime during designated hours and use their mobile devices to check in and provide basic information.

Patrons place a hold as usual and, when the hold is ready for pickup, receive instructions to visit a web portal or text a number provided by Unique (assigned to each library) when they are ready to retrieve items. This process can be integrated with Unique's MessageBee email automation service for hold pickup notices; for libraries that don't use the service, curbside pickup instructions must be added manually to their existing hold pickup notice emails.

The pickup process doesn't require patrons to download an app, and the text message option allows communication without an internet connection. Unique suggests posting instructions in the curbside pickup area and provides templates for signs. Once a patron arrives and checks in, they receive automatic prompts for basic information as set by the library for each

branch, which can include name, library card number, parking space, and car model. That information is then relayed to the Curbside Communicator system, which, depending on the library's preferences, sends an email notification to staff or displays the information in the web-based admin panel where library staffers can also send chat messages to patrons. To ensure privacy, conversations are deleted after the pickup has occurred.

Curbside Communicator is \$50 per month for the first location and \$40 for each additional branch in the same system, with a one-time setup fee of \$295 that covers up to four locations (more locations incur additional fees). The first 1,500 text messages each month are included in the cost, with no additional charge for messages sent through the web app.

For more information, visit uniquelibrary.com/curbside-communicator.

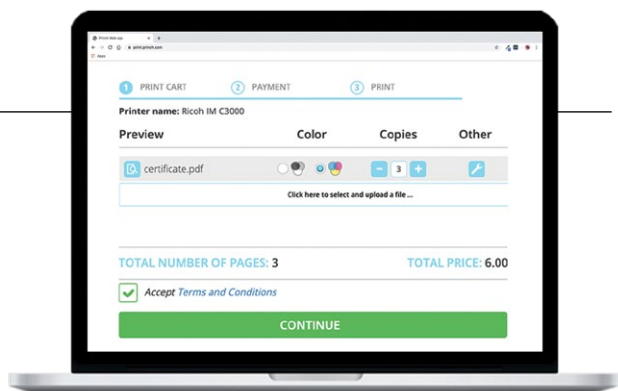
Princh

Princh is a cloud-based self-service printing and payment platform designed to save time and reduce patron-staff interactions. Patrons send documents to library printers from their own devices using the Princh mobile app or a web browser. For public computers, the company offers software that integrates the Princh payment system.

To print from a mobile device, patrons download the Princh app, import the document they want to print to the app, and then choose the library printer. The mobile app includes a map of nearby

SUBMISSIONS

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



CASE STUDY

LIBRO on the Go

How do you use LIBRO?

We purchased LIBRO to help with curbside pickup when we reopened the building in late May, with the intention to add more services by integrating our ILS.

How does LIBRO serve your library's needs?

Prior to implementing LIBRO, we were essentially forcing our room reservation software to work as a curbside pickup reservation system. It was functional but very cumbersome for our staff and patrons. Once we installed LIBRO, our patrons and staff made the transition almost seamlessly. LIBRO makes the workflow for our staff easy, and the developers are constantly adding new functions in response to our requests.

What are the main benefits? This is the best software implementation process I have ever experienced, by far. The team at LIBRO has been incredibly responsive and eager to get our feedback. The patrons are loving the experience and are overwhelmingly positive about the convenience and safety of curbside pickup. The staff have adapted quickly to the new system as well. Once our ILS is integrated with LIBRO, we anticipate staff and patron satisfaction to continue to grow. The added benefit of voice search on smartphones and home electronics is exciting and supports patrons with a variety of impairments while offering convenience for everyone.

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

We are eager for the ability to check out a patron's holds with the click of a button within the LIBRO staff interface. This will significantly reduce staff time and the need to handle each item. We also look forward to offering a self-checkout option that allows patrons to use their smartphones to scan and check out without the need to visit our circulation desk or existing self-check stations. This will reduce contact with surfaces tremendously. People are more and more comfortable with "self-check" or "scan and buy" options since the start of the pandemic. This will add another option to keep patrons safe if they choose to use it. Our staff will always be available for questions or assistance, but by offering these technology solutions we can increase meaningful interactions with patrons and move away from just processing transactions. ●

USER: Kimberly Olivares, administrative and project specialist, Hussey-Mayfield Memorial Public Library in Zionsville, Indiana



PRODUCT: LIBRO

DESCRIPTION: LIBRO is a mobile app that syncs with a library's integrated library system (ILS) and offers curbside pickup management and voice assistant features.

Princh-enabled printers. Laptop printing is browser-based, and no installation is required. For added security, print jobs can be automatically assigned a PIN to release them at the printer.

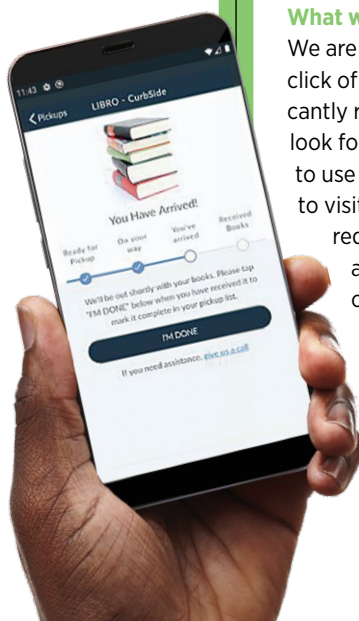
Supported payment methods include debit and credit cards, PayPal, and cash. When patrons want to pay in cash, a library staffer can release the print job through the Princh administrator panel. The panel also allows staff to resend failed print jobs and cancel or refund payments. For free print jobs, libraries can set a password to enter on the payment screen.

Princh runs on existing printers and server; setup takes about 15 minutes and can be done by library staff or remotely by Princh. If a library doesn't have a dedicated server, the service can be run on a networked laptop or PC with a reliable internet connection.

Princh mobile service starts at \$249 per year and \$599 per year for mobile and public PC printing together. The fee includes installation, staff training, support, payment setup, updates and upgrades, and promotional materials. Libraries are also charged 7 cents for each print transaction. Payments for print jobs are stored by the company and deposited to the library quarterly. Princh is offering its mobile printing service for free to ALA members through the end of 2020. For more information, visit princh.com/covid-19-offer. **AL**

Princh allows patrons to print from their own devices.

LIBRO simplifies staff workflow for curbside pickup.



PEOPLE

Announcements

ON THE MOVE

June 1, **Michael Baird** became manager at Edson (Alberta) and District Public Library.

July 6 **Jenny Benedict** started as director of Sawyer Free Library in Gloucester, Massachusetts.

The Schomburg Center for Research in Black Culture at New York Public Library named **Joy Bivins** associate director of collections and research services June 23.



Oakland University in Rochester, Michigan, appointed **Polly D. Boruff-Jones** dean of university libraries, effective July 1.



University of North Carolina at Chapel Hill Libraries appointed **Emily Brassell** associate head of the software development department June 1.



July 1 **Tressie McMillan Cottom** joined the University of North Carolina at Chapel Hill School of Information and Library Science as associate professor.



Amherst (Mass.) College named **Martin Garnar** library director, effective August 1.

Alexandra Glenn joined University of Florida Marston Science Library in Gainesville as student success librarian June 2.

In August **Chad Helton** became director of Hennepin County (Minn.) Library.

April 13 **Emily Jones** joined University of North Carolina at Chapel Hill Libraries as health sciences librarian.

Kudos

Brianna Buljung, teaching and learning librarian at Colorado School of Mines in Golden, has been awarded a Fulbright US Scholar Grant to lecture at China University of Mining and Technology in Xuzhou in spring 2021.

Roberta Koscielski, deputy director of Peoria (Ill.) Public Library, was named Librarian of the Year by the Illinois Library Association in July.

Santi Thompson, head of digital research services at University of Houston Libraries, is the inaugural recipient of the Eva Digital Research Endowed Library Professorship. ●

July 1 **Kaetrena Davis Kendrick** joined Winthrop University in Rock Hill, South Carolina, as dean of its Dacus Library and Pettus Archives.



Jessica Koshi-Lum became associate dean of the library at Renton (Wash.) Technical College July 1.

July 31 **Scott Walter** became dean of library and information access at San Diego State University.



May 1 **Hao Ye** joined University of Florida Health Science Center Libraries in Gainesville as reproducibility librarian.

PROMOTIONS

Mount Gilead (Ohio) Public Library recently promoted **Melissa Kipp** to director.

Melrose (Mass.) Public Library promoted **Kathryn Walton** to children's librarian in May.

RETIREMENTS

Sharon Epps, librarian and head of development and faculty services at University of Maryland in College Park, retired June 30.

June Koelker, dean of libraries at Texas Christian University in Fort Worth, retired in July.

Jessica MacPhail retired as executive director of Racine (Wis.) Public Library, effective July 6.

Scott P. Muir retired from Rowan University Libraries in Glassboro, New Jersey, as associate provost for library information services in July.

June 30 **Vickie L. Novak** retired as director of Glenview (Ill.) Public Library.

Rachel Plant retired as youth services librarian from Bixby Memorial Free Library in Vergennes, Vermont, May 29.

Melrose (Mass.) Public Library Children's Librarian **Marianne Stanton** retired in May.

AT ALA

Monica Chapman was promoted to program coordinator for the Coretta Scott King Book Awards at the Office for Diversity, Literacy, and Outreach Services June 22.

Credit Manager **John McGovern** left ALA June 30.

Manager of Public Policy **Megan Ortegon** left the Public Policy and Advocacy Office (PPAO) June 26.

Emily Wagner, deputy director of advocacy communications in PPAO, left ALA June 19. [AL](#)

In Memory

Barbara Brewster, 98, a librarian and media specialist for 24 years at Ossining (N.Y.) Union Free School District, died March 31. Brewster was an early advocate for introducing computers to students and served as president of the Ossining teachers union.

Nora Caplan, 93, head librarian for Noyes Children's Library in Kensington, Maryland, until her 1981 retirement, died April 25. She had previously worked at the Library of Congress, and she published articles and stories in *The Saturday Evening Post*, *Alfred Hitchcock Mystery Magazine*, and *The Washington Post*.

Marianne Cooper, 82, chair of the Queens (N.Y.) College Graduate School of Library and Information Studies (1990–2003), died April 15. She led the school during a period of fiscal difficulties when it was being considered for elimination, which it avoided by introducing new programs and updating older ones. She worked at Queens College for 36 years, also serving as the college's affirmative action officer from 2008 until her 2011 retirement. She published several scholarly papers and was an active member of the Long Island Library Resources Council's board of trustees.



Mary Ardeth Gaylord, 65, former librarian at Kent (Ohio) State University and Eli Lilly and Company, died June 1. In 1986, she cofounded the Reference and User Services Association's Business Reference and Services Section.

Linda M. Gosnell, 69, former head of children's libraries at Pamunkey Regional Library System in Hanover, Virginia, died May 4. She had previously worked as a librarian at the American School in Tehran, Iran; Tufts Library in Weymouth, Massachusetts; and Henrico County (Va.) Library System.

Susan E. Kelley, 73, former children's librarian at Central Rappahannock Regional Library's Snow branch in Spotsylvania, Virginia, died in May.

Clement Chu-Sing Lau, 62, associate dean of Georgia Southern University Libraries in Statesboro, died May 24. Lau had previously served as associate librarian at Hong Kong Baptist University and associate director of the University of Baltimore Law Library. He was active in the Chinese American Librarians Association (CALA) and the American

Library Association's (ALA) International Relations Round Table, and he published many scholarly articles in English and Chinese.

Tze-chung Li, 93, dean and professor emeritus of Dominican University's Graduate School of Library and Information Science in River Forest, Illinois, died April 22. Li served as founding president of CALA (1976–1980) and was active in ALA, the Chinese American Educational Foundation, and Phi Tau Phi.

Michelle Marie Miller, 51, librarian at Gorham Intermediate School in Stanley, New York, died April 26. Miller was serving as New York Library Association Section of School Librarians (NYLA/SSL) vice president for conferences, had been a member of the NYLA/SSL board for more than 10 years, and served as 2017–2018 NYLA/SSL president.

Ola Mae Spinks, 106, a retired librarian for the Pontiac, Michigan, school district, died June 16. In 1972, she volunteered to visit the Library of Congress to help organize *Born in Slavery: Slave Narratives from the Federal Writers' Project, 1936 to 1938*, a collection of more than 2,300 first-person accounts of slavery compiled during the Great Depression.

Zula Faye Holloway Stanton, 94, a retired high school librarian in Perryville, Arkansas, died May 21.

Mary Thulin, 75, retired librarian at Plymouth (Mass.) Community Intermediate School, died in May.

Walter "Cat" Walker, 63, retired head of cataloging and associate librarian at Loyola Marymount University in Los Angeles, died June 11. Walker was active in the Program for Cooperative Cataloging, the Association for Library Collections and Technical Services, Online Audio-Visual Catalogers, and ALA's Rainbow Round Table.

Annie Lee Warren, 94, retired bookmobile librarian at Dixie Regional Library in Pontotoc, Mississippi, died May 18.

J. Linda Williams, 74, retired coordinator of school library services for Anne Arundel County (Md.) Public Schools and an ALA member for 44 years, died February 20. Williams served as president of the Maryland Association of School Librarians, president of the American Association of School Librarians (2005–2006), and head of school library services for the Maryland State Department of Education. ●



The World on a String

When Greg Hall (top right) and Morgan Matens met and fell in love as graduate students over a dozen years ago (he was studying library science; she was studying set design), they had no idea they'd wind up working together. Hall is now children's librarian at Nashville Public Library (NPL), where Matens is a puppeteer with Wishing Chair Productions, NPL's in-house puppetry troupe.

Wishing Chair Productions draws on the legacy of the prolific puppeteer Tom Tichenor, who worked in the library in the 1930s. After his death in 1992, NPL established a program in his honor that grew from small, single-performer storytimes to full-blown productions staffed by a team of 10 professional puppeteers. With marionettes, juggling, magic tricks, and a cast of recurring characters, "it's more of a show than a storytime," Hall says.

Sheltering in place together, the couple has collaborated on weekly Facebook videos that bring NPL's puppets to families across the country (bit.ly/NPL-puppets). The runaway hit so far is the music video "Curbside Baby," set to Vanilla Ice's "Ice Ice Baby" and featuring a DJ mouse who raps instructions for curbside library services (bit.ly/NPL-curbside). The video has garnered nearly 150,000 views on YouTube and a shout-out in *The New York Times*.

Recalling the high-fives and knee-hugs that used to happen in crowded gymnasiums, Matens says: "It's great we're getting all this positive attention, but I do miss the kids." Hall adds: "The Facebook 'like' is a poor substitute." **AL**

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

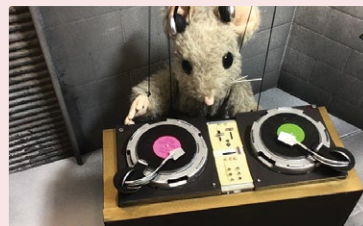


Photo: Samantha Saldana/Nashville Public Library (Matens and Hall)



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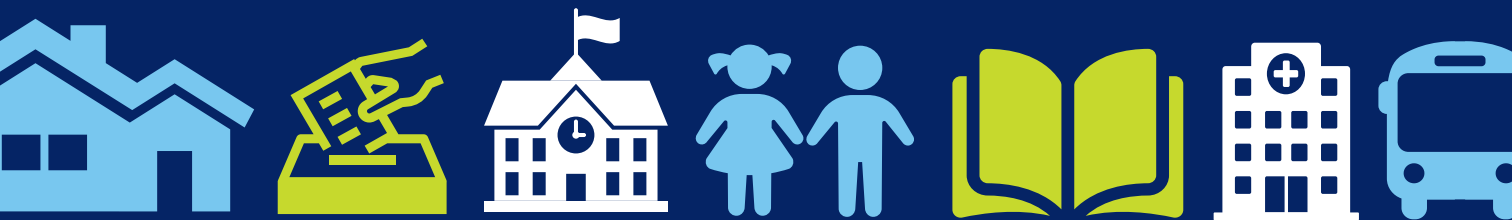
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