

REPORTER

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Building the Future



LIBRARY APPRECIATION NIGHT



VS.



White Sox vs. Athletics

Saturday, July 9, 2005

6:05 p.m. U.S. Cellular Field

• POSTGAME FIREWORKS •

Specially Priced White Sox Tickets!

The White Sox have dedicated July 9, 2005 as Library Appreciation Night. The White Sox would like offer specially priced tickets to all Librarians, Library Staff, Trustees and their families and friends. Tickets priced at \$34, \$30, \$28 and \$18 are available at \$24, \$20, \$18 and \$9.

ALL ORDERS MUST BE RECEIVED BY WEDNESDAY, JUNE 13.

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All orders must be received by Monday, June 13. Tickets will be mailed to the address listed below. Seats will be filled on a best available basis in the price level selected. If your seat location sells out, the White Sox will fill orders in the next-best available seating. All game times and promotions are subject to change.

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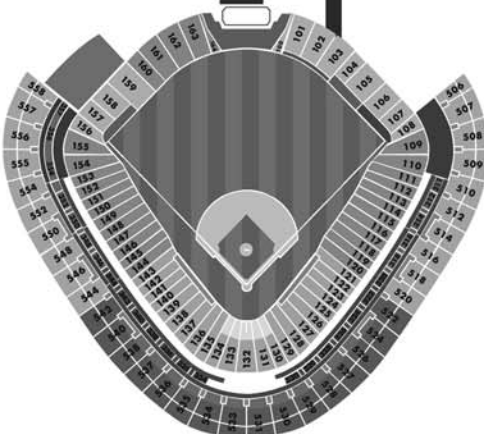
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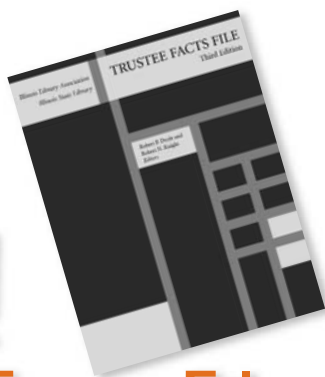
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The Illinois State Library distributed the CD version free to all Illinois trustees. ILA, however, will be printing a limited number copies of this essential component of a trustee orientation and education program. Price: \$12 for members and \$15 for nonmembers.

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Learning from the Past

In this issue we continue our new series of articles illustrating continuity and change in the history of Illinois libraries. Since its founding in 1896, the Illinois Library Association and member libraries have worked together to address their continuously changing roles. Throughout the year, articles in this series will help us travel to explore the historical past of such core services as programming, preservation, outreach, and space needs, while imagining what the future holds. From the inception of libraries in the early nineteenth century to incorporating new technology in the twentieth century to identifying fresh ways to reach users in the twenty-first century, the services of Illinois libraries are developing in ways that those who came before us never could have envisioned. Our strong history of success provides the foundation for creating the libraries of the future.

The second article in this series reflects on how adult programming provided by libraries has evolved and how the notion of traditional library service has changed to include things never imagined a hundred years ago.

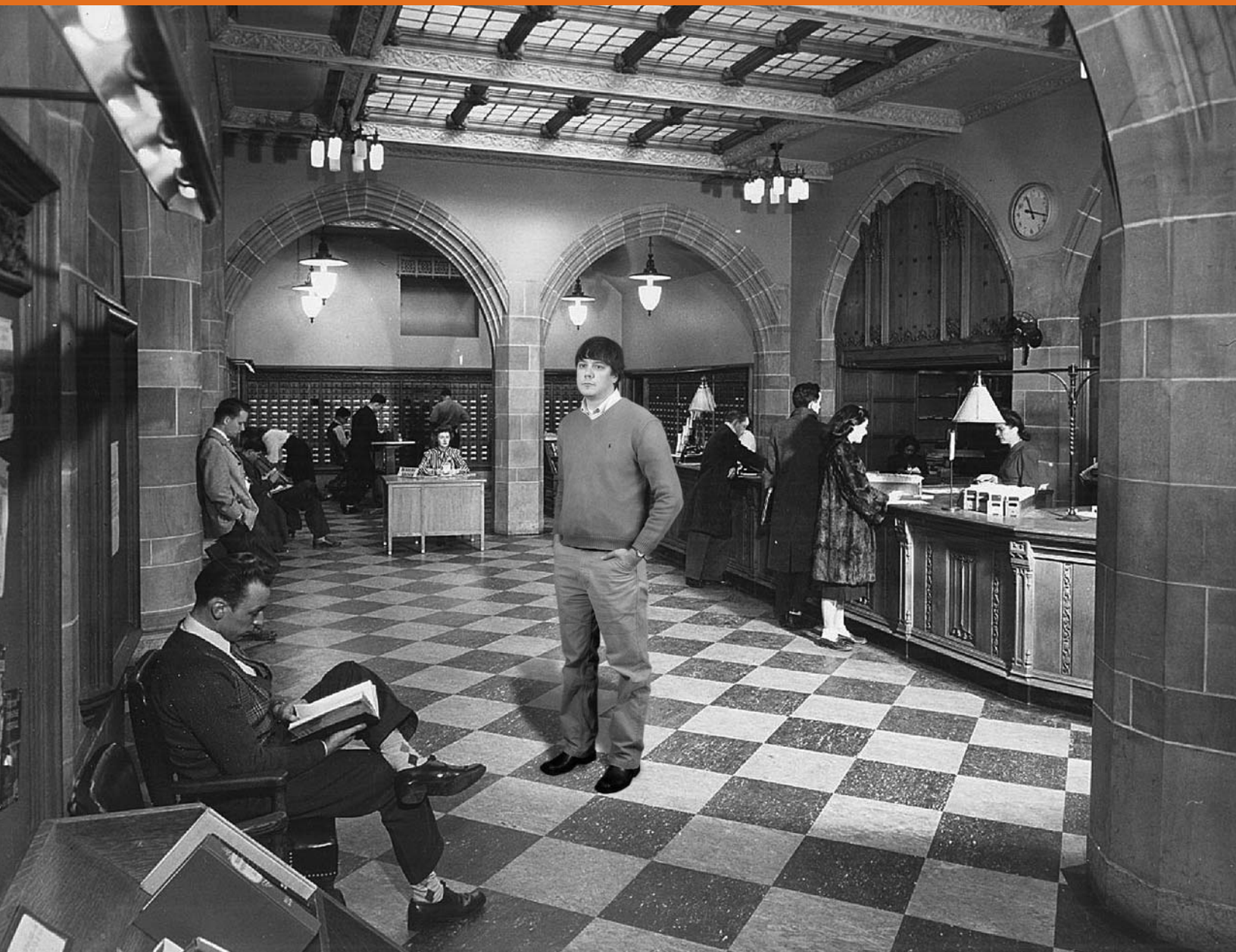
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Building the Future

Time traveler David Bell, from Booth Library, Eastern Illinois University, watches Roosevelt College Librarian Mrs. Marjorie C. Keenleyside, as she leads a procession of assistants with armloads of books to new library quarters as painters work at decorating the new reading room, October 18, 1945.





Interior view of Northwestern's Charles Deering Library, 1948. Deering Library is an icon on Northwestern University's Evanston Campus. The "collegiate Gothic" style of the building, its whimsical decorations, and its impressive reading room have been the source of treasured memories for alumni since the building opened in 1933.

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Programs for Adults — Traditional and Not so Ordinary

Pam Tomka, Washington District Library

Programming for adult audiences has received mixed reviews in public libraries. Some libraries say it works great and others say they gave it up long ago as they could never get anyone to attend. In the past, our library offered limited programs for adults with activities like art displays or instructional programs on legal issues or investing, often at minimal or no cost. That may work with kids, but it does not always work with adults. Time is a precious commodity, especially nowadays, so libraries need to be sure that the

programs they offer are valued enough to be worth a patron's time to attend. Worthwhile programming requires investing both time and money, but quality programs can be offered without breaking the bank.

Why do we do adult programming? If you know what your goals are, it will help you to decide what kinds of programs to offer. You can start small but be sure to include some money in the budget for a few good speakers. Libraries are becoming the living rooms of their communities and a place where people want to gather and share ideas, but it doesn't always mean they have to come to the library to make that happen.

Cooperating with other organizations and area libraries is one way to cut costs. Our library is in its third year of participating in a cooperative venture called "Local Legacies," each program focuses on a historical happening in Illinois by bringing in an author who has written a book on the event. Eleven area libraries share the cost of the speaker's fees and expenses for programs at each library during the month of September. One Book/One Community programs also work well in cooperation with other libraries and groups.

"Ladies Night Out" is another popular program that has been done by our library and others in our area; think of it as modern day version of the old quilting bees. Bringing in people to do everything from manicures/pedicures to scrapbooking activities on a Friday night draws women of all ages to come and be 'pampered' for a few hours at the library. Within days of our newsletter announcing the date, we fill it with twenty women and have a waiting list. Despite our hectic schedules, people still enjoy just having fun.

Libraries have joined community colleges, park districts, and even public schools in opening their doors to teach people how to use computers. After offering several beginner-type classes, our library conducted patron surveys, asking what they wanted to learn. That information allowed us to focus our classes to help those we could and to direct others to classes that could help them.

Many people use the Internet instead of coming in to the library to find out what they need to know. If this is how they connect with the world, then why not offer programming over the Internet? There are Web sites and chat rooms on everything from medical diseases to coin collecting, but what if there were actual programs put on by the library that people could access from the Internet?

There is a way that can happen. Online Programming for All Libraries (www.opal-online.org) uses a software package that creates a virtual meeting and conference center for online programs, events, and meetings. Using Voice over IP (VoIP), a speaker can be heard and participants can talk to each other with the use of an inexpensive microphone plugged into their computer. Programs that have been offered using OPAL include presentations about using scholarly Web sites, a virtual tour of some collections at the Library of Congress, how to search the Internet, and a monthly book discussion. While it was originally created to serve the blind and physically handicapped, it is available to libraries that would like to use it. For more information, visit the Web site or contact Lbell@alliancelibrarysystem.com. With many libraries now offering e-books, why not have a virtual book club as well?

One group of patrons that has been underserved for many years is teens. Young adults are often more apt to embrace technology than others, so take advantage of their skills to generate activities such as a YA Web page promoting library programs of interest to them. Get them involved in everything from book selection to creating a space of their own in the library. Writing groups, especially poetry and graphic novel writing, are popular in our community. We recently cooperated with the local high school and took students to Barnes and Noble on a shopping trip to select items for both the high school and our collection. We finished with a stop at the local sub shop and talked about what we bought. Those books are now flying off the shelves.

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*Time is a precious commodity,
especially nowadays, so libraries need
to be sure that the programs they offer
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a patron's time to attend.*

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Adult Programming at Peoria Public Library

Trisha Noack, Peoria Public Library

Book clubs provide a steady stream of adult programming to a regular group of Peoria Public Library patrons. The two oldest book clubs have been in existence for ten years, meeting monthly and enjoying the intellectual stimulation sharing old favorites as well as discoveries of new authors and new titles. All these clubs meet at one of the library's six locations and pick a year's worth of books at a time. The publicity department creates posters, press releases, and bookmarks and gets the word out about the selections so members have plenty of time to read.

Our first book club was the "Book 'Em" Mystery Book Club; this ten-year-old club regularly attracts about twenty-five members to each meeting. Next oldest is the "A Little Romance" Book Discussion Group; founded by a staff member, this group will also celebrate its tenth anniversary in 2005 with approximately fifteen core members. Other long-established clubs are "Club Read" which covers modern novels and "Read On" which generally selects African American literature. All the established groups have held author events, funded by the Friends. Read On takes things one step further with a "Pajama Night Read" when a great author comes to visit and they gather at a hotel for the weekend, reading and discussing books in their favorite lounging attire.

Three new book clubs have come to the Peoria Public Library scene in the recent past. The Sci-Fi/Fantasy Book Club was launched by a staff member, and a loyal but small following reads a sci-fi book one month and a fantasy selection the next.

Another new book club was started by a staff member who began doing special programs on her favorite subject, Harry Potter. The "Lakeview's Leaky Cauldron: Harry Potter Discussion Group," had fifty-five members within months, with about thirty of those appearing at each meeting. More than half this group are adults, with the rest of the members being middle school and teen readers.

Last, and most unique, is the Senior's Book and Film Club. The group attracts about five regular members who meet in the morning and watch the movie version of whatever book they've just read. They have coffee and doughnuts to finish off an enjoyable morning.

Three collaborative programs are currently in the works. "Peoria Reads!," our one city/one book program, joint programming with the Apollo Theater, and future programs planned with Lakeview Museum. The Apollo Theater is a restored 1914 movie theatre with magnificent architecture, a big screen, and a wonderful projection and sound system provided by Illinois Central College. As classic movie showings are planned, the library publishes bibliographies and can plan additional programs and exhibits. In recent months, the two organizations co-hosted a Davy Crockett celebration and a Robot Film Festival. This summer, Peoria's Lakeview Museum will host a Sherlock Holmes exhibit and the library will offer a special museum outing for book clubs.

One of the largest collaborations for adult programming is through "Peoria Reads!," with lead partner Common Place and about twenty other community partners. Common Place is a community not-for-profit that deals with literacy as well as other issues. The main Peoria Reads! committee of about fifteen people meets year round, choosing a book in the summer, planning in the fall, and holding the actual reading events and author visit in the spring. The Friends of the Library help immensely by donating funds for the purchase of additional copies for the library as well as for those who may not be able to afford books. Other partners and grants provide the funding for the author visit and advertising. The library provides staff time and develops the Web site (www.peoriareads.org), posters, brochures, bookmarks, and other signage. Members of the publicity committee arrange for billboards, bus boards, and light pole banners. The event brings in hundreds of adults to the various author appearances — usually at least six occurring in different community locations and times of day. The committee is unable to count how many people actually read the book, but judging by book sales and the number of checkouts, the number taking part is in the thousands. Now in its fifth year, Peoria Reads! provides unique community programming that call many back to the library's door.

***"Book clubs provide a steady stream
of adult programming..."***

It All Happens at the Library

Ellen Popit, Shawnee Library System

More years ago than I care to count, I showed up in the children's department of the Scranton Public Library and asked to do a story hour. That story hour was all I knew about library programming. Many libraries, librarians, and programs later, I have a quite different understanding of the role quality programming plays in Illinois libraries.

When I think about the programming I see throughout our libraries, several words come to mind:

Welcoming: Programs designed for new babies, new families, new readers, and new citizens. Whether it is a lap-sit, family reading night, adult literacy, or language instruction, the library is the place to be within a community.

Vibrant: Poetry slams, coffee houses, hip-hop or improv comedy—you can find it at the library!

Inclusive: Intergenerational events, programs for special needs students, and outreach in low-income neighborhoods point out the fact that the library is designed for all!

Interactive: Mother-daughter book clubs, pre-school music programs, online book chats, and travel discussion groups are opportunities for participants to speak up and become involved.

Focused: Technology training for seniors, baby-sitting clinics, resume writing workshops—libraries doing everything possible to enrich the lives of patrons.

None of this happens without the hard work and dedication of the people committed to Illinois libraries. It's a special group of very savvy people who know how to:

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An early photo of the shipping room for the library at the University of Illinois at Urbana-Champaign.





This post card depicts the Cook Memorial Public Library, circa 1940s. This scene shows the park in front of the library which was intended to be a fitting site for a library, according to one library history. In 1920 Ansel B. Cook bequeathed his home in Libertyville to the village for the purpose of housing a library. Upon the death of his widow Emily Barrows Cook, what is now known as The Cook House became the Cook Memorial Library with the book collection of the local women's club, the Alpha Club.

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Network: Within communities, among colleagues and through professional organizations, librarians listen to what other people are doing and learn how to rework an idea to best meet their local need.

Seek funding: Grants from a wide variety of sources provide seed money for many Illinois library programs. All of us know that LSTA funding is programmatic and that caveat has encouraged program planners to think in new and creative ways. In addition, block bookings, service organizations, and a myriad of other opportunities are always on the radar screens of those who must “foot the bill.”

Organize: No program happens without a significant amount of preplanning and organization. Verifying presenters, arranging the room, and planning for snacks all develop nicely honed facilitation skills for those involved in regular program planning.

Be flexible: The weather is bad, the space is suddenly unavailable, the presenter is ill—it happens to all of us and after one or two bad experiences, we learn to scream, take a deep breath, and move on!

The impact of these people and programs in the state is beyond measure. We submit contact hours and number of attendees, but how can you measure the impact on a child who regularly comes to the library for family programming with a parent, on a teen, who finds a safe haven at the library; or on a senior citizen who develops a new community of peers?

The future of library programming is crystal clear. As long as committed people are involved in Illinois libraries; as long as there are skills to learn and discussions to be had, library programming will develop and prosper, continually improving the lives of Illinois citizens!

*“...people want convenience,
they want control, they want choices,
and they want it all personalized
and comfortable.”*

Programming of the Future

Lynn Stainbrook, Arlington Heights Memorial Library

I was reading *The Price of Government* when asked to write this article. The authors, David Osborne and Peter Hutchinson, say people want convenience, they want control, they want choices, and they want it all personalized and comfortable. I think the demand for 24/7 service is a reflection of those demands. So how do we offer programs 24/7? How do we offer programs at the customer's convenience? How do we give our library users control over program content? How do we provide choices? How do we customize programs for each individual?

Warren-Newport Public Library District has developed one possible model. In 2001, it created a children's learning station as an addition to their regular children's programming. The station has a wide variety of hands-on learning activities available whenever the library is open, thereby giving attendees less restriction for participation. Activities are grouped around a learning theme or 'big idea' and are designed to be used with parent-child interaction or with limited parent involvement. There are many activities offered at the same time for a wide variety of ages and learning abilities. So the learning station gives the parent and child a choice of when to attend the program, control over how long to spend on the program, and they can personalize the program event by choosing which activities to participate in or repeat.

Examples of simultaneous activities include children sending messages in Morse Code, matching flag signals from football umpires to their meaning, deciphering Braille writing, and learning to sign their name in sign language. Children have invented their own secret codes, and younger children matched upper and lower case letters of the alphabet, completed alphabet jigsaw puzzles, and used a Leap Pad computerized toy for additional sound reinforcement of letters.

On average, three thousand children per month are visiting and working with the activities in this program format. This is a number the library could never have reached through its traditional method of hour-long programs.

But is this the only trend of future programming? Of course not. Web-based activities offer many of the same advantages—available when the audience wants them, for as long as they want to spend time on them, and has the additional convenience of being accessible from the home. There are many libraries already offering these activities or links to Web sites that offer such activities.

Similar activities for adults could be created, but “multitasking” is another buzz word for adults and libraries should consider it. Can we offer programs that allow adults to do multiple activities at the same time? Can they visit the library to check out a book and listen to live music programs in our lobbies, our front lawns, or our parking lots? Many libraries have found that the busy adult stopping at the library may take an extra fifteen minutes and stand or even sit and listen to a cultural event they wouldn't normally have attended. Music isn't the only programming activity that can be offered in short 'sound bites' for the multitasker. A multi-cultural food-tasting, a demonstration of sixteenth-century games, a ten-minute enactment of a famous event or a person are all examples of program activities that can attract a busy audience for a short time and simultaneously inform, educate, and entertain. But these programs shouldn't be hidden in your meeting room. Put the program where your library visitors can see them. Encourage your library users to seamlessly join in and leave the activity as time allows. Yes, experience tells us that a few people will grumble about noise in the library, but many more will praise the event and the opportunity to participate.

Does this mean our traditional programs of the past are over? No, we have new audiences for the scheduled, required registration, approximately ninety-minute long program presented in a separate room. We now have more retirees, with energy and time to spend who will greatly enjoy the traditional library program. But libraries need to look for more than one way to present a program event as we move into the future. **ILA**

Going Global

This month Allen Lanham shares his impressions of a speaking trip to Costa Rica last fall that will be followed by Costa Rican librarians visiting Illinois this summer.

Sharing Ideas—and Salsa—in Costa Rica

Allen Lanham, Eastern Illinois University

Costa Rica—the ocean views, the wonders of the rainforest, volcanos that reveal red fingers in the night, exotic birds and turtle beds—is an eco-tourism dream location. But it has libraries, too, and in October 2004, I was privileged to be in the capital city of San José and more rural Liberia to work with local academic, school, and state librarians to brainstorm ideas for the improvement of planning and services in the nation's libraries. Michelle Riebeling, cultural attache, and Ligia Alpízar, information resource center director, both of the U.S. Embassy in Costa Rica, were instrumental in initiating this exchange program and were excellent at keeping me on a tight schedule. The program was funded by a U.S. Department of State Speaker and Specialist Grant.

During the week, presentations were made about current programs in academic libraries in the U.S., with most examples representing the work of Illinois librarians. The timing was perfect; we had just finished the 2004 ILA Annual Conference at Navy Pier and the program topics were on the tip of my tongue. With printed materials from the Illinois Library Association, the American Library Association, the Illinois State Library, the Mortenson Center for International Librarianship, Lincoln Trail Libraries

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Lanham with members of the Board of Colegio de Bibliotecarios of Costa Rica

Day-by-Day in Costa Rica



Adriana Morales presents Allen Lanham with a certificate from COBI

Magda Sandi, Director of the Library School at the University of Costa Rica



On Monday, at the Mark Twain Library of the Centro Cultural Costarricense-Norteamericano, twenty-four librarians from bilingual (English/Spanish) private schools gathered for a morning of discussion about library cooperation. Later, the Mark Twain directive staff, led by director Andrea Solís, met with me to review strategies for library marketing, budgeting, and public service.

At the Universidad de Costa Rica-San Pedro **On Tuesday**, I presented a library photographic essay on innovative public service that led to discussion from students and faculty from the Graduate School for Library and Information Science, and was a guest in an evening class (taught by Mortenson Fellow Ana Cecilia Torres) for practicing librarians who spoke to me about their research topics after we talked about the U.S. library landscape. That afternoon I met with the administrative council of the Costa Rican National Library Miguel Obregón Lizano, directed by Yamilette Solano Navarro.

On Wednesday, at the Consejo Nacional de Rectores (their Board of Higher Education), I presented sessions on public service, resource sharing, and programming in academic libraries to fifty librarians and staffers from the four principal academic and technological libraries in the capital: the Universidad de Costa Rica, the Universidad Nacional, the Universidad Estatal a Distancia, and the Instituto Tecnológico de Costa Rica. That afternoon, after a discussion of planning in libraries, we divided into four working groups and undertook a planning exercise for future development of Costa Rican academic libraries.

On Thursday, their national library association, Colegio de Bibliotecarios (COBI), held its annual meeting celebrating their 30th anniversary. Among several other speakers, I was on the program for one session on library administration and one on library professional organizations. I was able to represent ILA as current president and ALA because Michael Dowling, director of ALA's International Relations Office, had provided me with several ALA handouts in Spanish which were appropriate to my presentation topics. Later that afternoon, I met with Magda Sandi, director of the library school at the Universidad de Costa Rica (UCR), to discuss curriculum development and recruitment of library students.

Early Friday morning, Ligia Alpízar and I were driven to the northern province of Guanacaste where we met that afternoon with rural librarians at the UCR campus in Liberia. These were primarily school and academic librarians, although some staffers from small public libraries were included. Although I planned to discuss library cooperation and administration of libraries, I soon switched to a more pressing topic for that session: library advocacy.

On Saturday we slowly made our way back to San José, stopping to admire the scenery, buy souvenirs, and marvel at the new Guanacaste airport (with direct flights to several U.S. cities). The plane flight back to Chicago would be early on Sunday. What a busy, but wonderful week in Costa Rica!

System, ILCSO, the Illinois Digital Academic Library, the Illinois Cooperative Collection Management Program, and Eastern Illinois University, I was off to tell the world about how libraries in Illinois, specifically academic ones, are joined at the hip, heart, and tongue.

The Costa Rican librarians were extremely friendly, good natured, and dedicated to making their libraries the best possible. We discussed the financial woes of Illinois libraries over the past few years, as they related their on-going need to increase local support for their collections and operating expenses. I found it no surprise that in our planning sessions, discussion revolved around the same topics that you would find in most Illinois academic situations: finances, infrastructure, training, public perception of our profession, resistance to change, etc. But Costa Rica faces additional burdens, such as “national brain drain” or the problem of retaining professionals within their country, and monopolies created by international publishers and vendors of information that exclude adequate information about Central America.



Professional education for librarians is handled by three universities, and, as in the U.S., the farther you are from urban areas, the harder it is to find library education programs. LIS graduate programs are still small; most librarians have received a bachelor's degree in LIS. Library schools are exploring technology-based instruction and implementing ways of attracting more students to their programs. Salaries are of great interest, and will, over time, need to improve if librarians are expected to stay in the profession and chart its future in Costa Rica.

For my presentation and discussion schedule, Spanish was the required language, although many Costa Ricans are fluent in English and other languages. I am pleased to see developing in Illinois a concerted effort to train more

librarians for serving the Hispanic population of our state. Programs from the Illinois State Library and the Lincoln Trail Libraries System are already in motion this spring.

This summer, as a part of the U.S. State Department's Visiting Scholar Program, several of our library colleagues from Costa Rica will join us in Illinois for a week of training and library visits.

Our schedule is already forming; if you have suggestions on what must be seen, done, or discussed, I would appreciate an e-mail to cfakl@eiu.edu.

No professional trip to another nation is complete without sampling the local color. I was fortunate to have lots of “reference” help in identifying the best places to visit while



Photos from left to right:

Lanham leads a discussion about library associations at the University of Costa Rica

Publications from several library organizations were distributed

Librarians from the region of Guanacaste gather at the Liberia campus of the UCR

Andrea Solís and Ligia Alpízar at the Mark Twain Library in San Jose, Costa Rica



I was there, although, appropriately, 95 percent of the time was scheduled with direct contact activities. Staying at the Hotel Ave del Paraiso (Bird of Paradise) was a perfect choice. If you slip out the back gate, you are steps from the University of Costa Rica's library school. I had time to stroll the campus on Sunday afternoon. It is a park-like setting with manicured lush vegetation—the hills would be a skier's dream but for the lack of snow. Many students were reading or relaxing under the palm trees and were quite friendly, wanting to hear from the gringo librarian. Several restaurants are within walking distance, my favorite being La Casa de Doña Lela's where the food arrives on large trays filled with roasted meat, rice and beans, avocado, spicy salsa (similar to Mexican pico de gallo but with extra tomato juice), and a sweet yellow plantain.

Costa Rica is a traveler's dream. It is easy to visit most parts of the country by rental car. Roads are plentiful and good, but urban traffic reminded me of getting to O'Hare on a Friday afternoon. Ticos, as they are called, are great drivers, although the speed limit was not obvious. Parking in San José is tough. You must make time to escape to the countryside where life has a different pace, a fresher look, wider views, and a fascinating array of geographic wonders, beautiful resorts, and special places to find your dreams.

Stop at any library for a warm welcome, local advice, and be sure to offer greetings from Illinois and ILA! **ILA**

Prolific Illinois Author Scheduled for

Upcoming

ILA Annual Conference

Lisa Poignant, Chillicothe Public Library District

When Ann Durkin Keating describes herself as a hometown girl, she's not referring to some small, rural community. She's talking about Chicago, city of big shoulders. And it took some pretty big shoulders to take on the monumental task of co-editing *The Encyclopedia of Chicago*, a project spanning more than a decade.

Keating, professor of history at North Central College in Naperville, was one of three co-editors of the book, along with James Grossman of the Newberry Library and Professor Janice Reiff of UCLA. Each of the three editors had very different perspectives, which Keating felt made the project stronger.

In 1990, Keating approached Grossman with the idea for the book. The two wrote, and rewrote, several grant applications in order to raise the \$1.5 million needed to complete the project. "And when the money ran out, he [Grossman] made sure that the Newberry supported the project through to completion," Keating notes.

The Encyclopedia of Chicago, developed by the Newberry Library in cooperation with the Chicago Historical Society, was published by the University of Chicago Press in October 2004. It contains a whopping 1,117 pages of text, photos, and maps. The online version will be available in April 2005, at the Chicago Historical Society site, <http://www.chicagohs.org/>.

An online component was part of the vision from the beginning, an extraordinary concept, considering the Internet was still in its infancy in the early 1990s. Keating had never used the Internet prior to the project, and she got her first e-mail address while working on it. Reiff, the technological wizard of the project, was in charge of electronic resources, which facilitated the making of the book.

One of the areas Keating worked on, and of which she is most proud, is the collection of over fifty original maps in the book. She says she "feels they are very important in the process of interpretation."

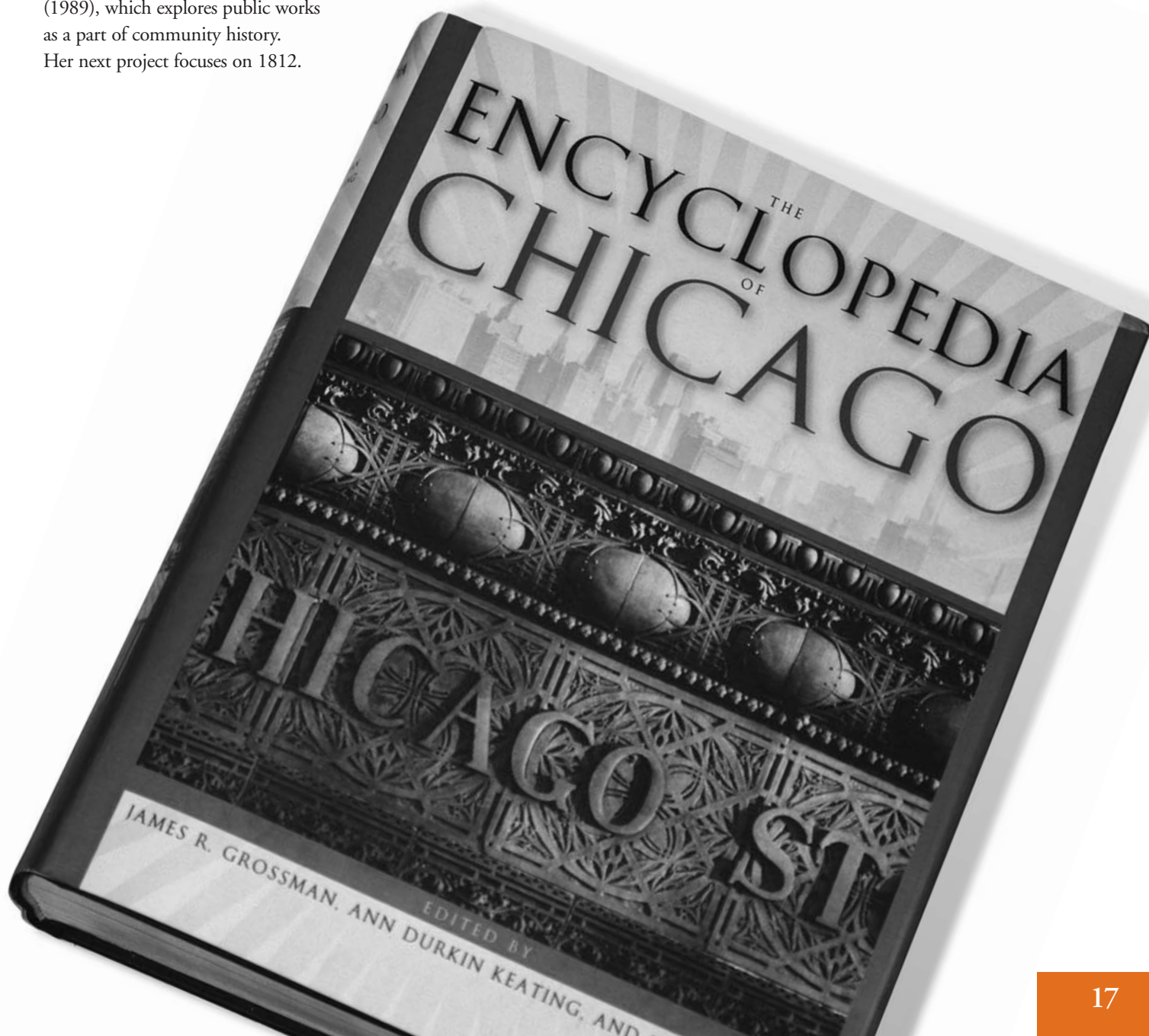
She was also responsible for the metropolitan focus of the book, keeping track of the early history of the region, and putting together all of the sidebars.

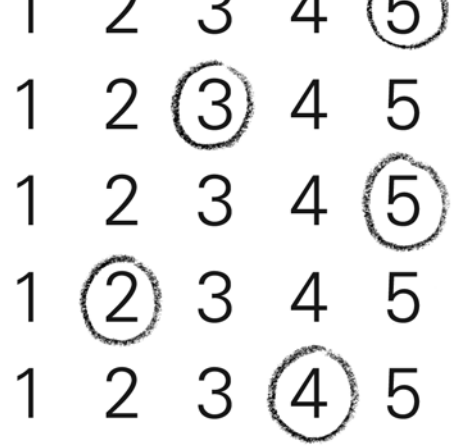
Not content with just one project in the works, Professor Keating wrote several other publications during the fifteen years she devoted to *The Encyclopedia of Chicago*, including, *Water and the City: The Next Century* (1991); *Exploring the History of Local Utilities and Public Work*, (1994), a study of suburban government; *North Central College and Naperville: A Shared History* (1995); and her latest effort, *Chicagoland: Suburbs of the Railroad Age*, to be released this fall. Prior to her work on *The Encyclopedia of Chicago*, Keating authored *Building Chicago: Suburban Developers and the Creation of a Divided Metropolis* (1989 & 2002), which is a revision of her dissertation, and *Municipal Records as Historical Resources: Invisible Networks* (1989), which explores public works as a part of community history. Her next project focuses on 1812.

Keating received her bachelor's degree from the University of Illinois, and both master's and doctoral degrees from the University of Chicago in 1984. She is currently chair of the history department at North Central College. Her primary field of interest is urban American history.

In addition to being the featured author at the Illinois Authors' Luncheon at the ILA Annual Conference on October 14, Keating has made appearances at the Chicago Public Library, the Chicago Women's Athletic Club, Lucent Technologies, the Chicago Historical Society, and Harper College. She will be speaking at the Aurora Public Library during National Library Week and at the St. Charles Public Library in May of this year.

The Encyclopedia of Chicago is one of the two books selected to represent Illinois in ALA's Many Voices, One Nation @ Your Library 





Sally in Libraryland

Sally Decker Smith, Indian Trails Public Library District, Wheeling

Feedback comes to us many ways in this library business—if we're paying attention. It comes to us from patrons and colleagues, bosses and sales reps. Several situations involving feedback have happened to me recently, and I usually take coincidences like that as some sort of sign that I need to explore a topic here!

It's the time of year when I work on performance evaluations for members of the Adult Services department. It's easy, because they're so good, but hard, because I hate "grading" these good people, and in every case, time consuming, but important. I don't think there should be any surprises documented in a performance evaluation—if someone did something that could have been done better in some way, I'd be a crummy manager if I surprised them with that news six months—or even six days—after the fact. But I welcome the opportunity to sit down and relate a year's worth of reasons I'm grateful they're here, and to pick everyone's brains for ways to get to the next level of things we want to accomplish, and we almost always have relaxed and enjoyable conversations. At the end, I've learned something, and they've learned something, and we both get to leave the room feeling pretty good.

But this kind of institutionalized feedback needs a lot of advance thought, or crossed wires can totally rearrange the message that should have been conveyed. A colleague told me that she once received an evaluation of her performance as a reference librarian that said that she was too friendly to the patrons, and took her job too seriously. Had she known what was expected, she says, she would have been rude to the patrons, called in sick a lot, and left early most days. I am fairly confident that was not the reaction the manager was going for. At least I hope not!

Some of you may have been at the program Ted Swigon and I did at ILA, and may have been among those who took the time to fill out two evaluation forms—one for ILA, and one for us, asking how the presentation could be improved. Many of you made thoughtful suggestions, and we incorporated them into the presentation the next time we did it. And we asked again, the next time we did it, because what we thought would be a good program to do has turned out to be far more of an unmet need than we ever imagined, and we'll be presenting it in several more places. At every one, we'll be asking for feedback.

At the most recent presentation of what I've slipped into calling the "Ted and Sally Show," 25 out of 49 participants turned in evaluations, which is a respectable percentage, although I always hope for 100 percent! While on many levels reading glowing praise is gratifying, and a fun thing to do on a bad day, it's the people who think of ways to make it better whose feedback I find really valuable. Telling us things like "photos were hard to see for us in the back" gives us a far better idea of what to do than "I didn't like it." "It wasn't what I expected" didn't tell us whether the person was pleasantly—or unpleasantly—surprised. When a lot of people say things like—"the variety of examples was really helpful," but one says, "the examples didn't apply to my situation, and I was bored," we can put the reactions into perspective, and determine that we need to keep the examples, perhaps prefacing them with an invitation to use these sorts of ideas as a jumping-off point to rethinking a situation that may not be identical.

Venting is a popular form of patron feedback. It's hard to tell, sometimes, if the patron really is so very annoyed because the person sitting at the Internet terminal next to them is playing solitaire on the taxpayer's money, or if he came to us from a long line at the post office, through bad traffic, or by way of a White Hen that was out of coffee. But the one thing we've learned from every customer service training session ever offered in the history of the world is that the first thing to do is give the patron an opportunity to be heard, so we listen.

I've found that vendors give me feedback in ways they may not ever suspect. It's easy for them to tell me they value my business when they're trying to get it. But how quickly do they return my calls when there's a problem, and how quickly do they resolve it? That, my friend, is feedback!

Every day in the library we get feedback, and we need to pay attention! A patron saying "thank you" is feedback. High school kids volunteering to help plan and implement a new space is feedback. Co-workers who answer a phone at a busy desk, even though they are on the way to lunch, are telling us things about how they see their jobs. A board member who asks a question about a report that shows she read it all the way through is providing feedback.

I invite you to spend a day of your library life being actively conscious of feedback—both what you're getting, and what you're giving. Listen harder. Say thank you. Commend a colleague on his handling of a difficult patron, or a difficult computer problem.

Notice the look on a patron's face when you show her a database she's never met. Acting on feedback is important—but noticing it comes first!

Good or bad feedback experiences or thoughts to share? If you send them to me, you'll be providing feedback: I'll know you read this far! E-mail: ssmith@itpld.lib.il.us or fax: (847) 459-4760 or write (355 S. Schoenbeck Road, Wheeling 60090) your tale to me, and then watch this space!



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<p>Speer Financial, Inc. serving libraries with independence, honesty, integrity with distinctive expertise and is on the forefront in the application of technology in municipal debt issuance.</p> <ul style="list-style-type: none"> • Illinois' most active financial advisor. • Referendum expertise. • No cost capital project borrowing modeling. • Open competitive sales lead to lowest bidder/lowest cost. 		<p>ONE NORTH LASALLE STREET SUITE 4100 CHICAGO, ILLINOIS 60602 PHONE (312) 346 - 3700 FAX (312) 346 - 8833</p> <p>Kevin W. McCanna, CIPFA; CFA President</p> <p>David F. Phillips, CIPFA Senior Vice President/ Director of Marketing</p> <p style="font-size: small;">Photo: Oak Park Public Library</p>	

Library-related stories appearing in local Illinois news media are reflected in this section of the *ILA Reporter*. The intent is to alert and inform other libraries about issues and events that are considered significant by the general media. The draft *Reporter* text is sent to the library in question for accuracy before being published here.

New Lenox Public Library Saves \$564,476 in Interest Costs

The New Lenox Library District will save more than a half-million dollars in interest costs by refinancing some of its bonds, reported the February 2 *Daily Herald*. That was the news from Steve H. Larson of Ehlers & Associates in Lisle, the library's independent financial advisers, as the library board adopted an ordinance providing for the issuance of \$4.57 million in refunding bonds.

With interest rates currently lower than when the bonds were sold in 2000 to build and equip the existing library, Larson advised the board that the time was right to refinance. By doing so, the district will save a total of \$564,476 in interest costs during the next fifteen years, he said.

The refinancing of the bonds took place January 31. The savings will be passed on to taxpayers by reducing the bond and interest levies by about \$37,631 a year, Larson said. For the owner of a \$300,000 home, that translates into a total savings of about \$75 in property taxes over the fifteen-year period, according to Larson's calculations.

The new bonds carry an average interest rate of 3.76 percent, replacing the ones on which the district had been paying interest rates ranging from 5.6 percent to 5.8 percent. In related news, the library district also received an A-plus credit rating from Standard & Poors, an upgrade from the A rating it received in 2000, Larson reported.

Illinois Video Vandal Admits Playing Film Editor

Macon County resident Randall J. Wells, forty, has been ordered to pay \$13,498 in restitution for adding images of naked people to some 150 videos in the Decatur Public Library collection. (See December 2004 *ILA Reporter*, p. 17.) "Evidently, nobody ever taught you in school the difference between public property and private property," Associate Judge Scott B. Diamond told Wells at the February 8 hearing after the defendant pleaded guilty to criminal mutilation of library materials.

Wells was also sentenced to two years probation and has been barred from visiting any library or video store in the county or from renting videos. Although prosecutors dropped a second criminal charge for similar defacement of videos at the Mount Zion District Library, Wells's restitution payment also covers those tapes, according to the February 9 *Decatur Herald and Review*.

Last fall, Decatur library staff members examined all 2,700 videos for alterations after a patron reported seeing out-of-context risqué footage added after the credits of a library video. Most of the added images were of naked people, but several vandalized videos contained excerpts from *I Love Lucy*.

New Lenox Public Library Sets Rules for Unattended Children

If parents whose children remain at the New Lenox Public Library cannot be reached fifteen minutes after closing, staff may contact local police to retrieve the youngsters, according to a new library policy, reported the February 12 *Daily Herald*. The library board adopted two new policies regarding children left unattended at the library.

One policy addresses the supervision of children ages eight and younger. It states that such youngsters must be accompanied and directly supervised at all times by a parent or other responsible caregiver while at the library.

"... The library staff cannot, nor is it their responsibility to, serve as baby-sitters, teachers or disciplinarians," the new policy reads.

The second policy is geared toward children who remain unattended at the library fifteen minutes after it closes.

Library Director JoAnn Potenziani said the policies are intended to put into writing procedures for library staff members to follow should such situations arise. Two staff members are always on hand to wait for youngsters to be picked up by a parent or caregiver, she said. Although children left unattended or remaining at the library after closing has not been a big problem, Potenziani said such instances have occurred. There have been times when police have been called. "It's rare, but it does happen," she said. Potenziani said the library is trying to "be proactive" and to inform parents of its expectations.

In cases when a young child is left unattended at the library, a parental notification letter signed by the library board president or library director and a copy of the policy will be sent home.

Mayor Pledges Land for Vernon Hills Library

If the Cook Memorial Public Library board eventually votes to build a new library in Vernon Hills, Mayor Roger Byrne promises land will be available for the project, according to the February 16 *Daily Herald*.

In a recent letter to library board president Ed Abderholden, Byrne pledged village leaders "will have a site secured for (the) location of your building" if library trustees commit to constructing such a facility. The letter reinforces the village's desire to see improved library services in the southern part of the large district. The district also serves Green Oaks, Indian Creek, Libertyville, Mettawa, Mundelein, and nearby

unincorporated areas. The district includes two libraries: a main facility in downtown Libertyville and a branch in the lower level of Vernon Hills's village hall.

In the January 26 letter, Byrne suggested land in the Gregg's Landing residential development near Lake Harvey for a library site. That property was part of a library expansion proposal voters rejected in 1998. The ultimately failed plan called for construction of a new library near the lake and renovation of the main library.

Village leaders are looking for other possible sites for a library in town, particularly locations that are near "schools, the park district, and the Deerpath neighborhood," Byrne wrote.

The mayor's message also reflects the village's recent decision to sell land on Aspen Drive near Route 60 to residential developers. Library officials had considered that site for a possible Vernon Hills library until recently. The Aspen site was included in a construction proposal voters rejected in 2003. That time, the plan called for the construction of a new library in Libertyville, too.



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Big-city Election Tactics Spread

A contender for Villa Park village president had to prove that “Doc” is his longtime nickname, not a subtle signal to voters of a graduate degree. Candidates for Schaumburg library board were challenged for filing petitions fastened with a paper clip, rather than with a staple. And in Cicero, a judge knocked half of the twenty-eight local candidates off the ballot over confusion about how many petition signatures were needed.

In all these cases, the focal point was petition papers—the seemingly straightforward forms that candidates must turn in to election boards to get on the ballot. The tactic of challenging those papers may have begun in the machine politics of Chicago, but observers say it’s happening now from Winfield to Mundelein, reported the March 1 *Chicago Tribune*.

“When I first became a lawyer thirty-six years ago, there were virtually no cases outside Cook County—very, very few,” said Andrew Raucci, a Chicago elections lawyer who says he has represented more than a thousand political candidates, objectors, and election boards.

“Today they’re all over the state and every level of office.”

The petition forms contain limited information—typically the candidate’s name and address, the office sought, notarization, and a certain number of voters’ signatures. But candidates still seek to manipulate them, or nitpick their opponents’ forms, in pursuit of any advantage.

Library board races traditionally have been the most genteel of elections, giving book lovers an often uncontested path to public service. But from Schaumburg to Oak Lawn, campaigns for the unpaid positions are turning into brass-knuckled battles.

Laura Guderley figured her baptism into electoral politics would be gentle. After all, she just wanted to become a trustee of the Arlington Heights Memorial Library. But soon after she turned in the fifty signatures required to join the race, another candidate complained that Guderley had failed to number her petition sheets.

It was enough to get the fifty-one-year-old teacher’s aide kicked off the ballot, reported the February 15 *Chicago Tribune*.

People running in five Chicago-area library districts this year have seen their candidacies challenged, sometimes on the fussiest technicalities: using paper clips instead of staples to bind papers or filing documents too early. The objectors say they want only to ensure that everybody follows the rules. But others, accustomed to the courtly races of old, say money, ego, and partisan politics seem to be playing larger roles in the once-quiet world of library governance.

No district has seen more challenges this year than the Cook Memorial Public Library in Libertyville. Raymond True, who has been active in Republican politics, objected to the petitions of five candidates.

He said he noticed numerous problems after spending days combing the papers of the eleven people chasing five seats. He challenged them, he said, because “if somebody wants to run for office, they should spend the time and do it properly.”

While denying his complaints were driven by partisanship, True acknowledged that four candidates whose petitions he did not dispute were, like him, members of the Republican Assembly of Lake County, a conservative offshoot of the party. One of True’s targets, library board president Ed Abderholden, said the assembly is hostile to the idea of raising taxes to build a new library and wants to pack the board with like-minded trustees. “I think it’s unfortunate that they’ve imported Cicero-type machine tactics to non-partisan elections in Libertyville Township,” Abderholden said. The challenges were unsuccessful. The Lake County Electoral Board ruled that the candidates had enough valid signatures to stay on the ballot.

Some objections can be exceedingly technical. State law requires that petition sheets be fastened “in a secure and suitable manner,” and in Oak Lawn and Schaumburg, candidates were challenged for binding documents with paper clips. Schaumburg Library trustees Debby Miller and Robert Lyons survived that objection, but another fine point doomed Miller’s candidacy. County electoral officials removed her from the ballot for filing an economic interest statement in late 2004 instead of 2005. (Miller plans to run as a write-in candidate.)

Miller, who has been on the board since 1971, said she had just wanted to be prompt with her paperwork and claimed the Schaumburg Township Alliance of Republicans had ginned up the complaint as part of a quest to control the library and its \$12 million annual budget.

“I really think it’s a matter of ego. ‘I can take over the library board, therefore I will,’” she said. “Then again, we have three hundred people working at the library. It may be looked at by some people as a way to install their own people in jobs.”

Carol Barnes, a Palatine Public Library District trustee seeking a third term, said she issued the first challenge of her tenure because an opponent’s filing papers were full of errors, such as not listing the office he sought. “As a trustee, I had to take an oath to uphold the law, and it’s quite apparent that [the petitions] don’t conform,” she said.

But opponents sometimes find themselves outfoxed. Michael Cortesi, a pharmaceutical sales representative running for one of three library trustee positions in Arlington Heights, objected to the paperwork of two opponents. Though he said it was “simply an attempt to make sure everything is done properly,” success would have cut the number of candidates to three, ensuring him a place on the board. One candidate, incumbent Jim Bertucci, came before the Arlington Heights Electoral Board ready to fight back. Cortesi had charged that fifteen of Bertucci’s signatures were invalid. Bertucci countered with voter lists and affidavits. He was left triumphant but confused about why a normally mild race had become so hot. “There’s not a lot of political influence in that position,” Bertucci said. “I’m kind of stumped as to why this is happening.”

Veronica Pitchford Named *Library Journal’s* Movers and Shakers

Pure energy: that’s one way to describe Veronda Pitchford, the assistant director of Chicago’s Metropolitan Library System (MLS). And she uses that energy to transform the profession one recruit, one project, one library supporter at a time, states *Library Journal*.

At work, she is involved with recruitment and taps her public relations B.A. to help member libraries market themselves inside and outside their organizations. She also works to coordinate Illinois Library Advocacy Day and leads training on how to “educate” legislators.

“I really would like to see upper management diversified,” Pitchford says, “not just in racial diversity but in age and thought.” ALA’s Spectrum Initiative is one approach, but “the funding is so low that it would take them a million years to catch up with the retirement boom that’s going to happen.” The rest of the profession has to get involved.

Librarians also need to learn “how to advocate for ourselves better. We don’t tell our story enough, market ourselves, fundraise for ourselves.” She recommends a much more aggressive stance: “Waiting for the budget from above is passive; we need to get out and advocate for libraries. If we don’t step up to the plate, no one else will.”

She speaks straight to the public library’s core ethos. “I have a passion for the fact that libraries are one of the great equalizers in this society,” she says. “When I start to talk to legislators about this, it is such a freakin’ easy sell!”

Other Illinois librarians featured as “Movers and Shakers” were: Aaron Schmidt, Thomas Ford Library, Western Springs; Karen D. Bersche, Alliance Library System; Cynthia L. Fuerst, Kankakee Public Library; and Lisa Poignant, Chillicothe Public Library District.

Cherry Valley Annexation Case Continues

An opinion filed by the Appellate Court of Illinois, Second District, on March 3, affirmed the earlier judgment of the Circuit Court of Boone County in the case of the *State of Illinois v. Cherry Valley Public Library District*. (See *ILA Reporter*, February 2004, p. 28; June 2004, p. 21.) As noted previously, ILA filed an amicus brief on behalf of the defendant, Cherry Valley Public Library District.

According to Phillip Lenzini, attorney, one of the major concerns with the appellate court’s finding is that it would generally be viewed as precedent in other districts throughout the state, given the absence of other competing rulings. The appellate court decision finds the language of the statute to be unclear, thus denying the process by which Cherry Valley moved forward to annex land in Boone County adjacent to the district’s boundaries and located within two school districts partially served by the library. Basically, unless the territory had been newly added to the school or municipality boundaries by annexation or otherwise, the court held that section 15–15 was unavailable, even if the territory was otherwise included in the school or municipality.

“Besides severely limiting the circumstances for future use of section 15–15 by library districts, since that fact situation seldom is present, the court’s decision may call into question, or at least lead to court challenges of, already completed annexations under this section,” said Lenzini.

As this issue of the *Reporter* goes to press, the library district is considering options ranging from a petition for rehearing, an appeal to the Supreme Court, and the possibility of legislative amendment.

ILA will inform the Illinois library community of any further developments.

If the library district either does not pursue a rehearing or appeal, or is unsuccessful, it may be necessary for “friendly” legislative sponsors, such as the Illinois State Library, ILA, and others who want more of the state to have access to library service, to rally behind an amendment to the statute that would correct the language in question.

Elgin Board Looks to Annex

If the Gail Borden Public Library District board intends to continue annexing into Plato Township, residents believe the board should also build a library branch for them, reported the March 9 *Beacon News*. Plato Township resident Owen Trimble and township supervisor Kathy Swanson both attended the monthly library board meeting to air concerns about Gail Borden annexation to the west. The board also discussed whether or not to use existing bond authority, approved by voters in 2000, to construct a branch library for patrons in the western half of Elgin.

In the past two years, the library board has annexed, by ordinance, large sections of uninhabited Plato Township land to align Gail Borden borders with those proposed by the city of Elgin. To annex through an ordinance, the library board must publish the ordinance within fifteen business days of its approval. Another thirty days after that, the area would be annexed, according to library attorney John Even.

By annexing before homes are built, residents moving into new far-west Elgin developments would already be eligible for library services. Existing subdivisions and developments, as well as individual homes, outside the Gail Borden district's boundaries can approach the library board to be annexed.

At the meeting, Swanson said she'd had several calls from Plato Township residents concerned about the annexation, asking for a chance to sit down with the library board to air concerns and get answers to questions. Some of the residents' concerns may have stemmed from annexation by Hampshire-based Ella Johnson Memorial Library District a few years ago, with many landowners saying they never knew about it until they got a tax bill, according to Trimble.

The library board does not intend to annex existing homes unless the property owner asks to be included, board members said. "If you don't want to be annexed, and you are not coming into Elgin, we will not annex you," said trustee Clarence Wittenstrom.

As for the branch library, the \$28 million construction bond sale in November 2000 paid for the new library at 270 Grove Avenue and included \$4 million for a branch facility. The board has until November 7 to sell those bonds, or it will lose the opportunity.

"I am not for a branch library," trustee Jim Krenz said. "At the present time, it is unfortunate we have to pass up the opportunity for funding." The area which would be served by a branch voted down funding it in 2000, said trustee Mike "E.C." Alft. But, Swanson said, if the board expects to tax people in the far west, it should also provide services to them.

Dissident Cicero Trustee Loses \$50,000 Job at Library

A week after bucking a plan to gut the powers of incoming Cicero Town President Larry Dominick, a Cicero town trustee got fired from his day job at the suburb's library, reported the March 16 *Chicago Sun Times*.

Ayala angered Town President Ramiro Gonzalez and annoyed other trustees when he said he would not support any of more than thirty proposed changes to town code. Those changes shifted authority from incoming Town President Larry Dominick to the full board, as well as others. At the town board meeting, a pro-Dominick audience cheered when Ayala voted against the changes, which passed easily.

The library receives its funding from Town Hall, and five of the library board's seven members are employed by the town, including Ana Gonzalez, Ramiro Gonzalez's sister. The *Sun Times* reports that on March 14, Ayala lost his more than \$50,000-a-year job as the intergovernmental liaison for the library. Ayala said he had had the job for three years and wasn't given a reason for his termination. He said he didn't want to say if he thought it was payback from Gonzalez.

The March 16 *Chicago Tribune* quotes Library Director Pat Terracino saying that the position will not be refilled. The move "will be very helpful" in reducing the library's expenses, said Terracino.

\$8.5 Million for Brain Damage

The Orland Park Public Library will pay \$8.5 million to an Orland Township man who suffered permanent brain damage when his car was in an accident with the library's bookmobile in December 2001, reported March 12 *Chicago Sun Times*. A Cook County judge on March 10 approved a settlement between the library and Brian Kelly who nearly died in the crash at 123 Street and Will-Cook Road. Kelly was in such bad shape that the chaplain at Christ Medical Center in Oak Lawn gave him the last rites, and his father agreed to have his organs donated for transport. But Kelly survived and is now able to walk and talk, though loss of memory and cognitive skills means will never be able to live independently, said his father Michael Kelly.

First Annual Richard J. Daley Urban Forum and Gala to Benefit UIC Daley Archive

The accomplishments of Mayor Richard J. Daley and his imprint on urban policy and national politics will be recognized April 20 at the University of Illinois at Chicago (UIC), marking the fiftieth anniversary of his first inauguration as mayor of Chicago. Proceeds from the gala reception will benefit the Richard J. and Eleanor Daley Archive, housed at the UIC's Richard J. Daley Library. Funds raised at the event also will benefit future symposia, academic books, and technology for the library and help provide student scholarships.

U.S. Senator Edward M. Kennedy, former Vice President Walter F. Mondale, former New York Mayor Ed Koch, presidential historian Michael Bechloss, and former United Nations Ambassador Andrew Young are among those headlining the day's events.

Also participating will be former U.S. Senator Adlai E. Stevenson III, former Congressman Dan Rostenkowski, one-time Democratic National Committee Chairman and Ambassador to the Soviet Union Robert Strauss, Mayor Richard M. Daley, and attorney Newton Minow, who was Federal Communications Commission chairman in the early 1960s and campaign aide to President John F. Kennedy.

Other speakers include *New York Times* political writer and editor R.W. Apple; Ralph Johnson, principal designer at Perkins and Will; Robert Remini, historian and professor emeritus at UIC; and Raymond F. Simon, former administration officer under the late Mayor Daley.

Several prominent Chicago journalists also will participate in the symposium including, F. Richard Ciccone, former managing editor, *Chicago Tribune* and author of *Daley: Power and Presidential Politics*; Bob Crawford, retired political editor, WBBM-AM; Carol Marin, investigative reporter, NBC 5 and columnist for the *Chicago Sun-Times*; and Robert Novak, nationally syndicated columnist.

The inaugural forum is titled "Learning from the Legacy: 1955-2005." Featured panels include "Urban Politics, Race and Ethnicity," "The Mayor and the Media," and "Mayor Richard J. Daley: A Legacy of Achievement."

The gala and symposium will be privately funded through the generosity of three longtime Chicago companies. The Chicago Mercantile Exchange and Exelon Corporation (parent company of ComEd) are Underwriting Sponsors and BlueCross BlueShield of Illinois is Presenting Sponsor. Another longtime Chicago company, United Airlines, is the official carrier, providing air transportation for symposium speakers.

The six surviving children of Richard J. and Eleanor "Sis" Daley will participate in the April 20 commemoration. Commemorative events will also include an exhibition in Daley Center open to the public featuring an initial selection of photos from the Richard J. and Eleanor Daley Archive.

The archive—which includes photographs, film, letters, official documents, speeches and other materials—is currently being processed and catalogued, a process expected to take several years.

Controlled access to the archives will begin once the processing and cataloging is completed and the university has published protocols for their access. It is anticipated the protocols will be similar to those used at presidential libraries and for other historic collections.

For more information on the academic symposium or to register, please visit <http://www.RJDurbanforum.uic.edu> or call (312) 573-5480.

Public tickets are limited due to space constraints and will be distributed on a first-come-first-served basis.

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William Lamb, Pontiac Public Library
Kelly Laszczak, Orland Park Public Library
Melanie A. Lyttle, Alsip-Merrionette Park Library District
Jennifer Masciadrelli, Illinois Library Computer Systems
Organization, Champaign
Donna M. May, West Chicago Public Library District
Annabelle Mortensen, Hinsdale Public Library
Carla Nolidis, Naperville Public Library
Julie Petrovic, Waukegan Public Library
Sarah Postellon, Fountaindale Public Library District,
Bolingbrook
Christine Rich, Skokie Public Library
Wendy M. Roe, Alsip-Merrionette Park Library District
Tanya Taff Ruiz, Evanston Public Library

Teresa L. Scallon, Arlington Heights Memorial Library
George H. Scheetz, Batavia Public Library District
Johnna Schultz, Helen Matthes Library, Effingham
Patricia Smolin, Dominican University, River Forest
Cindy Styczynski, Alsip-Merrionette Park Library District
Linda A. Wade, Western Illinois University, Macomb
Dayle Zelenka, North Park University, Chicago

Student Members

Evelyn Cunico, Wilmette
Kristin Hungerford, University of Illinois
at Urbana-Champaign
Kelly McGorray, Poplar Creek Public Library District
Carolyn Rostek, Chicago
Leighton, J., Shell, Dominican University, River Forest
Cindy Welch, Urbana

Trustee Members

Elizabeth Barista, Palos Heights Public Library
Karen Bounds, Centralia High School, Centralia
John Brien, Rockford Public Library
James J. Colgan, Elk Grove Village Public Library
Winifred E. Duncan, Lake Forest Library
John P. Garrett, Lake Forest Library
Frank L. Gold, Peoria Public Library
John Knobloch, Naperville Public Library
Paul A. Logli, Rockford Public Library
James M. Reeves, Prairie Trails Public Library District, Burbank
Mike Sabo, Chicago Heights Free Public Library
Jewell A. Thompson, University Park Public Library District
Robert W. Thornburgh, Lake Forest Library
Frank C. Witt, Rockford Public Library
Gloria Zupanci, Edwardsville Public Library, Streamwood

Illinois Reading and Enrichment Development (IREAD) Committee

Jane Kauzlaric, Joliet Public Library

IREAD commemorates twenty-five years of summer reading in 2006! Visit the ILA Booth at the ALA Conference Exhibits, June 25 -28, 2005, in Chicago, as we begin to celebrate IREAD's past, present, and future.

IREAD is pleased to announce that Illinois artist Kevin Luthardt has been selected as the 2006 "Voyage to Book Island" illustrator. Author and illustrator of five picture books: *You're Weird!* (2005), *Larabee* (2004), *Hats!* (2004), *Peep!* (2003), *Mine!* (2001), and illustrator of *Zoom!* by Diane Adams (2005). He is also well-acquainted with libraries. Luthardt painted murals for the Des Plaines Public Library, the Devonshire School Library, and Kingsley Elementary School and worked at the Skokie and Des Plaines Public Libraries. Luthardt will be the speaker at the 2005 ILA Annual Conference Youth Services Breakfast on Thursday, October 13, in Peoria.

2006 IREAD "Voyage to Book Island" is the first summer reading program to feature an illustrator, fulfillment house, design team, and product consultants who are all from Illinois. These, along with the Illinois library staff who contribute to the IREAD Resource Guide, will make IREAD a total Illinois initiative, produced by and for those who inspire Illinois children to read.

And it's not too early to begin thinking about the 2006 Resource Guide. Volunteers are needed for the Resource Guide Task Force and should contact the 2006 IREAD Chair Vicki Blackburn (vblackburn@fossilridge.org).

Once again, kudos to the Illinois State Library for making a Library Services and Technology Act Grant to ILA so that every public library and branch in the state of Illinois could receive a free copy of the 2005 Superheroes-Powered by Books Resource Guide and CD-ROM. This expedites resources directly to those working with children and makes summer reading programs feasible throughout the state.

Illinois Association of College and Research Libraries

Jamie Nelson, Augustana College

Mark your calendars for the IACRL Spring Workshop on May 5 at the Illinois State University in Normal. Registration information is available elsewhere in this issue of *ILA Reporter*, or you can check the IACRL Web site (<http://servercc.oakton.edu/~iacrl>) for more details.

There are two tracks this year, and both are sure to appeal to a wide audience. Track 1 will teach the process of conducting a usability assessment of your library's Web site and conclude with hands-on application. Track 2 will address how basic statistical concepts can aid problem-solving and strategic planning in your library. The registration deadline is April 29.

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Reaching Forward Forum for Support Staff

Candace Biancalana, Cook Memorial Public Library District

Like the Energizer bunny, the Reaching Forward conference committee is always on the go—looking for ways to bring stimulating continuing education to the support staff community, long after the annual conference is over.

Reaching Further, half-day workshops of conference-featured programs, is one of the committee's creations. Through Reaching Further, support staff who were unable to attend the annual conference are given the opportunity to experience conference highlights throughout the year.

Eric Northway will present his workshop "Empathy and Insight" on September 15 and 16, 2005, at library systems in Rockford, Joliet, and Wheeling. Northway, a full-time lecturer in Religious Studies at Iowa State University and a presenter at the 2004 conference, will encourage participants to develop themselves into even more well-informed library employees by simply becoming more familiar with the religious beliefs, practices, and values of those individuals whom they seek to serve. This program was so successful at the 2004 conference that there were many requests for us to repeat this as a half-day workshop. Check the Reaching Forward Web page (www.reachingforward.org) for information.

Conference Committee

A good conference is a composite of its committee and we are always looking for creative, energized people. If you have enjoyed past conferences and would like to sink your teeth into the planning conference for 2006, join us on August 18 at 10 A.M. at the Arlington Heights Memorial Library for our annual planning meeting. Attending this meeting will not obligate you to join the committee but will let you meet us and experience first hand the fun of putting this conference together. For more information, contact Cyndi Robinson at (312) 644-1896 or robinson@ila.org.

Expand your Horizons

The Reaching Forward Committee always encourages support staff to attend other larger library conferences, if possible. The American Library Association and the Illinois Library Association are two annual conferences that offer more exhibits and job-related programs.

This year the ALA Conference will be in Chicago, and Reaching Forward has been invited to present a program at the conference. Mark your calendar with the following dates.

American Library Association Conference, McCormick Place, Chicago, June 23 – 29, 2005; and **2005 ILA Annual Conference**, Peoria Civic Center, Peoria, October 11 – 14, 2005.

For more information about Reaching Forward or Reaching Further, please check our Web page at <http://www.reachingforward.org>.

IACRL SPRING 2005 WORKSHOP

Thursday, May 5, 2005

10:00 A.M. – 4:00 P.M.

Illinois State University

Normal, Illinois

Track 1: What Tangled Webs We Weave: Assessment of Your Library's Web Site

Have you ever wondered how effectively your patrons are using your site? This day-long workshop will cover the process of doing a usability assessment of your library's Web site. The morning session will provide potential funding sources for your project, how to navigate an institutional review board process, and how to develop an assessment tool. In the afternoon session, participants will work hands-on in pairs assessing each others' Web sites. A discussion of what to do with the results will follow.

Target audience: Webmasters, library administrators, and librarians interested in usability and assessment of library Web sites.

Speakers: T.J. Lusher, assistant dean, Automated Library Systems, Northern Illinois University Libraries Leanne Vandecreek, social sciences librarian, Northern Illinois University Libraries

Location: Milner Library Computer Lab

Please note there is a registration limit of fifty for this track.

Track 2: Get Numbers? Got Numbers? Now What?

This workshop will outline basic statistical concepts, while focusing on applied statistical tools for librarianship including sampling, surveys, and interpreting electronic journal/database usage and national library statistical reports. Discover how you can use data for problem-solving, decision-making, assessment, and strategic planning.

Target audience: academic librarians responsible for gathering, reporting, and using library statistics for assessment and planning.

Speakers: Regina McBride, associate dean, Lovejoy Library
Southern Illinois University, Edwardsville

Kathlyn Behm, Science, Nursing, and Dental Health
librarian, Lovejoy Library Southern Illinois University,
Edwardsville

Charlotte Johnson, director of User Services, Lovejoy
Library Southern Illinois University, Edwardsville

Lydia Jackson, Reference and Instruction librarian, Lovejoy
Library Southern Illinois University, Edwardsville

Plus a panel of librarians from different types of academic
libraries to be announced

Location: Bowling and Billiards Center Activity Room

Registration

Name:	Institution:		
Mailing Address:	City:	State:	Zip:
Daytime Phone:	Fax:		
E-mail:			

_____ \$35 for ILA Members

_____ \$40 for nonmembers

Registration includes a continental breakfast and box lunch ☐ Check if you need a vegetarian lunch

Method of payment:

Check or money order for \$_____ made payable to ILA or

Charge \$_____ to my ☐ VISA ☐ MasterCard

Account No.:	Expiration Date:	Signature:
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Deadline for registration is April 29, 2005. Cancellations must be received in writing before May 1. Cancellations received after May 1 and before May 5 will receive a 50 percent refund. No refunds will be given for cancellations received on or after May 5. Confirmations and additional information will be sent after the registration deadline.

Send payment to the ILA Office: 33 W. Grand, Suite 301
Chicago, IL 60610-4306
Phone: (312) 644-1896
Fax: (312) 644-1899

Or register online at www.ila.org.

April 2005

- 4 **ILA Public Policy Committee meeting**, NOON, DuPage Library System, Illinois State Library, Metropolitan Library System (Chicago), and Shawnee Library System via V-TEL videoconferencing.
- 7–10 **Association of College and Research Libraries (ACRL) 12th National Conference**, Minneapolis, Minn. <http://www.acrl.org/minneapolis>.
- 10–16 **National Library Week**. Contact ALA Public Information Office, phone: 800-545-2433, ext. 5044/5041; fax: (312) 944-8520; e-mail: pio@ala.org; <http://www.ala.org>.
- 11–17 **Young People's Poetry Week**, sponsored by the Children's Book Council, highlights poetry for children and young adults and encourages everyone to celebrate poetry. For more information, contact the Children's Book Council, 12 W. 37th St., 2nd Fl., New York, NY 10018; phone: (212) 966-1990; <http://www.cbcbbooks.org>.
- 13 **Illinois Library Advocacy Day**, Springfield, Ill. Register online: <http://www.illinoislibrarysystems.info>.
- 15 **Reaching Forward Conference of Library Assistants**, Donald E. Stephens Convention Center, Rosemont, Ill. See February 2005 of the *ILA Reporter* for registration form or register online at <http://www.ila.org>.
- 15 **IREAD meeting**, 11:00 A.M., Normal Public Library, 206 W. College Ave., Normal, IL 61761-2552; phone: (309) 452-1757; fax: (309) 452-5312.
- 20 **Deadline for June issue of the *ILA Reporter***.

May 2005

- 4 **National Library Legislative Day**. For registration forms, see pp. 48-49, February 2005 *ILA Reporter*. The ALA room block is completely full. For further information, contact the American Library Association; phone: 800-941-8478.
- 5 **IACRL Spring Workshop**, Illinois State University in Normal. Registration information is available in this issue of *ILA Reporter*.
- 9 **ILA Public Policy Committee meeting**, NOON, DuPage Library System, Illinois State Library, Metropolitan Library System (Chicago), and Shawnee Library System via V-TEL videoconferencing.

June 2005

- 3 **ILA Executive Board meeting**, 10:00 A.M., Lincoln Trail Libraries System, 1704 W. Interstate Dr., Champaign, IL 61822-1068; phone: (217) 352-0047; fax: (217) 352-7153.
- 6 **ILA Public Policy Committee meeting**, NOON, DuPage Library System, Illinois State Library, Metropolitan Library System (Chicago), and Shawnee Library System via V-TEL videoconferencing.
- 20 **Deadline for August issue of the *ILA Reporter***.
- 23–29 **ALA Annual Conference**, Chicago, Ill.; phone: (312) 280-3225; <http://www.ala.org/>.

August 2005

- 14–18 **International Federation of Library Associations and Institutions (IFLA) Council and General Conference**, Oslo, Norway. For further information, see IFLA Web site: <http://www.ifla.org>.
- 20 **Deadline for October issue of the *ILA Reporter***.

ILA Calendar | September 2005 — October 2006

September 2005

- 9 **Reaching Forward South Ninth Annual Conference for Library Assistants**, Northfield Inn Suites & Conference Center, 3280 Northfield Drive, Springfield, IL 62702; phone: (217) 523-7900. For further information, contact Ann Schaller, Alliance Library System, phone: (217) 223-2560; e-mail: aschaller@alliancelibrarysystem.com.

September 24–October 1

Banned Books Week—Celebrating the Freedom to Read. For further information, contact American Library Association, Office for Intellectual Freedom, 50 E. Huron, Chicago, IL 60611; phone: 800-545-2433 x4220; fax: (312) 280-4227; e-mail: oif@ala.org. Or visit the Web site at <http://www.ala.org/bannedbookweek/bannedbookweek.htm>.

September 30–October 2

LITA National Forum, San Jose, Calif.; phone: (312) 280-4267; <http://www.ala.org/lita/litaevents>.

October 2005

- 5–9 **AASL National Conference**, Pittsburgh, Pa.; phone: (312) 280-4386; <http://www.ala.org/aasl/conferencesandevents/national/2005pittsburgh.htm>.
- 11–14 **ILA Annual Conference**, Peoria Civic Center. Conference Hotels: Hotel Pèrè Marquette, 501 Main St., Peoria, IL 61602; phone: (309) 637-6500; fax: (309) 671-9445; single/double: \$91. Holiday Inn City Centre, 500 Hamilton Blvd., Peoria, IL 61602; phone: (309) 674-2500; fax: (309) 674-8705; single/double: \$91.
- 20 **Deadline for December issue of the *ILA Reporter*.**

December 2005

- 20 **Deadline for February issue of the *ILA Reporter*.**

January 2006

- 20–25 **ALA Midwinter Meeting**, San Antonio, Tex.; phone: (312) 280-3225; <http://www.ala.org/>.

February 2006

- 20 **Deadline for April issue of the *ILA Reporter*.**

April 2006

- 20 **Deadline for June issue of the *ILA Reporter*.**
- 28 **Reaching Forward Conference of Library Assistants**, Donald E. Stephens Convention Center, Rosemont, Ill.

June 2006

- 20 **Deadline for August issue of the *ILA Reporter*.**

- 22–28 **ALA Annual Conference**, New Orleans, La.; phone: (312) 280-3225; <http://www.ala.org/>.

August 2006

- 20–26 **International Federation of Library Associations and Institutions (IFLA) Council and General Conference**, Seoul, Korea. For further information, see IFLA Web site: <http://www.ifla.org>.

- 20 **Deadline for October issue of the *ILA Reporter*.**

October 2006

- 3–6 **ILA Annual Conference**, Navy Pier, Chicago, Ill.
- 20 **Deadline for December issue of the *ILA Reporter*.**



Library Jobline of Illinois

Library Jobline of Illinois

<http://www.ila.org/jobline>

Positions for Librarians and Support Staff

All employer job openings are listed on the ILA Web site (www.ila.org/jobline).
Job listings are updated on Monday and Thursday. Ads run for 30 days on
ILA's Web site.

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