

United for Libraries

Association of Library Trustees,
Advocates, Friends and Foundations
A division of the American Library Association



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Top 10 United for Libraries member benefits you may have missed

The newsletter you are holding is one of the top-rated benefits of United for Libraries members, but there are many more advantages of membership. Below is a top 10 list of United for Libraries member benefits you may be overlooking. The resources and details can be found in the Friends & Foundations Zone and/or the Trustee Zone at www.ala.org/united. For assistance in logging in, call (800) 545-2433, ext. 2161, or email united@ala.org.

- 1. Free publications, including 101+ Great Ideas for Libraries and Friends** Members can access four complete publications, including *101+ Great Ideas for Libraries and Friends*, which contains simple, innovative, and test marketed ideas collected from Friends countries around the country. Other available publications are *Making Our Voices Heard: Citizens Speak Out for Libraries*, *Getting Grants in Your Community*, and *A Library Board's Practical Guide to Self-Evaluation*.
- 2. Archived issues of The Voice** All issues of *The Voice*, along with issues of the Friends of Libraries U.S.A. newsletter, *News Update*, are accessible to members in PDF format in the members-only zones.
- 3. Trustee Academy** This five-part series of online courses for Trustees is deeply discounted for United for Libraries members; in addition, two courses will be added in early 2013.
- 4. Baby Boomer Volunteers for Libraries and Friends** United for Libraries members save \$100 off this three-part series of webcasts that discuss how to attract and retain

this new generation of volunteers.

- 5. New free and discounted webcasts** Starting in early 2013, United for Libraries will begin offering regular webcasts that will be free or discounted to members. Topics will include board governance, combined vs. separate Friends and Foundation groups, and advocacy.
- 6. Toolkits/practical guides** United for Libraries members receive access to eight in-depth toolkits on topics such as starting a Friends group, running effective board meetings, and selling books online.
- 7. ALA Store discount** United for Libraries members receive a 10% discount on eligible items from the ALA Store (www.alastore.ala.org). (Member discounts do not apply to special offers or sets.)
- 8. Awards** Members are eligible to apply for several United for Libraries Awards, including the Trustee Citation Award, Major Benefactor Award, Baker & Taylor Award, National Friends of Libraries Week Awards, and two ALA Annual Conference grants (one for Friends and one for Trustees).
- 9. Book Lovers' Calendars** Members save \$10 on *The Book Lover's Calendar* (purchases are available in quantity of 30 for \$2.50 each, plus 5% for shipping and handling). Many Friends groups sell these for the retail price of \$12.99 — they make a great fundraiser.
- 10. Literary Landmark** United for Libraries members save \$200 when dedicating a Literary Landmark in their community. For more information, visit www.ala.org/united/products_services/literarylandmarks.

Thriving as United for Libraries

As you know, effective Sept. 4, 2012, ALTAFF became “United for Libraries: The Association of Library Trustees, Advocates, Friends and Foundations.”

With our new name comes opportunities and challenges. The following are ways I feel that we can help our association thrive. I am asking for your help with the following issues:

- We are seeking to increase membership on all levels. This will include Trustees, advocates, Friends, and Foundations. Please spread the word about the benefits of being a United for Libraries member. Ask your colleagues and associates to join.
- We will continue to provide programs and speakers that will encourage attendance at ALA's Midwinter Meeting and Annual Conference. If you have suggestions for future programs, please email me at ggriffin@caddo.k12.la.us. The annual program committee has been working hard and has an excellent draft program prepared, but we are always looking for future ideas.
- I have asked the United for Libraries staff to look at ways to maximize the use of funds, and have suggested the possibility of eliminating one issue of the *The Voice* and replacing it with a digital copy

sent to members. We will continue to work together to find ways of increasing revenues and reducing expenses.

Of course, we've also seized some exciting opportunities. United for Libraries recently received a \$75,000 grant from the Neal Schuman Foundation, part of which will be used to create a Power Guide for communities to use as a blueprint for success in advocacy campaigns. (See page 3.) In addition, 20 localities will be selected to receive expert consulting services on site in order to develop advocacy campaigns. Information and applications for these mini-grants for consulting services will be available in early 2013.

Due to this grant, and the wide variety of activities and awards that United for Libraries sponsors, we have been receiving great press in the library world. I encourage all of you to become more actively involved in United for Libraries by serving on committees, sending in your articles and great ideas for *The Voice*, and contacting me at ggriffin@caddo.k12.la.us with ideas you have for programs in the future.



Gail Guidry Griffin
United for Libraries
President

Candidates sought for United for Libraries board

United for Libraries is seeking candidates for its 2014-2015 Board of Directors.

Open positions are President-Elect, Friend at Large (2), and Trustee at Large (2). Each position is for a period of three years. Eligible candidates must be personal members of ALA and United for Libraries. Those serving on the board are expected to attend both the Midwinter Meeting and Annual Conference, in addition to participating remotely in board business between Midwinter and Annual.

Interested candidates should submit a letter of interest indicating what position they are interested in, and a CV or resume. Materials should be emailed to United for Libraries Executive Director Sally Gardner Reed (sreed@ala.org) by Jan. 2, 2013.

The Voice for America's Libraries is published six times a year by United for Libraries: The Association of Library Trustees, Advocates, Friends and Foundations, a division of the American Library Association (ALA).

For membership information, call (800) 545-2433, ext. 2161, email united@ala.org, or visit www.ala.org/united.

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Send editorial contributions, articles, newsletters and news releases attention *The Voice* to the address above.

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ALA releases new 'Quotable Facts' for 2012

One of the American Library Association's most effective and commonly used advocacy tools, “Quotable Facts about America's Libraries” has been updated with the most current research, including a new “Technology Trends” section. It provides quick, pertinent talking points and thought-provoking information for anyone interested in making the case for public, school, and academic libraries.

“Quotable Facts” is a wallet-sized,

foldout card packed with quotes about America's libraries, how they are used, and how they continue to be an integral part of lifelong learning.

Packs of 100 in English and 50 in Spanish are available for \$10 (includes shipping and handling) per pack. They can be downloaded free of charge at www.ala.org/offices/ola/quotablefacts/quotablefacts. To purchase the cards, call (800) 545-2433, ext. 2428, or email advocacy@ala.org.

United for Libraries secures \$75,000 from Neal-Schuman Foundation

United for Libraries has secured \$75,000 from the Neal-Schuman Foundation to support library advocacy at the local level for libraries with troubled budgets.

The Citizens-Save-Libraries grants will send expert advocates to 20 locations over the course of two years to help Friends of the Library groups, library directors, and Trustees develop individual blueprints for advocacy campaigns to restore, increase, or save threatened library budgets.

“The Neal-Schuman Foundation is thrilled to provide funding for the ‘Citizens-Save-Libraries’ training grants and power tools,” said Patricia Glass Schuman. “Today, more than ever, libraries need articulate and savvy supporters. Not only will the 20 libraries chosen benefit from the efforts of trained, savvy, and articulate supporters, the resources developed will help advocates in communities across the country speak out loudly, proudly, and effectively. This is the largest grant in the foundation’s history, and it is our final one. We will disband at the end of this year.”

“This gift is especially meaningful to me coming, as it does, from the Neal-Schuman Foundation,” said United for Libraries Executive Director Sally Gardner Reed. “Pat Schuman has left a tremendous legacy for library advocacy over the course of her career. I’m proud to have the Neal-Schuman

name and generous resources attached to our efforts to provide support for communities fighting for their libraries.”

The opportunity to apply for expert consultation will begin in January 2013, and the first 10 libraries will be selected in April. Among the criteria to apply will be a willingness of recipient libraries to “pay it forward” by sharing what they learn with others in their states through presentations at local conferences, articles written for the state library association journal, and a willingness to answer questions and support other advocacy campaigns via digital media and Skype. Details on applying will be available on the United for Libraries website in early 2013.

In order to leverage the grant across the country, a power guide will be developed that will be freely available to all that will lay out a step-by-step blueprint for libraries to follow in generating their own campaigns.

The Neal-Schuman Foundation, established in 2000 by Neal-Schuman Publishers’ founders Patricia Glass Schuman and John Vincent Neal, strives to aid and promote charitable research and education for the improvement of libraries. An active American Library Association member and past president (1991-92), Schuman founded the Library Advocacy Now program and co-founded the Library Champions program.

Save the date: Virtual Library Legislative Day

Virtual Library Legislative Day is part of ALA’s National Library Legislative Day on May 8, 2013, when hundreds of library advocates will descend on Capitol Hill to meet with members of Congress and their staffs. Library advocates who cannot make it to Capitol Hill for the event can still be a part of the effort by calling and/or emailing their elected officials on May 8, or any time the week of May 6-10.

United for Libraries, the ALA

Washington Office, ALA Chapter Relations, and the ALA Office for Library Advocacy will lead Virtual Library Legislative Day, an opportunity for all library advocates to make their voices heard on a national level. Now in its 11th consecutive year, the virtual campaign continues to support the efforts of those who attend this important day in Washington, D.C., and meet with their elected officials in person. For information, visit www.ala.org/nlld.

Cause Brokers offers innovative way to fundraise

United for Libraries welcomes Cause Brokers as a Corporate Friend. Cause Brokers has created an easy, significant, and sustainable way to help Friends groups raise money for their libraries.



Here’s how it works:

- If you know someone buying or selling a home, have them contact Cause Brokers to match them with a REALTOR.®
- At closing, Cause Brokers will donate ½ a percent of the home’s sale price to the library. For example, if they buy a \$200,000 home, Cause Brokers will donate \$1,000.

It’s as simple as that; there are no fees or other requirements.

Cause Brokers will help groups craft a campaign for reaching out to library staff, Friends, and patrons:

- Cause Brokers provides customizable collateral including book-marks, posters, and flyers.
- Cause Brokers creates and hosts a dedicated webpage to promote the partnership.
- Cause Brokers helps with articles, press releases, and social media outreach.

To get started, contact Cause Brokers at (855) 76-CAUSE or info@causebrokers.com.

Cause Brokers was co-founded by a librarian as a labor of love, and was established to help libraries and other worthy causes build great communities through home buying and selling. Learn more at www.causebrokers.com.

EveryLibrary launched as national PAC for libraries

EveryLibrary launched on Sept. 5 as the first and only national political action committee (PAC) for libraries. Focused exclusively on local library ballot initiatives and measures, EveryLibrary is dedicated to helping libraries win at election time. The organization, found online at www.everylibrary.org, will fundraise nationally to support local library ballot committees and PACs, and provide them with technical support and consultancy on how to run — and win — at the ballot box.

“EveryLibrary is built on the idea that any library ballot initiative anywhere matters to every library everywhere,” says John Chrastka, executive director of EveryLibrary. “EveryLibrary will allow us to raise funds and support specific ballot measures that keep libraries open and thriving. Elections are the ‘last mile’ of library advocacy and this new PAC is an amazing opportunity for our community to talk directly to voters.”

During each election cycle, library districts and other jurisdictions put hundreds of millions of dollars in bonds, millages, levys, and other taxing authority on local ballots. EveryLibrary will be organized as a 501(c)(4) social welfare organization to support these campaigns through non-partisan, pro-library voter education and get out the vote work. “We want to work with the local committee to enhance their efforts,” says Chrastka. “This new national library PAC will make a real difference in your tax or bond campaign.”

EveryLibrary is fundraising to underwrite the fees associated with its legal filings and to create campaign toolkits, voter education materials, and messaging targeted to 2013 election initiatives. Individuals, corporations, unions, and certain foundations are eligible to donate. EveryLibrary will use donations to support local committees and PACs while providing technical assistance to campaigns.

For more information, visit www.everylibrary.org.

Strater Hotel in Durango, Colo., designated a Literary Landmark in honor of Louis L'Amour

Room 222 of the Strater Hotel in Durango, Colo., was dedicated a Literary Landmark in honor of Western author Louis L'Amour (1908-1988) on Aug. 25.

In addition to many other visits, for more than 10 years L'Amour, and often his family, spent the month of August staying in room 222 of the Strater Hotel. The room was directly above the Diamond Belle Saloon, where he said the sounds inspired him to write.

Guests at the Literary Landmark dedication included Paula Wiseman and Wayne Bedor of the Friends of the Durango Public Library. L'Amour's widow, Kathy L'Amour, unveiled the plaque along with Strater co-owner and CEO Rod Barker. Following the dedication was the Strater Hotel's 125th birthday community party from 5 to 8 p.m. The party included live music by Blue Moon Ramblers and Wild Country, along with food, prizes, and a birthday toast.

L'Amour left school in the 10th grade, but throughout his life he spent



Rod Barker and Kathy L'Amour unveil the Literary Landmark plaque for Louis L'Amour.

time in libraries and bookstores across the world. He won the Western Writers of America's Golden Spur Award, and in 1983 Congress awarded him the National Gold Medal, followed by the Medal of Freedom a year later. His books have been translated into more than 15 languages, and by 2000, 12 years after his death, more than 60 million copies of his books had been sold.

Partnering with United for Libraries for the dedication were Friends of the Durango Public Library, Rod and Laurie Barker, and the Strater Hotel.

Elihu Burritt Library at Central Connecticut State University designated a Literary Landmark

The Elihu Burritt Library at Central Connecticut State University in New Britain was designated a Literary Landmark on Thurs., Oct. 11, in honor of Elihu Burritt (1810-1879).

Burritt was an international peace advocate, abolitionist, writer, lecturer, and consular agent to Birmingham, England, appointed by President Abraham Lincoln. He was a linguist who started learning foreign languages while apprenticing at a local forge and this practice as well as his public speeches earned him the nickname of the “Learned Blacksmith.”

His writings are housed at the Central Connecticut State University (CCSU) Library and in the New Britain Public Library. The CCSU collection

contains extensive correspondence, personal notes, lectures, photos and his published works as well as publications about him.

University administrators, faculty, and students were in attendance at the dedication. Partnering with United for Libraries for the dedication were the Skinner, Cargill, and Bradley families, who established an endowed scholarship announced at the dedication.

The Elihu Burritt Family Scholarship Fund will benefit a CCSU undergraduate matriculated student in good standing, with GPA 3.0 or better, who is engaged in an academic assignment which will require use of the Burritt library resources, and in particular the Elihu Burritt Collection.

Cleveland Heights (Ohio)-University Heights Library designated a Literary Landmark in honor of Harvey Pekar

The Cleveland Heights (Ohio)-University Heights Public Library (Heights Libraries) was designated a Literary Landmark in honor of Harvey Pekar (1939-2010), author of the iconic comic book *American Splendor*, on Saturday, Oct. 14 at the Lee Road Branch of Heights Libraries. Pekar spent countless days at the library, working on stories that celebrated the common man and his hometown.

A crowd of roughly 175 fans, friends, and family of Pekar attended the program “Harvey Pekar: A Literary, Library Life” at the Lee Road branch of Heights Libraries. The Literary Landmark dedication event included the unveiling of a Harvey Pekar statue, which was donated to Heights Libraries by Pekar’s widow, Joyce Brabner. The unveiling followed a presentation by JT Waldman, the illustrator who collaborated with Pekar on Pekar’s posthumously published book *Not the Israel My Parents Promised Me*.

The piece reflects the man it honors. Instead of a life-size depiction of Pekar striking a heroic pose, Brabner and local artist Justin Coulter designed an interactive sculpture that invites the viewer to consider Pekar’s down-to-earth diligence as well as his creativity: the base of the piece is a real wooden desk, with room for people to sit and draw using supplies in the desk drawer. On top of the desk is a larger-than-life comic book panel rendered in bronze, with Pekar (approximately 2 feet high) stepping out of the bottom of the panel onto the desk.

Waldman’s presentation focused on the professional and personal relationship he had with Pekar, which grew while they worked on the book together. “When Harvey died I was isolated,” says Waldman, who completed the book on his own after Pekar’s death, “But being here today with all these people who knew him and cared for him and shared the same grief I had felt — it was very comforting. It gave



photo credit: Sheryl Banks

Joyce Brabner and local artist Justin Coulter designed an interactive sculpture that was unveiled as part of the Literary Landmark dedication at the Lee Road Branch of Heights Libraries. The base of the piece is a real wooden desk where library visitors can sit and work.

me closure.”

In addition to Waldman and the unveiling, local musician Marissa DeSantis performed an original song, “American Splendor,” that she wrote as a tribute to Pekar and his celebration of everyday life and ordinary people.

The crowd responded enthusiastically to each presenter, with lots of applause, laughter, and even a few tears. With their daughter Danielle by her side, Brabner spoke of Pekar’s attachment to the library, concluding that theirs was a family “that always believed a library card was more important than a charge card.”

Heights Libraries Director Nancy Levin summed up the program this way: “We all miss Harvey. But with this tribute and the statue, it’s like he’s back with us.”

About Literary Landmarks

The Literary Landmarks Association was founded in 1986 by former Friends of Libraries U.S.A. (FOLUSA) president Frederick G. Ruffner to encourage the dedication of historic literary sites. The first dedication was at Slip F18 in Bahia Mar, Fla., the anchorage of the Busted Flush, the houseboat home of novelist John D. MacDonald’s protagonist Travis McGee. In 1989, the Literary Landmark project became an official FOLUSA committee. Literary Landmarks continues to be a program of United for Libraries.

Dedications have included homes of famous writers (such as Tennessee Williams, Elizabeth Bishop, Marjorie Kinnan Rawlings, and William Faulkner), libraries and museum collections, literary scenes (such as John’s Grill in San Francisco, immortalized by Dashiell Hammett, and Willa Cather’s Prairie near Red Cloud, Neb.), and even “Grip” the Raven, formerly the pet of Charles Dickens and inspiration to Edgar Allan Poe and now presiding (stuffed) at the Rare Books Department of the Free Library of Philadelphia.

Recent additions include the Jones Library in Amherst, Mass.; the Eudora Welty Library in Jackson, Miss.; the Ernest Hemingway Home and Museum; the Mark Twain Boyhood Home & Museum, and the boyhood home of Stanley Kunitz.

To date, more than 120 Literary Landmarks have been dedicated across the country. United for Libraries invites groups to apply for a Literary Landmark designation for any special location in a community that is tied to a deceased literary figure, author, or his or her work.

A Literary Landmark dedication is a newsworthy event that can draw attention to your library or group, and your rich literary heritage. For information on applying, contact United for Libraries at (800) 545-2433, ext. 2161, or united@ala.org.

Austin (Texas) Public Library Friends Foundation cosponsors fourth annual Austin Teen Book Festival

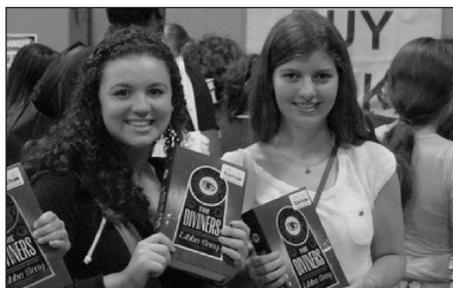
The fourth annual Austin Teen Book Festival, sponsored by the Austin Public Library Friends Foundation and BookPeople, was held on Sat., Sept. 29. More than 3,000 fans gathered at the Palmer Event Center to welcome Texas' own and keynote speaker Libba Bray, and 33 other talented young adult authors. The lineup included *New York Times* bestselling author of *Matched*, Ally Condie, and *Where Things Come Back* author, John Corey Whaley, a Morris and Printz Award winner.

Bray's address began with a light saber duel with BookPeople's Kids Outreach Coordinator, Topher Bradford, and ended with a comical rendition of "Total Eclipse of the Heart." Hayden, Teen Book Press Corps, stated of Bray, "...the woman can command a room. Well done, Libba, well done."

Since the Foundation became its sponsoring organization last year, the Austin Teen Book Festival's attendance has more than doubled from 1,000 attendees in 2010 to nearly 3,000 in 2011, establishing it as the largest teen book festival in the country.

"The Austin Teen Book Festival's rapid growth is a testament to the extent to which the event is valued by teens, parents, librarians and teachers," says Tim Staley, Library Foundation Executive Director.

Other featured authors included Jessica Lee Anderson, along with Kami Garcia and Margaret Stohl, creators of



Fans lined up to purchase keynote speaker Libba Bray's new book, *The Diviners*.

the über-popular gothic teen romance series *Beautiful Creatures*, and Neal Shusterman, author of the ALA-award-winning futuristic thriller *Unwind* and its sequel, *Unholy*.

Teens attended various panels organized by genre, including romance, fantasy, realistic fiction, and thriller/action/mystery panels.

Many attendees come away from the festival with more than a desire to bury their nose in a new book – some teens are inspired by the event to try their hands at fiction writing.

"I had a parent tell me that after her daughter attended the festival, she came home and said she wanted to be a writer and she started writing," says Austin Teen Book Festival Director Heather Schubert. "It definitely inspires not just reading, but writing as well."

For the first time this year, the Foundation broadened the scope of the festival to include exhibitors, primarily



More than 3,000 people gathered at the Palmer Event Center in Austin for the fourth annual Austin Teen Book Festival.

from local cultural organizations, who provided teens attending the festival with information about various ways in which they could become engaged in other cultural activities around town. Exhibitors included Austin Bat Cave, Badgerdog, Genaustin, Long Center for the Performing Arts, and several others.

BookPeople, a festival co-sponsor, set up shop at the event, allowing teens to purchase new reading material as they met and discovered new authors. Many of the authors in attendance were available to sign brand-new or well-loved, dog-eared copies of teens' favorite books. Fans swarmed the exhibit booths, walked away with prizes, purchased more than 2,500 books, and took their picture in the Penguin "Reach" bubble.

For more information on the festival, visit www.austinteenbookfestival.com.

Apply for United for Libraries' Major Benefactor Citation

Giving public recognition to an individual, family, or corporate body that has made a major gift to your library will generate publicity that can encourage other gifts as well.

United for Libraries' Major Benefactor Citation comes with a plaque for the library and a plaque for the donor. These plaques, along with a library celebration and a press release from your

library, can let your community know that gifts to the library are truly appreciated and make a real difference.

Major Benefactor Citation recipients are featured on the United for Libraries website, and a press release about each recipient is issued through ALA. Please allow six weeks from the time of application for receipt of both plaques.

Applicants are asked to include documentation describing the nature of the library's relationship with the benefactor, why the gift is considered major, and any publicity generated as a result of the gift. To apply for the citation, visit www.ala.org/united and click on "Awards & Grants." For more information, call (800) 545-2433, ext. 2161, or email united@ala.org.



Chicago Public Library Foundation hosts Carl Sandburg Literary Awards Dinner, celebrating 65 members of Chicago's literary community

The Chicago Public Library Foundation (CPLF) and the Chicago Public Library hosted more than 65 noted authors at the Carl Sandburg Literary Awards (CSLA) Dinner on Wed., Oct. 17.

All authors, who were either Chicagoans or had ties to Chicago, joined the evening's CSLA winners Don DeLillo (*Underworld*, *Cosmopolis*), Walter Isaacson (*Steve Jobs*) and 21st Century Award Winner Nami Mun (*Miles from Nowhere*) for dinner and an intimate discussion led by National Public Radio (NPR) host and author Scott Simon at The Forum on the campus of the University of Illinois at Chicago.

"To be in a room with more than 65 noted authors, all of whom have contributed mightily to Chicago's literary legacy, is a truly impressive experience," said Rhona Frazin, president and CEO of the Chicago Public Library Foundation.

Host of NPR's *Weekend Edition Saturday* and author of five works of fiction and nonfiction, including *Pretty Birds* and *Windy City: A Novel of Politics*, Chicago native Scott Simon engaged honorees Don DeLillo and Walter Isaacson in a discussion about their works and careers.

The celebratory evening, co-chaired by Trisha Rooney Alden and Michael Sacks and produced by Donna LaPietra, began with a cocktail reception at 6 p.m. followed by an elegant dinner at 6:45 p.m. Prominent authors with ties to Chicago were seated at each table and engaged guests from the city's business, civic, and cultural communities in conversation.

Featured authors included Edgar Award winners and past Carl Sandburg 21st Century Award honorees Blue Balliett (*Chasing Vermeer*) and Theresa Schwegel (*Officer Down*); One Book, One Chicago author Stuart Dybek; *New York Times* best-selling novelist and *Chicago Magazine* sports

columnist Jonathan Eig (*Luckiest Man, Opening Day*); young adult fiction author Kat Falls; cartoonist Nicole Hollander; celebrated broadcasters Lee Phillip Bell, Bill Kurtis, Rick Kogan and Walter Jacobson; Pulitzer Prize finalist for fiction Ward Just (*Unfinished Season*); Pulitzer Prize- and Tony Award-winner Bruce Norris (*Clybourne Park*); master sommelier and host of *Check Please* Alpna Singh; world-renowned photographer Victor Skrebneski; Sen. Adalai Stevenson III, and bestselling authors Scott Turow, Aleksander Hemon, Sara Paretsky, and Gillian Flynn.

The dinner is the only major fundraising event of the Chicago Public Library Foundation, and proceeds support innovative library programs including One Book, One Chicago, the family summer reading program, Teachers in the Library, Cyber Navigator computer tutors, and innovative teen and early learning initiatives.

Sponsorship packages for tables of eight guests plus a renowned author were made available at the \$50,000, \$25,000, \$15,000 and \$10,000 levels. Individual tickets were \$1,000 and \$2,500.

The Chicago Public Library Foundation supports collection development, programs and technology initiatives that connect library users to their community and to the world and ensure that all Chicagoans have the freedom to read, to learn and to discover at the Chicago Public Library.

Through the support of many civic-minded individuals, corporations, and foundations, the foundation provides ongoing funding for library collections and a variety of community-responsive programs.

In the past 26 years, the foundation has provided nearly \$50 million in support to the Chicago Public Library. For more information, visit www.cplfoundation.org.

Information for Foundations, including past issues of *The Voice*, past "Friends on Campus" columns, special offers, publications, and toolkits, is available to United for Libraries Foundation personal and group members. To log in to the Friends & Foundations Zone and access resources, visit www.ala.org/united and click on "Friends & Foundations Zone." If you need your login or password, please email United for Libraries at united@ala.org or call (800) 545-2433, ext. 2161.

To submit a story to Framework for Foundations, email it to united@ala.org, fax it to (215) 545-3821, or send it to United for Libraries, 109 S. 13th St., Suite 117B, Philadelphia, PA 19107.



Ask a Trustee

BY SHIRLEY LANG

Former Trustee, Syosset (N.Y.) Public Library

One From Column A or B?

A Trustee writes (on the United for Libraries electronic discussion group for Trustees): *Please discuss the pros and cons of long range planning with a consultant. This would be an all board vs. board/staff event. The library director would be present in both scenarios.*

Many states require public libraries to have a long range plan of service. Even when this is not a requirement, it is a smart way to pull together all the decisions about budgeting, personnel, capital improvements, and library services.

Every plan has the same general components. The plan should include the library’s mission, goals, and objectives, as well as the action steps to reach an objective, and, finally an evaluation process.

Long range planning prepares for the future. Strategic planning is based on the premise that change is necessary, and focuses on what we have to do now in order to operate efficiently five years into the future.

Operational planning (short range) focuses on improvements of current services, immediate needs, and the allocation of available resources.

The Public Library Association has an excellent publication, *Implementing for Results*; for information visit www.alastore.ala.org/detail.aspx?ID=2489.

It is a smart and conscientious board that takes on the task of creating a long range plan for the library. Consider the following steps:

1. Preparation: This should include a statistical snapshot of where

the library is right now, and should include data on collection, circulation, programs, services, etc.; Identify staff shortages. Take note of the condition of building and grounds and what is needed (i.e. more space, new HVAC, etc.). Having all this information will save valuable time for your consultant.

2. Meeting with a consultant: The initial meeting should be with the board and director to discuss the information in the statistical snapshot and what additional data is needed.
3. Staff input*: Since staff usually provides the director with reports on what’s happening in their specific departments, what is lacking, and what may be needed, they can offer information useful to the planning process.
4. Community input*: This gives participants a sense that their opinions matter and that by reaching out to them the library wants to provide the best service possible. This also engenders support for the library.

**Caveat — When staff or community members offer you advice and you do not follow through, they tend to get angry, so participants must also be made aware that everything they want may not be practical or feasible.*

5. Review of report: Prioritize items for short and long term goals and plan for budget implications.

Final step: Acceptance and approval of the complete plan.

When deciding which plan to choose, you can choose from “column A” — with staff/community input — or “column B” — without. Either way, you will end up with a quality long range plan.

What’s for Lunch?

A librarian writes: *We are a well-funded small suburban library. Recently, one of our patrons brought in a platter of sandwiches and cookies from the local deli for the staff. When our director heard about this, she was furious and immediately had a sign made that said, “No food or drinks are allowed to be brought into the library.” Many of the staff, including the director, live in the community, so our friends are also the ones who support and use the library. The library director is referred to as “Ms. Icicle” by some because of her frosty and unfriendly demeanor. Is there anything we can do to change things here?*

According to the Emily Post Institute, it is the custom to give a gift or tip as a show of appreciation for services rendered. Some service providers, such as food servers, hairdressers, doormen, etc., rely on tips to supplement their income. A small gift (cookies, candy, flowers, etc.) to professionals such as nurses, librarians, etc., is a way to say thank you for what they do.

No doubt your library user is upset that her attempt to express appreciation to all of the staff was so rudely dismissed. For your director to bite the hand that feeds her is sad. One must wonder if your director is under extreme stress in her personal life — perhaps she has a sick family member, or financial difficulties, or she is the victim of some sort of abusive environment, and the library is the only place where she has some control? Apparently she is unaware of the negative impact her demeanor has on the library.

There is very little you can do. How do you bring this to the board’s attention without the possibility of retaliation? Consider having the majority of the staff sign a letter to the board outlining this and asking for a meeting or you may have a union or staff association that could do this. Remember, there is



strength in numbers. You cannot do this on your own. A member of the public could also write to the board president at his/her home address.

Dealing with the public can sometimes be stressful, and I offer a bouquet of thanks to all of you.

The above are the opinions of the author and do not constitute legal advice. Procedures may vary depending on if your board is governing or advisory. Always check with the library attorney regarding legal issues.

Archived *Ask a Trustee* columns, along with toolkits, current and past newsletters, publications, and special offers for Trustees, are available on the United for Libraries website, www.ala.org/united. Click on “Trustee Zone” and sign in with your login and password.

If you need help logging in, please, call (800) 545-2433, ext. 2161, or email united@ala.org.

BoardSource Q&A

Is it acceptable for a board member to have a personal relationship with a staff member?

Some nonprofit organizations have nepotism and fraternization policies that forbid board members from having family or other close relations with staff. If you do not have a policy, each situation needs to be treated as a special case. The board should determine whether it can or wants to live with this potentially difficult situation.

Here are some issues to discuss:

- Do you have a strong conflict-of-interest policy? Do you have a confidentiality policy?
- Is a board member able to make unbiased decisions when a close friend is possibly benefiting from the outcome?
- Is the board concerned about confidential board issues being passed on to staff?
- Is the chief executive aware of this situation? How does he or she feel about a staff member having direct contact with a board member, and possibly passing on unfiltered information to his or her supervisor?
- Is it possible that this staff member gains an indirect influence in the operations of the organization?

Ultimately, it is important to focus on a strong confidentiality policy and discuss ethical behavior in general rather than assume that a fraternization policy will eliminate the problem.

For more information, see *Managing Conflicts of Interest: A Primer for Nonprofit Boards*.

What are the advantages and disadvantages of term limits?

Many boards find that setting term limits can be beneficial. The following are some advantages of a term limit policy:

- Bringing diversity onto the board is easier.
- The board has a built-in balance of continuity and turnover.
- Passive, ineffective, or troublesome

board members can be more easily rotated off.

- The board has the possibility of working with active community members who can devote only a few years to board service.
- Board members experience a better rotation of committee assignments.
- A regular infusion of fresh ideas and new perspectives is brought onto the board.
- The board gains a regular awareness and pays attention to the changing group dynamics.
- Limits present an opportunity for the board and the retiring board member to reassess a mutual willingness to continue working together with the possibility of enlarging the circle of committed supporters by keeping retired board members involved.

Disadvantages of term limits:

- the loss of expertise and organizational memory;
- the board spends more time dedicated to recruitment and orientation; and
- additional efforts are needed to keep the group cohesive.

Disadvantages of not having term limits:

- stagnation if no change occurs among the board members;
- perpetual concentration of power within a small group;
- intimidation of the occasional new member;
- tiredness, boredom, and loss of commitment by the board; and
- loss of connection to the constituency due to a change in demographics or environmental factors.

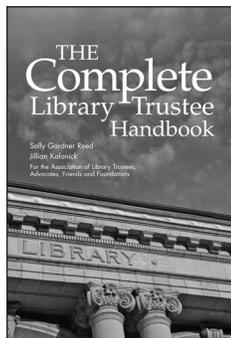
References: Charles F. Dambach, *Structures and Practices of Nonprofit Boards* (BoardSource 2003).

From www.boardsource.org; used with permission.



Order ‘The Complete Library Trustee Handbook’

Give your Trustees the tools needed to translate their experiences and interests into strong results on behalf of their libraries with *The Complete Library Trustee Handbook*.



United for Libraries Executive Director and former public library director Sally Gardner Reed draws on her years of success working with and consulting for Trustees to provide Trustees with straightforward, easy-to-read guidance on how to make the most of their vital role.

She guides readers through important issues, including sustainable fundraising and advocacy, hiring a library director, strategic planning, director-Trustee collaboration, and policy development.

Readers of *The Complete Library Trustee Handbook* will be brought up to speed on optimizing board effectiveness, board ethics issues, conflicts of interest, and efficient meeting management. A chapter on key issues for libraries addresses intellectual freedom, user privacy, pay equity for library workers, privatization of public libraries, and funding.

United for Libraries personal and group members can order the *The Complete Library Trustee Handbook* for \$35 (plus \$4.95 shipping and handling) — \$20 off the retail price. Visit www.ala.org/united and click on “Products & Services” then “Publications” for an order form.

Members can also request to be invoiced by faxing the printable order form available online or by calling the United for Libraries office at (800) 545-2433, ext. 2161.

Non-members may purchase the book for \$60 through Neal-Schuman Publishers (www.neal-schuman.com).

Trustee award applications due Dec. 31

United for Libraries gives two awards annually to Trustee members: the ALA Trustee Citation and the United for Libraries/Gale Outstanding Trustee Conference Grant. The application deadline for both is Dec. 31, 2012.

The ALA Trustee Citation, established in 1941 to recognize public library Trustees for distinguished service to library development, symbolizes and honors the best contributions and efforts of the estimated 60,000 American citizens who serve on library boards. It is presented during the Opening General Session of the ALA Annual Conference. Recipients are expected to be present to accept the award, and expenses for attending must be borne by the recipients or their library organizations.

Trustee service may have been performed on the local, state, regional or national level or at a combination of levels. Equal consideration is given to Trustees of libraries of all sizes. Citations may not be awarded when there

is no sufficiently outstanding achievement brought to the attention of the Awards Committee.

The United for Libraries/Gale Outstanding Trustee Conference Grant enables public library Trustees to attend the ALA Annual Conference. A grant of \$850 plus full conference registration is awarded annually to a public library Trustee who has demonstrated qualitative interests and efforts in supportive service of the local public library. The Conference Grant, made possible by an annual gift from Gale Cengage Learning, is administered by United for Libraries. The winner will be notified by late March of the Annual Conference year.

To apply for the ALA Trustee Citation or the United for Libraries/Gale Outstanding Trustee Conference Grant, visit www.ala.org/united and click on “Awards & Grants” then “Trustees.” Past winners may also be found on the website. Applicants who have questions can email united@ala.org.

Join the United for Libraries electronic discussion group for Trustees

Trustees from all types of libraries are invited to participate in an electronic discussion group focused on topics of interest to library Trustees. The electronic discussion group is an information forum for those wishing to seek and share best practices for library Trustees.

When you send an email to the electronic discussion group, it is automatically sent to all subscribers, and their emails are sent to your email. In this way, Trustees from around the country can share advice and their real world experiences.

Messages are automatically archived for future searching. Discussion topics can include effective meetings, strategic planning, hiring a library director, board recruitment, library policies, etc.

Participants agree to abide by a few guidelines:

- The electronic discussion group is a forum for those wishing to seek and share best practices for library Trustees.
- You do not need to be an ALA member or United for Libraries personal or group member to participate.
- All participants are to be treated with courtesy.
- Spam is not allowed.
- Commercial solicitation is prohibited.

For instructions on how to join the electronic discussion group, visit www.ala.org/united/trustees/electronic-discussion-group, email United for Libraries at united@ala.org, or call (800) 545-2433, ext. 2161.



Trustee Academy available at a discounted rate to states and library systems

United for Libraries is currently offering a Trustee Academy, a series of online courses to help Trustees become exceptionally proficient in their roles on behalf of their libraries.



The states of Utah, Mississippi, Missouri, Nebraska, Kansas, Kentucky, and New Jersey have purchased the Trustee Academy at a discounted rate for libraries in their state. Discounts are also available for library systems of five or more Boards of Trustees.

Trustee Basics, Part I covers the role of the Trustee in the community, who speaks for the Trustees, governing vs. advisory boards, holding effective board meetings (getting consensus, open meeting laws, parliamentary procedure, etc.), and board self-assessment. This course is led by Lynn Stainbrook, director of the Brown County

Library in Green Bay, Wis.

Trustee Basics, Part II covers understanding and setting policy, understanding and supporting intellectual freedom and patron privacy, meeting state standards, Trustee liability and fiduciary responsibilities, considering D&O insurance, and Trustee ethics. This course is also led by Stainbrook.

Working Effectively with the Library Director covers understanding and respecting the different roles, evaluating a library director's performance, and hiring a new library director. This course is led by United for Libraries Executive Director Sally Gardner Reed.

The Library's Budget covers learning and understanding how your library is funded, understanding how spending decisions are made and who is authorized to make them, understanding the library's financial reports, making powerful budget presentations, and developing auxiliary funding sources. This course is led by Christine Hage, a former Public Library Association president and director of the

Rochester Hills Public Library in the greater Detroit area.

Advocating for Your Library covers sowing the ground with excellent public awareness and great service, how to design an advocacy campaign, collaborating with stakeholders such as Friends and patrons, and implementing the campaign. This course is led by Carol Brey-Casiano, a former ALA president.

All of the courses are priced both a la carte so attendees can pick and choose what courses are important to them, or as a full curriculum that reflects discounted pricing. In addition, entire Boards of Trustees can sign up for further discounts, and state and regional purchases are also available at discounted rates.

All courses are recorded webcasts, so that they are accessible anytime, day or night, and available for unlimited viewing for six months following the purchase date. For registration and pricing, visit www.ala.org/united and click on "Trustees."

What people are saying about the Trustee Academy:

"Very informative. Good building blocks for a new Trustee."

-Trustee Basics Part I

"I am so pleased [United for Libraries] has undertaken this task — I am chair of our state library Trustee division, and I will be recommending these courses to our members."

-Trustee Basics Part I

"Very interesting. Good coverage of the subject matter. I wish I had been able to take this course prior to my first board meeting."

-Trustee Basics Part I

"This is a great course and the webinar format is nice for our Trustees, because

we are several miles from areas where conferences are usually held. Also, most of the Trustees on our library board work full time, and getting to conferences is difficult."

-Trustee Basics Part II

"This was an excellent course. The presenter was excellent! Very easy to listen to and her information flowed quickly and easy. This was one of the best of the courses, and the information will be a great asset for our Village Public Library."

-The Library's Budget

"I think this is a wonderful program to have instituted to give everyone involved with libraries, and those who wish to ensure that libraries are main-

tained, a tool to use to help promote and advocate for libraries, while knowing the rules and guidelines."

-Advocating for Your Library

"It was a great tool especially for newer Trustees... Gave a point of conversation that will make my job easier. Many times board members do not trust what a director says, here it was in black and white from an outside source!"

-Working Effectively with the Library Director

"I've gained ideas in how I can use my everyday activities to advocate for my local library."

-Advocating for Your Library



2011 Best Friends Award winners announced



The Best Friends Awards recognize Friends around the country for print and electronic materials that promote the group and its special programs and projects.

The awards do not evaluate the type or scope of Friends programs; rather, the printed and electronic materials are judged on how they promote programs and projects coordinated by the Friends. Entries were not received in all categories.

All winning entries can be found on the United for Libraries website; click on "Grants & Awards," then "Friends."

Applications for the 2012 Best Friends Award will be available in early 2013.

Public Library Friends Group with assistance from paid staff:

Print Newsletters

Friends of the L.E. Phillips Memorial Public Library, Eau Clair, Wis. Friends of the L.E. Phillips Memorial Public Library publish a quarterly newsletter, *Library Links* (above). This eight-page newsletter features a "Help Wanted" section for volunteer postings, Committee News from the Friends, a

form for gift membership, and a listing of new Friends members.

Membership

Champaign (Ill.) Public Library Friends
The full-color membership brochure for Champaign Public Library Friends describes both the impact of the Friends and the library. It includes a membership form and guidelines for donating to the group's used bookstore, all in a compact, bookmark-sized format. It is distributed in the library's FriendShop bookstore and on the brochure displays at the library.

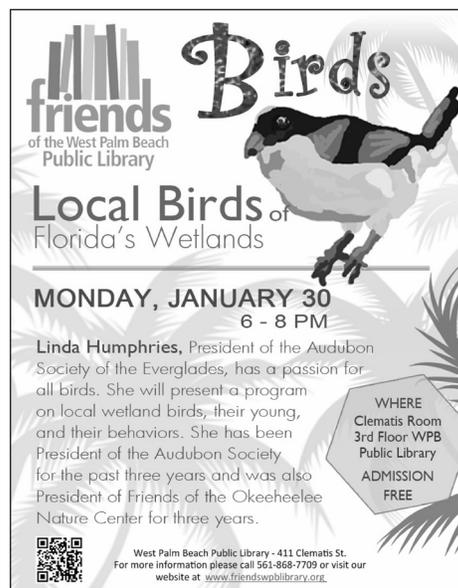
Digital Publicity

Friends of the Santa Barbara (Calif.) Public Library.

The website of the Friends of the Santa Barbara Public Library (www.friends-sblibrary.org) has multiple pages, including a history of the Friends, a place to donate online, addresses of city council members for advocacy purposes, the group's newsletters, and information about book bags and mugs for sale.

Program or Special Project Publicity

Champaign (Ill.) Public Library Friends
The Friends created several pieces for the library's summer reading game, "A Midsummer Knight's Read," including signs and a reading log. The group's sponsorship is featured on both, along with on the library website, reading game registration site, and on TV screens in the library lobby and café.



Fundraisers/Book Sales

Friends of Wilmington (Mass.) Memorial Library

The Friends created a bookmark to publicize its "Book Store Next Door." The glossy color bookmark features the book store's hours, location, prices, and guidelines for donations on one side; the other side explains what the Friends do and support, and encourages people to join the Friends.

Public Library Friends Group without paid staff:

Print Newsletters

Friends of the Pasadena (Calif.) Public Library

The Library Insider newsletter is a full-color, six- to eight-page quarterly published by the Friends. It features articles about library events and special programs, as well as book reviews and articles/features about reading.

Membership

Friends of Salinas (Calif.) Public Library

The Friends have developed a full-color membership brochure (left) that is in



both English and Spanish, and functions as a cover for a two-sided separate membership form (also in English and Spanish). The brochure can fold either way, to display its Spanish side or English side.

Digital Publicity

Friends of Library, Montgomery County, Maryland

The First 100 is a video blog program run by the development coordinator and an intern. The program is a bi-weekly book blog aimed at highlighting the new books available through the library or in a Friends bookstore, while engaging constituents in online media. The series also generated interest among people unfamiliar with the Friends and their mission. The video blogs can be seen at www.youtube.com/FOLMCMD.

Honorable Mention:

Friends of the San Benito County Free Library, Hollister, Calif.

The Friends of the San Benito County Free Library purchased a TV monitor for display in the library, which shows the library and Friends programs and other information. The information is displayed in both English and Spanish.

Program or Special Project Publicity

Friends of the West Palm Beach (Fla.) Public Library

The Friends created a series of promotional flyers for the group's "Birds, Butterflies, and Bees" lecture series (left). The full color flyers featured a QR code that can be scanned by a mobile device for more information.

Fundraisers/Book Sales

Friends of Salinas (Calif.) Public Library

The Friends created a "save the date" bookmark to publicize the group's "Big Book Sale" during National Library Week. The bookmarks featured the hours and location, as well as a call to join the group.

Register now for United for Libraries' webcast series on recruiting baby boomer volunteers

United for Libraries is offering "Baby Boomer Volunteers for Libraries and Friends," a three-part series of webcasts designed to inform library Friends, Trustees, and staff about the baby boomer generation of volunteers — how they are different from volunteers in the past, what they want from service opportunities, and how libraries and Friends can attract them.

Carla Lehn, library programs consultant for the California State Library, and Sally Gardner Reed, executive director of United for Libraries, explain what this new group is looking for in volunteer opportunities and how to ensure that the library and its Friends group are ready to bring them in.

The first webcast, "Meet Today's New Volunteers," provides an overview of this new generation of volunteers. Participants will learn what studies are showing about this generation's commitment to community service, what they bring to the volunteer workforce that is unique, and the ways in which they want to spend their volunteer time. This is critical to understanding how libraries and Friends groups need to rethink the volunteer opportunities they have, and develop new strategies to recruit this special group.

The second webcast, "Friends and Baby Boomers — Getting New Active Members for your Group," builds on the information learned in the first webcast, specifically showing Friends how they can attract and retain this valuable workforce ensuring that their group will remain strong and viable.

The third webcast, "Library Volunteers — Bringing in Skilled and Committed Baby Boomers," builds on the information learned in the first webcast, and will give librarians and volunteer supervisors specific information on how to recruit, train, and retain a volunteer workforce that can support the staff and help enhance library services.

Carla Lehn has a master's degree in community development from the Uni-

versity of California, Davis. As library programs consultant for the California State Library, she assists libraries with volunteer, board, and community development issues. She has published several articles on volunteerism, as well as the California State Library's 1999 book *Volunteer Involvement in California Libraries: Best Practices*. In addition to her role with California's volunteer-based Library Literacy Service, Lehn leads "Get Involved: Powered by Your Library." The project's dual purpose is to recruit high impact volunteers to share their skills with libraries, and through those relationships, to engage them as strong library supporters.

Sally Gardner Reed is the executive director of United for Libraries. She has worked closely with Friends groups throughout her career, first as a library director, then on a national level when she became executive director for Friends of Libraries U.S.A. (FOLUSA). FOLUSA merged with the Association for Library Trustees and Advocates (ALTA) and became part of the American Library Association in 2009. Reed is the author of 10 books on library management, including *Library Volunteers, Worth the Effort!* (McFarland, 1994).

The cost of the series of webcasts is \$139 (\$39 for ALTAFF personal and group members) for a single-seat license, and \$149 (\$49 ALTAFF individual and group members) for a multi-seat license.

Multi-seat licenses are valid for a single library, not a library system. The series will be accessible for at least one year after purchase date. Courses may be viewed at any time, and viewings are unlimited. Each webcast is 45 to 60 minutes in length.

For more information on "Baby Boomer Volunteers for Libraries and Friends," and to register, visit www.ala.org/united or call (800) 545-2433, ext. 2161.



**‘Friend Your Library’
bookmarks, posters,
buttons, and more
available at ALA Store**

“Friend Your Library” materials are available from the ALA Store (www.alastore.ala.org). Developed with United for Libraries, the “Friend Your Library” materials encourage library customers to use library resources and advocate for their library. Friends can display the posters prominently in the library to promote the Friends group. The back of the bookmarks are blank so Friends can add a label or stickers with contact information about the Friends group and information on how to join.

The ALA Store offers “Friend Your Library” buttons, posters, bookmarks, and downloadable templates. To purchase the materials, visit the ALA Store at www.alastore.ala.org and search for “Friends.” United for Libraries group members save 10% off ALA Store purchases. (Personal ALA members will automatically save 10% when they enter their login and password.)

Click on “Sign In/Manage Account” at the top. Then “Create a Personal Account.” Click “No” for the question “Are you an ALA member?” Proceed with your order and use the coupon code ALTAFF (all capital letters). Your 10% discount will be applied for each purchase. Member discounts do not apply to special offers or sets. Discounts are not combined.

**Join the United for
Libraries electronic
discussion group for
Friends of the Library**

Friends from all types of libraries are invited to participate in the United for Libraries electronic discussion group focused on topics of interest to library Friends.

When you send an email to the electronic discussion group, it is automatically sent to all subscribers, and their emails are sent to your email. In this way, Friends from around the country can share advice and their real world experiences. Messages are automatically archived for future searching.

Discussion topics can be whatever interests you — book sale strategies, fundraising ideas, membership drives, leadership recruitment, innovative programs, where to find gift shop items, selling used books online, how to develop library support in your community, board meetings, volunteer guidelines, etc.

Participants agree to abide by a few simple guidelines:

- The electronic discussion group is a forum for those wishing to seek and share best practices for Friends and libraries.
- All participants are to be treated with courtesy.
- Commercial solicitation and/or spam is prohibited.
- You do not need to be an ALA or United for Libraries personal or group member to participate.

The current electronic discussion group, friends@ala.org, was launched on July 1, 2012, and archives for this new electronic discussion group began on that date. The archives of the prior electronic discussion group, FOLUSA-L, can still be searched and viewed, instructions are posted on the site below.

For more information, and for instructions on how to join the electronic discussion group, visit www.ala.org/united/friends/electronic-discussion-group.

**Applications for
National Friends of
Libraries Week Awards
due Dec. 3**

United for Libraries coordinated the seventh annual National Friends of Libraries Week Oct. 21-27, 2012. National Friends of Libraries Week offers a two-fold opportunity to celebrate Friends. Groups use the time to promote the group in the community, to raise awareness, and to increase membership.

As in years past, United for Libraries group members are eligible to apply for National Friends of Libraries Week Awards. Two groups will be awarded \$250 each in honor of their celebrations. Applications are judged on creativity and innovation; involvement of Friends, library staff, Trustees, and/or advisory committee; recognition of Friends group, and promotion of Friends group to the community, school, students, and/or faculty.

For information, visit www.ala.org/united and click on “Grants & Awards,” then “Friends Groups.” Here you can view all of the winning National Friends of Libraries Week projects from 2007 to 2011.

Information for Friends, including past issues of *The Voice*, toolkits, and publications, is available to United for Libraries personal and group members. To log in to the Friends & Foundations Zone and access resources, visit www.ala.org/united and click on “Friends & Foundations Zone.”

Kansas State University Libraries assessment leads to Friends' gift

As part of a continual process of improving services, facilities, and collections, Kansas State University Libraries participated in an assessment survey called LibQUAL during 2011. The survey generated a great deal of data, which the libraries' assessment office and leadership team are still studying for patterns and avenues for improvement. While some of the information is esoteric, a good deal may be of interest even to those without a library degree. In fact, some findings from the survey have already influenced projects from the Friends.

More than 2200 individuals completed the survey, representing a mix of colleges, statuses, and preferred library location. The survey tracks responses on three main dimensions, which can be summarized as customer service, information, and facilities. LibQUAL is different than many surveys in that it asks users to rate not only the level of satisfaction they have with how things

currently are, but also minimum acceptable and desired service levels.

Some interesting general results emerged. The customer service dimension had the highest perceived rating. That means of all three areas, users rate the libraries highest on customer service provided. Information had the highest desired rating, meaning users have the greatest expectations in that area. The libraries' perceived levels never fell below users' minimum acceptable levels on any dimension.

Delving in to more specific results, the top two qualities receiving the highest current ratings were "employees who are consistently courteous" and "willingness to help users," confirming impressions that the libraries' staff members represent a great asset. While space for group and collaborative work received very high ratings, space for quiet study and perceived noise revealed some dissatisfaction, especially among graduate students and faculty.

Fortunately, this is a solvable problem, and one to which the Friends have pledged support. As a result of the LibQUAL results, two rooms in Hale Library just outside the Great Room are being converted to quiet, controlled access graduate student study space. The Friends have offered \$40,000 in financial support for furnishings in these areas.

LibQUAL was previously administered at the libraries in 2007. Comparing the two sets of results shows definite improvement in many areas, largely as the result of areas of need being addressed in the libraries' strategic planning process. Reflections of the more recent survey will surely be seen in the latest strategic plan and may influence future Friends' projects.

This article was reprinted from the Summer 2012 issue of the newsletter of the Kansas State University Libraries, available at www.lib.k-state.edu/friends/docs/newsletter.pdf.

Academic Friends News

College of Charleston (S.C.) Friends of the Library

The Friends of the Library at the College of Charleston welcomed Jon Meacham, presidential historian, contributing editor at *Time* and Pulitzer Prize-winning author, on Tues., Oct. 30.

Known as a skilled raconteur and an eloquent speaker with a depth of knowledge about history, politics, and religion, Meacham delivered a keynote address titled "The Media's Secret Bias: Liberals, Conservatives, and the Truth about the News." Tickets were \$35, \$65 for admission plus a one year Friends membership, or \$125 for admission, a reception with Meacham, and preferred seating at the keynote.

Mr. Meacham's *New York Times* bestseller, *American Lion: Andrew Jackson in the White House*, won the Pulitzer Prize for biography in 2009 and was cited as an "unlikely portrait

of a not always admirable democrat, but a pivotal president, written with an agile prose that brings the Jackson saga to life." His biography, *Thomas Jefferson: The Art of Power*, is scheduled for a Nov. 13, 2012 release. He is also working on a biography of President George H.W. Bush. As executive vice president and executive editor at the Random House Publishing Group, Mr. Meacham currently is editing a book by Al Gore and a series of e-books published by Politico on the 2012 presidential campaign.

Friends of the University of Wisconsin-Madison Libraries

The Friends of the University of Wisconsin-Madison Libraries hosted a fall lecture and musical event, "Hawaiian Sound Salon," on Mon., Oct. 8, from 5:30-7:30 p.m. The award-winning author, performer, and radio and record producer Henry Sapoznik intro-

duced the rich Hawaiian music genre through an interview with Alan Akaka, the former president of the Hawaiian Steel Guitar Association. Attendees learned about the music's history, and heard Akaka perform live traditional as well as new Hawaiian favorites on his steel guitar. Tom Caw from Mills Music Library was on hand to talk about Mills and to share some of its Hawaiian music holdings. A Hawaiian reception followed.

To submit an item to Friends on Campus, send an email to united@ala.org or send it to United for Libraries, 109 S. 13th St., Suite 117B, Philadelphia, PA 19107

Booksales

Phoenix, Ariz.

Friends of the Phoenix Public Library offered a special deal at the group's sidewalk sale on Fri., Sept. 7, from 10 a.m. to 4 p.m. at the Friends' Place Bookstore. Those who purchased a Friends of the Library bookbag for \$15 on that day could fill up their new bag with sidewalk sale books (any items except children's books) for free.

Programs

Columbia, S.C.

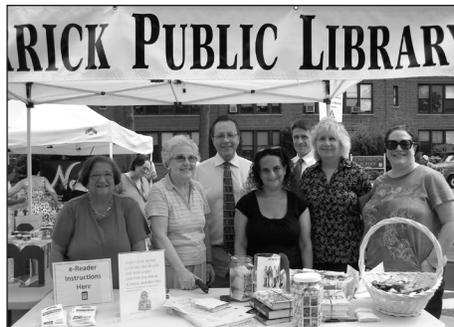
The Friends of the Richland County Library hosted YouTube prankster and Columbia native Charlie Todd, author of *Causing a Scene: Extraordinary Pranks in Ordinary Places* on April 5. The free public event, organized by Pocket Productions, took the form of an MP3 experimental gathering at Boyd Plaza near the library.

Phillipsburg, N.J.

The Steiner Learning Series at the Phillipsburg Free Public Library is an educational and lifestyle enhancement program for adults and seniors. Several free seminars are offered throughout the year and include popular topics such as "Where There's a Will, There's a Way," focusing on the pitfalls to avoid when creating a will. "Take the Scare Out of Medicare" is held every October and answers questions from participants about navigating the Medicare system. Students from the middle school's Technology Club conduct "Technology 101" to help seniors learn about the latest in iPhones, tablets, etc.

Palos Verdes Peninsula, Calif.

Peninsula Friends of the Library hosted a members-only reception with Steve Lopez, the author of *The Soloist*, which was the "One Book One Peninsula" selection for 2012. The reception was held at a private home on Sat., Sept.



The North Merrick (N.Y.) Public Library hosted its first public e-reader demonstration at the 21st annual Merrick Street Fair.

22, from 11:30 a.m. to 1:30 p.m. Tickets were \$35, and attendees were limited to Friends members only.

North Merrick, N.Y.

On Saturday, Sept. 8, 2012, the North Merrick Public Library hosted its first public e-reader demonstration at the 21st annual Merrick Street Fair. In an effort to promote its e-reader and e-book lending programs, the library had e-readers and an iPod on display and provided free instruction on how to download books to these devices. The outdoor street fair offered the library staff a unique opportunity to speak with not only active library users but also with non-users about the e-reader and e-book lending programs. Several library non-users commented that although they owned Kindles, they did not know that they could download books to them for free from the library. After learning about the e-book lending program, these library non-users said that they intended to sign up for a library card so that they could take advantage of the free program. Through the library's e-reader lending program, adult cardholders can borrow Kindles, Nooks, and Sony Readers.

Riverside, Calif.

Miriam Perez, branch manager of the La Sierra Library, invited the Friends of the Riverside Library to participate in a regularly scheduled storytime at the branch. Friends members read stories to children, helping them with crafts, and encouraging their caretakers to

join the Friends and visit booksales. The Friends hope to duplicate the event at other branch libraries throughout the year.

Salisbury, N.C.

The Friends of Rowan Public Library held an informational session on the Friends' upcoming trips with Collette Vacations on Tues., Sept. 11, at 7 p.m. The upcoming trips include "Trains and Canyons of the Southwest" (April 12-20, 2013) and "California New Year's Getaway featuring the Tournament of Roses Parade" (Dec. 29, 2013-Jan. 2, 2014).

Abilene, Texas

Friends of the Abilene Public Library and the *Abilene Reporter-News* presented the West Texas Book Festival from Sept. 18 to 22. Events included a Boots & Books Luncheon, when John Erickson received the A.C. Greene Award; conversations with Texas writers, which featured Diane Kelly and Dr. Steven L. Berk; a Culinary Cuisine Luncheon; writing workshops, and book signings.

Fundraising

St. Pete Beach, Fla.

The Friends of the St. Pete Beach Public Library, in coordination with a local travel agency, sponsored a seven-day Caribbean cruise from March 11 to 18, 2011. Success was due to getting local author Tim Dorsey, the very popular creator of the Serge Storms series, to "host" the cruise. He gave three onboard programs and was an on-the-ground tour leader at ports of call in Cozumel, Belize City and Roatan, Honduras. Dorsey's presence on the cruise helped the group raise funds; the tour netted the Friends \$5,650, which will be put towards the renovation of the library. The Friends got 120 people to sign up for the cruise (only eight of whom were Friends or library staff).

Riverside, Calif.

The Riverside Public Library Foundation held a fundraising event as part of its annual campaign on Sun., July 22. “Meet Me at the Marcy” was held at the new and improved Marcy Branch so the community had a chance to see the renovated building. The event was attended by more than 120 people and raised more than \$10,000 (which was the goal amount). Local artist Paulden Evans donated an original work of art valued at \$2,500. Silent auction items included jewelry, a children’s craft lesson and birthday party at the Riverside Art Museum, art by local artists, and a helicopter ride in the Riverside Police helicopter. The event was attended by library Trustees, the library director, and many library supporters and community members. Riverside Public Utilities was a sponsor of the event, and gave away energy efficient light bulbs. Many of the Friends attended and volunteered, and staffed a table for new volunteers and members.

Charlottesville, Va.

The Friends of Jefferson Madison Regional Library have donated \$100,000 to the building fund for the new Crozet Branch Library. The money has been raised over the past three years through the group’s semi-annual booksales. The funds will be used for furnishing the library. This was the kickoff contribution in a \$1.6 million fundraising campaign. The Friends also give around \$100,000 annually for adult and children’s programs, special projects, and discretionary funds for branch libraries.

Burlington, Conn.

Two Friends groups, four Friends members, and a library were honored by the Friends of Connecticut Libraries at the group’s annual meeting in June. Among the winners was Nancy Winter of the Burlington Library Association,

who organizes an annual homemade pie sale in October, which sells around 70 pies baked by volunteers. She also organizes a February Black Forest Bake Sale, celebrating Valentine’s Day and Washington’s birthday. Her other efforts include organizing a book cart drill team, and representing the library at town gatherings.

Alva, Okla.

The Friends of the Alva Public Library held its 14th annual Chocolate Fantasy in March. A record number of people attended, and the grand total of 14 years of Chocolate Fantasy events reached \$47,000. A fun-filled evening included tastings and the auctioning of donated chocolate items. Friends purchases for the library have included conference tables, start-up funds for a library coffee bar, supplies for summer reading, and two digital picture frames. The Friends also fund a “Let’s Talk About It” book series in the fall and spring.

Outreach**Philadelphia, Pa.**

Friends of Widener Library held an interactive Open House and Community Festival on May 5, which featured the new Thinkfinity Smart Technology Center with a Verizon Smart Board, and a team of two instructors. The center is innovative, changing the way libraries serve youth, which is also the goal of Friends of the Free Library of Philadelphia’s Readers are Leaders initiative. A dozen teens enthusiastically participated in creative activities such as animating a story, creating a group poem, and more. They had the opportunity to use the five iPads in the center, and received individualized tech support from the Thinkfinity team. While the teen explorers enjoyed new technology, the younger crowd created flower bouquets that they placed inside decorative vases, just in time for Mother’s Day. The Open House and Com-

Notable Quotables

“I’ve had a lifelong love affair with libraries, and will forever be grateful, as a fan of literature and a professional writer, for the wide-reaching impact of hardworking, passionate librarians.”

Holly Schindler

“The public library is one of the great strongholds of democracy. Who doesn’t love a library? It is a place you can go in any town and discover the world.”

Pat MacEnulty

“My local library shaped me as a reader and a writer; I couldn’t imagine my childhood without that warm, inviting building at its center.”

Sarvenaz Tash

“Even the smell of a library lifts my heart. Libraries have been a treasured part of my life ever since I realized I couldn’t possibly afford to own or house all the books I wanted to read. When I think of pure joy, I remember returning from the family’s weekly trip to the library — me in the back seat, reading one of my newly checked out books in hurried snatches whenever the car passed under a street light.”

Vicki Lane

“When I enter a library, I feel I’ve come home.”

Barbara Wright

For more quotes about libraries, reading, and literacy, visit www.libraryquotes.org.

community Festival was designed to introduce North Philadelphia neighbors to a unique library experience, and to highlight resources, services, and programs offered at their local library by its dedicated staff and re-activated Friends group.

Phillipsburg, N.J.

The Friends of Phillipsburg Free Public Library brought the library to the community by sponsoring a booth at the town fair. A children's "reading room" was set up under a tent, where children were able to select books to take home and Books for Babies kits were handed out to younger children. Teens were challenged to make a word bracelet with alphabet beads for a small prize if they presented their word bracelet to the library staff. Friends handed out bookmarks with information about the library's programs, hours, and upcoming events to everyone who stopped by.

Issaquah, Wash.

The King County Library System Foundation was awarded a John Cotton Dana Award from the American Library Association for its reading program "Take Time to READ." The program also received an Innovations Initiative Award from the Urban Libraries Council. The program was promoted throughout the county, and was prominently featured on Concourse B at the SeaTac Airport during the summer. Quick Read shelves and comfortable chairs enticed travelers to stop by, sit down, and pick up a book or magazine to read.

Columbia, S.C.

Members of the board of the Friends of South Carolina Libraries (FOSCL) staffed the FOSCL exhibit booth during the 16th annual South Carolina Book Festival on May 19 and 20. Festival goers were enticed to stop by the FOSCL book to win a drawing for one of the four literary/food themed baskets donated by FOSCL board members, and two Friends from the York



Friends of the Phillipsburg (N.J.) Free Public Library President Sue Campnest handed out word bracelet kits to teens at the 2012 Phillipsburg Ole Towne Festival.

County Library. More than 200 people registered for the drawing. The booth afforded FOSCL board members the opportunity to inform attendees about the work of FOSCL, as well as local Friends organizations throughout the state, and to encourage membership in the organizations.

Auburn, Calif.

Volunteers from Friends of Auburn Library were in local classrooms during the third week in October, reading to elementary students and promoting literacy. "Reading in the Classroom" was started in 1999 by two Friends board members. Last year, 55 readers shared literature with more than 1,500 students.

McCormick, S.C.

The Friends of the McCormick County Library sponsored the library's participation in the national World Book Night on April 23. Thirty-eight students from McCormick High School received copies of *Zeitoun* by Dave Eg-

gers, which was the title selected by the students.

Advocacy

Beverly Hills, Fla.

In May the Citrus County Commissioners held a forum regarding tax changes that would affect all residents and in particular funding for libraries. The Friends of Central Ridge Library, including Friends from the five county libraries, made a strong showing at the forum, speaking to commissioners to let them know that now more than ever, the residents of Citrus County depend on libraries.

Lamar, S.C.

The Friends of the Lamar Library successfully petitioned the Darlington County Council for \$150,000 to help expand the library by 1,200 square feet for the children's area. The council approved funding half the request in the current fiscal year and the other half in the 2013-14 budget year. The Friends are also pursuing private sources of funding for the project.

Other

Georgetown, Ky.

In March 2012, the Friends of the Scott County Public Library, Inc., created the Joe Manfredo Scholarship, designed to provide financial assistance to individuals seeking to pursue a career in library science and services. The scholarship was available to individuals employed in a library in Scott County, Ky., seeking professional education and training. The \$500 scholarship was named to recognize a longtime supporter of both the Friends of the Scott County Library, and the library in general. At its board of directors meeting on Wed., Aug. 8, the board selected Stephanie Sawyer as the first recipient of the scholarship. Friends president Dr. Theo Leverenz noted that Sawyer was an active supporter of the Scott County Library. As a member of the library's

Teen Advisory Board, she served as vice president and president of the organization. Sawyer received her scholarship at a ceremony at the library on Sat., Sept. 1.

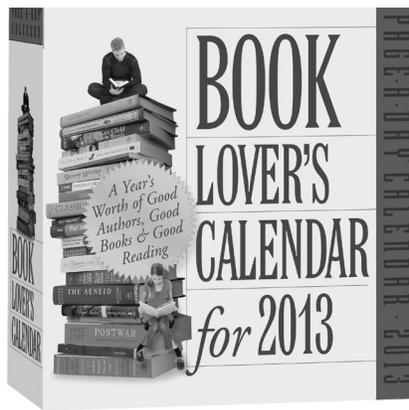
Columbia, S.C.

The Friends of South Carolina Libraries awarded State Senator Gerald Malloy with the group's Outstanding Public Official Award at the annual meeting of the Friends on April 21. The award seeks to recognize outstanding public officials who have promoted libraries through legislation or funding efforts, or who have shown support for libraries in some other manner. Senator Malloy has led the cause to channel state lottery funds to public libraries, and he was responsible for securing \$250,000 in funds from the state budget as well as advocating for \$800,000 in local funding for the Society Hill Library.

Frankford, Ky.

The Friends of the Paul Sawyer Public Library host a monthly local cable television show. The Friends have a committee, made up of Friends and staff, that plans six months to a year in advance what the programs will be. A Friends member interviews the staff and other participants during each month's program. Most programs focus on an upcoming event or program but they have also focused on a hobby such as gardening or quilting, invited a local "expert" and then emphasized the resources the library has, such as books, magazines etc., on that particular subject. Topics they have covered or planned to cover include the summer reading program, outreach services for children and senior citizens, the teen advisory program with teens participating, technology and assistance available at the library, the Friends book sale, an annual book fair event for local authors, and a "meet the library Trustees and director." Since it is a local cable program, there is no charge for the show.

2013 Book Lover's Calendars available



United for Libraries members can purchase the 2013 *Book Lover's Calendar* at a greatly reduced price. Sell these calendars at a deep discount to Friends, use them as an incentive for joining your group, in recognition of volunteer hours, or as prizes. A great fundraiser, these calendars are so popular they practically sell themselves.

The retail price for the 2013 *Book Lover's Calendar* is \$12.99; the discounted rate for United for Libraries members is \$2.50 per calendar. There is a 30-copy minimum order (no maximum), and calendars are non-returnable. Shipping and handling cost 5% of the total order. Other Workman calendars may be added to your order at 50% off the suggested retail price (plus 5% shipping and handling). A wide selection of wall and Page-A-Day calendars can be viewed online at www.workman.com. Stock your book store with a selection of calendars offered at a special discount.

For more details, including an order form and the contact information for Workman, log into the Friends & Foundations Zone or the Trustee Zone at www.ala.org/united.

Upcoming events

ALA Midwinter Meeting
Jan. 25-29, 2013
Seattle, Wash.
www.alamidwinter.org

Digital Learning Day
Feb. 6, 2013
www.digitallearningday.org

Teen Tech Week
March 10-16, 2013
www.ala.org/teentechweek

Library Snapshot Day
April 2013
www.ala.org/librariansnapshotday

School Library Month
April 2013
www.ala.org/aasl/slm

National Library Week
April 14-20, 2013
www.ala.org/nlw

National Library Workers Day
April 16, 2013
<http://ala-apa.org/nlwd>

National Bookmobile Day
April 17, 2013
www.ala.org/offices/olos/nbdhome

Preservation Week
April 21-17, 2013
www.ala.org/alcts/confevents/preswk

Virtual Library Legislation Day
May 6-10, 2013
www.ala.org/united/events_conferences/events

National Library Legislative Day
May 7-8, 2013
www.ala.org/advocacy/advleg/nlld

ALA Annual Conference
June 27-July 2, 2013
Chicago, Ill.
www.alaannual.org

Gala Author Tea, sponsored by ReferenceUSA

at the ALA 2013 Midwinter Meeting
Seattle, Wash.

Mon., Jan. 28, 2013, 2-4 p.m.

Save the date for United for Libraries' Gala Author Tea. Bestselling authors, including Amanda Hocking, Erica Bauermeister, and Thomas Perry, will discuss their writing life and forthcoming books.



photo credit Bibus Photography
Amanda Hocking

Enjoy tea, finger sandwiches, and a

variety of sweet treats. A book signing will follow, with most books given away free and others available for purchase at a generous discount. Buy your ticket early, as this event often sells out.

United for Libraries will recognize the winners of the 2012 National Friends of Libraries Week Awards during the program.

Tickets cost \$49 in advance (\$45 United for Libraries division members), \$55 onsite. For more information, or to purchase tickets, visit www.ala.org/united.

sponsored by **referenceUSA**[®]

Nuts & Bolts for Friends and Trustees

Fri., Jan. 25, 2013

9 a.m.-4 p.m.

The popular Nuts & Bolts will feature speakers addressing topics of interest to Friends, Trustees, and advocates, including fundraising, governance, and promotion. Roundtable discussions geared toward each group will follow.

With Friends Like These...

Sat., Jan. 26, 2013

3-4 p.m.

Share best practices with Friends groups, or problems in search of solutions. Learn how to start a Friends group or increase the effectiveness of the one you have.

Spotlight on Adult Literature

Sat., Jan. 26, 2013

2-4 p.m.

Publishers will be giving away advance copies of books and hosting author signings at their booths at the exhibits. This event is sponsored by United for Libraries and ALA Conference Services.

Working Effectively with Volunteers

Sun., Jan. 27, 2013

1-2:30 p.m.

Come share your tips for creating a successful volunteer workforce, and hear what others are doing to recruit, train, and maximize the value of volunteers in the library.

Nuts & Bolts for Academic Friends

Sun., Jan. 27, 2013

3-4 p.m.

Friends groups in an academic setting are increasingly popular. Share best

The ALA Midwinter Meeting will be held in Seattle, Wash., on Jan. 25-29, 2013. To register, visit www.alamidwinter.org.

More information about United for Libraries events, workshops, and meetings, including locations, ticket information, and registration instructions, is available on the United for Libraries website, www.ala.org/united.

practices and learn about starting an academic Friends group.

Meetings:

Leaders Orientation Committee Meeting

Sat., Jan. 26, 2013

10:30-11:30 a.m.

Annual Conference Program Committee Meeting

Sat., Jan. 26, 2013

1-2:30 p.m.

Awards Committee Meeting (closed)

Sat., Jan. 26, 2013

3-4 p.m.

Board Meeting

Sun., Jan. 27, 2013

8:30-10 a.m.

The conversation starts here...



Legislation, Advocacy, and Intellectual Freedom Committee Meeting

Sun., Jan. 27, 2013
10:30-11:30 a.m.

Nominating Committee Meeting (closed)

Sun., Jan. 27, 2013
1-2:30 p.m.

Newsletter and Website Advisory Committee Meeting

Mon., Jan. 28, 2013
8:30-10 a.m.

PLA Program Committee Meeting

Mon., Jan. 28, 2013
10:30-11:30 a.m.

**ALA Annual Conference, Chicago, Ill.
June 27-July 2, 2013**



The Laugh's On Us
Sun., June 30, 2013
5:30-7:30 p.m.



Paula Poundstone

Mark your calendar! Comedian and United for Libraries spokesperson Paula Poundstone will headline this evening featuring a lineup of hilarious writers. Wine and cheese

will be served, and a book signing will follow. Most books will be given away free and others will be available for purchase at a generous discount.

Tickets cost \$49 in advance (\$45 United for Libraries division members), \$55 onsite. Tickets will be available in early 2013.

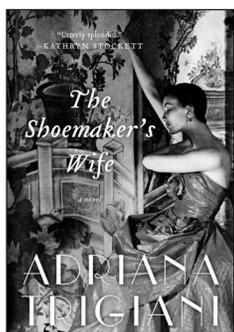
Gala Author Tea
Mon., July 1, 2013
2-4 p.m.

Several popular authors will discuss their writing life and forthcoming books. Enjoy tea, finger sandwiches, and a variety of sweet treats. A book signing will follow, with most books given away free and others available for purchase at a generous discount. Tickets cost \$49 in advance (\$45 United for Libraries division members), \$55 onsite. Tickets will be available in early 2013.

The 2013 ALA Annual Conference will be held June 27-July 2 in Chicago, Ill. For more information, visit www.alaannual.org.

In addition to The Laugh's On Us and the Gala Author Tea, United for Libraries will host Nuts & Bolts sessions for Friends, Foundations, and Trustees; author events, and additional programs. For more information, visit www.ala.org/united/events_conferences/annual.

The Shoemaker's Wife by Adriana Trigiani



Like many immigrants in the early 20th century, Enza and her father Marco left their village of Schilpario in northern Italy to find work in America that would allow them to support their struggling family back home. The move was to be temporary, and a return to their home was planned once enough money was earned for the Ravenelli family to build a home of their own.

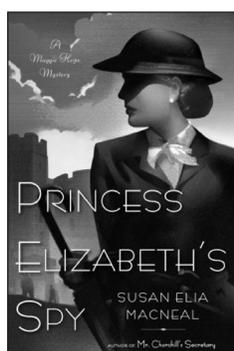
At the same time, a young man from Enza's village was banished from his home in a convent and decided he'd go to America as well to seek his fortune. Essentially an orphan, *Ciro Lazzari* found refuge and a life within the convent after his mother dropped his brother and him off and essentially disappeared. After witnessing an immoral act by the residing priest, *Ciro* was forced to leave.

As young people in the same small village, Enza and *Ciro* knew each other and, in fact, Enza harbored a young girl's crush on him when she began her journey to America. As would be expected, life in Little Italy in New York brought these two together from time to time, but Enza's hope for something more ended when she met *Ciro's* American sweetheart.

Readers of *Adriana Trigiani* will know to expect a sweeping epic writ large on a canvas of deep family relationships, personal courage, and rich emotional resonance. Those who haven't yet had the privilege of reading a novel by one of our most beloved authors will be enchanted. A perfect selection for all book clubs that enjoy history and romance.

Harper/HarperCollins; ISBN 978-0-06125-710-0; \$15.99.

Princess Elizabeth's Spy by Susan Elia MacNeal



During World War II, credible intelligence is being leaked from German sources that the King and Queen of England might be assassinated. Their heir, Princess Elizabeth, is to be kidnapped, making way for the more sympathetic Duke of Windsor to ascend the throne. Having left his kingdom to marry his beloved Wallis Simpson, the Duke and his wife, indeed, have high level connections to the Third Reich.

In order to save Princess Elizabeth from a possible assault on Buckingham Palace, she and her sister Margaret have been removed to Windsor Castle for safe keeping. Knowing how news leaks out during wartime, Prime Minister Winston Churchill decides to dispatch undercover spy, *Maggie Hope*, to Windsor with the ostensible job of tutoring the princess in math.

Upon her arrival at Windsor Castle, *Maggie* soon learns that little is what it appears to be and that she is not the only one covering up a secret. Clues and innuendo abound and *Maggie* must make some very weighty decisions based on shaky knowledge and educated guesses.

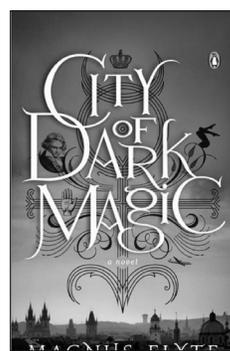
Whom can she trust and whom should she fear? The answer is never quite clear, and lives are at stake as is England's future.

Readers will love this unusual and fallible sleuth making her second trip undercover on behalf of Britain's MI-Five (see *MacNeal's Mr. Churchill's Secretary*).

Princess Elizabeth's Spy is a terrific read for those who enjoy history, espionage, and intrigue.

Bantam Books/Random House; ISBN 978-0-55359-362-4; \$15.

City of Dark Magic by Magnus Flyte



When Beethoven scholar Sarah Westin is invited to go to Prague to help create, authenticate, and curate a collection of Beethoven's work, she is thrilled. Not only will she get her hands on some of the most important work in the composer's oeuvre, she will be joining her mentor/teacher there as well.

As it happens, however, her mentor dies from a fall shortly before she arrives, and the matter is chalked up to suicide. Sarah can't believe that. It's unlikely that the man she knew and respected would do such a thing. Surely there's more to it, and she intends to find out what as she works in the castle that will hold a long line of royal Lobkowitz treasures as a museum.

Before long, Sarah is working alongside Max, one of the last in a long lineage of Lobkowitz to find out where various clues are pointing — which is, in fact, to a famous U.S. senator. Through tunnels, across bridges, and even across time, the duo work against the clock to save the threatened museum and themselves.

In short, this is like a very sophisticated Nancy Drew mystery if psychedelic drugs, raging hormones, a 400 year old dwarf, and time travel had been involved. A rollicking good read that members of any book club will hate to see come to an end. Happily, a sequel is already in the works.

Penguin; ISBN 978-0-14312-268-5; \$16.

Book Club Choices can be found online at www.ala.org/united/friends/bookclubchoices.

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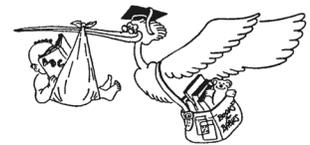
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 109 S. 13th St., Suite 117B
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BOOKS FOR BABIES

Your Friends group can help increase literacy in your community by supporting a love for books at the earliest ages. "Books for Babies" has been a successful Friends project in towns and cities across the country.

BOOKS FOR BABIES



The Books for Babies Kit contains:

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Name _____

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