



Indianhead Federated Library System

newsFLASHES

A Newsletter for library professionals in west-central Wisconsin.

April 2016

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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

Welcome **Misty Price** who was recently hired by **Elmwood Public Library** as their new Director!

Katherine Elchert has accepted the library Director position at **Rice Lake Public Library**.

2. On the Road with John



Over the past several weeks or so, I have been meeting some of the newer directors within our library system. Individually they come from a variety of backgrounds—some are new to libraries while others have a variety of library experiences. A common theme connects them all—the desire to provide quality library service to their community.

Pamela Westby, the new Eau Claire Library Director, was featured in a recent Leader-Telegram article

<http://www.leadertelegram.com/News/Front-Page/2016/04/06/Director-putting-words-into-action.html> about her vision for the library's future.

Pamela's vision ties in nicely with the National Library Week theme "**Libraries Transform**".

National Library Week runs from April 10th – 16th. Many libraries are hosting special programs or activities for the week.

Balsam Lake <http://www.balsamlakepubliclibrary.org/> has joined with some local businesses for special deals for showing your library card. New Richmond will be featuring trivia, a guessing jar game, prizes and refreshments!

Celebrate libraries during National Library Week and beyond.

3. Libraries Love Their Communities

In March, the **Barron Public Library** collaborated with UW Barron County and the Barron Opportunity Center on the Third Annual One World Art, Literature and Film Series. Funded by the Wisconsin Humanities Council, the theme of this year's events was **Exploring Islam**.



BARRON
PUBLIC LIBRARY

A timely topic, given national and international events, this is even more relevant in Barron, where there is a substantial population of Muslims, many with roots in Somalia. There were 5 events in Barron and Rice Lake, and the library hosted one of them, a program called **Meet Your Muslim Neighbor**.

At this event, the library showed the HBO documentary *Koran by Heart* (about three 10-year-olds who were memorizing all 600 pages of the Koran), followed by a discussion/question and answer forum facilitated by staff from the Barron Opportunity Center, and refreshments from a Somali café in Barron.

Over 90 people of all ages attended, Muslims and non-Muslims alike. Most questions from the audience at this event were focused on getting a better understanding of the Islamic faith. A few awkward or uncomfortable questions were handled efficiently and respectfully.

Sue Queiser, the library director in Barron, was happy to be a part of this partnership. She attended all 5 sessions and learned a tremendous amount about her neighbors.

(Leah Langby – Library Development and Youth Services Coordinator)

4. Free Consumer Health Information



[Free Consumer Health Information for Libraries and Patrons](#)

In recognition of National Minority Health Month, we asked librarians from the Office of Minority Health Resource Center Knowledge Center Library to share information on the extensive resources that they provide for free to public library staff and individuals. Public libraries can use these resources for inspiration or support in answering consumer health questions or in developing community health programming for minority populations.

(OCLC WebJunction – Crossroads, April 6, 2016)

5. Library Projects Serve Kids, Communities

Elementary students learning STEM, immigrant communities, and “makers” of all ages are among those who will benefit from [45 public library projects around Wisconsin](#) funded by [Library Services and Technology Act](#) (LSTA) grants this year.

[Wisconsin received \\$2.7 million](#) from the federal Institute of Museum and Library Services as part of [an LSTA program](#) that also supports statewide and regional system services.

State Superintendent Tony Evers recently approved subaward grants of \$736,542 to specific projects in the state.

“The LSTA program provides important funding to support projects that advance child and adult literacy, provide services to the unemployed and underemployed, and build community through creativity and learning activities for all ages,” [Evers said](#). “Our strong public libraries make Wisconsin a great place to live.”



Part of the circuitry-focused maker box in the Southwest Wisconsin Library System project.

About \$50,000 of the funding went to six projects promoting and demonstrating the role of public libraries in providing literacy services.

The rest of the support went to areas such as accessibility, digitization, and library system technology.

(DPI ConnectEd – March 23, 2016)

6. Featured Database: Consumer Reports

This month instead of featuring a specific database, I’d like to highlight one magazine, *Consumer Reports*, which is found in the BadgerLink EBSCO MasterFile Premier database. *Consumer Reports* is available in full-text PDF from 1991 to the present; and has its own link on the BadgerLink website under either All Resources; Magazines; or Business & Consumer. If you have patrons looking for reviews of consumer products, *Consumer Reports* is a great way to introduce your patrons to the BadgerLink databases.



Check out the following BadgerLink page for general info, plus a few training videos (the 3rd video listed is a 3 minute BadgerByte specific to searching *Consumer Reports*, plus a link to the magazine:

<http://badgerlink.dpi.wi.gov/resource/consumer-reports-magazine>

Also, on that site is a *Consumer Reports* Info Sheet – a PDF that would make a good handout for patrons about how to search Consumer Reports. Patrons can browse full magazine issues or Search within the Publication to find the latest ratings. Here’s a direct link for the Info sheet:

<http://badgerlink.dpi.wi.gov/sites/default/files/imce/documents/consumer-reports.pdf>

If you have questions about accessing or searching the databases, please let me know.

(Maureen Welch, IFLS Reference & ILL Coordinator)

7. New Law Facilitates Recovery of Library Materials

Act 169 Authorizes Libraries to Release Limited Patron Information to Collection Agencies and Law Enforcement for the Return or Payment of Unreturned Items

Beginning March 2, public libraries (and other libraries operated with public funds) may, if they choose, use the services of collection agencies or local law enforcement to assist in the recovery of long unreturned books and other library materials. Governor Scott Walker signed Senate Bill 466 into law as [2015 Act 169](#) on February 29, and the Act took effect on March 2, 2016.



The bill was developed by the Wisconsin Library Association's Library Development and Legislation Committee (LD&L) in response to requests by libraries throughout Wisconsin that wished to take more aggressive action to compel delinquent patrons to return overdue books, or pay for their replacement, but whose municipal attorneys advised against doing so, based on the language of [Wis. Stats §43.30](#). LD&L recently described the development of the bill on the [WLA blog](#).

Public Libraries interested in engaging collection agencies or local law enforcement to recover unreturned library materials should do so only after careful consideration and approval by the library board and consultation with the municipal attorney. Here are some issues to consider:

1. Be sure you have a recently reviewed circulation policy in place that includes reasonable and deliberate efforts by library staff to contact the borrower to alert them of the overdue material(s) and request their timely return. Such efforts should go beyond automated emails or phone calls from the library's automation system -- the library should be able to demonstrate that they have exhausted all means of alerting the patron (including through the postal service). Remember that the collection process may adversely affect an individual's credit rating, or subject them to criminal charges that could remain on their record (under Wisconsin's Theft of library material law: [Wis. Stats § 943.61](#))
2. Carefully consider the collection agency your library engages to recover unreturned materials. A vendor that has specialized services for public libraries will be best prepared to ensure that they can obey the law as well as employ techniques that are less likely to cause public ill will.
3. If you choose to use a law enforcement agency such as your local police or the county sheriff's office, the total value of the unreturned materials must exceed \$50.
4. Local law enforcement is under no obligation to comply with a library's request for assistance in recovering overdue materials. And, if the [Theft of library material law](#) has been adopted in the municipal code of ordinances, the resulting fines may go to the municipality, not the library.
5. The new provisions are intended to compel borrowers who have unreturned library materials to return them, or pay for the items. The new provisions should not be applied to patrons who have returned all library materials, but who have unpaid fines. However, as part of its "reasonable regulations...the library board may exclude from the use of the public library..." patrons with unpaid fines. [[Wis. Stats §43.52\(2\)](#)]
6. Finally, 2015 Act 169 contains this specific language on the initial applicability of the provisions the bill contains: "This act first applies to delinquent amounts that accrue on the effective date of this subsection." This indicates that library boards who adopt and act upon the new provisions engage the use of collection agencies or local law enforcement only for materials checked out and not returned by or after March 2, 2016. Whether the library can similarly attempt to recover older

unreturned materials should be determined by your municipal attorney, since the language seems to indicate to the contrary.

Library boards must balance their responsibility to provide friendly and dedicated service to the community with their duty to be careful stewards of public funds. To minimize the use of more aggressive measures as police or collections to recover library materials, the library's policy procedures should include confirmation of user identification upon registration as well as periodic (perhaps annual) checks to confirm that the information has not changed. An ounce of procedural prevention is better than a pound of cure.

(John DeBacher, Public Library Development Team - WI Libraries for Everyone – March 22, 2016)

8. Resources for Library Building Projects

Most librarians and directors don't come into the profession with any experience in construction and building projects, though many will be involved in library redesigns, expansions, or new builds at some point in their career.

BadgerLearn Pro has recently added to the Building/Facilities collection to provide librarians with suggestions and tips on library building design, from consultants, experts, and librarians who have overseen building construction or renovation projects in their own libraries.

See some highlights below, and [visit BadgerLearn Pro's Building/Facilities resources](#) for the full list of Building/Facilities webinars and resources.

[Resources for Space Planning in Libraries](#)

Whether you are planning a new building or renovating an old one, you will need to develop a detailed space plan that takes into account the actual space needs to meet your library's mission and service plan. Library space planning expert, Linda Demmers of Libris Design has put together a guide to some of the best resources and tools for library space planning as well as an introduction to the lingo.

[So You Need a Library... Now What?](#)

Join Nathan Rall, Director of Planning and Construction at the Georgia Public Library Service, in a conversation with David Moore and Joe Alcock, both of McMillan Pazdan Smith Architecture, for a webinar on how to begin the process of building a library. From finding funding to seeking community input to selecting an architect, there are many different aspects to consider; this session will guide you through the initial steps of starting the library design process and provide an overview of how to get started.

[DOs and DON'Ts of Library Construction](#)

Join the Director of Planning and Construction at the Georgia Public Library Service, in a conversation with Channing Mason and Ryce Elliott of Benning Construction Company for a webinar focusing on what you should (and shouldn't do) during the library construction process. From basing decisions on your long-range plan and life cycle cost analyses to training your maintenance staff on new equipment, this webinar will guide you through the many complicated steps of constructing a new library and share with you a few tips on how to avoid costly mistakes.

(Gail Murray, Resources for Libraries & Lifelong Learning - WI Libraries for Everyone – March 16, 2016)



9. Applying Reader's Advisory Tips to ILL Practice

Many public libraries embrace Reader's Advisory (RA) as a core service with a set of principles and training for staff that help patrons discover the world of reading and viewing. I think Interlibrary loan (ILL) as another core public library service that might benefit from a comparison to the RA approach for good practice and policy.

Provide a comfortable atmosphere

Friendly, approachable staff work best for patrons asking for any library service - RA or ILL.

Listen to the Individual Reader

The RA interview is about listening to the individual reader and asking questions to draw out what appeals to their reading taste. Listening is a key skill in RA and ILL. The ILL interview can be an important piece of the interlibrary loan process too. Is the patron looking for a specific title or a piece of information that they think is in the title? Open ended questions and the listening for the answers - what information is needed, what format is preferred, and when it is needed - sets up a successful ILL transaction.

ILL doesn't need to be about limits but about finding the materials patrons need. When a patron asks for all the Green Bay newspapers from 1880-1930, an ILL interview is in order. You can usually get 6 microfilm reels per request – so how much microfilm does the patron want to go through if that's the only format available? Is there a set of years which is more important first? Is the newspaper digitized and searchable?

Provide the Tools

As reader's advisors look to the OPAC, NoveList, author & reader websites to find suggestions, Wisconsin library staff have WISCAT, WorldCat, and databases to help them serve their patrons. Does your library's website provide patron access to reader's advisory tools? And are you providing links to give your patrons the ILL tools as well as your interlibrary loan policies/procedures?

Train Staff

For reader's advisory and interlibrary loan, staff need to be trained to be comfortable, skilled, and non-judgmental. As a pioneer in RA, Betty Rosenberg's First Law of Reading was "Never apologize for your reading tastes" (Genreflecting, 1982). For ILL services, do all your staff know what ILL services your library provides and are they trained to be comfortable, skilled, and nonjudgmental when offering those services? Has your staff used your ILL services to experience it from a patron's point of view? Personally, I love a good romance and like many genre readers when I find an author I enjoy/love/trust, I want more books by that author (okay, maybe all the books by her) and ILL has been a great way to track down many a classic.

RA is also a team effort. Know when to call on your colleagues for help. For ILL, Wisconsin has a great team to help you find and fill your patrons' interlibrary loan requests. Know the experts at your System and/or at Resources for Libraries and Lifelong Learning (RL&LL) when you need the team effort.

Promotion of your service

For reader's advisory and interlibrary loan, let your patrons know what great services are available at your library. Embrace your readers and ILL patrons, and enjoy yourself by helping them to use your core library services.

(Guest Writer: Maureen Welch, Indianhead Library System for WI Libraries for Everyone – March 10, 2016)

10. Need to Brush Up on Your Skills?



Are you hoping to brush up your skills on readers advisory or budgeting? Looking to get some great new programming or outreach ideas? Need to catch up on some Continuing Education contact hours?

Be sure to check out [BadgerLearnPro](#), a resource specifically for librarians and their continuing education needs.

You can search for a topic of interest and find a wealth of recorded webinars from a wide variety of sources (including IFLS).

11. Workshops and Webinars

The IFLS website Continuing Education section includes past IFLS webinar recordings, handouts from workshops, and other CE opportunities.

<http://www.iflsweb.org/events>



IFLS-SPONSORED CE OPPORTUNITIES:

Youth Services Swap: Stealth Programs for All Ages

April 22, 9:30-11, Rusk County Community Library—Ladysmith

- Admire Valerie's newly redesigned children's area
- Swap ideas with each other about stealth/passive programs for all ages
- Get reinvigorated and inspired

REGISTER HERE by April 19!

Readers Advisory: Bridging the Physical and Virtual Divide webinar

May 19, 9:00 am

Promoting books in the virtual world is a tricky proposition. On the one hand, you want to exploit tools like blogs, Twitter, and other social media options. On the other hand, you don't want to forget about your core brick and mortar customers. Readers Advisory expert Becky Spratford is here to help. Using examples from her library and others, Becky will share her tricks and tips for navigating this without sacrificing your core services. She will leave you with an overall philosophy and key strategies that can be easily implemented at your library, across a variety of platforms. This webinar will supply 1.5 contact hours for director certification. Sponsored by IFLS, MCFLS, NWLS, OWLS, SCLS and SEWI.

[Register here.](#)

ADDITIONAL CE OPPORTUNITIES:

Back by Popular Demand: Office Hours!

Join the BadgerLink librarians on the last Tuesday of each month at 10am for a 30 minute, agenda-less, virtual meeting. Ask any questions you have about BadgerLink, and see what others are curious about! These sessions are free and open to all.

Mark your calendars!

Tuesday, **April 26th** at 10am

Tuesday, **May 31st** at 10am

Tuesday, **June 28th** at 10am

Ask questions like...

Why do I need to log in to LearningExpress Library?

How can I use BadgerLink when I'm temporarily out-of-state?

How can I save my favorite articles to view later?

Interested? [Here's how to join!](#)

[Sign up for email reminders](#)

[Ask a Librarian](#) if you have any questions!

12. Mark Your Calendar

Friday, April 22	9:30 am – Youth Services Swap: Stealth Programs – Rusk County Community Library, Ladysmith
Friday, May 6	10:00 am – MORE Executive Committee Meeting
Thursday, May 19	9:00 am – Webinar: Readers Advisory: Bridging the Physical and Virtual Divide

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