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american libraries

JULY/AUGUST 2014

THE MAGAZINE OF THE AMERICAN LIBRARY ASSOCIATION

2014 Annual Conference Wrap-Up

p. 20

PLUS

- A New Model for Diversity p. 32
- One Year at Chicago Public Library p. 36
- Reasserting School Librarians' Value p. 13

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On the cover: Comic book legend Stan Lee. Photo: ©ALA.
Above: The exhibit hall at ALA Annual Conference in Las Vegas.

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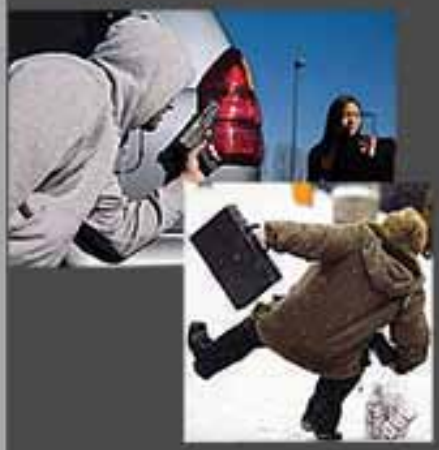
FOUR REASONS WHY YOU NEED A DRIVE-UP RETURN



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How We "Do" Annual Conference

by Laurie D. Borman

ALA Annual Conference and Exhibition can be quite a production, especially in Las Vegas. For the *American Libraries* team, this past conference involved four editors reporting, blogging, tweeting, and posting on Facebook, with five freelance librarian writers reporting. Two editors hung back in the Chicago office to accept our on-the-spot work, editing for style, resizing photos, writing headlines, and generally cleaning up our late-night posting mistakes.

We are supported by a professional video and photography team. Our formal assignment list totaled almost 90 events this year, and we captured serendipitous moments, too. Conference highlights are on pages 20–31, and at AmericanLibrariesMagazine.org/alaac14.

Of course, all this hectic activity means we sometimes slip up—miss a photo, respond a bit too quickly to social media, let autocorrect mess up, or even type the wrong quote. Yikes! Yes, all this happened this year, and we are reviewing our coverage procedures to ensure that we uphold the same journalistic standards for breaking news online that we have for the print magazine.

All this hectic activity means we sometimes slip up. Yikes!

It may mean we just have to slow down the media cycle, even as we strive to report "live" from programs and events. As always, please let me know at lborman@ala.org if there's an error or omission, and we'll get it fixed as soon as we can. We care, and you help keep us accurate.

Our editors' coverage onsite is always focused on news, not on analysis or editorializing. This year, *American Libraries* was questioned online about why we reported comedian B. J. Novak's opening joke,which some considered a violation of the ALA Code of Conduct. It's important that members share their concerns about speakers, and I thank those of you who reached out to us to see why we reported the presentation that way. Your feedback—both positive and negative—is valuable. In this case, our onsite conference coverage was reported in a typical straightforward manner, chronologically. The opening paragraph was part of Novak's opening remarks. So we stand by our blog post.

On the other question about how a speaker is involved with the Code of Conduct, the code states: "Speakers are asked to frame discussions as openly and inclusively as possible and to be aware of how language or images may be perceived by others. Participants may—and do—exercise the 'law of two feet.'" Code of Conduct violations are taken seriously by ALA, and anyone who feels harassed or threatened is encouraged to report offenses to the Conference Services office, where it will be dealt with confidentially.

Thanks to all of you who have tweeted, retweeted, blogged, and emailed us about Annual Conference. We hope you found as many great things about the Las Vegas event as we did, and that it inspired you, encouraged you, and helped you in your professional life. ▮

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Advancing Our Mission

Continuity of presidency

by Courtney L. Young

As I begin my ALA presidency, I'm aware of the need for both consistency and change. Like ALA presidents before me, I bring to the table my commitment to the profession as well as a good understanding of the Association's structure, finances, members, and aspirations. But my unique experiences will also help shape my approach to key ALA initiatives. Over the next year, several significant developments are in store for our professional association.

Taking ownership of all presidential initiatives

I will not develop a single initiative or standalone theme for my presidential year. Don't get me wrong; I do plan to highlight particular areas of interest and emphasis within ALA's mission and vision: diversity, career development, engagement, and outreach. At the same time, ALA presidents occupy the office for only one year. Each president leaves his or her mark on ALA, but the continuity of the role is key. Standing on the shoulders of every president who has come before me, it is my job to advance the crucial work of the library community. At this particular point in ALA's progress, I feel it is necessary to do just that by taking ownership of all currently active presidential initiatives. This will provide much-needed continuity to the outstanding work of my predecessors. I see this as an opportunity to continue our progress with the initiatives of previous ALA presidents to help reach their full potential. This will allow us to carry on with building relationships and recognizing diverse ways to make progress. By sustaining our progress, both our internal and external stakeholders will recognize our expertise and excellence in all areas of the library profession.

We need a stronger and more consistent social media presence to help move the Association forward and create opportunities to improve service.

Career development facilitators

So much of what we do in libraries is a direct result of partnerships and collaborations both within the library community and with outside partners. In that spirit, I am pleased to support an initiative of ALA's Office for Human Resource Development and Recruitment. With collaboration from state chapters, I will be working with a small team to select 25 participants in the inaugural Career Development Facilitator program.

Social media and transformation

Social media is a rapidly growing part of how we interact with our members and the public, engage new members, and tell the ALA story. These new modes of communication and interaction can be useful for making announcements and informing the membership of a new initiative or opportunity. However, social media also provides ALA with a means to go beyond mere communication and engage in transformative dialogue within the organization, among members, with other partners, and with the public. The Association needs a stronger and more consistent social media presence to help move us forward and create the opportunities we need as an association of the 21st century. My ongoing use of social media has allowed me to become a better librarian and ALA member. I plan to expand my social media presence to include my role as ALA president.

Diversity

Barbara Stripling and I have appointed a Special Presidential Task Force on Equity, Diversity, and Inclusion. The task force's efforts will facilitate a central area of the Association's mission and the role of libraries of all types in their respective communities. In addition to this group's work I will be collaborating with members to improve our knowledge of and access to diversity materials from across the Association. ▮

COURTNEY L. YOUNG *is head librarian and professor of women's studies at Pennsylvania State University, Greater Allegheny campus in McKeesport. Email: cyoung@ala.org.*

Comment Enabled

More on Metadata

Eddie Woodward's "Metadata for Image Collections" (*AL*, June, p. 42–44), presents only one side of an issue vigorously debated among archivists. He argues that the enormous time commitment to create detailed metadata for a large collection is essential for researchers to adequately retrieve an item. "Broad or general (high-level) descriptions … may work for born-digital records in some collections, but it is not really feasible for extensive collections of historical photographs, where each image is unique and an item-level description is desirable or required" (p. 42).

Via gadgets such as tablets, patron-generated data may become the private property of corporations that then use the data.

Item-level cataloging is not only inherently un-archival (that is, the context provided by aggregation is essential to understanding individual items), it has led to several poor outcomes. One is the equally un-archival practice of segregating photographs from their original collection (and original order) and both describing and housing them separately. The other is the frustratingly large and intractable backlogs of undescribed photographs, languishing until the day when detailed metadata can finally be applied to each one.

Most important, statements that only item-level metadata permit researchers to locate "unique" images are misleading. Each archival textual document is also unique, yet we ask researchers to find items by navigating collective (often folder-level) arrangement and description online. And only some researchers come to photograph collections seeking a specific item. They often come looking for a type of image: not "Dorothy Morrell riding a bucking bronco named Skuball, 1920" but a woman riding a bronco. Even if the quest is precise, more general metadata should guide researchers to a reasonable set of choices.

There is direct evidence that researchers prefer more choices (even if that means less precise retrieval) and that they are disquieted to learn of the size of our hidden (uncataloged or unscanned) collections. We should give them fighting chances to do their research by providing more images online with higher-level metadata.

Mark A. Greene
Laramie, Wyoming

AL Live and Mobile Privacy

In the AL Live excerpt "Left to Our Devices" (*AL*, June, p. 36–41), Moorefield-Lang, Messier, Kim, and King construct an extended advert for tablets and apps. Using marketing phrases such as "building a mobile experience," "meeting needs," "necessary tools," and "helping customers," the salespeople push readers to buy corporate gift cards and gadgets using textbook money. Whose payroll are these people on?

What librarians need to know about tablets and mobile apps is that they are not necessary. They also raise major ethical problems. Interactive technologies enable access—but not only for patrons. Via gadgets such as tablets, patron-generated data may become the private property of corporations that then use the data for tailored recommendations or as a digital commodity. The devices are often manufactured in conditions that violate human rights, and the primary design purpose for tablets is to maximize consumption. Networked products may contain bulk exploits to enable surveillance. So, why do we want tablets again?

Such privacy concerns were only amplified in the wake of the Snowden leaks that began in 2013. The missing conversation in the June *AL* article concerned the social and ethical implications of mobilization. Technologies are inherently political in nature, and librarians must decide whose politics they represent.

Michael M. Widdersheim
Pittsburgh, Pennsylvania

IN *"ALA Las Vegas Annual Conference and Exhibition Preview," (AL, June, p. 54–64), the introduction on page 55 said it had been more than 30 years since ALA held a conference in Las Vegas, when it has been more than 40 years. We apologize for this error.*

IN *"Building a Pipeline to Education in Azerbaijan," (AL, June, p. 46–49), the photograph on page 47 is of Halil Izmaylov of Baku State University. We apologize for this error.*

SEE MORE COMMENTS *at americanlibrariesmagazine.org.*

The editors welcome letters about recent contents or matters of general interest. Letters should be limited to 300 words. Send to americanlibraries@ala.org; fax 312-440-0901; or *American Libraries*, Comment Enabled, 50 E. Huron St., Chicago, IL 60611-2795.

ALA Mentioned in Two Supreme Court Rulings

On June 25, the US Supreme Court unanimously upheld the Fourth Amendment when it ruled in *David Leon Riley v. State of California* and *United States v. Brima Wurie* that officers of the law must obtain warrants before searching cellphones of those arrested.

The two cases began when police officers searched the defendants' cellphones without obtaining a warrant. The searches recovered texts, videos, photos, and telephone numbers that were later used as evidence. The Supreme Court of California found the search lawful in Riley's case, but the US Court of Appeals for the First Circuit, in Boston, reached the opposite conclusion and reversed Wurie's conviction.

In March, the American Library Association (ALA), along with the Internet Archive, filed a friend of the court brief in the cases. In the amicus brief, both organizations argued that warrantless cellphone searches violate the Fourth Amendment. The Supreme Court quoted from the brief in its rulings.

"In the past few years, our cellphones have become mobile libraries capable of storing massive amounts of personal and private data about our lives," says Emily Sheketoff, executive director of the ALA Washington Office. "The Constitution does not give law enforcement the right to conduct unlawful searches of our cellphones—many of which contain immensely personal information, such as our private conversations, photos, videos, banking information, and website history. In the same manner that we would not allow police officers to search unlawfully through our home library bookshelves without a warrant, we cannot allow government officials to search freely through our cellphones."

ALA Applauds Simon & Schuster Ebook Program

ALA has praised publisher Simon & Schuster for its plan to convert its pilot library ebook lending program to serve all US libraries.

The success of the pilot program has led Simon & Schuster to now license ebook titles to libraries for one year from the date of purchase. A "buy it now" capability for patron purchase through the ebook distributor is being offered as well, with a portion of proceeds from each sale going to the library.

"Today represents an important milestone for improving the ability of libraries to serve the public in the digital age," said then–ALA President Barbara Stripling in a June 26 statement. "The Simon & Schuster development is a welcome acknowledgment of our advocacy, the importance of the library market, and the key role of libraries in the nation's communities."

"In the year since we first started our pilot, we have been delighted with the response from the participating libraries, and we believe the time is right to make our ebooks available to all libraries," said Carolyn Reidy, president and chief executive officer of Simon & Schuster in a statement. "Although the library market for ebooks is still evolving, we are pleased to now offer ebooks to libraries on a universal basis, providing their patrons the content they desire in increasingly popular digital formats and helping libraries to continue serving their communities as they have so well for so many years."

For more information on the ebook lending program, visit bit.ly/1jmEpcE.

Candidates Sought for 2015 ALA Elections

The ALA 2015 Nominating Committee is soliciting nominees to run on the 2015 spring ballot for ALA president-elect and councilor-at-large. The ALA Nominating Committee nominates candidates from among the general membership for the position of president-elect (annually), for the position of treasurer (every three years), and for members-at-large of Council (annually). Individuals who are not selected by the Nominating Committee may run for office by petition.

ALA elections are held each spring, with the results announced in early May. The Nominating Committee began the work of selecting candidates for the 2015 elections for president-elect and councilor-at-large at the 2014 Midwinter Meeting in Philadelphia. Any ALA member interested in being considered by

CALENDAR

ALA EVENTS

Sept.: Library Card Sign-Up Month, ala.org/librarycardsignup.

Sept. 21–27: Banned Books Week, ala.org/bbooks.

Sept. 24: Banned Websites Awareness Day, ala.org/aasl/bwad.

Oct. 12–18: Teen Read Week, ala.org/teenread.

Oct. 19–25: National Friends of Libraries Week, ala.org/united/events_conferences/folweek.

Nov.: Picture Book Month, picturebookmonth.com.

Nov. 15: International Games Day, igd.ala.org.

2015

Jan. 30–Feb. 3: ALA Midwinter Meeting and Exhibits, Chicago.

Feb. 4: Digital Learning Day, digitallearningday.org.

Mar. 8–14: Teen Tech Week, teentechweek.ning.com.

Apr. 26–May 2: Preservation Week, ala.org/alcts/confevents/preswk.

June 25–30: ALA Annual Conference and Exhibition, San Francisco.

the Nominating Committee must complete the Potential Candidate Biographical Form (bit.ly/1wlQoSD). Forms must be completed by 11:59 p.m. Central time on August 14.

For more information, visit ala.org/aboutala/governance/alaelection.

DCPL to Host Arbuthnot Lecture

The District of Columbia Public Library in Washington, D.C., has been chosen as the site for the 2015 May Hill Arbuthnot Lecture, according to the Association for Library Service to Children (ALSC). The honor lectureship will feature author/illustrator Brian Selznick and will be held in spring 2015 in the Great Hall of the Martin Luther King Jr. Memorial Library.

The lecture celebrates May Hill Arbuthnot, who served as a strong voice for children's literature. Each year a chosen lecturer prepares a paper considered to be a significant contribution to the field of children's literature. The paper is delivered as a lecture each spring and is published in *Children & Libraries,* the journal of ALSC. ALSC established the lecture series in 1969 with sponsorship from Scott Foresman and Company, and it is now funded by the ALSC May Hill Arbuthnot Honor Lecture Endowment, and administered by ALSC.

Selznick was chosen at the 2014 ALA Midwinter Meeting in Philadelphia to be the upcoming lecture presenter. Among his award-winning works are illustrations for two Sibert Honor Books, a Caldecott Honor, and *The Invention of Hugo Cabret,* which was awarded the 2008 Caldecott Medal and adapted into the Oscar-winning film *Hugo,* directed by Martin Scorsese.

For more information on the Arbuthnot Lecture, visit bit.ly/1vXQ9Yx.

Schools Destroyed by Fires Receive Grants

Paul Robeson Malcolm X Academy in Detroit and Rowe (Mass.) Elementary School are the recipients of the 2014 catastrophic disaster relief grants offered as part of the American Association of School Librarians' (AASL) Beyond Words Grant, funded by the Dollar General Literacy Foundation. The schools will receive $50,000 each.

Founded in 1989, Paul Robeson Malcolm X Academy was the first publicly funded African-centered school in America. On May 10, 2011, a bolt of lightning hit the school, and the resulting blaze destroyed the entire building and school library collection. Rowe Elementary School suffered a similar fate on August 4, 2012. Lightning struck the school during a violent summer storm and soon engulfed the building in flames.

Since 2006, Beyond Words has provided relief to public school libraries that have suffered losses because of major disasters. To date, more than $1.5 million in grants have been awarded to more than 150 schools across the country. Funds replaced or supplemented books, media, and library equipment within the school library or offset costs incurred by those schools, opening their doors to significant numbers of new students displaced by the disaster.

To qualify for a catastrophic award, eligible schools must have suffered a 90% or greater loss to the school library program because of a natural disaster, fire, or an act recognized by the federal government as terrorism. Applications are accepted on an ongoing basis and can be accessed online at ala.org/aasl/disasterrelief.

I Love My Librarian Nominations Open

ALA is accepting nominations for the 2014 Carnegie Corporation of New York/*New York Times* I Love My Librarian Award. The award invites library users nationwide to recognize the accomplishments of public, school, college, community, and university librarians.

Library supporters nationwide have sent in more than 13,000 nominations since the award's inception six years ago. A total of 60 librarians have won the award to date. Up to 10 librarians will be selected for the 2014 award. Winners will receive $5,000 cash, a plaque, and a travel stipend to attend the awards ceremony and reception in New York City, hosted by the *New York Times*.

Each nominee must be a librarian with a master's degree from an ALA-accredited program in library and information studies or a master's degree with a specialty in school library media from an educational unit accredited by the National Council for the Accreditation of Teacher Education. Nominees must be currently working in the United States in a public library, a library at an accredited two- or four-year college or university, or at an accredited K–12 school.

Nominations are open through September 12 and are being accepted online at ilovelibraries.org/ilovemylibrarian.

YALSA Contest Fetes Maker Programs

The Young Adult Library Services Association (YALSA) invites libraries to enter their summer "maker" programs in the 2014 Maker Contest, which encourages "making" during the summer months at libraries across the nation.

Qualified programs must be specifically designed for and targeted at young adults ages 12–18, take place during the summer months of June through August 2014, and engage young adults in some aspect of making, as defined in the Making in the Library Toolkit (bit.ly/1jexreU). Selected recipients will receive outstanding recognition and prizes such as MaKey MaKey invention kits and other items. At least one prize will be distributed per category of library (based on budget size).

Applications will be vetted based

EMERGING LEADERS LOOK TO THE FUTURE

The 2014 ALA Emerging Leaders presented their final projects at a poster session during the 2014 ALA Annual Conference and Exhibition in Las Vegas. The Emerging Leaders were divided into groups to explore issues related to a sponsoring ALA division, committee, or round table.

New marketing, design, community building, and advocacy initiatives were among the topics that the new librarians tackled. The team representing Chapter Relations built on the work of past Emerging Leaders classes in developing the Librarians Build Communities project, which organizes volunteer efforts. This year's team was charged with developing a national Libraries Build Communities program. The team sponsored by the New Members Round Table (NMRT) examined new ways for the NMRT to increase its exposure. Team members designed a new NMRT logo; made recommendations on expanding NMRT social media and blog reach; and made T-shirts that feature a new logo that NMRT could sell to increase revenue.

Applications for the 2015 class of Emerging Leaders, the program that puts new librarians on the fast track to ALA and professional leadership, are now being accepted. Emerging Leaders gain firsthand knowledge of ALA structure and experience with library leadership by participating in projects, networking events, and other activities throughout the year. The program is open to librarians of any age who are new to the profession and who have fewer than five years of experience working at a professional or paraprofessional level in a library.

For more information and to submit an application, visit ala.org/educationcareers/leadership/emergingleaders. The deadline for submissions is August 1.

From left: Aaron LaFromboise, Morgan Sohl, Lindsay Taggart, Sara Zettervall, Brian Hart, and Tenzo Roberson. The six worked on developing a national Libraries Build Communities program for their Emerging Leaders final project.

on the program's innovation, engagement, and outcomes. At the conclusion of the contest, a compilation of best practices from the submitted programs will be shared with the library community. Individual library branches within a larger library system are welcome to apply.

Applications must be submitted by September 1. Selected recipients will be notified via email the week of October 6. To apply, visit bit.ly/1jqGDgH.

Report Finds Overfiltering in Schools

Schools and libraries nationwide are filtering internet content far more than what the Children's Internet Protection Act (CIPA) requires, according to the ALA report *Fencing Out Knowledge: Impacts of the Children's Internet Protection Act 10 Years Later.*

CIPA requires public libraries and K–12 schools to employ internet filtering software to receive certain federal funding. The report finds that librarians are uniquely positioned to develop and implement changes in acceptable internet use policies.

Fencing Out Knowledge makes several recommendations, including advocating that school and library leaders raise awareness of the negative consequences of overfiltering on K–12 education. The report also recommends that the ALA work with educational groups and associations to develop a toolkit of resources that refocuses filtering and access policies.

The report was released jointly by the ALA Office for Information Technology Policy (OITP) and the ALA Office for Intellectual Freedom. Written by OITP consultant Kristen Batch, it is based on a yearlong study and other research. The full report is available at bit.ly/VYD1YS.

PLA Invites Programs for 2015 Annual

The Public Library Association (PLA) is accepting preconference and program proposals for the 2015 ALA Annual Conference and Exhibition, to be held June 25–30 in San Francisco.

Program topics should showcase emerging trends and examples of risk-taking in the areas of community engagement, managing space, marketing and advocacy, digital content, technology, programming, leadership, funding, staffing, collections, or outcome measures at public libraries.

The PLA Annual Conference Program Committee will review all proposals and select programs based on relevance to the profession and general interest to conference attendees who work in public libraries.

Proposals will be accepted online at ala.org/pla/education/alaannual/proposal through 11:59 p.m. Central time on August 1. Faxed, emailed, or mailed proposals will not be accepted. For more information, contact the PLA office at pla@ala.org or 800-545-2433, ext. 5PLA. ▮

NAVIGATING THE ASSOCIATION

THE 4-1-1 ON ALA

ALA is an organization with a global scope. Easily finding the resources you need to make the most of your membership is essential. Here is a brief overview of ways to contact ALA for your information needs. Call 800-545-2433 plus extension (as shown below), email as recommended, or visit the web page indicated.

- To discuss issues about your membership or ALA subscriptions, contact Membership and Customer Service: press 5; customerservice@ala.org
- To get ALA-related acronyms and links to the websites of ALA units and committees: ala.org/tools/library-related-acronyms; a list of ALA divisions: ala.org/groups/divs; a list of ALA offices: ala.org/offices; and a list of ALA round tables: ala.org/groups/rts
- To locate ALA's social media channels and electronic discussion lists: ala.org/news/connect-with-us
- To order an ALA Publishing or Graphics product, visit the ALA Store: press 6; www.alastore.ala.org
- To take an online course: ala.org/onlinelearning
- To volunteer for an ALA committee: visit ala.org/groups/committees/volunteer/frm_vol
- To explore ALA Connect, the Association's virtual community: connect.ala.org
- To find information on ALA's awards and grants programs: ala.org/awardsgrants
- To find library fact sheets (ala.org/tools) and specifics about ALA services, contact the ALA Library: press 3; library@ala.org
- To contact a specific ALA staff member or unit: ala.org/aboutala/contactus

Addressing Immigrants' Information Needs

Libraries make it their business to respond to diverse community interests and needs. Thanks to a partnership between the Institute of Museum and Library Services (IMLS) and the United States Citizenship and Immigration Service (USCIS), libraries now have new opportunities and a support system to help them better serve immigrants in their communities.

USCIS and IMLS signed an agreement in June 2013 to offer more free resources about the path to citizenship to libraries as well as training for library workers via 84 USCIS offices around the country. The support USCIS offers enables the library community to help immigrants achieve goals that could lead to permanent residency and naturalization in the US.

The efforts of three public libraries in California, Illinois, and Connecticut demonstrate the opportunities and rewards of this partnership.

Los Angeles Public Library

"Los Angeles has been a gateway to the US for millions of people. One in three of our residents is foreign born, [together] representing 140 countries and speaking 224 languages. And more than 700,000 L.A. residents are legally eligible to become US citizens," explains John Szabo, city librarian of Los Angeles Public Library (LAPL). "Serving immigrants has been part of our mission for more than 100 years."

In 2012, LAPL became an early participant in the USCIS pilot program, which led to the agency's partnership with IMLS. The initiative placed citizenship resources in each of the system's 73 facilities and training for library staff throughout LAPL.

Library staff members receive training about the naturalization process and learn about USCIS resources. A Citizenship Corner stocked with USCIS materials in each library includes: fliers in Chinese, Korean, Spanish, and Vietnamese; naturalization test brochures; applications for naturalization; civics flashcards for the citizenship test; and vocabulary flashcards.

LAPL also partners with 38 nonprofit organizations that provide consultation services and citizenship classes, usually in a specific language. For example, LAPL's nonprofit partners are very involved in the library's all-day Saturday event, held twice a year—one in Spanish and one in several Asian languages—titled "Your Path to US Citizenship Begins at the Los Angeles Public Library." Four hundred people might attend on a given Saturday, Szabo explains, getting help filling out forms and moving forward in the citizenship process. To date, 10,900 people have participated in LAPL's workshops and mega-events for immigrants, he says. "When they attend these events, they learn more about the services of public libraries and become frequent users and advocates."

> To date, 10,900 people have participated in Los Angeles Public Library's workshops and mega-events for immigrants, says City Librarian John Szabo.

Szabo says it's welcome news that USCIS is eagerly reaching out to libraries. "Our staff has embraced it because it reflects how their libraries serve everyone and address an important community need."

Hartford Public Library

"Because we have a large immigrant population of all backgrounds in Hartford, Connecticut, serving them is not just a specialty at our library," explains Homa Naficy, chief adult learning officer for the Hartford Public Library (HPL). The largest immigrant community represented in Hartford is from the West Indies and South and Central America. "However, several push-and-pull factors have given Hartford its diversity," Naficy says. This includes skilled workers, primarily from India, sponsored by Hartford's major insurance companies and mega-corporations; migrant farm workers from the West Indies and Mexico; and Bhutanese, Iraqi, Karen, and Somali refugees sponsored by Catholic Charities."

When USCIS and IMLS established their partnershipin 2013, it reaffirmed the work that HPL's The American Place (TAP) program and its staff had been doing to address the needs of its immigrant community. "It was great when the formal partnership was established," Naficy says.

Coincidentally, HPL is located directly across the street from the USCIS Hartford office and has sought feedback and resources since TAP's inception in 2000. "USCIS has trained our library staff on the naturalization process and citizenship educational resources. In fact, many staff were unaware that some applicants may be able to waive the English-language requirement for citizenship and/or apply for a fee waiver," she explains.

"However, too much knowledge can also be a dangerous thing," she says. "When our front-line staff subject expertise increases, so too does the desire to assist. And yet there's a fine line at times between answering an immigration question and giving legal advice, which may be construed as the unauthorized practice of immigration law."

To meet the growing need for immigration information, HPL has gone one step further by becoming the first American library to receive accreditation from the US Department of Justice's Board of Immigration Appeals to provide immigration counseling to patrons through specially trained library staff. The HPL staff members that were selected for TAP training work have several years' experience in citizenship education and outreach.

"Integrating immigration services into a library's full suite of programming builds human capital, social capital, and vastly increases our public value," Naficy says.

HPL offers many resources and programming to immigrants, including regular public forums on immigration issues, ESL and citizenship classes, book groups, exhibits, and other activities that foster intercultural understanding and communication. The library also has a cultural navigator volunteer program designed to help immigrant families make the cultural transition, phone-based interpreter services to facilitate customer service, and free legal services via USCIS-credentialed volunteers.

The library, in partnership with USCIS, conducts several naturalization ceremonies a year, during which new US citizens take the oath of allegiance. One of them is held on September 17, Citizenship Day.

"It has become a community event, offering non-immigrants a live opportunity to witness close up a historic occasion they may never witness otherwise," Naficy says. "Observers are always so touched and moved by the experience." Foot guards present the nation's colors, and a choir of adults and children sing "America the Beautiful."

Waukegan Public Library

"We're really enthusiastic about how far we've come in two years and what our library's potential is as a result of our partnership with USCIS," says Richard Lee, director of the Waukegan (Ill.) Public Library (WPL), located about 45 miles north of Chicago.

Waukegan's population is 56% Latino, many of whom are immigrants. "Immigrants have always flocked to the library," says Lee, despite a 2007 undocumented-worker ordinance that made the proximity of the police station and the courthouse to the library somewhat intimidating.

The new initiative and outreach to immigrants actually began in 2012 when Carmen Patlan, WPL's community engagement and Spanish literacy services manager, reached out to partner with the nonprofit Hispanic American Community Education and Services (HACES) and to clarify for library staff members the goals of Waukegan's immigrant population. HACES is also funded by USCIS for the New Americans Initiative. "Working with nonprofits that serve immigrants helps us define their needs and offer relevant services and programs," Patlan says.

Since the USCIS partnership began, WPL staff members have taken many educational webinars offered by the agency through IMLS, and like LAPL and other libraries, WPL has established Citizenship Corners that offer staff support, DVDs, books, and other resources. WPL's programming includes ESL classes and ongoing programs. "Since we began working with USCIS, more than 100 applicants have received their citizenship, a number that we hope will grow," Lee says.

"Following Hartford Public Library's example, we are also seeking accreditation from the Bureau of Immigration Appeals so we can increase our services beyond citizenship classes," he says. WPL was honored in 2013 with the National Gold Medal Award from IMLS for making a difference in the community.

To better serve the growing immigrant population in neighboring communities, USCIS is working with the Illinois Coalition for Immigrant and Refugee Rights to train librarians in nearby Lake County. WPL hosts the classes for library professionals.

The new USCIS partnership not only reflects the importance of outreach but also how libraries are community magnets that welcome residents and respond to their interests and goals. For information on how your library can get involved, visit uscis.gov/citizenship/organizations/libraries. *—Sally Chapralis is a freelance writer and blogger based in the Chicago area.*

Reasserting School Librarians' Value, State by State

Prompted by grassroots advocacy efforts, lawmakers in Iowa and Vermont have passed legislation that praises the contributions of school librarians and uses a carrot-and-stick approach to encourage school districts to employ credentialed school librarians. Heartened by the successes, the Kansas Association of School Librarians (KASL) will begin preparations this fall for a Vermont-style advocacy push.

This screenshot from the Iowa Association of School Librarians' advocacy video, developed for state lawmakers, makes the point that students who have access to well-stocked, fully staffed school libraries achieve academic success.

Victory in Vermont

School librarians in Vermont won a standards victory early this spring when the Secretary of State's office approved Education Quality Standards that emphasize the essential role of school librarians and libraries in student success. The effective date, April 5, couldn't have been better timed since April is School Library Month.

Vermont School Library Association (VSLA) President Denise Wentz tells *American Libraries* that the original draft of the standards "excluded any mention of the word 'library' or 'librarian.'" That omission triggered VSLA to swing into high advocacy gear, meeting with the Vermont secretary of education and the state board of education, launching a statewide postcard mailing drive, and attending all three hearings about the standards, which were held across Vermont.

Wentz says school librarians are thrilled "to have a ruling that keeps the library program in Vermont schools." The Education Quality Standards (bit.ly/vteducal) now specify that every school "develop, maintain, and expand as needed a collection of print, digital, and technology resources, administered by a certified library media specialist." All schools are to have school librarian services on at least "a pro-rata basis," but schools of more than 300 students "shall have at least one full-time library media specialist and sufficient staff to implement a program that supports literacy, information, and technology standards."

The standards also require that each school provide students "access to the library on a regular basis to use materials for reading, research, and for instruction in the skills needed to select and use information effectively," as well as a schedule that enables school librarians and classroom teachers to collaborate "as they integrate information research skills into their curriculum."

The Vermont action has inspired Nancy McFarlin, president of KASL, to initiate a similar endeavor beginning this August in her state, where the legislative mandate for school libraries does not contain any mention of staffing but has a clause that "under some circumstances, where library services are not available, the use of the public library may be considered as a substitute."

The goals, McFarlin says, are to get the clause removed and to pass a mandate requiring that each school have a library staffed by a credentialed librarian. She is under no illusion that success will be quick. "The states need to do the work, and we are willing," McFarlin tells *AL*. "The more information and resources we have, the easier it will be for us to jump in, without reinventing the wheel."

KASL will be looking to garner support and advice from Kansas State

Librarian Joanne Budler, the Kansas Library Association, various divisions within ALA, and the Colorado library community, which several years ago "got the legislature to fund some grants for school libraries that had gone unfunded for a number of years," McFarlin says. In time, school librarian advocacy groups will visit with the Kansas Department of Education and the state board of education. Grassroots parent advocacy groups will also "be brought into the mix," she says.

Setting the staffing straight

The Iowa Association of School Librarians (IASL) righted a legislative wrong this session by persuading state lawmakers to reverse a provision in a 2013 law that was detrimental to school librarians' retention. H.F. 472 increased the per-pupil funding formula for school districts that shared a single librarian rather than hiring their own.

IASL President Christine Sturgeon tells *AL* that "after the law passed, IASL Past President Becky Johnson spoke to our Iowa Library Association/IASL lobbyists and let them know that we really wanted to be involved in any talks that affected teacher-librarians." Sturgeon says she and Johnson were "in constant communication" with lobbyists Craig Patterson and Amy Campbell and met repeatedly with legislators. Additionally, IASL members peppered state legislators about the importance of teacher-librarians to student achievement and sent links to an advocacy video (bit.ly/U6FnDD) created by IASL Advocacy Chair Chelsea Sims in 2013.

The multipronged strategy worked. In the 2014 session, Iowa removed school librarians from the operational functions list by enacting H.F. 2271. "Obviously, schools can still share librarians and save money, but the state shouldn't be encouraging it with extra funding," says Sturgeon.

After the 2014 bill passed, one legislator told Patterson, "Make sure that you tell the teacher-librarians." Sturgeon interprets that as a plea for a let-up in librarians' advocacy messaging. But there's more work to be done, she says. "We're looking to the future and how we can strengthen these bonds with legislators and perhaps mandate a full-time librarian in each district. We'll see on that."

The bigger picture

"It's been heartening to see these victories," says Marci Merola, director of ALA's Office for Library Advocacy. She congratulates IASL and VSLA on their success in "coalescing the whole of Iowa and Vermont library communities in support of

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school libraries." She notes that the two states "are another example of how much stronger our voices are when we work together."

Advocacy efforts continue throughout the country. In some states there are no legislative incentives to retain school librarians. For example, the often-beleaguered libraries of the District of Columbia Public Schools had, as of mid-June, filled almost all of the 30 school librarian openings created by a wave of retirements and added jobs. An active parent group, Capitol Hill Public School Parents Organization, has been lobbying officials for additional school library funding for several years.

On the West Coast, the Oregon Association of School Libraries (OASL) revealed in a June 5 story in the *Portland Oregonian* that there are only 144 school librarians employed in the state's 1,250 public schools. Although the state's education code has required since 2010 that districts show how they are strengthening school library programs, it does not require them to hire teacher-librarians. Noting that the Medford School District was recruiting for three certified school librarians, OASL President Nancy Sullivan told the *Oregonian,* "More positive changes like this one are needed in all areas of our state."

On a national level, ALA is laying the groundwork for further advocacy initiatives. In the April/May 2014 issue of the Parent Teacher Association's *Our Children* magazine, then–ALA President Barbara Stripling urged readers to back the cause in her op-ed "Stand Up for School Libraries."

Stripling wrote, "Now is the time for parents and community members to stand together and demand the right of every young person to a dynamic school library staffed by a certified school librarian," and encouraged readers to sign the ALA's Declaration for the Right to Libraries.

On the data-gathering front, ALA's American Association of School Libraries (AASL) continues to identify state requirements for school library programs staffed by credentialed school librarians. The AASL Affiliate Assembly is asking each state school library association to update information on its state's statute related to school library programs. Additionally, the AASL Status of Staffing of School Libraries Task Force presented to the AASL Board of Directors at the 2014 Annual Conference a final report that "reviews the spectrum of current certification requirements to identify professional expectations" as part of the task force's charge to determine how school libraries are being staffed nationwide.

—Beverly Goldberg

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Next Conference Makes US Debut

The future of libraries took center stage in Chicago June 22–24 at the fifth annual international Next Library Conference. Hundreds of attendees traveled from six continents to attend the three-day event at Chicago's downtown Harold Washington Library Center, where they explored innovative topics such as library design, makerspace prototypes, and building professional partnerships across the globe.

It was the first year the conference—which was established by Aarhus Public Libraries (APL) in Denmark in 2009—has been held outside of the Nordic country, according to Susan Benton, president and CEO of Urban Libraries Council (ULC). The conference will return to Aarhus in 2015.

Benton tells *American Libraries* that ULC partnered with Chicago Public Library (CPL) to hold the event after CPL Commissioner Brian Bannon learned that Aarhus planned to take a year off and not hold the conference in 2014. "Brian said, 'Maybe we could bring it to the US?' And (we) decided to collaborate," Benton says.

CPL and ULC's concept was to get the 370 attendees to interact and network, Benton says. Breakout sessions were designed to include an activity, so conferees could learn from one another and share ideas.

"It's not just a listening conference, it's a doing conference," she says, noting that the serendipity of conversation between library staff from across the globe "can lead to new discoveries."

At the session "Human Centered Design: Using the Service Journey to Improve Library Services," attendees explored the concepts of better communication to attract patrons to programming and the various points of contact that enhance or hinder a patron's experience at the library. APL and CPL administrators and librarians presented their work with design and innovation consulting firm IDEO.

Conference-goers view items created by a 3D printer. Library professionals from around the globe attended the three-day event at Chicago's Harold Washington Library Center.

Photo: Tim Inklebarger

CPL worked with the firm on the topics of play, coworking, and teen patrons. Library staffers shared their experiences researching the design-focused approach, taking field trips to places like the Chicago Children's Museum and the Skokie (Ill.) Exploritorium and bringing those ideas back to CPL.

Conference-goers were challenged to consider the service journey that patrons take when visiting the library. An exercise following the presentation grouped attendees with the task of charting their most recent trip to the grocery store and consider what worked during their journey and what could have been made better.

At another breakout session titled "Connecting Make and Community," library staffers from Aarhus, Chicago, Philadelphia, and Pittsburgh shared their experiences developing maker labs that provide patrons access to MakerBot 3D printers, laser cutters, milling machines, and other innovative technology. The genesis of such makerspaces, however, came about in very different ways.

CPL's Maker Lab, for instance, was launched in 2013 as a six-month pilot program with a grant from the Institute of Museum and Library Services, but corporate funding from Motorola Mobility extended the life of the space to 2015. Philadelphia's maker lab, on the other hand, launched with a grant from the Maker Ed Initiative, according to Brandon Klevence, lead mentor at the Free Library of Philadelphia. The program started in informal spaces throughout the city and then moved into libraries. It has since expanded to 54 branches, Klevence says.

Benton says the international dialogue at the conference highlighted the fact that cities large and small on opposite sides of the globe are facing "the exact same issues."

"There was a real emphasis on relationship building," she says. "There was an opportunity to talk and get to know one another and share ideas." *—Tim Inklebarger is a freelance writer based in Chicago.*

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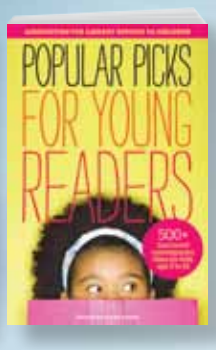

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NEWSMAKER: **AZAR NAFISI**

In Iran, whoever goes to jail because of what they write is a hero in the eyes of the people," author Azar Nafisi says. Through her 2003 memoir *Reading Lolita in Tehran,* which spent 117 weeks on the *New York Times* best-seller list, and *Things I've Been Silent About,* as well as her presentations about literature and culture, she has elevated public discourse about the political nature of reading. Educated in Iran, the UK, and the US, Nafisi returned to Iran in 1979. She moved back to the US in 1997 and became a citizen in 2008. She is a lecturer for the Foreign Policy Institute at Johns Hopkins University's School of Advanced International Studies. *American Libraries* spoke with Nafisi as she was completing *Republic of Imagination,* which is scheduled for publication this fall.

Are your efforts to promote literacy and books of universal literary value directed primarily toward young people or adults?

AZAR NAFISI: They are directed toward readers, no matter what background they come from or what age.

Where do you see the need being most pronounced? In each and every one of us. Especially since I returned to the US in 1997, I have seen a sort of indifference toward the idea of reading, humanities, and the liberal arts, that was rather shocking to me. Not in terms of the whole population, but there is a dominant attitude. And when you talk to young people, you see how much they crave meaning in their lives. And I ask myself: Whose fault is it if that urge is not satisfied?

If that urge isn't channeled ... Yes. I mean we can't just ask our children, our youth, to instinctively go to libraries or to have a love for books. But children have a natural curiosity, and there is in each and every one of us this urge to know. And where do you go to satisfy that curiosity? A library—one of the best gifts a society can offer its citizens.

What are your standards for judging whether a book has universal literary value? The great books, no matter where they come from, appeal to our basic humanity. The themes in *Antigone,* written 2,000 years ago, are repeated in a television program like *Boston Legal*. Isn't it fantastic that a student in the Islamic Republic of Iran reads *Tristan and Isolde* or *Romeo and Juliet* or Zora Neale Hurston, and the student empathizes? And a student in Washington, D.C., reads the great [Iranian] epic poet Ferdowsi or Dante or Jane Austen and the same emotions come through her? This is the most important aspect of imagination, that it knows no boundaries, and as readers we have a responsibility to keep books alive.

How do you feel about libraries collecting a lot of popular works that don't necessarily have universal literary value? Vladimir Nabokov used to say, "Readers are born free and they ought to remain free." So I feel that readers should have the freedom of choice. After all, who read any of the great authors before they became part of the canon? It didn't start in universities.

You write quite a lot about removing threats to personal freedom in society. What threats do you see these days? The great danger I see today in America is that, in the name of the American dream, we are getting to worship crass materialism. Even our president, who is accused of being an elitist, in his State of the Union address talked about science, technology, and engineering but didn't make any mention of humanities and liberal arts—that these fields are interdependent. I always quote Frederick Douglass: "We need to work with both our hands and our heads."

How does your forthcoming book *Republic of Imagination* continue the themes from your other books? This feels like the last in a trilogy. I wanted to talk about what kind of an American I imagined I would want to be. When you love a place, you start grumbling. And when I felt in America that I was uncomfortable, I knew that I was feeling at home. We worry when we have hope because then you want change, and I'm quite hopeful. ▮

Photo: Stanley Staniski

What They Said

"One of the foundational principles of librarians is supporting the privacy of patrons. Librarians have long resisted keeping or sharing records of the book-borrowing or computer-using activities of their patrons. However, in the age of book recommendation practices on all kinds of websites, many patrons are comfortable with the idea of getting recommendations from librarians based on their previous book-reading habits."

LEE RAINIE, director of the Pew Research Center's Internet and American Life Project, on one of the surprising findings in Pew's recent studies on libraries, in "7 Surprises about Libraries in Our Surveys," Pew Research Center: Fact Tank, June 30.

"Culture is everywhere, of course, but it's usually contained in secure buildings, like opera houses, museums and libarrr … librackkk … librrrr … book-renting places."

REX W. HUPPKE, writer, on avoiding "culture" and the city of Chicago's plans to bring in an international theater company that uses marionettes—some up to 50 feet tall—to act out oversize plays on the city's streets, in "Giant Puppets Are Coming to Chicago to Spread Unwanted Culture," *Chicago Tribune,* Apr. 22.

"The library has long been considered a community pillar, connecting and empowering people with knowledge. Rather than falling into the shadows of the digital revolution, more cities should take note of how these two major library systems are not only embracing the technology but finding solutions to bridge the digital divide."

COURTNEY SUBRAMANIAN, writer/reporter, on the Chicago and New York public libraries starting programs in which patrons can check out Wi-Fi hotspots to increase access to broadband, in "Soon You Can 'Check Out' the Internet Along with Your Library Book," NationSwell, July 1.

"Our nation's schools and libraries are struggling to meet 21st century broadband connectivity needs with 1998 dollars. This does nothing but widen the gap between the haves and the have-nots."

MARY KUSLER, government relations director for the National Education Association, a national teachers union, on proposed changes to the E-rate program increasing the problems that some schools have in getting money for basic internet service, in "FCC to Spend Billions on Wi-Fi in Schools, Libraries," *Milwaukee (Wis.) Journal Sentinel,* July 2.

"I'm still old fashioned. I love dusty old books and libraries. I am amazed and humbled that *Mockingbird* has survived this long. This is *Mockingbird* for a new generation."

HARPER LEE, author, on her preference for hard-copy books and her classic *To Kill a Mockingbird* becoming an ebook and digital audiobook, in "*To Kill a Mockingbird* Finally Going Digital," Associated Press, Apr. 28.

"At nearly 200 years old, the books are delicate. Over time, the paper became increasingly fragile, the adhesive used to mount the volumes damaged the covers, and the tiny script was hard for scholars to read. To ensure that scholars today and tomorrow have access to these treasures, the library repaired, rehoused, and digitized the books."

KATE KONDAYEN, communications officer at Harvard Library, on tiny books of stories, poems, and illustrations—among them Brontë juvenilia—that were hand-lettered and bound in the 19th century, in "The Genesis of Genius," *Harvard Gazette,* June 26.

"These librarians are fighting desperately sometimes. And I don't think it's hyperbole to say this: They're fighting for civilization."

KYLE CASSIDY, photographer, on the value of librarians and their passion for their work, in "Photographer Brings Libraries into Focus," *Philadelphia Inquirer,* June 26.

"We actually go to the library, which I don't know if anyone does anymore."

JENNIFER ROGIEN, costume designer of the Netflix show *Orange Is the New Black,* on using the New York Public Library for research on costumes—particularly for flashback scenes that can span back 50 years—and ensuring the clothing matches the socioeconomic profiles of the characters so that they are realistic, in "*Orange Is the New Black* Costume Designer Jennifer Rogien on Styling Litchfield Prison," *Entertainment Weekly,* June 13.

"Professionally staffed libraries, a key contributor to student literacy, are disappearing from the CPS landscape. Hundreds of thousands of CPS students will leave this system lacking the full range of 21st-century skills that are required to succeed in college, work, and life."

MEGAN CUSICK, librarian with the Chicago Public Schools, to the school board, regarding cuts to library positions, in "CPS Board Warned of Drought of Librarians," *Chicago Sun-Times,* June 25. ▮

Leaving Las Ve

2014 Annual Confe

More than 18,000 attendees braved the Nevada heat to discuss library

Photos: *ALA Cognotes*

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transformation.

Given the focus on the transformation of libraries throughout the past several years, it's not surprising that the 2014 ALA Annual Conference and Exhibition, June 26–July 1 in Las Vegas, had a strong slate of programs and conversations on the concerns and opportunities that transformative ideas and technologies hold for libraries.

The 18,626 attendees, including 13,019 registrants (more than 570 attendees came from 78 countries) and 5,607 exhibitors, took part in more than 2,700 scheduled programs and events. In the midst of many discussions about innovation and transformative ideas, attendees also explored a broad range of ongoing trends and issues affecting libraries in programs like the Libraries Transforming Communities workshops and kitchen-table conversations.

Expanding the discussion at the heart of forming ALA's Center for the Future of Libraries, the role of the library of the future—particularly as a venue for experimentation and creation—was the theme of a number of sessions. ALA's then-President Barbara Stripling convened a panel to follow up on the national Summit on the Future of Libraries, held May 2–3 at the Library of Congress. Panelist Carolyn Foote, librarian at Westlake High School in Austin, Texas, emphasized that libraries are a "developing enterprise, not a warehouse for materials."

The makerspace on Chattanooga (Tenn.) Public Library's fourth floor provides an example of the thinking necessary for libraries to create their position in the communities of the future, noted Director Corrine Hill. "It's a place for radical experiments, a makerspace, a sandbox, and a civic space" in one, with recent technology acquisitions ranging from traditional (a loom) to radical (a drone).

This "connected learning" was also the subject of the Association of Specialized and Cooperative Library Agencies (ASCLA) President's Program, in which Indiana University Assistant Professor of Learning Sciences Kylie Peppler shared case studies that highlight the roles libraries can play in encouraging young people to pursue interests that help them develop real-world skills. Peppler's research has found, for example, that the display for the videogame *Rock Band* has enough in common with music notation that children who played the game better understood sheet music. The game also boosted interest in music enough that, at one library, children who played the game started taking advantage of the library's (previously unpopular) violin lessons.

Sponsored by the Urban Libraries Council, "Connecting Youth: Key Findings from the Learning Labs in Libraries and Museums Projects" revealed the importance of the HOMAGO (Hanging out, messing around, geeking out) ethos for engaging teens. The 27 Learning Labs and YOUmedia sites currently at libraries and museums around the country give teens the opportunity

Conference attendees pose and play at the photo booth in the exhibit hall.

to engage with the subjects they care about in ways that are meaningful for them. But libraries also have an important opportunity to help teens connect these interests to practical needs like building a career.

Bringing girls, and particularly girls of color, into technology careers was the subject of the Library and Information Technology Association (LITA) President's Program, "Transforming: Systems and Technology," presented by Black Girls Code founder and CEO Kimberly Bryant. Computer science is currently among the fastest-growing and highest-paying professions in our economy.

Bryant founded Black Girls Code to encourage women of color—who are heavy consumers of technology—to become industry innovators, with a stated goal of teaching 1 million girls to code by the year 2040. Bryant said libraries can play an important part in introducing girls to technology and encouraging them to take advantage of classes in mobile app development, robotics, and game design offered by groups like Black Girls Code.

Given the Vegas venue, it's only appropriate that GameRT and the Comic Book and Graphic Novel MIG held their biggest ALAPlay gaming event yet. Several game publishers attended to demonstrate and showcase their offerings. Graphic novels were also well represented, with a Comic Jam in which attendees could add to crowdsourced strips—many started by illustrators appearing at Artist Alley on the exhibit floor—and a graphic novel readers' advisory machine built by Matthew Murray on a Raspberry Pi that dispenses printed recommendations.

Librarians interested in creating their own games gained firsthand experience at GameRT's "Come Make a Game" program. Scott Nicholson, associate professor at Syracuse (N.Y.) University's School of Information Studies, ran more than 100 attendees through a "game jam"—a collaborative effort to design a game under time, material, and thematic constraints.

Alternate-reality game designer **Jane McGonigal** presented the keynote at the Opening General Session, highlighting some of the intriguing ways that games are being used to solve real-world problems. Foldit, for example, is a downloadable puzzle game in which players score points by folding 3D models of proteins as compactly as possible while still obeying rules about how the structures behave. The game's larger goal, however, is to help researchers identify the likely structures of proteins that help bacteria and viruses cause disease, and ultimately design new proteins to counter them.

Before the official conference kickoff, OCLC hosted a symposium on the "internet of things" (IOT)—the trend to digitally connect analog items. IOT is here, with 17 million wearable devices set to ship in 2014 and a host of other smart devices that collect real-time data about how they're being used to better serve and anticipate user needs. Practical benefits for libraries would include time savings and improved service, perhaps by using patron data to make tailored recommendations, as well as the end of lost materials since IOT would know the physical location of each item.

Of course, IOT raises concerns about patron privacy and the potential for hacking. "I'm convinced we need to come up with rules so we can control our own data," said featured speaker Daniel Obodovski, coauthor of *The Silent Intelligence: The Internet of Things*. "Librarians can be a big part of that, because they are potentially sitting on a wealth of data about patrons."

The legal and policy issues surrounding the use of 3D printers in libraries was the focus of a session presented by United for Libraries. ALA Office for Intellectual Freedom Director Barbara Jones said that OIF views 3D printing as interactive content that shares the same rights as other content that libraries offer, and that OIF is working to develop a sample policy on 3D printing for libraries to use.

Charlie Wapner, information

policy analyst for ALA's Office for Information Technology Policy, observed that 3D printing does not have a lot of existing law, which means that librarians have the opportunity to shape public policy. Patents, copyright, and liability are all potential issues libraries would face, but there is no current precedent regarding a library's liability related to them. For now, he advised using common sense and following laws for digital content when devising 3D printing policies.

Revisiting *The Speaker*

"Speaking about *The Speaker*" took a look back at the Intellectual Freedom Committee's 1977 movie *The Speaker,* which depicts the aftermath of a high school Current Events club's decision to invite a controversial speaker to campus: a scientist who believes that blacks are genetically inferior to whites. While intended to encourage discussion about the true meaning of freedom of expression and tolerance for detestable ideas, *The Speaker* rocked the Association upon completion, with many members accusing the film and ALA of racism.

"I've never spoken publicly about *The Speaker,*" Robert Wedgeworth, ALA executive director during the controversy, stated at the beginning of his panel segment. "Even my friends were reluctant to discuss it with me. It was a dream turned nightmare."

Mary Biblo, former ALA Councilor, who joined ALA in 1977 shortly after the controversy erupted, observed: "This is what got me started, and I haven't stopped since. Some of the things we as black people face, you will never face as white people."

ALA's Public Programs Office (PPO) and OIF provided a guide for managing—and embracing—controversy in "Managing Challenges, Maximizing Impact: Policies and Practices for Controversial Programming." Controversial topics shouldn't be avoided, argued Lesley Williams, head of adult services, Evanston (Ill.) Public Library, because they "make your community and your library stronger." But common faux pas to avoid include one-sided publicity efforts, unbalanced panels, a lack of clear vision for the program, weak speakers or speakers

Council Acts

ON INTELLECTUAL FREEDOM, AIR FORCE LIBRARIES

The Intellectual Freedom Committee presented 14 action items (CD#19.3–19.17) as revisions to the Intellectual Freedom Manual, which is set to be published later this year. After a motion to refer the section on labeling and rating systems (CD#19.12) failed in a close vote, Council passed the package, with one amendment—adding people with gender identity issues or sensory or cognitive disabilities to the bullet point affirming equal access to information for all (CD#19.11).

Council passed a Resolution in Support of Stable Funding for Air Force Libraries (CD#43), which calls for the US Department of Defense and Air Force to restore funding to Air Force base and command libraries to FY2011 levels, and urges the administration, Department of Defense, and Air Force to develop responsible information and budget management strategies.

Council approved CD#40.1, adopting Copyright: An Interpretation of the Code of Ethics, and passed a resolution directing ALA to become a signatory to the Lyon Declaration on Access to Information and Development (CD#18.1–18.4).

Other resolutions approved by Council include:

- CD#20.6–20.7, on the digitization of US Government Documents and reaffirming support for Network Neutrality, from the Committee on Legislation.
- CD#17.1, improving member access to ALA governing unit information, from the Policy Monitoring Committee.
- CD#27.1, requiring biannual reports from committees to the ALA executive director and re-petitioning terms for Membership Initiative Groups.
- CD#45, encouraging Congress to grant budget autonomy to the District of Columbia to allow city services including libraries to remain open during a federal government shutdown.

Council received reports from the Freedom to Read Foundation (CD#22.1), Digital Content Working Group (CD#30), and the Presidential Task Force on Electronic Communications for the ALA Council (CD#10). It passed memorials to Eliza Dresang, Marilyn Lea Miller, Emily Stewart Boyce, Margaret Mary (Maggie) Kimmel, Birdie MacLennan, Nancy Garden, Esther Crawford, Crenetha Session Brunson, and Ernie DiMattia, as well as a tribute to ACRL on its 75th anniversary.

A Q&A

WITH THE 2014 WINNERS OF THE ANDREW CARNEGIE MEDALS FOR EXCELLENCE IN FICTION AND NONFICTION

The following are excerpts from interviews with authors Donna Tartt, winner of the fiction medal for *The Goldfinch,* and Doris Kearns Goodwin, winner of the nonfiction medal for *The Bully Pulpit: Theodore Roosevelt, William Howard Taft, and the Golden Age of Journalism,* conducted by *Booklist* editors Donna Seaman and Brad Hooper. Both authors attended the award announcement and presentation ceremony in Las Vegas, joining featured speaker Karin Slaughter. All three authors spoke with passion about the importance of librarians in their lives and careers. Read the full interviews at BooklistOnline.com.

DONNA TARTT, *The Goldfinch*

BOOKLIST: *Each of your novels is narrated by a young person struggling to survive in the wake or midst of traumatic, life-changing events or circumstances. Why write from a young person's point of view?*

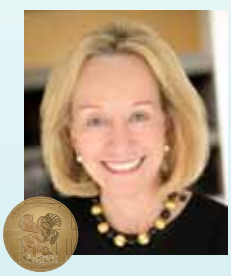
TARTT: As I think most fiction writers will tell you: It's not a conscious decision to write from one point of view or the other. We all write the stories that are available to us. That said, I think that writing about young people helps me to recapture some of the childhood joy of reading—young people are always in a state of becoming, there's a tremendous energy.

BOOKLIST: *Throughout your novel, you subtly raise questions about the meaning and value of art. Art as an expression of the human spirit and appreciation of the wonder, mysteries, and sorrows of life, and art as a commodity so valuable people commit crimes and risk their lives to traffic in it. Did this subject give rise to the story, or vice versa?*

TARTT: At this point, it's impossible to say—the two are so intertwined that I honestly don't know which came first, and it seems to me that they probably came together.

BOOKLIST: *Have libraries played a role in your reading and writing lives?*

TARTT: Absolutely. My great-aunt Frances West was the head librarian at my town library in Mississippi, where I worked myself after school and on weekends from the age of 14. And I wrote, and researched, a good part of this novel at the New York Public Library.



DORIS KEARNS GOODWIN, *The Bully Pulpit: Theodore Roosevelt, William Howard Taft, and the Golden Age of Journalism*

BOOKLIST: *What drew you to telling the story of the confluence of Teddy Roosevelt, Taft, and the muckraking press?*

GOODWIN: Though I began with Teddy, I knew from the start that there were so many fine biographies on him that I needed a fresh angle, which I'd like to believe I found by coupling his life story with that of his friend and successor, William Howard Taft. They started out as such good friends and ended up as bitter rivals, and I realized I wanted to know more about Taft. So that's how it became a double biography. I realized the difference between them: Rather than what we think, which is that Taft was just much more conservative and betrayed Teddy, I don't think is really true. Taft didn't know how to deal with the press, whereas that was Teddy's genius. And that brought me to *McClure's Magazine* and its incredible writers, each one of whom was such a wonderful character, so much so that I wanted to bring them all to life as well.

BOOKLIST: *What should general readers take away from this period in American history, specifically the impact of the two presidents and the press on American life?*

GOODWIN: It was a tumultuous, creative, optimistic era when government first began to deal with the problems raised by the industrial age. The vast economic changes wrought by the Industrial Revolution had widened a massive gulf between rich and poor.... By the end of Roosevelt's presidency, a mood of reform had swept the country. Calling himself the steward of the people, Teddy had transformed the presidency. If his pulpit was bully, vigorous and loud ... it was also a place to educate and deliver moral instruction.

Photos: Donna Tartt, Beowulf Sheehan; Doris Kearns Goodwin, Eric Levin

who use the opportunity to simply rant, and not adequately researching the issue and the speakers before the program.

Martin Garnar, reference services librarian and professor at Regis University in Denver, suggested including community members on a programming advisory board or focus group to alert them about potentially controversial programming.

More than 200 people added their voices to the fight against censorship by reading from their favorite banned book on camera in front of the exhibit hall at the Banned Books Virtual Read-Out, sponsored by SAGE publications and OIF.

Writer time

Of course, Annual Conference will always feature opportunities to hear from, and connect with, some of the most notable authors of the day. The Association of American Publishers' Children's Author event took the form of literary speed dating; attendees had the opportunity to speak with more than a dozen authors, in three-minute increments, about their upcoming releases.

In a more traditional panel, YALSA and *Booklist* partnered to present the Michael L. Printz Program and Reception, featuring the authors of this year's winner (Marcus Sedgwick, *Midwinterblood*) and honor books (Rainbow Rowell, *Eleanor and Park;* Susann Cokal, *Kingdom of Little Wounds;* Sally Gardner, *Maggot Moon;* and Clare Vanderpool, *Navigating Early*). While the Printz awards recognize young adult literature, the authors agreed that they don't write exclusively for one audience. "We've come to the point again where we're having the discussion of who reads what, and all I can say is, 'Who cares?'" Sedgwick said. "The only thing that matters is that someone is reading, not what they're reading."

RUSA's "Literary Tastes: Celebrating the Best Reading of the Year" included four authors whose work was featured on the 2014 Notable Book Award and Reading List Book Awards honoring genre fiction and nonfiction: Tessa Dare (*Any Duchess Will Do*), Christopher Buehlman (*The Necromancer's House*), Victoria Schwab (*Vicious*), and Daniel J. Brown (*The Boys in the Boat*). Dare urged the audience to welcome romance readers and be attentive to their needs—and not subject them to the "smug smirks and disorganized romance shelves" they often find in bookstores and libraries. Brown, meanwhile, shared that he discovered libraries only after dropping out of high school: He used the University of California–Berkeley Library to help earn a diploma through correspondence courses, which ultimately led to college, a graduate degree, and a home in academia.

LITA's "Redefining Humans from the Past to the Future" panel featured science fiction and fantasy authors V. E. Schwab, Douglas Preston, Jo Walton, Wen Spencer, and Terry Goodkind as they examined how the genres can serve as petri dishes for experiments on the human condition. Preston spoke about how he had been influenced by a tour of a private museum inside the CIA headquarters. "Our challenge as writers is not reinventing humans but (dealing with) our paleo-programming," he said. "The challenge is to fill novels with paleo-characters dealing with more evolved things that they can't handle, placing them in complex technological situations to see what they can do."

Jeff Bridges (left) and Lois Lowry discuss taking *The Giver* from book to movie at the ALA President's Program.

Celebrity sighting

Comic book legend **Stan Lee's** Auditorium Speaker presentation focused on how libraries, librarians, and comic books help inspire children to learn to read. "I respect you librarians so much," he said. "What you do is so important." Lee also talked about *Zodiac,* his upcoming project with coauthor Stuart Moore and artist Andie Tong, which will feature the first Chinese-American superhero in a comic from a major publisher.

Daniel Handler (also known under his pen name, Lemony Snicket) opened the ALA President's Program by presenting the first-ever Lemony Snicket Prize for Librarians Faced with Adversity to Laurence Copel, youth outreach librarian and founder of the Lower Ninth Ward Street Library in New Orleans.

Stripling interviewed *The Giver* author **Lois Lowry** and actor **Jeff Bridges,** who produces and stars in the upcoming film adaptation, for her President's Program. When asked about the power of dreams and memory, Lowry and Bridges said they are both believers. "[They] are a source of fascination to me," said Lowry. "They are the only things that are really ours." Bridges agreed, adding that he recalls memories of his father, the late actor Lloyd Bridges, to channel his spirit as he creates his characters. "I feel like he and I were in a relay race, and he was reaching back and passing me the baton," Bridges said.

Actress and Auditorium Speaker **Jane Fonda** has focused on adolescent reproductive health and the empowerment of women and girls for nearly 20 years. She spoke about how critical adolescence is to the development of personality for both boys and girls: During their teen years, both sexes are typically encouraged to behave more stereotypically, with boys suppressing their feelings and girls suppressing their authentic voices. "Librarians are really good at suggesting things," she observed, as she urged the audience to work to teach boys how to become empathetic adults and teach girls how to maintain a strong sense of self.

In her presentation, **Ilyasah Shabazz,** daughter of Malcolm X, emphasized the need for children to hear "the full contribution of all people." "Our history did not begin in slavery. Our ancestors built phenomenal pyramids, cities, and ships," she said. By understanding this complete history, children will feel self-respect, self-esteem, and empowered—which can inspire tremendous change. "History cannot be one-sided," she added as she described hate crimes against African Americans in the mid-20th century, noting that "When we hate another, in actuality we hate ourselves."

Actor and comedian **B. J. Novak** (*The Office*) told the Closing Session audience that the first thing he ever wanted to be was a librarian, because the library in his school was a place where "no one told you where your mind was supposed to be."

For his first children's book, *The Book with No Pictures*, Novak said he wanted to create a book that adults could read to children with amusing results for the reader.

Other engaging Auditorium Speakers included Philippe Petit, Azar Nafisi, Alexander McCall Smith, Jennifer Kahnweiler, and Barry Lopez.

Compiled by Greg Landgraf from blog posts by Laurie Borman, George Eberhart, Lindsey Halsell, Michele LeSure, Brian Mayer, Phil Morehart, Mariam Pera, Jennifer Petti, and Jennifer Whitley. ▮

Laurence Copel, winner of the first-ever Lemony Snicket Prize for Noble Librarians Faced with Adversity, holds a customized plate illustrated by author/animator Mo Willems.

Supporting Print, Digital, and Mobile

Multiple platforms in the ALA exhibit hall

By Marshall Breeding

The exhibit hall at the 2014 ALA Annual Conference in Las Vegas provided both a respite from the weather and a chance to learn about the latest developments in library technology. As the world's largest exhibition of library products, the ALA Annual Conference continues to be a unique opportunity to assess current technologies from a comprehensive representation of library vendors.

A somewhat smaller exhibit floor this year illustrates the fewer number of vendors that registered compared with last year in Chicago (5,607 vs. 6,125). But the numbers were still ahead of the 2012 Annual Conference in Anaheim, California (5,124). Exhibitors mentioned that the traffic in the hall was busier than usual, with many attendees opting to stay close to the convention center during the day and venture out in the evening for networking at receptions, restaurants, and other venues.

The diverse array of products at the conference reflects the reality that libraries face today: managing collections that comprise all media and formats. New platforms and evolving systems help libraries manage higher proportions of electronic and digital materials, even as they maintain their print collections. The stakes are especially high with discovery services that function as the primary portal and provide key touchpoints with

An aerial view of the exhibit hall at the 2014 ALA Annual Conference in Las Vegas.

Photos: *ALA Cognotes*

library users. Developments in discovery products are expanding the universe of available content, providing more sophisticated search capabilities, and—above all—making it easier for patrons to find things and increasing their engagement with the library.

The strong presence of suppliers of self-service stations, book sorters, and other automated materials-handling equipment on the show floor demonstrates that libraries continue to manage extremely high volumes of print materials. The proliferation of digital scanning equipment on display supports the efforts of libraries to create digital collections.

Expanded services

The ongoing rounds of mergers and acquisitions have taken a toll on the numbers of booths in the exhibit hall. The acquisitions of Polaris and VTLS by Innovative Interfaces stood out as one of the top news events occurring before the conference. Current and prospective Polaris customers were keen to visit Innovative's booth to learn more about the implications of the acquisition on the Polaris product line, which Innovative insists will remain intact. VTLS came into Innovative's fold on May 30, so shortly before the conference that its booth arrangements had already been set, though the shift in corporate branding was apparent.

Innovative representatives showed off the latest versions of Sierra (the company's new library services platform that is racking up new implementations at a vigorous pace), Encore Duet (a discovery interface integrated with EBSCO Discovery Service for article-level search), and the Polaris ILS, as well as many other products and services. Along with its expanded European operations headquartered in Dublin, Ireland, and a support and development center in India, these strategic acquisitions represent a major development for the 36-year-old company.

SirsiDynix, another library automation giant, announced BLUEcloud Campus for academic and school libraries. This new offering builds on the web-based BLUEcloud components—deployed through a multitenant software-as-a-service (SaaS) platform—that have been the company's recent focus of development, integrating electronic resource management components provided by EBSCO Information Services. While SirsiDynix has seen a resurgence with public libraries, evidenced by the recent purchases by the Chicago-area SWAN consortium and the Chemeketa Cooperative Regional Library Service in Salem, Oregon, the company is developing BLUEcloud Campus to strengthen its position in other sectors.

Also on display at the conference, eResource Central provides capabilities for the management and delivery of e-content. SirsiDynix's acquisition of EOS International in 2013 translates into yet one less booth at the conference, but the special libraries–oriented EOS .Web is now on display through SirsiDynix.

As a company specializing in technology for academic and research libraries, Ex Libris is now promoting its new library services platform, Alma, full bore, with its initial development complete and many deployments now live in many regions of the globe. The implementation of Alma underway at the Orbis Cascade Alliance consortium in Eugene, Oregon, continues to generate attention as a precedent-setting model of shared infrastructure among a diverse set of academic libraries. Ex Libris continues to showcase Primo as its strategic discovery service, providing article-level access through the Primo Central index. One of the newer developments announced at the conference was a collaboration with YBP Library Services to streamline processing of acquisitions performed on the GOBI3 platform with workflows in Alma.

The Library Corporation (TLC) demonstrated the latest versions of both families of its automation products, Library.Solution and CARL.X. The LS2 PAC interface has been recently redesigned to provide a more elegant experience for library patrons, with a responsive design that accommodates smartphones as well as tablets and full-sized computer monitors.

The company continues to develop and support CARL.X for the largest tier of municipal libraries. Its selection by the Metropolitan Library System of Oklahoma City reflects its ongoing viability in the marketplace. The biggest news at TLC related to its announcement of CARL.Connect, a new-generation product based on CARL.X that provides new web-based interfaces for all the staff functions of the CARL suite of products. It will ultimately replace the current set of Windows-based clients. The company also announced its second generation of APIs for the CARL platform.

ProQuest announced at the conference the foundation release of Intota, a new cloud-based platform designed to provide discovery and management of all types of library resources. This initial release includes the capability to manage e-resources, including support for demand-driven acquisitions; a new knowledgebase of metadata describing the universe of electronic, print,

Beyond Content

EBSCO Information Services, like ProQuest, has become heavily involved in the technology realm in addition to its flagship content products. News related to its EBSCO Discovery Service (EDS) included the release of a new Hosted Curriculum Builder plug-in to create and manage course reading lists in a learning management system based on resources available through EDS. Leveraging its recent acquisition of Plum Analytics, the company announced that PlumX has been extended with the capability to include usage statistics from its own databases and those available through EDS.

Following the release of a new practice recommended by the National Information Standards Organization, *Open Discovery Initiative: Promoting Transparency in Discovery*, the day prior to the opening of the conference, EBSCO issued a statement asserting its support.

The Follett island in the exhibits space reflected the recent internal consolidation of the company, with a more unified structure for its products and services oriented toward pre-K-12 districts, schools, classrooms, and libraries. A unified business, Follett School Solutions now offers print and electronic textbooks, ebooks, the Titlewave procurement platform, Destiny Asset Manager (device inventory), Classroom Connections (digital instructional tools), and the Aspen student information system. On the library front most relevant to this conference, Follett has recently enhanced its Destiny Library Manager, used in more than 55,000 schools in the United States, to include a universal search feature that provides discovery of collections of print materials as well as digital resources available to students and teachers from a wide variety of vendors.

As always, OCLC had a massive presence at the conference, both in the exhibit hall and through its many sponsored events. In addition to its many metadata and resource-sharing services, OCLC featured its WorldShare Management Services (WMS) and WorldCat Discovery service at its booth. Just prior to the conference, the University of Delaware became the first ARL member institution to deploy WMS in production. The new WorldCat Discovery consolidates both WorldCat Local and the FirstSearch services, and provides a new central index for more than 1.5 billion resources.

A new report developed for the OCLC membership, *At a Tipping Point: Education, Learning, and Libraries*, provides statistics, observations, and analysis on the habits and perceptions of information consumers regarding online learning.

The Follett island showcased the company's tech products.

Auto-Graphics, a company specializing in automation and resource-sharing products for public libraries, showed off the latest release of its VERSO 4 integrated system. The system has been redesigned to run on tablets, allowing staff to perform tasks away from the service desk and library patrons to access the online catalog remotely. Auto-Graphics has also reworked the user interface design; a new user experience module provides tools for librarians to modify results pages and create widgets that can be embedded in resources. The company also has a partnership with ChiliFresh to integrate social interactions, book reviews, and other features seamlessly using the APIs of the two respective platforms.

A first-time exhibitor, the Danish company Reindex-knowledge came to introduce their fully web-based integrated library system for small libraries in the United States. Around 150 libraries, primarily in Scandinavia, currently use the Reindex system, and the company is hoping to attract interest in other regions.

and digital resources; and collection analysis and assessment tools, integrated with the Summon discovery service. It does not yet include the functionality to manage print resources, currently expected in 2015, that will allow a full transition from a library's legacy ILS.

ProQuest also introduced a new version of its 360 Link, sporting an improved approach to connecting users to full text through a feature it calls "Index-Enhanced Direct Linking." The company also previewed its new ebook reader initially deployed for ebrary, and its intent to create a single ebook platform that consolidates ebrary and Ebook Library. In addition, Serials Solutions has now been fully integrated with ProQuest, though its ownership status has been longstanding.

Open source

Companies providing services surrounding open source automation products were also well represented at the conference. Equinox Software, the dominant support vendor for the Evergreen ILS, demonstrated its new Sequoia hosting platform, designed to provide a scalable and robust hardware environment and support services for open source products including both Evergreen and Koha. Equinox also had on hand FulfILLment Version 1.0, its new interlibrary loan product.

ByWater Solutions, which specializes in hosting and support services for the open source Koha ILS, demonstrated its latest features, including an advanced cataloging module. ByWater emphasizes that it works in close partnership with its customer libraries as well as a global community of Koha developers.

LibLime, a division of Progressive Technology Federal Systems, previewed its new DLS 3.0, which consolidates the functionality of Academic Koha with digital content management. DLS 3.0 also includes a new cataloging editor, a geospatial discovery tool with support for GeoMARC, and a map interface in its discovery layer for search and retrieval of geo-tagged records.

BiblioCommons demonstrated an ever-expanding set of capabilities in both its BiblioCore discovery platform for public libraries and its BiblioCMS environment, a comprehensive virtual presence that replaces the entire library website. One of the earliest companies to provide full integration of ebook discovery and lending, BiblioCommons has completed its API-level integration to support libraries that subscribe to the ebook services from OverDrive, 3M Library Services, and Baker & Taylor's Axis 360. It has also partnered with Zola Books to integrate its "Bookish Recommends" service, which offers reading suggestions to patrons based on an algorithm that taps into a database of 500,000 titles and 1.7 billion relationship elements. BiblioCommons has also extended the capability for library staff to create recommendations and reviews.

Ebooks

The ebook arena is bursting with improvements by the primary lending services, full participation by developers of online catalogs and discovery services for the smooth integration of ebook discovery and lending, and tools for library staff to manage procurement and demand-driven acquisitions. The Readers-First initiative has clearly made an impact not only in improving the availability of ebooks from publishers for library loans, but also in improving the ease with which patrons can discover, check out, and download titles to read on their devices. Technologies related to ebooks were one of the hottest areas of interest of the conference.

3M Library Services launched its new 3M Cloud Library app, which provides a completely redesigned user experience for patrons to search, browse, and check out ebook or audiobook titles. The app offers new features, such as the ability to create personalized categories for organizing content and to tag favorite genres. 3M has continued to expand the volume of content available through new publisher partnerships, resulting in a catalog of more than 300,000 titles from which libraries can select ebooks to offer to their patrons. The company also continues to improve its family of products related to self-service and security of a library's physical collections.

OverDrive, a pioneer and the dominant provider of ebook and audiobook lending services to libraries, featured its "eBook Lending Roadmap," which outlines its recent accomplishments and ongoing developments. The company continues to expand its content offerings and the lending models available, and it has released a series of APIs that enable the integration of its platform with library catalogs and discovery services. OverDrive announced an upcoming improvement in the way that patrons use the service through eliminating the need for activation of the Adobe account, which has added to the complexity of ebook checkouts.

A new widget, called the OverDrive Readbox, helps connect libraries to their users by offering samples of materials that can be obtained from any local library with an OverDrive subscription. Libraries can embed ebook samples in their

local environments. In a move that bodes well for an even greater impact on public libraries, OverDrive has made agreements with The Huffington Post, BuzzFeed, and Bing to embed book excerpts in articles using Readbox.

OdiloTID has developed a lending platform that allows libraries to purchase and manage their own titles in addition to integrating with those accessed through subscriptions from OverDrive, 3M Library Systems, and Axis 360. The statewide ebook pilot project eVoke-Colorado has adopted the company's OdiloConsortia. Odilo also supports the ebook lending environment for the Douglas County (Colo.) Libraries. Although fairly new in the United States, the company is well established in Spain and has expanded into Latin America.

Mobile apps, scanners, and RFID

A robust trend to deliver library content and services through smartphones and other mobile devices was pervasive at the Las Vegas conference, both through products shown in many of the vendor booths and through a pavilion in the exhibit hall devoted to showcasing mobile products. The pavilion offered a schedule of presentations allowing vendors to demonstrate their mobile apps. Given that mobile access to the web exceeds that of desktop computers in many contexts, the emphasis on mobile technologies was exceptionally relevant.

A number of vendors offering digital scanning hardware and software showed an impressive assortment of products for both patron self-service and library staff involved in digitizing projects.

- Kodak Alaris demonstrated a variety of products that enable high-volume scanning and processing of digital images. At this conference, the company emphasized its new software drivers that allow Macintosh computers to use its scanning equipment, expanding beyond its longstanding support for the Windows platform.
- Digital Library Systems Group, a business unit of Image Access, demonstrated an impressive array of scanning equipment in its prominent booth. Its product line ranges from its Click and BookEdge scanners that allow patrons to copy or digitize library materials to the Bookeye scanners for high-quality library digitization projects and the WideTEK models for large-format materials.
- The Crowley Company offers both a full range of scanning equipment and services for libraries interested in outsourcing some of their digitizing projects.
- Scannx provides a variety of scanning products designed for libraries, but also offers a cloud-based platform designed to enable more user-friendly and efficient workflows for scanning. Its Book ScanCenter provides an electronic document management system with a variety of options, while Scannalytics allows libraries to improve their scanning productivity through analyzing metrics gathered during system operation.

Technologies based on RFID tags also continue to prosper, especially among busy public libraries.

- EnvisionWare demonstrated its RFID self-service and theft-detection systems based on RFID technology as well as products to help libraries manage access to public computers and printers. The company integrates with the patron databases of any of the major integrated library systems for authentication and fee management.
- D-Tech, a European firm that recently expanded into the United States, offers a variety of library self-service based on RFID and other tagging technologies. The company recently introduced hold-IT, which enables patrons to securely pick up requested materials from designated drawers in a self-service kiosk, allowing unattended fulfillment of reserves.
- Bibliotheca, an international library technology firm, featured a variety of products, some of which included self-service kiosks, mobile tools for inventory, and products for the automated return of library materials.
- For libraries with high-volume circulation interested in sorting and automated materials handling, companies such as Lyngsoe Systems, mk Solutions, P.V. Supa, and Tech Logic all brought impressive products to see in action.

The many vendors who invest in the conference by participating in the exhibit hall make an important contribution, not only in their financial support, but also in lending their time to engage with current and potential customers. This year it was particularly impressive to see not only the capabilities of the products on display but the individuals staffing the booths who were able to provide a high-level overview or answer in-depth questions. As always, the exhibit hall complemented the extensive ALA conference programs to create an excellent opportunity to learn about the state of the art in library technology. ■

MARSHALL BREEDING *is an independent consultant, speaker, and author.*

By Alexia Hudson-Ward

Eyeing the New DIVERSITY

An emerging paradigm for recruitment and retention

Workplace diversity management in our field has primarily focused on increasing the number of underrepresented populations among our ranks. Yet, an emerging paradigm shift that elevates values as a critical diversity factor is currently taking place in the global market.

Many of today's workers are seeking more than visual representations of diversity as proof that an employer offers an inclusive work environment. Potential employees desire meritocratic workplaces where the totality of an individual's diverse contributions and lifestyle choices matters as much as demographic differences.

This article examines the rise of values-based diversity as the next evolutionary step in workplace diversity management and the implications of this new approach for librarianship.

"Values-based diversity has a valid place in libraries' strategic thinking," says Robert C. Harris, human resources manager at Pennsylvania State University Libraries. "It's an appreciation of diversity that's not just based on visible characteristics and demographics. It is also about diversity in thought, diversity in approach, and diversity in ideas."

Values-based diversity is defined as a management philosophy in which the values that individuals bring into the workplace (such as differences in communication styles, work ethics, and motivational factors) are elevated as diversity issues. For example, the value of "face time" exposes new dimensions and challenges associated with successfully working together in a team environment, depending on one's generational and/or technological orientation.

Workers are seeking more than visual representations of diversity as proof of an inclusive environment. Job seekers desire meritocratic workplaces where an individual's diverse contributions and lifestyle choices matter as much as demographic differences.

In the May/June 2013 issue of *Technicalities,* Editor Peggy Johnson described workers born before 1964 as tending to value face-to-face meetings, long workdays, printed documentation, and lecture-style continuing education, while Gen X and Y (those born between 1965 and 2000) workers favor meeting-free environments that nurture their independence, cater to work/life balance, and offer online training.

"Stereotypes abound," Johnson wrote. "Gen X and Y tend to see boomers as self-righteous workaholics who don't have a life. Boomers may view members of the younger generations as slackers who do not understand how to work hard." She added, "This clash point over work/life balance may be one of the more divisive issues in today's workplace, especially in academic libraries, where most professionals cannot advance or obtain tenure if they consider their workday finished at 5 p.m., Monday through Friday."

Libraries and values-based diversity

"For years, when Penn State talked about diversity, we would pull out our charts and look at the demographic percentiles," says Harris. "But now we look at how values and generational differences are going to impact how we assess performance and provide feedback."

Although the discussion of values-based diversity is new to librarianship, there already are library diversity policies that embrace the concept of inclusiveness. "Diversity is woven into the fabric of our structure," declares the University of Arizona Libraries on its "About Us" web page. "Diversity in our environment embraces the acceptance of a multiplicity of cultural heritage, lifestyles, and worldviews. It acknowledges the elimination of discrimination and the acceptance of difference."

Oak Park (Ill.) Public Library (OPPL), located in a progressive Chicago suburb, emphasizes in its diversity statement that "Ours is a dynamic community that encourages the contributions of all its citizens regardless of race, color, ethnicity, ancestry, national origin, religion, age, sex, sexual orientation, gender identity or expression, marital and/or familial status, mental and/or physical impairment and/or disability, military status, economic class, political affiliation, or any of the other distinguishing characteristics that all too often divide people in society." It goes on to say that "the library aspires to reflect the traditions and values of Oak Park in our relationship to the residents of Oak Park and the staff of the library."

The University of North Carolina (UNC) Libraries diversity statement spells out the behavior needed to make the policy a reality: "Treat coworkers and library users the way we want to be treated, being mindful to respect difference; work together cooperatively for the good of the library, basing discussion on facts rather than rumor, stereotypes, or assumptions about others; [and] ensure that library staff, services, and collections reflect the diversity of the UNC community and the world." The statement concludes: "Working and learning in this environment enhances the experience for everyone."

In the corporate community

A special report issued by *The Economist* in January 2014 examines the rise of values-based diversity by surveying 228 human resources managers. Outcomes indicated that the impact of values on an organization is measurable and affects workplace dynamics. This demonstrates the importance of viewing values-based diversity as an equal and complementary metric to acquired diversity (cultural competence and fluency) and inherent diversity (race, gender, and sexual orientation) in overall workplace diversity management.

Several corporations have successfully incorporated values as a diversity metric. *DiversityInc* magazine, which compiles an annual list of the top 50 companies for diversity, evaluated 893 companies in 2013 based on a list of criteria, including talent pipeline, equitable talent management, and CEO/leadership commitment. Of the companies that ranked in the top five, four (Sodexo, PricewaterhouseCoopers, Ernst & Young, and MasterCard Worldwide) have publicly accessible information about their diversity management initiatives.

Sodexo promotes "quality of life" services as the most important area of its multitiered diversity management approach. The French food services and facilities-management company enlists internal employee "ambassadors" to aid in a continuous assessment of quality-of-life issues that arise among the workforce. The ambassadors receive resources to offer online courses on how employees can successfully manage their work/life balance.

MasterCard Worldwide eliminated racial, gender, and sexual orientation "affinity groups" in favor of "business

> Exploring values-based diversity does not mean abandoning the important work of visibly diversifying librarianship at every level. Continued vigilance to ensure our libraries' workforce represents the changing demographics of the communities we serve remains vitally important to our lifeblood.

resource groups" where those with shared and similar interests can come together to learn. The groups have been deemed especially successful for those who are participating in cross-cultural adoption and employees who are interested in learning more about various cultural experiences.

Ernst & Young promotes that "diversity is no longer defined just by race or gender. It encompasses the whole human experience—age, culture, education, personality, skills, life experiences, and many other attributes." The creation of an "inclusiveness team" affords the company the ability to address a myriad of topics with its employees. Topics such as the power of informal networking for professional success, the path to leadership, and how to successfully navigate transcultural differences have benefited thousands of people.

Recognizing that its largest demographic was the most disengaged with diversity initiatives, PricewaterhouseCoopers (PwC) instituted a radical and controversial values-based program. Under the broader framework of "We Are All Different, We Are All Diverse," it launched the "PwC White Men as Diversity Champions" program, which seeks to educate white males about diversity while allowing this group an unfiltered voice in diversity conversations.

Implications for libraries

Considering an exploration of values-based diversity does not mean abandoning the important work of visibly diversifying librarianship at every level. Continued vigilance to ensure that our libraries' workforce represents the changing demographics of the communities we serve is vitally important to our lifeblood.

Recent demographic data stands as evidence that diversification of our field is still a challenge. For example, in 2009 89% of librarians in the United States were white, according to US Census data analysis for Socialexplorer.com by Sydney Beveridge, Susan Weber, and Andrew A. Beveridge. A July 2013 study released by the American Library Association's (ALA) Office of Research and Statistics found that, of 40,000 ALA members, 87.1% are white, with the largest group (26.1%) being 55–64 years old, despite retirements. These numbers have remained steady for nearly a decade.

There is some anecdotal dialogue about why librarianship has struggled with diversifying its talent pools, but more research is needed. It is clear that now is a good time for us to weigh recalibrating our efforts in strategic diversity management. The recruitment and retention efforts must continue. Perhaps a critical first step is employing a values-based approach that is fully inclusive of all experiences. ▮

AN OVERVIEW OF DIVERSITY in Human Resources Management

Through the decades, diversity human resources management within the United States has undergone several philosophical shifts. In the late 1960s through the early 1970s, affirmative action was the focus of diversity activities in an effort to ensure legal compliance of racial and gender discrimination laws. Around the mid-1980s, multiculturalism was advanced by the American educational system as a means of inclusively acknowledging and celebrating a variety of cultural heritages and experiences.

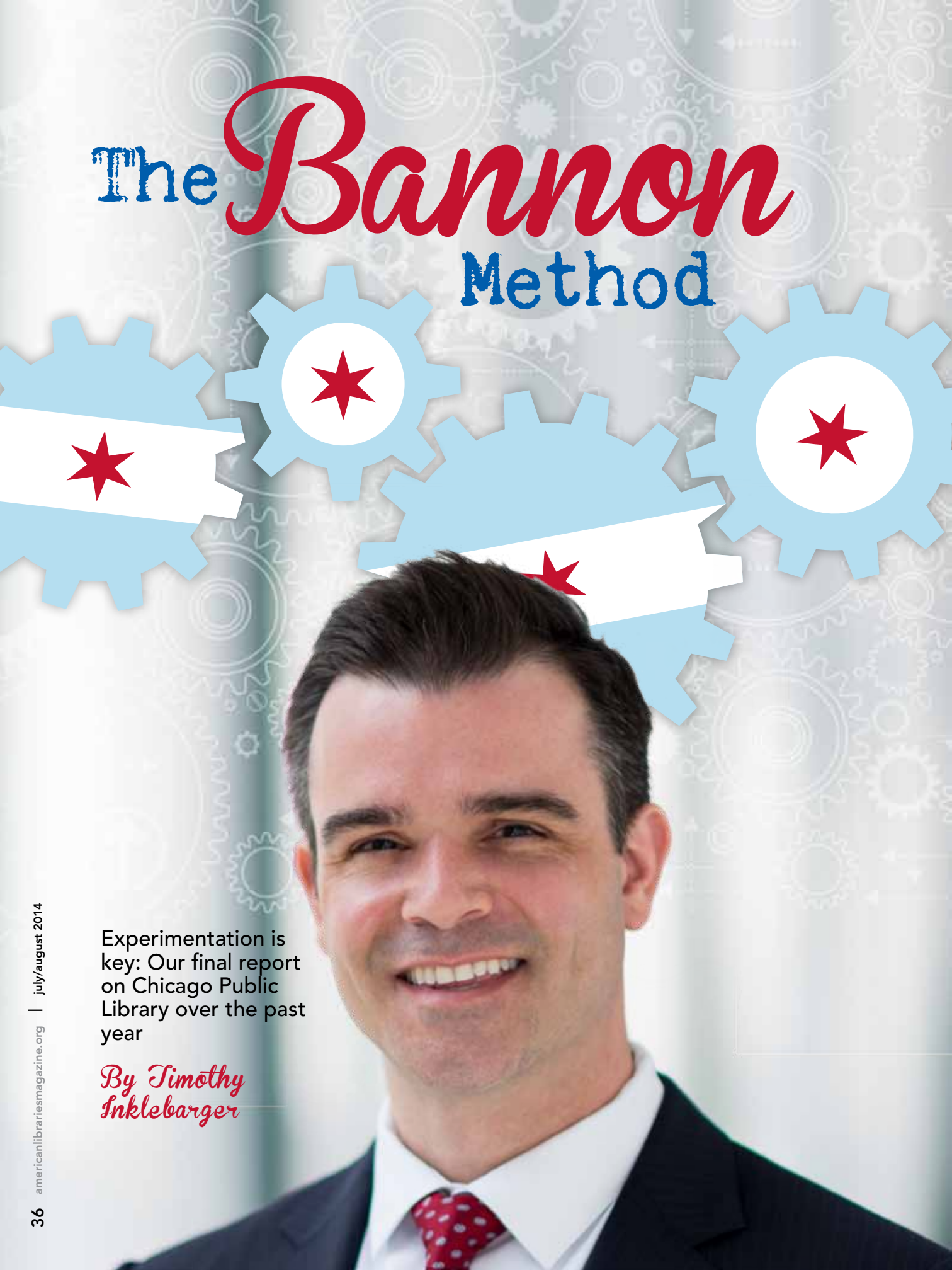
In 1990, R. Roosevelt Thomas Jr. published "From Affirmative Action to Affirming Diversity" in the *Harvard Business Review*, an article considered a seminal work in diversity management. It was a call to action for companies to consider moving beyond demographic data collection as a means of gauging success or failure of diversity efforts. The goal, Thomas asserted, should be to "create an environment where no one is advantaged or disadvantaged, an environment where 'we' is everyone."

Thomas's work appeared to gain traction at the beginning of the 21st century, as the concept of diversity and inclusion emerged as the accepted strategic approach to diversity management. The idea of presenting diversity and inclusion as a combined phrase is to highlight the symbiotic connection between the two. In essence, where there is diversity, there should also be inclusion.

Mark Kaplan and Mason Donovan, authors of *The Inclusion Dividend: Why Investing in Diversity and Inclusion Pays Off*, flesh out the concepts in more detail. The authors state that it is essential for organizations to measure and track diversity metrics. At the same time, managers must also ensure that all individuals can bring their best contributions into the workplace. Kaplan and Donovan contend that the ultimate goal of diversity and inclusion is to create a workplace meritocracy where everyone is valued and no one is excluded.

ALEXIA HUDSON-WARD *is associate librarian at Penn State Abington College and a student in the PhD/MLIP program at Simmons College. A course-related assignment from ALA Past President Maureen Sullivan, Simmons College professor of practice, served as inspiration for this article.*

The Bannon Method



Experimentation is key: Our final report on Chicago Public Library over the past year

By Timothy Inklebarger

When Brian Bannon accepted the position of Chicago Public Library commissioner in March 2012, he faced a public relations nightmare.

Just a few months before Bannon took the helm of one of the largest library systems in the country, his new boss, Mayor Rahm Emanuel, cut more than a quarter of Chicago Public Library's (CPL) budget, resulting in reductions in hours, staff, and programs.

Bannon tells *American Libraries* he addressed the issue with Emanuel the first time they met.

"Right now your public reputation with libraries is not great because you just cut libraries, and I'm a library guy—why are you talking to me?" Bannon recalls asking the mayor. "(Emanuel) said, 'You know, libraries are important,' and he realized that, I think, after he made those cuts. And that was the beginning of him really bringing libraries into his priorities."

Although cuts have since been restored over the last couple of years, Bannon, who often comes off more like a CEO than a public servant, has worked outside of the confines of the city budget, leveraging private sector relationships to bring new resources to patrons.

By all accounts, the strategy has worked. CPL has had a banner year, earning a Chicago Innovation Award for social innovation last fall; being named the top library system in the United States (and third in the world) in January by Heinrich Heine University of Düsseldorf; being awarded the coveted National Medal for Museum and Library Service in April; and hosting the 2014 Next Library Conference in June.

The accolades are never without mention of the high-tech initiatives the library system has launched during Bannon's tenure. Patrons can now learn 3D printing at the library's Maker Lab, check out programmable robots, and download an increasing number of books, movies, and music from the system's revamped website. And coming soon, the library will begin lending mobile Wi-Fi hotspots about the size of a wallet.

Bannon tells *AL,* however, that the system's success is not rooted in technology but in understanding the needs of patrons in a "knowledge economy" and giving librarians the tools to experiment with cutting-edge ideas. The technological offerings are a result of that, he says.

"It's a complex sort of house of cards to make sure that we're keeping the trains running and keeping the doors open, while also making sure we have carved out the time so that [library staffers] can get the kind of exposure they need, build the relationships they need, and get the training they need to do that kind of experimentation," he said.

Building CPL's core

A recent survey of patrons shows that accolades for CPL are coming not only from honors and awards, but they are also coming from library patrons.

Seventy-nine percent of patrons who responded said they are satisfied or extremely satisfied with service at the library. And that's coming on the heels of those major budget cuts—which were later restored—just prior to Bannon taking office in 2012. Ninety percent of patrons said they would recommend the library to friends.

Bannon says the results are "a good position for any business to have." The library's positive approval ratings are an "opportunity for us to begin bringing in more people to the fold," he says.

He says that despite the reversal of the 2012 budget cuts and $70 million in new capital allocated to the system in recent years, he still hears complaints about Mayor Emanuel. Bannon says the cuts have "been following him throughout his first term." Irrespective of some lingering negative perceptions, Bannon says the system is working to build on successes already in place, such as the YOUmedia program for teens and the Summer Learning Program for kids 13 and younger.

Accolades for CPL are coming not only from honors and awards, but they are also coming from library patrons.

Launched in 2009 through a grant from the MacArthur Foundation, the YOUmedia program sets aside a special place in the Harold Washington Library, inviting teens to "hang out, mess around, and geek out" with 3D printers, moviemaking and music equipment, graphic design, games, computers, and yes, books. The program is expanding to 11 more branches within the 80-branch CPL system this year and has been replicated by some 30 libraries throughout the country.

Bannon says watching the YOUmedia program start out as an experiment and grow into a mature and replicable program is an example of what he aims to achieve with other library initiatives.

"We have this model that was privately funded and we were able to really show the impact of this approach, and now the city is adopting this as part of what we do as … core library services," Bannon says.

In addition to experimenting with new programming for teens, the library has worked to update existing programs under Bannon's leadership.

CPL Deputy Commissioner Andrea Saenz tells *AL* that the summer reading program was tweaked with the help of Chicago's Museum of Science and Industry to include

Photo: Patrick L. Pyszka, City of Chicago

Chicago Mayor Rahm Emanuel (center), Brian Bannon, and kids work with Finch robots in the YOUmedia space.

activities and learning challenges. Rather than the tried and true method of reading a number of books for credit, young library patrons are now challenged to read and perform a number of experiments out of a learning booklet for credit.

Saenz says both the Maker Lab and the revamped Summer Learning Program "have elements that are responsive to these new ways of thinking about learning."

Innovation as a guiding principle

Partnering with corporate entities and philanthropic foundations is key to CPL's and Bannon's approach to developing new programming. Previously serving as chief information officer of San Francisco Public Library, overseeing digital and technology initiatives, Bannon says he is working to help the city's efforts to "maintain advantage in a flattening global world."

"You need the right type of technology infrastructure and technology skill within your workforce," he says. "You need creativity and innovation as part of the fabric and the culture, and you need strong institutions to support that, so a lot of the work we've been doing in the library is really looking at how we can support creating that kind of city."

As with the YOUmedia experiment, Bannon says the library embarked on a similar initiative with the Maker Lab. The lab offers patrons classes and open hours to experiment with Makerbot 3D printers, laser and vinyl cutters, milling machines, and other 21st-century technology. It also offers instruction in analogue creative undertakings such as origami, knitting, and flower arranging.

The lab, launched in June 2013, was initially funded through a $249,000 grant from the Institute of Museum and Library Services, and was set to shut down in March. But Motorola Mobility Foundation, the philanthropic arm of the Chicago-based communications company, contributed $150,000 to keep the program running into 2015.

Bannon says the initiative spans across the three tenets of CPL's strategic vision: nurturing learning, supporting economic advancement, and strengthening communities.

"It's becoming this place where different kinds of people can congregate, and we think that's a really important part of supporting innovation and creativity in the city," Bannon says.

He says Motorola supported the lab because exposing patrons, especially young kids, to the concepts of advanced manufacturing is important to the future of the company.

The lab also has attracted Chicago-area colleges and businesses recruiting prospective students and employees. Saenz says recruiters from the City Colleges of Chicago have held information sessions about courses the school offers in advanced manufacturing. And Inventibles, a local company that provides hardware for designers in advanced manufacturing, has hired employees directly from the lab, according to Bannon.

High-tech for checkout

The technological innovation at CPL doesn't end with brick-and-mortar labs. Patrons are now able to take the technology home with them.

Bannon says a new program that started in May, providing the library system with 500 programmable Finch robots for checkout, is a direct result of relationships CPL has been working to establish with the tech community.

Photo: Brooke Collins, City of Chicago

The robots were donated by Google Chicago after Chicago schoolteachers approached the company searching for tools to achieve their mandate to expose students to the concepts of computer programming. CPL already had begun building a relationship with the tech giant, including the company as a stop on one of the "study trips" the library has been encouraging staff to take to learn more about what Bannon calls "innovation hubs." In addition to Google, library staff study trips include excursions to the University of Illinois Chicago Innovation Incubator, tech incubator 1871, and the Chicago Children's Museum.

When Chicago teachers approached Google about the lending program, the company saw the library as a natural fit to implement the program, Bannon says. "I think that's a big part of why Google felt comfortable coming to us because we had already come to them, and they saw a group of our top library folks touring their headquarters and talking to their engineers," he said.

He says the robot lending program is a test run for tech lending at the library.

CPL announced in June that it will begin offering mobile Wi-Fi hotspots as part of its lending portfolio through a $400,000 grant from the Knight Foundation.

Bannon notes that about half of all Chicago residents still don't have broadband internet access, and in some neighborhoods, less than 30% of residents have access.

"We see a big part of the library's job is to continue to find ways of serving as a primary access point for general information, so this Wi-Fi lending program will allow us to explore that in a new way," Bannon says.

In addition to the new technology offerings at the library, CPL has broadened its online selection of books, magazines, movies, and music, contracting with Toronto-based tech firm BiblioCommons to overhaul its website. Keeping with Bannon's approach in thinking of the user experience, the new website more closely resembles Amazon.com by allowing patrons to review books and create lists to share with friends.

The Ideo connection

Central to Bannon's philosophy of experimentation is a cultural shift taking place at CPL that was launched last summer through a $1 million grant from the Bill & Melinda Gates Foundation. In collaboration with Aarhus Public Library in Denmark and design firm Ideo, CPL has been working to develop a new library innovation and decision-making model.

Saenz says the project, which is expected to release a toolkit for librarians in the fall, is about giving library staff the framework they need "to try new ideas and learn from them."

Michelle Ha, design lead at Ideo in Chicago, and her firm began working with the two libraries on the project in August 2013, tasking teams of librarians from each branch to explore other innovation hubs through study trips and try new ideas that aren't necessarily sanctioned by administrators.

"We believe people actually have to do a project and get their hands dirty," Ha says. "We've learned that you can't do that in a vacuum. Start mobilizing your frontline employees to actually act and do things."

Ideo focuses on concepts known as human-centered design, which considers the customer's experience, and the service journey, which takes into account the various "pain points" and "happy highs" a customer experiences at the library.

> Partnering with corporate entities and philanthropic organizations is key to developing new programming.

"Building empathy is at the core of human-centered design; it's always grounded in human behaviors," she says. "We're interested in following a path where a service starts and ends and what are all the steps along the way."

Experiments so far have focused on the broad topics of cultivating an atmosphere of play for younger readers and building engagement with teenage patrons. Ha suggests that librarians reach out to local organizations already serving the needs of teen patrons to build relationships between the two entities. "Libraries must have meaningful partnership with local schools and boys and girls clubs," she says. "They need to be networked and connected."

Onward for CPL

In the introduction to the library's recently released three-year strategic plan, Bannon and CPL Board President Linda Johnson Rice note that throughout its 140-year history, the library has worked to evolve, while remaining focused on its primary mission of providing access to knowledge and lifelong learning.

Bannon says that evolution, in part, is about creating the right ecosystem for business to form and compete in a global economy—you need technology, innovation, and strong institutional support, and that's what he says CPL's striving to achieve.

TIMOTHY INKLEBARGER *is a freelance reporter in Chicago. He has written for the Associated Press, Consumers Digest, Chicago Journal, and Pensions & Investments.*

Currents

■ July 1 **Paula Barnes** retired as director of North Olympic Library System in Port Angeles, Washington.

■ **Guy Berthiaume** became librarian and archivist of Canada at Library and Archives Canada in Ottawa, Ontario, for a five-year term June 23.

■ In June **Maria Taesil Hudson Carpenter** became city librarian at Santa Monica (Calif.) Public Library.

■ April 30 **Deborah A. Carver** retired as Philip H. Knight Dean of Libraries at the University of Oregon in Eugene after 24 years of service.

■ **Timothy Cherubini** joined the Chief Officers of State Library Agencies as its first executive director June 9.

■ Westmont (Ill.) Public Library appointed **Julia Coen** director April 29.

■ **Melody E. Coleman** retired as executive director of West Chicago (Ill.) Public Library May 23.

■ **Vicki Croft**, head of Washington State University's Animal Health Library in Pullman for 38 years, retired June 1.

■ **Elizabeth Dailey** retired as director of Onondaga County (N.Y.) Public Library June 30.

■ **Carolyn DeAre** retired as assistant director and head of the reference department at Wheaton (Ill.) Public Library after 35 years of service April 30.

■ **Jaci Defelice** became adult services librarian at Cranberry Township (Pa.) Public Library in May.

■ **Pat DiFiore** retired as adult services librarian at Cranberry Township (Pa.) Public Library in May.

Guy Berthiaume

Vickie Drake

Nann Blaine Hilyard

Billy Chi Hing Kwan

■ In June **Stephen Dix** retired as director of Muskegon (Mich.) Area District Library.

■ **Dawn Dobie** retired as reference librarian at Bakersfield (Calif.) College's Grace Van Dyke Bird Library in June.

■ In June **Leah Dodd** became director of Willard Public Library in Battle Creek, Michigan.

■ **Vickie Drake** joined Montgomery College as reference librarian at the Takoma Park/Silver Spring, Maryland, campus library in May.

■ University of Idaho librarian and professor **Gail Z. Eckwright** retired after 37 years in May.

■ **Shawn Edwards** became director of Peoria Heights (Ill.) Public Library June 2.

■ **James H. Fish** retired after nearly 18 years as director of Baltimore County (Md.) Public Library June 30.

■ In June **Greg Hayton** retired as CEO of Cambridge (Ont.) Libraries and Galleries.

■ **Nann Blaine Hilyard** retired May 1 as director of Zion-Benton Public Library in Zion, Illinois.

■ In June **Rick Hulsey** retired as director of Willard Public Library in Battle Creek, Michigan, after nearly 25 years of service.

■ **Margaret Jakubcin** was promoted to director of North Olympic Library System in Port Angeles, Washington, July 1.

■ **Ryan Johnson** became adult services manager at O'Fallon (Ill.) Public Library March 24.

■ Herrick District Library in Holland, Michigan, named **Diane Kooiker** as director May 16.

■ May 14 **Billy Chi Hing Kwan** became director of the library at the New York School of Interior Design.

■ April 21 **Yuan Li** joined Princeton (N.J.) University Library as scholarly communications librarian.

■ **Marci Lingo** retired as reference librarian at Bakersfield (Calif.) College's Grace Van Dyke Bird Library in June.

■ In May **Mike McCabe** retired after 32 years as director of Brevard (N.C.) College Library.

■ **Debbie McCluer** retired as children's librarian at Hillsdale (Mich.) Community Library in April.

CITED

■ **Kyla Johnson,** librarian at Farmington (N.Mex.) High School, was awarded a 2014–2015 Fulbright Distinguished Award in Teaching Grant to conduct research in the United Kingdom.

■ **The LibraryBox Project,** an open source digital file distribution tool created by Jason Griffey to improve access to digital information in areas with poor internet connectivity, was awarded a Knight Foundation Prototype Fund grant.

■ **Rita Smith,** executive associate dean of the University of Tennessee at Knoxville Libraries, received the university's 2014 Chancellor's Citation for Extraordinary Service to the University.

■ **James McCoy** retired after 43 years as head librarian at Ed and Hazel Richmond Public Library in Aransas Pass, Texas, April 25.

■ **Judith Nadler** retired as director and university librarian at the University of Chicago June 30.

■ **Martella M. Nelson** became medical librarian at the University of Alabama at Birmingham's Montgomery campus May 1.

■ **Caris O'Malley** became customer experience administrator at Maricopa County (Ariz.) Library District in May.

■ May 31 **Nancy Teeter Sauer** retired as senior children's services librarian at Fountaindale Public Library District in Bolingbrook, Illinois, after 10 years of service.

■ **Austin Schneider** retired after 42 years as director of Mercer County (Ohio) District Public Library May 14.

■ **Mary Ann Sherman** retired as librarian at Jefferson Elementary School in Corona, California, June 9.

■ **Julie White Walker** became state librarian for the Georgia Public Library Service in Atlanta July 1.

■ Niles (Ill.) Public Library Director **Linda Weiss** retired June 30.

■ **Benjamin R. Weseloh** was promoted to administrative librarian of West Chicago (Ill.) Public Library in May.

■ **Marsha Westfall** retired after 27 years as director of Peoria Heights (Ill.) Public Library June 30.

■ May 2 **Jim Wilson** became director of strategic accounts for Innovative in Emeryville, California.

■ **Sharon Yearwood** retired as director of the children's department at Brehm Library in Mt. Vernon, Illinois, June 2.

Martella M. Nelson

Jim Wilson

At ALA

■ May 16 Associate Executive Director for Communications and Member Relations **Cathleen Bourdon** assumed responsibility for directing the Public Information Office.

■ **Heather Cho** joined the Campaign for America's Libraries as media relations specialist May 15.

■ May 16 ALA Production Services Production Editor **Chelsea Cook** left ALA.

■ **Paul Ducham** became publisher of ALA Publishing in May.

■ Public Information Office Director **Mark Gould** left ALA May 16.

■ May 12 **Sarah Grant** became *Booklist* editorial assistant. ▮

Send notices and color photographs for Currents to Mariam Pera, mpera@ala.org.

OBITUARIES

■ **Ernie DiMattia,** 74, president of the Ferguson Library in Stamford, Connecticut, for 38 years, died June 26. Under his leadership, Ferguson Library was the first public library in Connecticut to provide public internet access. He held a number of leadership positions in the American Library Association and the Connecticut Library Association, including chairing ALA's Publishing Committee. He also recently served on the board of the Connecticut State Library, as well as many local organizations, and he was a visiting lecturer at several library schools.

■ **Evelyn Mildred Henderson,** 109, teacher and librarian at Oliver High School in Winchester, Kentucky, from 1933 to 1957, died April 8. She later served as librarian at Dunbar High School in Lexington, Kentucky, and Lexington Junior High until her retirement in 1972.

■ **Dylan Kowalewski,** 40, founder and editor of Monster Librarian, a website to support horror fiction collection development and encourage horror fiction reading, died April 17.

■ **Leo J. "Pete" Miller Sr.,** 64, who served as a school, community college, and prison librarian in Texas and Michigan, died May 22.

■ **Marilyn Miller,** 1992–1993 ALA president, died May 22. Miller was professor emerita at the University of North Carolina at Greensboro, joining the faculty of the Department of Library and Information Studies in 1978, and serving as chair of the department until her retirement in 1995.

■ **Judith Rivas,** 58, former director of library information services at Norwalk (Conn.) Public Library, where she worked for more than 28 years, died May 22. She cofounded the former United Hispanic Action of Norwalk, was a member of other community organizations, and served more than three terms on the Norwalk Common Council.

■ **Mildred K. Smock,** 94, who served as director of Council Bluffs (Iowa) Public Library for 35 years, died May 8. Smock was 1961–1962 president of the Iowa Library Association and had been a member of ALA Council and the PLA board.

Kiosks Made Easy

Introduce Your Digital Collections with OverDrive

The OverDrive Media Station (OMS) is an HTML5 web-based platform optimized for touchscreen kiosks that allows library patrons to explore an OverDrive digital collection. OMS is designed for patrons who aren't familiar with their library's digital collection and uses a familiar touchscreen workflow similar to kiosk experiences like Redbox. There is no need for a physical keyboard—a digital keyboard appears onscreen when a visitor taps on a field that requires text, much like it would on a smartphone or tablet.

With OMS, patrons can browse an existing digital collection, sample titles, and send them to any device for checkout via text message (SMS), email, or QR code. OMS does not allow patrons to download or transfer titles directly to a device. It does not download or store any files to the computer on which it is running. OMS simply allows patrons to browse the collection—it is not a replacement for the OverDrive Download Station.

Visitors can browse the top 100 most popular library titles, titles recently added to a library's collection, children and teen titles, and collections by subject and language. Patrons can also search using the onscreen keyboard and can filter results by format. A library has the ability to choose whether to display its entire digital collection or only select formats. There is no need to buy additional content for display on an OMS. If and when new content is added to a library's collection, the software will be up to date within 24–72 hours.

Requirements to run OMS include: Windows 7 or 8 (Windows 7 requires Firefox, Microsoft Silverlight, and third-party kiosk software to lock the system down; Windows 8 requires Firefox [with the free R-kiosk and Status-4-Evar add-ons] or Internet Explorer 10 with Microsoft Silverlight); 4 GB of RAM or greater; Quad-core Intel i5 (or better) or an AMD Zambezi or Vishera six-core (or better) processor; multi-touch capacitive kiosk screens with gesture support; and high-speed internet access.

For more information, visit company.overdrive.com/products/overdrive-media-station.

Connect Quickly with the New 3M Interface

The 3M SelfCheck QuickConnect Interface, the company's updated interface for its 3M SelfCheck system, gives libraries new tools to increase circulation, promote events, and enhance the patron experience, with a simplified interface that helps users and staff do more with fewer steps.

The 3M SelfCheck stations use NoveList Select to provide title recommendations from a library's catalog based on materials that patrons are checking out. It allows patrons to place a title on hold and print or email recommendations. The new QuickConnect Interface allows libraries to interact even more with patrons, providing tools to promote events, activities, and services. Using the Patron Promos feature, libraries can upload customized promotions and display them at checkout where patrons are a captive audience.

The QuickConnect Interface's new look is reminiscent of popular mobile and tablet interfaces and is designed for patrons to easily navigate to the features they need using a streamlined process. Additional ease-of-use upgrades include simple animations to guide users through the checkout process and enhanced assistance buttons on every screen.

On the back end, the QuickConnect Interface offers new features with a completely redesigned system manager. Library staffers can easily access reports and navigate the system to find the information they need. The system is also optimized for tablets, so staff members can access it from a variety of devices. Libraries can customize the interface using flexible tools. Dozens of configurable design templates and themes are available, allowing libraries to create an interface that reflects the personality of the library and community.

For more information, visit 3M.com/QuickConnect. ▮

To have a new product considered for this section, contact Phil Morehart at pmorehart@ala.org.

KIOWARE **SECURES YOUR PAC**

Product: KioWare

Details: Kiosk software that locks down browser-based or web applications, preventing nonlibrary use of catalog browsing kiosks.

User (pictured): Alexandria Payne, digital services manager at Newport News (Va.) Public Library System

How do you use KioWare? We use KioWare to provide secure public access on our touchscreen public access computers (PAC). KioWare allows single-point access to the online public access catalog via these PAC terminals.

How does it serve Newport News Public Libraries' needs? KioWare secures the PAC, provides targeted access points, and supports touchscreen browsing and data entry. These features are important when limiting the user experience to a single, secure portal for browsing, searching, and refining holdings queries. Users can view holdings, request items, and check the status of requests using a self-service model. This saves time and offers an immediate convenience to our patrons.

What are the main benefits? A primary benefit to KioWare is its ability to secure the PAC while streamlining the management console for administration. The library can provide a safe and targeted browsing experience without the risk of malicious (e.g., malware or spam) interference from problematic websites or the inappropriate use of the kiosk for personal use (e.g., checking email or social media sites). KioWare allows the library to provide single-point access to an individual portal, allowing a targeted, service-oriented approach to technology delivery.

What would you like to see improved or added? We really have no complaints. In the way of technology systems now, we could ask for a central management solution, as KioWare is managed on individual units, but this is not necessary for our implementation.

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The mission of the University of Nevada, Las Vegas (UNLV) Libraries Special Collections (library.unlv.edu/speccol) is to support researchers in the study of Las Vegas, southern Nevada, and gaming. Su Kim Chung (pictured) is head of special collections public services at UNLV Libraries—home to the Center for Gaming Research, which includes a world-renowned Gaming Collection that documents the history, economics, and regulation of the gaming industry; and the Oral History Research Center, which collects oral narratives from local residents. Several of UNLV's digital collections provide online access to special collections content that is quintessential Vegas, including information on Howard Hughes, the Hoover Dam, the history of the mining industry in the area, and—of course—showgirls.

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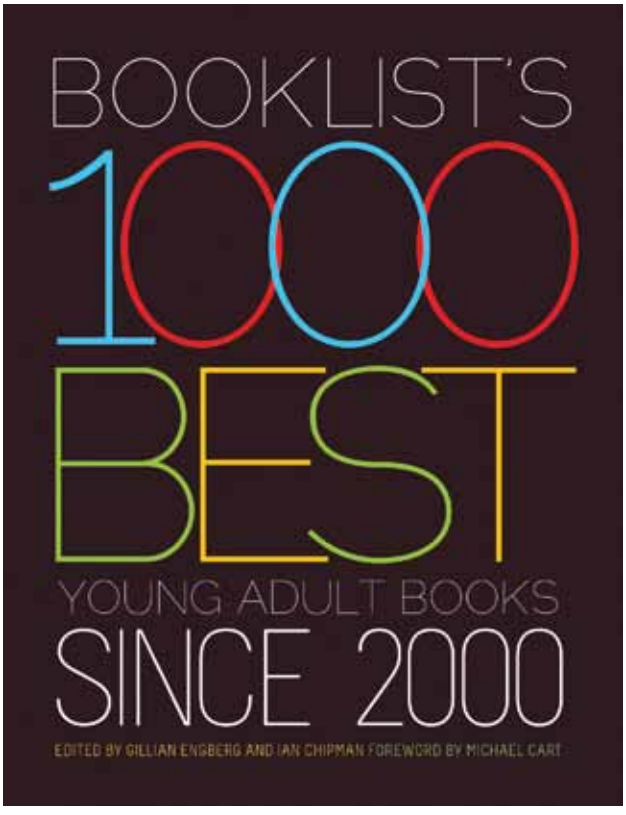

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