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# PUBLIC LIBRARIES ONLINE WEEKLY

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Issue #65

## Trending..The Latest From PLOnline

- Working with teens in a public library is one big great adventure! There are the fun moments when teens from different schools become friends, the I-am-a-super-librarian moments of finding a teen the perfect book at just the right time, and the tough times when we know that a teen is not thriving because of a lack of resources, an identity crisis, or relationship issues. When these tough topics arise, public library staff are often not equipped to deal with them. Although teens may not want to talk to adults, they do want to learn. Read "[Tough Topics for Teens.](#)"
- CIVICTechnologies' March 2016 white paper, "[Core Customer Intelligence: Public Library Reach, Relevance and Resilience](#)" reports findings from a one-year study of ten public library systems in the United States. The findings provide insight into commonalities of public library patrons and their behavior across the nation. The Core Customer Intelligence report is based on analysis of a data set of over 67.4 million patron transactions and four million customers that occurred in 2014 at ten participating library systems. The authoring company is [CIVICTechnologies](#), which specializes in customized location-based web software and offers demographic analysis, urban planning, and strategic planning. Read "[Insights From the Core Customer Intelligence Report.](#)"
- The idea of charging fines for overdue materials can be a contentious one in our field. While the question is not nearly as polarizing as our current state of politics, it does bring out strong opinions. Some staff believe fines should be



assessed to encourage the prompt return of materials, while others believe that charging fines should have been done away with years ago and is a public relations downer. Whichever side of the fence you land on, the fact remains that libraries still charge fines, but many

used for the good of the library or community at large. Read "[Fine Forgiveness Programs.](#)"

- BookBrowse, an online magazine for book lovers, combined responses from its annual survey last summer with its fifteen years of experience with book clubs to create the white paper entitled, "Book Clubs in the USA." The results may give libraries some insight into how they run or provide for local book clubs. Of the over-3,600 responses, 80 percent were over age forty-five, and 93 percent were female. Almost three quarters have a college degree and a household income of over fifty thousand dollars. Over half belong to a book club, and 27 percent were members of the website. Read "[Book Club Survey Offers Insights For Libraries.](#)"
- On July 31, 2016, the Fountaindale (Illinois) Public Library District (FPLD) celebrated their first [Smart Horizons Career Online High School](#) (COHS) graduation, with three graduates receiving diplomas. COHS, in partnership with Gale, a part of Cengage Learning, is an online high school diploma and career certification program. COHS began in 2011 and was accredited as of February 2012. In 2014, FPLD became the third public library in the country to offer this vital initiative, thanks to grant funding from the Illinois Department of Commerce and Economic Opportunity and the Clinton Global Initiative. This funding allowed FPLD the opportunity to award seventy-five COHS scholarships to prospective students. Read "[Public Library Offers Online High School.](#)"
- As a public library system director, I've been a part of interview panels and helped to design interview processes. The goal is to find the right person to fill the library's needs. In other words, you need to tell us why you are the person we're looking for. The application itself may include screening questions asking for descriptions of your experience. Be thorough but succinct. Complete every step in the hiring process. Is a cover letter optional? Provide one anyway. Taking extra steps shows your attention to detail and investment in getting this job. An incomplete application is likely to remove you from consideration. Read "[Landing the Library Job Interview.](#)"



## Midweek Media MashUp

### A Choice Selection of Links for Your Perusal

- [The New York Librarian Who Changed Children's Lit Forever](#)
- [Readers Live Longer](#)
- [Sleeping In On Weekends Could Save Your Life](#)
- [Women Are Often Under-Prepared for Retirement-Here's How to Change That](#)
- [Stop Trying to Be Good at So Many Things](#)
- [Here's What the President Is Listening To This Summer](#)

as possible. Thanks for reading!

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