



Indianhead Federated Library System

newsFLASHES

A Newsletter for library professionals in west-central Wisconsin.

November 2017

In this issue:

1. IFLS News
2. Community Engagement
3. Library Legislative Day – Registration Open
4. Convening Community Conversations
5. PLA Awards and Grants
6. Focus on Collection Development
7. The ILL Puzzle
8. Libraries Win - Website Services
9. Workshops and Webinars
10. Mark Your Calendar



newsFLASHES is emailed monthly. Deadline is by the 25th of month for upcoming issue. Please send articles, subscription joins, and cancellations to Joanne: <mailto:gardner@ifls.lib.wi.us>

1. IFLS News

Best wishes to **Sarah Adams** in her new position at the Vaughn Library in Ashland, Wisconsin. Sarah was director at the **St. Croix Falls Public Library** for almost 17 years.

Su Leslie was promoted to director at the **St. Croix Falls Public Library**. Congratulations Su!

Welcome **Kris Surbaugh** who was recently hired as the Director at the **Frederic Public Library**.

Congratulations to **Christina Jones** and her husband Ben who welcomed a baby boy they named Oliver Benjamin. Christina was the former director at **Altoona Public Library**.

Heather Johnson (and family) were featured in the iSchool News Newsletter of the UW-Madison College. Heather is enrolled in the iSchool's new Mad UX (User Experience) Capstone Certificate Program. Heather is a librarian at the **River Falls Public Library**.

2. Community Engagement

The Ellsworth Public Library collaborated with the Friends of the Ellsworth Public Library and Ellsworth Middle School to participate in the IFLS Libraries and Community Engagement Project this past spring. The project plan involved the building of six Little Free Libraries (LFLs) and installation of the libraries in rural areas of the Ellsworth School District. The project was prompted by a survey taken at the middle school, which showed that many students do not have access to the public library, especially during the summer.

The structures for this project were built by a local high school student, and painted by 7th grade Language Arts students. The library communicated with township boards to determine locations for the LFLs. These include El Paso Township Hall, Hartland Township private property, Trimble Township Hall, an Ellsworth Township church, an Oak Grove business and the Village of Maiden Rock Public Park.

Patrons, staff members and Friends of the Library were recruited to be stewards of the LFLs. The Friends also coordinated a fundraiser which provided Little Golden Books for patrons to “adopt” for a fee, with the adopted books going to help stock the LFLs. Funds received by IFLS through the Community Engagement Project were used to purchase middle school and high school level materials for the LFLs, as well as some promotional materials.

The library and Ellsworth Senior Center hosted a representative from Little Free Library, a Hudson-based nonprofit organization, for a presentation about the organization on Oct. 26 at 1:30 p.m. The six new libraries in Pierce County are part of a network of over 60,000 libraries located in more than 80 countries.



Future plans involve building and installing additional libraries within the Village of Ellsworth, with locations to include the Pierce County Food Pantry and possibly laundromats and local parks. This collaboration between the library, the middle school and Friends of the EPL has helped provide reading materials for residents throughout the county who may not otherwise have access or transportation to the public library. It has given the library the opportunity to reach out to a number of community members and organizations, and will serve as an ongoing project for the partners of the project.

Photo: Ellsworth Chamber of Commerce ambassadors joined library staff, Friends of the EPL and patrons in a ribbon cutting ceremony at the Little Free Library located at St. Paul's United Church of Christ, on Wisconsin Highway 72.

3. Library Legislative Day – Registration Open

Registration is now open for Library Legislative Day!

Tuesday, February 20, 2018

Madison Concourse Hotel

8:30 AM - 3:30 PM

You can [register online](#) or complete the attached form and submit to the WLA office.

Tentative Program Agenda

8:30 AM - 9:00 AM (Registration & Continental Breakfast)

9:00 AM - 10:30 AM (Briefing Session & Library Champion Awards)

11:00 AM - 12:00 AM (Morning Appointments*)

12:00 AM - 1:30 AM (Lunch-on-your-own)

1:30 AM - 3:30 AM (Afternoon Appointments*)

*As always, the appointments will be scheduled for attendees by the Legislative Day Committee!

WLA looks toward achieving some ambitious legislative goals over the next few years, and it has to start now. It's all about building relationships with your legislators.

"Many people think politics is all money. In reality relationships and constituent activity are the true drivers of legislative change. Fortunately, relationship building is what libraries do best - at Legislative Day and all year 'round." Steven Conway, Government Relations Advisor WLA

Also, we have a limited number of rooms being held at the Madison Concourse Hotel. The room rate is \$152 plus tax of 14.5%. Reservations can be made by calling the hotel directly at 800.356.8293. Please identify yourself as part of the 2018 WLA Library Legislative Day room block when making your reservation. Cut-off date for the room block is midnight, January 22, 2018.

4. Convening Community Conversations

Libraries can be trusted places for users to share opinions, questions—even politics—with librarians facilitating the process and keeping it civil.

It can be challenging to start a substantive conversation, not just small talk, among people of differing experiences and opinions, even—or especially—when they are neighbors. But libraries, as institutions used and trusted by a broad cross section of the population, are uniquely positioned to convene productive dialog that can help patrons abandon the “echo chamber” and start talking to one another. Libraries nationwide are doing just that, training staff as facilitators, organizing thought-provoking discussions, and going out into the community as well as bringing users inside. Here, we share some examples of how and why to tackle the tough questions, as well as how to prepare for and avoid common fears and pitfalls.

Full article: [Convening Community Conversations | Programming](#)

(LJXpress – October 24, 2017)

5. PLA Awards and Grants

PLA Awards & Grants

Nominate yourself, a colleague, or your library, today!

Ten PLA service awards and grants—including the new [The Singer Group Helping Communities Come Together Award](#)—highlight the best in public library service and honor those bringing innovation, creativity and dedication to public libraries. Consider nominating yourself, a colleague, or your library, today! [Click here](#) for details on all ten awards and grants. **The deadline to apply is Monday, December 4, 2017 at 11:59 PM Central Time.** To submit an application or nomination, please login to the [PLA Awards Online Application](#).



2018 Service Awards & Grants

[Allie Beth Martin Award](#)

Honors a librarian who, in a public library setting, has demonstrated extraordinary range and depth of knowledge about books or other library materials and has distinguished ability to share that knowledge. A plaque and a \$3,000 honorarium are presented annually at the ALA Annual Conference. Established in 1977 in honor of Allie Beth Martin. Sponsored by Baker & Taylor.

[Baker & Taylor Entertainment Audio Music / Video Product Award](#)

Designed to provide a public library the opportunity to build or expand a collection of either or both formats in whatever proportion the library chooses. The grant consists of \$2,500 of Audio Music or Video Products. Sponsored by Baker & Taylor.

[Charlie Robinson Award](#)

Honors a public library director who, over a period of seven years, has been a risk-taker, innovator and/or a change agent in a public library. The recipient should have been active in national and other professional associations and be known for developing and implementing programs which are responsive to the needs of community residents. The award consists of \$1,000 and a gift. The public library director will be honored at the ALA Annual Conference. Established in 1997. Sponsored by Baker & Taylor.

[Demco New Leaders Travel Grant](#)

Designed to enhance the professional development and improve the expertise of public librarians new to the field by making possible their attendance at major professional development activities. Plaques and travel grants of up to \$1,500 per applicant are presented annually at the ALA Annual Conference. Established in 1993. The name of this grant was changed in October 2004. This grant is sponsored by Demco, Inc.

[EBSCO Excellence in Rural Library Service Award](#)

Honors a public library serving a population of 10,000 or less, with an upper per-capita income limit of not more than the 75th quartile of the national average, that demonstrates excellence of service to its community as exemplified by an overall service program or a special program of significant accomplishment. A plaque and a \$1,000 honorarium are presented annually at the ALA Annual Conference. Established in 1991. Sponsored by EBSCO Information Services.

[Gordon M. Conable Award](#)

Honors a public library staff member, a library trustee, or a public library, that has demonstrated a commitment to intellectual freedom and the Library Bill of Rights. The award consists of \$1,500 and a plaque to be presented annually at the ALA Annual Conference.

[John Iliff Award](#)

Honors the life and accomplishments of John Iliff, early adopter and champion of technology in public libraries, and recognizes the contributions of a library worker, librarian, or library that has used technology and innovative thinking as a tool to improve services to public library users. The award provides a \$1,000 honorarium, a plaque and a bouquet of roses for the workplace. Sponsored by Innovative.

[Romance Writers of America Library Grant](#)

Designed to provide a public library the opportunity to build or expand its romance fiction collection and/or host romance fiction programming. The grant consists of \$4,500 to be used toward the purchase of books in print and/or audio format, author honorariums and travel expenses, and other applicable program expenses. Sponsored by the Romance Writers of America.

[The Singer Group Helping Communities Come Together Award](#)

Recognizes a public library's ability to identify community needs specifically in times of crisis and division, and respond in creative and exemplary ways. The award consists of \$1,000 and a plaque. Established in 2017. Sponsored by The Singer Group.

[Upstart Innovation Award](#)

Recognizes a public library's innovative and creative service program to the community. A plaque and a \$2,000 honorarium are presented annually at the ALA Annual Conference. Sponsored by Upstart, a Demco company.

Public Library Association
www.pla.org

6. Focus on Collection Development: Be Ready for Concerns



Library patrons can bring up concerns about your materials in a variety of ways. Maybe someone comes up, red-faced and angry. Maybe someone calls you to politely tell you that they were concerned about the language in a title, and asks you to consider putting a label on books that have a lot of swear words in them. Maybe someone writes a letter to you about harmful stereotypes in a book and asks you to remove them from a collection or a display. Or maybe someone asks you why you still have a book about diabetes treatment that was published in 1992.

No matter how it happens, it can be stressful to figure out the best way to have a conversation about someone's concern about your collection—especially if they are yelling at you! But if you have a good grasp of your collection development policy, if **everyone** on staff has a good understanding of what they should do when someone comes to them with a concern, and if you know about the resources available to you as you deal with a challenge or concern, you will be better equipped to handle it when it does happen.

- **Your Collection Development Policy** is there to guide you in making selections for your library. It is also there to lean on when someone is worried about something you own (or in the case of the 1992 book about diabetes treatment, it might also be helpful in keeping you from being in that situation in the first place because the policy would have led you to weed the book many years ago). For other titles, it is useful to be able to point to a policy that emphasizes the importance of collecting for the needs of the whole community.

- **Reconsideration Policies and Procedures** are usually part of the Collection Development Policy. Oftentimes, people just want a chance to talk about their concerns, and are not interested in pursuing it further. Listening to the person and making sure they know you have heard them is the first step—you don't need to give them a reconsideration form right away. However, it is important to have a policy for how they can take it further if they want to do so. Everyone on staff should understand what they should do if someone comes to them with a concern. It seems like this sort of thing happens most often when the only staff person in the building is the high school page. Make sure everyone understands how to have this kind of conversation and what they should do next.
- [The Cooperative Children's Book Center](#) is a gem in our state. Located at the University of Wisconsin-Madison, it provides many excellent services, but one of them is their Intellectual Freedom service. They have created some beautiful and very useful flyers/infographics about preparing for and handling a challenge of any kind. They also are available to provide libraries with confidential support and resources to help them in the event of a challenge of a book for youth, including book reviews, articles about the genre, and other information that is incredibly helpful in building a case about a book.
- [The American Library Association's Office for Intellectual Freedom](#) also provides support for libraries facing a challenge of any material.

Remember, IFLS staff is also standing ready to help support you as you deal with challenges and concerns, or as you update or create your own collection development and reconsideration policies. Please let us know if you have any questions!

(Leah Langby, Library Development and Youth Services Coordinator)

7. The Interlibrary Loan Puzzle

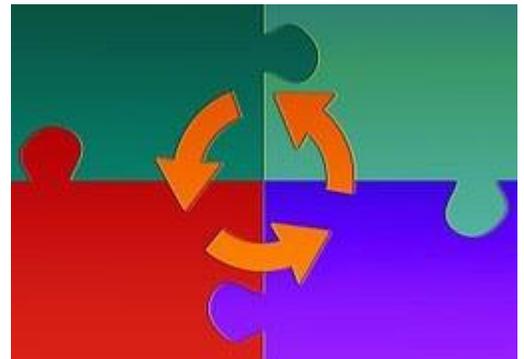
Patron, borrowing library, policies, rights & responsibilities, verification, requesting via ILL software, copyright, lending library, delivery and the list goes on of all the pieces of the interlibrary loan puzzle.

Puzzle Piece #1: Does your library have an interlibrary loan policy?

When, what, and how will you borrow for your patrons? And reciprocally, when, what, and how will you lend? A great place to start drafting or reviewing your ILL policy is by re-reading the [Wisconsin ILL Guidelines](#)

Puzzle Piece #2: Patron-centered ILL service.

Is your interlibrary loan policy/services posted on your website? Is it easy and convenient for patrons to request materials? Do staff promote use of the ILL service if patrons need materials/information not located in the library? ILL is never a replacement for collection development but our communities are diverse and we can't buy everything.



Puzzle Piece #3: ILL staff workflow.

Have you reviewed your ILL staff workflow in recent years? Are staff well trained and comfortable requesting materials via the ILL software? What materials are too new to request via ILL? Do staff regularly ask for photocopy info for requested materials which don't normally circulate like family history? Who's the best Nancy Drew (ILL/reference detective) in your library for verifying the garbled title/author a patron heard about somewhere? Is any given request easily located during processing? Are requests filled quickly? Are requested items used to consider collection development needs?

Puzzle Piece #4: Resource Sharing Network.

One of the true joys of interlibrary loan is the network that has been built to share library materials. The 2015 Wisconsin Public Library Service Data interlibrary loan statistics show that our public libraries loaned 8,886,757 items to and received 8,889,887 from other libraries. A lot of those materials are moving between libraries on the shared circulation systems (an incredible network of sharing), but traditional interlibrary loan still plays an important role in fulfilling our patrons' information needs and I'm impressed with how well many libraries share their collections.

I've worked in the Wisconsin interlibrary loan network for over 20 years and still enjoy being one of the puzzle pieces in the big picture of providing quality ILL service to library patrons.

(WI Libraries for Everyone, October 24, 2017 – Maureen Welch),

8. Libraries Win - Website Services

Join Anne Hamland on November 30th at 1pm for a live webinar introduction to the Libraries Win WordPress website service. This webinar will be recorded.

Anne is the Communications Coordinator with Wisconsin Valley Library Service. Anne will outline the Libraries Win WordPress service using website demonstrations and include time at the end for questions.

Remember, this service is offered to all WVLS and IFLS libraries, around seventy-five (75!) libraries. Thank you for your patience.

[Register for the webinar here.](#) No CEUs are offered for this webinar.

Interested in this service?

Please take the [4 minute "Web Services Introduction" survey](#) so we can gather information to help us get started!



9. Workshops and Webinars

The IFLS website Continuing Education section includes past IFLS webinar recordings, handouts from workshops, and other CE opportunities.
<https://www.iflweb.org/events>.



IFLS-SPONSORED CE OPPORTUNITIES:

As IFLS winds down on continuing education events for the year, work has already begun planning for 2018 offerings.

Now offers a great opportunity to review past IFLS webinar recordings, handouts, and CE opportunities you may have missed.

<https://www.iflweb.org/events>

ADDITIONAL CE OPPORTUNITIES:

WiLSWorld Shorts: Weapons of Math Destruction with Cathy O'Neil

On December 8 at 2pm, please join us in our next edition of WiLSWorld Shorts. This free webinar features Cathy O'Neil, author of [Weapons of Math Destruction](#). Drawing on conversations sparked by WiLSWorld 2017 keynote speaker Dr. Safiya Noble, this WiLSWorld Short dives deeper with Ms. O'Neil into understanding how unquestioned algorithms perpetuate inequitable systems in our communities and in our libraries.

We live in the age of the algorithm. Increasingly, the decisions that affect our lives—where we go to school, whether we get a car loan, how much we pay for health insurance—are being made not by humans, but by mathematical models. In theory, this should lead to greater fairness: Everyone is judged according to the same rules, and bias is eliminated.

But as Cathy O'Neil reveals in her book, the opposite is true. The models being used today are opaque, unregulated, and uncontestable, even when they're wrong. Most troubling, they reinforce discrimination: If a poor student can't get a loan because a lending model deems him too risky (by virtue of his zip code), he's then cut off from the kind of education that could pull him out of poverty, and a vicious spiral ensues. Models are propping up the lucky and punishing the downtrodden, creating a "toxic cocktail for democracy." Welcome to the dark side of Big Data.

[Register to Attend WiLSWorld Shorts](#)

~ ~ ~

Developing Inclusive Library Services to Adults with Disabilities

Wednesday, February 21, 2018

10:00 – 11:00 am.

Several people found that they got a lot of practical and important information about serving youth with disabilities from our SLP/Youth Services keynote presenter, Renee Grassi.

She'll be presenting a free webinar for Minitex in February about [Services to Adults with Disabilities](#). I hope you'll consider registering.

If you missed last week's keynote, you might be interested in a recording of a webinar she did this fall about the topic [Developing Inclusive Services to Teens with Disabilities](#)

10. Mark Your Calendar

Thursday, November 23	Thanksgiving Day – IFLS Closed
Friday, November 24	IFLS Closed
Thursday, November 30	Webinar – Libraries Win Website Services
Friday, December 1	10:00 MORE Executive Committee Meeting
Monday, December 25	Christmas Day – IFLS Closed
Monday, January 1	New Year's Day – IFLS Closed

For more calendar information visit <http://www.ifls.lib.wi.us>