Ninth Annual
On The Front Lines:
Statewide Library Practitioners Conference
August 5–7, 2013

Presented by

The Illinois State Library

Funding for this conference was awarded from the U.S. Institute of Museum and Library Services to the Secretary of State/Illinois State Library under the provisions of the Library Services and Technology Act (LSTA).

University of Illinois Springfield
Public Affairs Center
Schedule At–a–Glance

Monday, August 5, 2013
10:00 am Registration Opens PAC Lower Level
11:00 am–11:50 am Lunch Buffet PAC 2nd Floor Lobby
12:00 pm–1:00 pm Keynote Session: Smitty Miller Studio Theatre
1:00 pm–1:15 pm Break PAC Lower Level
1:15 pm–2:15 pm Concurrent Sessions PAC Lower Level
2:15 pm–2:45 pm Break with refreshments PAC Lower Level
2:45 pm–3:45 pm Concurrent Sessions PAC Lower Level
3:45 pm–6:00 pm Hors d’oeuvres served throughout next sessions PAC Lower Level
4:15 pm–5:15 pm Concurrent Sessions PAC Lower Level

Tuesday, August 6, 2013
8:00 am Registration Opens PAC Lower Level
7:12 am–8:50 am Hot Breakfast Buffet PAC 2nd Floor Lobby
9:00 am–10:00 am Concurrent Sessions PAC Lower Level
10:00 am–10:15 am Break with light refreshments PAC Lower Level
10:15 am–11:15 am Concurrent Sessions PAC Lower Level
11:20 am–11:30 am Scholarship Recipients Photo Shoot Entrance to Studio Theatre
11:30 am–12:20 pm Lunch PAC 2nd Floor Lobby
12:30 pm–1:30 pm Keynote Session: David Lee King Studio Theatre
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Wednesday, August 7, 2013
8:00 am Registration Opens PAC Lower Level
7:45 am–8:50 am Hot Breakfast Buffet PAC 2nd Floor Lobby
9:00 am–10:00 am Keynote Session: Michael Stephens Studio Theatre
10:00 am–10:15 am Break with light refreshments PAC Lower Level
10:15 am–11:15 am Concurrent Sessions PAC Lower Level
11:15 am–11:30 am Break PAC Lower Level
11:30 am–12:00 pm Keynote Session: Anne Craig Studio Theatre
12:00 pm–1:00 pm Lunch PAC 2nd Floor Lobby

Photography disclaimer:
Photos will be taken throughout the conference for posting on the Illinois State Library’s website. If you do not want your photo posted online, please inform the registration desk. Except for special staged photos, names will not be posted with photos. Scholarship recipients must sign photography waiver.

Note paper can be found at the information table.

Need assistance or have questions? Please look for a committee member, those individuals with a purple lanyard.

For Illinois State Board of Education CPDU forms, please go to the registration table.
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**Wednesday, August 7, 2013**

- **2:45–3:00** Break with refreshments
- **3:00–4:00** Concurrent Sessions
  - Incorporate Sign Language into Library Programs: Cheri Harshaw PAC H
  - Weed ‘Em and Weep: Hoarding is Not Collection Development: Holly Hibner and Mary Kelly PAC C/D
  - Library Websites: The Good, the Bad, and the Ugly: Brian Smith PAC F
  - Using American FactFinder 2: Linda Zellmer PAC G
  - Why Offer Notary Service at Your Library? Secretary of State, Index Department Representative PAC E
- **4:00–6:00** Hors d’oeuvres served through 4:30 sessions
- **4:30–5:30** Concurrent Sessions
  - Write Grant Applications that Get Funded: Karen Egan and Brian Smith PAC H
  - Discovering Librarianship: Robert Jones PAC F
  - *face2face*: Using Social Media Tools to Create Great Customer Connections: David Lee King PAC C/D
  - Not Who, But How: Michelle Petersen PAC G
  - Abe Lincoln Book Award Nominees: How to Keep These 22 Young Adult Titles Flying Off Your Shelves: Jennifer Sidlow PAC E
Library Live and On Tour: Taking the Library to the Street

What happens when you cross a librarian with a hot-rod shop? In this unusual case that shatters stereotypes of libraries, librarians, and literacy, you get a mobile initiative that delivers the library to people who may not know about or who have some obstacle to visiting libraries. Smitty Miller will tell you more about this unique project, the first of its kind in the library world and a library advocacy tool like no other, especially with Miller in the driver’s seat.

Read more at: http://libraryliveandontour.com/

1:15 pm–2:15 pm Concurrent Sessions

Alex Annen, Homer Township Public Library; Heather Colby, Homer Township Public Library; Christopher Halverson, Fountaindale Public Library; Joe Marcantonio, Plainfield Public Library

The Known Face

The presenters will be acting out a series of situations that occur when front-line staff is helping the public. Each skit will be followed by a group discussion as to how these situations are handled at our libraries. The goal of the presentation is to come away with a few new ideas and techniques for dealing with the public.

Shepherd: Theresa Hildebrand

Anne Craig and Pat Norris, Illinois State Library

Services from the Illinois State Library

Find out about the services and programs available from your State Library. Learn about whom to call and getting the most from available offerings.

Shepherd: Taran Ley

Laura Frizol, LaSalle Public Library

The Ins and Outs of Interlibrary Loan

This program will introduce participants to the basic policies, locator tools and processes of interlibrary loan in Illinois.

Shepherd: Sandra Fritz

Susan Gibberman, Schaumburg Township District Library and Kara Kohn, Plainfield Public Library District

GTL (Goodreads, Twitter, LibraryThing), Reader Services Style

Learn how to GTL with your readers and create an enticing online presence as this panel explores creative ways to engage, interact, share, and provide reader services through an array of social networks and websites such as BookCrossing, Facebook, GoodReads, and Twitter. The pros and cons will also be addressed.

Shepherd: Briana Perlot

Lian Sze, Public Library Association

Advocating for Digital Literacy in the Public Library

Digitallearn.org is a joint effort from the Public Library Association, IMLS and COSLA to promote digital literacy for the public. With resources for both end-users and practitioners, this website is a great place for librarians who want to teach technology but might not know how. Also, learn how to secure more funding for your library’s technological needs through the Turning the Page Online program, an advocacy program for public libraries.

Shepherd: Mikael Jacobsen
2:45 pm–3:45 pm Concurrent Sessions

Heather Love Beverley, Cook Memorial Public Library; Kerry Bowden, Danville Area Community College Library; Keshia Garnett, Chicago Public Library; and Portia Latalladi, Chicago Public Library, Garfield Ridge Branch  
**PAC C/D**

**App to No Good**  
Technology
These days there’s an app for anything and everything: plan a fitness routine? There’s an app for that! Walk your dog? There’s an app for that! Promote hair growth? Yes, there’s even an app for that, too! There are so many apps to choose from, what’s a library to do? This presentation will introduce participants to a wide variety of helpful, informative, and sometimes silly, free and freemium apps that can aid with productivity and creativity for libraries and library workers, provide guidance in creating app discovery programs for patrons, and introduce resources for discovering the next, best app and avoiding the ones that are clearly “app to no good.”

*Shepherd: Briana Perlot*

William Harroff and Charlotte Johnson, (r)Evolutionary (e)Books Press
eBooks: Past, Present and Future
Technology
It has only taken four decades for eBooks to become ubiquitous. This presentation summarizes the influences that led to their development, describes their status today, and predicts possible scenarios for the content we now define as “books.”

*Shepherd: Elizabeth Clarage*

Mick Jacobsen, Skokie Public Library
Digital Media Labs and Facilitating Creation in Libraries
Technology
Come learn the very basics of Digital Media Labs and how these types of spaces are being used by Libraries to facilitate the creation of amazing content by patrons.

*Shepherd: Kathy Dowd*

Richard Stewart, Indian Trails Public Library District
RDA Four Months In
Staff Development
Cataloging codes, with their strange terms, acronyms, rules, and MARC tags, may seem like a world apart, but they have a very practical purpose: to help people discover and use the resources our libraries have to offer. Come learn about the new standard the cataloging world is talking about and how it will enhance your work and your patrons’ experience.

*Shepherd: Tom Huber*

Leah White, Northbrook Public Library
Libraries, Librarians, and Social Media: Balancing the Personal and Professional in Social Media
Staff Development & Technology
Many librarians and libraries have a Facebook page but now what? Is it really appropriate to talk about work on Twitter? And how can you decide what social networks are worth your time? Learn how to successfully blend the personal and the professional with your social networking accounts for both librarians and libraries. Come away with tips and tricks to increase your interactivity, and manage and optimize your time spent on social media.

*Shepherd: Donna Schaal*
4:15 pm–5:15 pm Concurrent Sessions

Sandra Fritz, Illinois State Library PAC H
Digital Protection: What Steps Need to be Taken to Protect Your Digital Content? Resources & Technology
The Library of Congress DPOE (Digital Preservation Outreach & Education) have put together a six part program on digital preservation. Protect is one part of that six piece puzzle. While the focus will be on digital preservation it will also include information that is useful in your day to day workings with library collections. Ensuring that an organization protects its digital content is a key responsibility of long–term management. Protection includes everyday concerns (e.g., controlling who has access internally and externally to content, assuring fixity of files through error checking, and ensuring that confidential information has sufficient access controls) and emergency contingencies (e.g., business continuity, disaster planning, detection and response). Until recently, disaster planning had focused largely on analog collections, but digital content has an increasing number of examples and expectations (e.g., FEMA tools and practice developed after Katrina and other natural disasters, NIST information technology contingency planning). This session will focus on digital preservation/protection and steps you need to take to ensure it.
Shepherd: Keshia Garnett

Smitty Miller, Fraser Valley Regional Library, British Columbia, Canada PAC C/D
Library Live and On Tour: Taking the Library to the Street Customer Service
It’s all about the library’s role in community development. The goal is to “extend the reach” of the library. Library Live and On Tour is a conduit between underserved people in our communities and the library. Smitty Miller is community development librarian at Fraser Valley Regional Library.
Shepherd: Kathy Dowd

Lynnanne Pearson, Skokie Public Library PAC F
Training the Trainers: eBooks and Front Line Staff Staff Development
While you may have immersed yourself in the eBook world and know the ins and outs of every gadget, often times the front line desk staff is unsure of how to even turn the devices on. This session will demonstrate effective training techniques of front line staff and how to keep them current in this rapidly changing area of library service.
Shepherd: Mikael Jacobsen

Veronda Pitchford, Reaching Across Illinois Library System (RAILS) PAC G
Creating Delight in a Difficult Customer Experience Customer Service
Working on the front lines of the library often puts you directly in the line of fire for negative customer feedback. You need the three c’s to work effectively—strategies to keep your calm, your cool and to remain in control. In this session we will learn and share tactics to transform your toughest customer scenarios into solution–focused interactions.
Shepherd: Lori Torbeck

Lesley Zavediuk, Illinois Heartland Library System PAC E
WebJunction Illinois: Your One-Stop Shop for Library Learning Staff Development & Resources
When you work in a library, your time is valuable. It’s important to find continuing education opportunities that fit into your busy schedule. Did you know that you can find free, self–paced, online training at WebJunction Illinois? Plus, you can search for jobs, glance at sample policies from other libraries, and check out countless resources on topics from eBooks & eReaders to Sustainable Librarianship. Let me give you a tour of Illinois’ one–stop shop for library learning and discover how to become a part of this remarkable learning community!
Shepherd: Elizabeth Clarage
Tuesday, August 7, 2013
9:00 am–10:00 am Concurrent Sessions

Vandella Brown, Illinois State Library and Teresa Williams, GPI Anatomicals, Inc. PAC G

**The Etiquette of Diversity: Empowering the Library Staff with Confident Advantages**
Customer Service

Learn cultural etiquette in serving immigrants and diverse cultures from a library perspective. This includes: What English speakers need to keep in mind when speaking to non–English speakers; What are culture, assimilation, acculturation and manners; Awareness of culture, cultural differences and tolerance; Etiquette’s top ten cultural mistakes related to African–Americans, Asians, Latinos, LGBTs, and others; and using etiquette every day to empower and to succeed.

*Shepherd: Keshia Garnett*

Ridgeway Burns, Glen Ellyn Public Library; Amber Creger, Arlington Heights Memorial Library; Phyllis Davis, Matteson Public Library; Anne Marie Scandura, Glenwood–Lynwood Public Library District; and Karen Wickman, Naperville Public Library PAC C/D

**The Makerspaces for All**
Resources

Intrigued by Makerspaces? Learn what they mean to libraries through a wide variety of hands–on activities.

*Shepherd: Kathy Dowd*

Bobbi Mock, Quincy Public Library PAC H

**Downloading eBooks and Audio Books from Your Library**
Technology and Resources

Learn about Alliance Digital Media Library’s eBook and audio book collection and how your library patrons can download and enjoy eBooks and audio books. All types of devices: e–readers, tablets, laptops, web browsers, mp3, ipods, and phones can be used to download library e–content.

*Shepherd: Theresa Hildebrand*

Charm Ruhnke, Peru Public Library PAC E

**Confidentiality, Privacy and Customer Service**
Customer Service

Can libraries maintain confidentiality and ensure privacy while providing positive customer service to patrons? What is public vs. confidential information? Are library policies saying one thing, but staff doing another? Charm will attempt to demystify confidentiality while supporting customer service.

*Shepherd: Sara Zumwalt*

Donna Schaal, Illinois Heartland Library System PAC F

**Fun with Google Tools!**
Technology

Google has a variety of tools to make your life easier! This will be a whirlwind tour of Google tools—all of them FREE! Learn about Google Drive, Google Books, Google News, Google Groups and many others.

*Shepherd: Briana Perlot*
10:15 am–11:15 am Concurrent Sessions

Debra Aggertt, Illinois State Library, and Donna Schall, Illinois Heartland Library System PAC F

**Digital Newbies**

Are you confused by computer terminology? Do you know what an address bar is? What social media includes? Do you think the cloud is in the sky? Are you in need of more training? If so, we can help! Join Donna Schaal for a fun–filled discussion on computer terminology and what’s new in the world of computers. Debra Aggertt will then provide information on a new digital literacy program EveryOneOn! EveryoneOn, is a source of free online tutorials for beginners (librarians or patrons) including *(Getting to Know Your Computer and Where Do I Begin?)*, a toolkit link with customizable materials, a zip–code locator tool to help find your library and how to add your library’s information. Brush up on your computer skills or acquire new ones!

Read more at [http://everyoneon.org/](http://everyoneon.org/)

*Shepherd: Elizabeth Clarage*

Donna Blomquist, LaSalle Public Library; Bruce Brigell, Skokie Public Library; Gayla Karrick, Williamsfield Public Library District, and Susan Prokopeak, Joliet Junior College PAC H

**Google Took Our Jobs! The Future of Reference Services**

Reference librarians get all the respect of Rodney Dangerfield these days, or so we’re told. Come join us and hear a panel of four working librarians from a wide array of libraries talk about how they are dealing with the challenges of reference work at present and instituting changes to the oldest, most salient job in the profession. The future of reference work will be determined by its practitioners, and the panelists are just the people to get the conversation started on how reference librarians can continue to be the hearts of the library world. Bring your questions, comments, experiences and join the discussion!

*Shepherd: Brian Smith*


**Making a Collection Count**

Make your collection count! This session talks about the overall quality of a library collection. This includes the benefits and methods of weeding and taking a physical inventory, analyzing collection procedures and workflows, and the life cycle of a collection. Most importantly, learn how to measure a collection’s quality. Our holistic approach to collection management will help all types and sizes of libraries to keep pace with the demands and expectations of their communities.

*Shepherd: Taran Ley*

Anieta Trame, Mattoon Community Unit School District #2 PAC E

**Student Reading Committees and How They Lead a School/Community Initiative**

Student reading committees can play a vital role in reading initiatives. These committees can be student led and make a difference in building a reading culture in your school. Learn how a student reading committee can involve the school and community in raising literacy awareness. In its eleventh year, students select a book, announce the title and then present the book to both businesses and service groups to involve others in reading. Learn how this group works to build this program and continue its success. Handouts will be available. In addition, a presentation will be made on a successful "Manga" committee that works to build events in the library daily and throughout the year.

*Shepherd: Jennifer Sidlow*

Leah White, Northbrook Public Library PAC G

**Leading From the Middle**

The power to change an organization may not be written in your job description, but whether you are a library aide or a reference librarian, you have the potential to be a leader. Leading from the middle is an important skill in today’s ever–changing work environment. Learn tips, tricks, and concrete examples about how you don’t necessarily need to be a manager to be a mover and a shaker.

*Shepherd: Heather Love Beverley*

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11:20 am–11:30 am Scholarship Recipient Group Photos: Meet in Front of Studio Theatre

11:30 am–12:20 pm Lunch 2nd Floor PAC Lobby
12:30 pm–1:30 pm Keynote Session
David Lee King, author of *face2face: Using Facebook, Twitter and other Social Media Tools to Create Great Customer Connections and Designing the Digital Experience*

**Creating the Customer Experience: On the Web, In the Library, In the Community**
Customer experience is a strange brew of structure, community, and customers. Today’s savvy librarians need to focus on creating digital and physical experiences for customers so that they can quickly find information, make decisions, or participate. Librarians need to create experiences that visitors not only remember, but share with their friends. David Lee King breaks down the customer experience in a way that will help you remain an indispensable focal point of your community. People don’t want just goods or services from a business anymore–they want unique, engaging experiences built around those goods and services. It’s the same for your library. Our patrons are looking for more than a book–they can find that at Walmart and via their favorite mobile device. They want a unique, engaging experience built around “your stuff.”

Read more at: [http://www.davidleeking.com/](http://www.davidleeking.com/)

1:45 pm–2:45 pm Concurrent Sessions

**Ridgeway Burns, Glen Ellyn Public Library**

**3D Printing 101**
Do you wonder what all the fuss is about with 3D printers in libraries? See a 3D printer in action and hear how 3D printers are being used to teach 3D design in libraries. Cost and space needs, required software, and potential challenges will be discussed.

*Shepherd: Lori Torbeck*

**Julie Jurgens, Arlington Heights Memorial Library**

**Making Common Core Commonplace: How New Educational Standards Affect Reference, Reader’s Advisory, and Collection Development**
The new Common Core Education Standards are sweeping the nation. This presentation will address how they change the game for teachers, parents, and your front line staff. Learn how to discuss the standards with parents, help kids find reading material at their Common Core level, and help teachers fulfill their reading requirements in the classroom.

*Shepherd: Kathy Dowd*

**Ian Lashbrook, American Library Association**

**Support Staff Certification–A Pathway for Excellent Library Staff and Services**
Voluntary certification through the Library Support Staff Certification Program (LSSC) offered by the ALA will redefine how you think about yourself by expanding your perspective and skill sets beyond your immediate place in your library. The LSSC program will address your current and future professional development needs and the service needs of your employers and communities by preparing you to better understand and participate in the broader issues that are affecting your work. This discussion will describe the program’s inspiration, development and progress. Throughout our conversation, you will be encouraged to begin thinking about whether this opportunity should be part of your professional goals.

*Shepherd: Robert Jones*

**Chris Medjo–Me–Zengue, Indian Trails Public Library District**

**Tips from the Bodega**
An approach to better library services in diverse communities.

*Shepherd: Sandra Fritz*

**Donna Schall, Illinois Heartland Library System**

**Just Google It!**
Google has been the dominate search engine for quite some time. Learn how to get the most out of your Google searches by using advanced search techniques, and specialized and customized searches in Google.

*Shepherd: Theresa Hildebrand*
3:00 pm – 4:00 pm Concurrent Sessions

Cheri Harshaw, the Music Factory
Incorporate Sign Language into Library Programs
Customer Service
Learn how sign language will increase a child’s pre–reading skills, vocabulary development and participation in storytime, as well as the benefits of using sign language to promote literacy. In this interactive session you’ll learn from a Certified Signing Time Instructor how to incorporate signing into library storytimes, as well as some basic signs to get you started signing with your littlest library customers and their parents.

Shepherd: Karen Egan

Holly Hibner and Mary Kelly, Awful Library Books Blog
http://awfullibrarybooks.net/
Weed ‘Em and Weep: Hoarding is Not Collection Development
Resources
Reap the benefits of a well weeded collection! This session will discuss weeding techniques, collection management policies, and how to motivate reluctant weeder. Participants will find the joy in a shelf list that reflects a clean, relevant, and current collection!

Shepherd: Lori Torbeck

Brian Smith, Reaching Across Illinois Library System
Library Websites: The Good, the Bad and the Ugly
Technology
What should libraries have on their websites? What DO they have there? Following a discussion about patrons’ (and legal) requirements, examples of Illinois public library websites will be presented for critique from the audience. Photos of cats will also be shown.

Shepherd: Heather Love Beverley

Linda Zellmer, Western Illinois University Libraries
Using American FactFinder 2
Resources
American FactFinder 2 is a search engine that provides access to population, housing and economic data collected by the U.S. Census Bureau. It includes data from the 2000, 2010 and economic Censuses, American Community Surveys (ACS) and Population Estimates which are useful in preparing grant proposals and reports. This session will provide information about the data available through American FactFinder 2, and a live demonstration on how to use the system to access and map the data.

Shepherd: Debra Aggertt

Secretary of State, Index Department Representative
Why Offer Notary Service at Your Library?
Customer Service
Learn why and how to offer notary services for your community as well as the benefits and responsibilities. Notaries public are appointed by the Illinois Secretary of State for a four–year term and commissioned by the Index Department. A notary acts as an official and unbiased witness to the identity of person who comes before the notary for a specific purpose. This program will review the requirements and duties of a notary public and how libraries can provide this valuable service.

http://www.cyberdriveillinois.com/departments/index/notary/home.html

Shepherd: Sarah Zumwalt
4:30 pm–5:30 pm Concurrent Sessions

Karen Egan, Illinois State Library; and Brian Smith, Reaching Across Illinois Library System

Write Grant Applications that Get Funded
Increase your understanding of what it takes to submit a successful grant application.
_Shepherd: Sandra Fritz_  

Robert Jones, Illinois State Library

Discovering Librarianship
Interested in finding out more about what it takes to become a library professional? Join me for this session to hear information about the LIS Program, library school grant opportunities, and professional careers in librarianship.
_Shepherd: Tom Huber_

David Lee King, author of _face2face: Using Facebook, Twitter and other Social Media Tools to Create Great Customer Connections_ and _Designing the Digital Experience_

_face2face: Using Social Media Tools to Create Great Customer Connections_  
Technology and Resources  
Consumer–centric organizations know that social media can be used to engage with customers, leading to increased satisfaction and the acquisition of new customers through the power of viral marketing—yet relatively few firms do it well. David presents a practical guide for any organization that aspires to create direct, deep, rewarding relationships with its patrons and prospects. David demonstrates how a range of Web 2.0 tools and techniques can be used to start and sustain conversations and humanize the organization in the eyes of those it seeks to serve.
_Shepherd: Debra Aggett_

Michelle Petersen, Plainfield Public Library District

Not Who, But How
Customer Service  
So often we attend customer service programs that focus on our patrons and skim over our internal customer service. This presentation will focus on our internal customer service and will encourage all staff to focus on the how rather than the who of any issue.
_Shepherd: Elizabeth Clarage_

Jennifer Sidlow, Oak Lawn Community High School

Abe Lincoln Book Award Nominees: How to Keep These 22 Young Adult Titles Flying off Your Shelves
Resources  
From John Green to Laurie Halse–Anderson to Marissa Meyer, teen patrons will be begging to read the newest Abraham Lincoln Illinois High School Book Award nominees! Attendees will learn various practical and exciting tools to keep these titles flying off the shelves.
_Shepherd: Heather Love Beverley_
Wednesday, August 7, 2013
9:00 am–10:00 am Keynote Session

Michael Stephens, San Jose State University School of Library and Information Science

Learning Everywhere: The Transformative Power of Hyperlinked Libraries

Michael Stephens is the author of the monthly column “Office Hours” in Library Journal exploring issues, ideas and emerging trends in library and information science education. Mobile and Web technologies are changing the way we live and learn. Libraries can play a key role in this future. Imagine the emerging hyperlinked library as a creation space, community space, anything space. Imagine this library available everywhere via mobile devices and tablets. How will services change? What skills will staff require? What does this future look like going forward as we encourage learning everywhere as a means for transformative change for ourselves and our users?

Read more: http://www.tametheweb.com

10:15 am–11:15 am Concurrent Sessions

Michael Stephens, San Jose State University School of Library and Information Science

Technology Trends and Technologies are Impacting Library Service?

Trends and technologies centered around mobile and geo-social environments, participatory service and new literacies and learning will be explored in this interactive follow up to the keynote session with ample time for questions and discussion.

Shepherd: Elizabeth Clarage

Leslie Bednar, Illinois Heartland Library System (IHLS), and Dee Brennan, Reaching Across Illinois Library System (RAILS)

The Benefits of Being a Member in a Regional Library System

Are you taking full advantage of your library’s membership in IHLS or RAILS? Join Dee and Leslie as they share the many benefits available to you, upcoming plans, and answer any questions you might have.

Shepherd: Sarah Zumwalt

Betsy Adamowski, Itasca Community Library; Debra Aggertt, Illinois State Library; Marian Albers, Mascoutah Public Library; and Jake Cowan, Urban Libraries Council

Get the Edge!

Benchmarks, Tools and Training

Join us to “Get the Edge!” This session will provide an overview of the Edge Initiative and how libraries across Illinois can use this leadership and management tool to connect their public access technology programs and services with their community outcomes. Speakers will share their experiences utilizing the Edge toolkit to showcase the library’s positive impact on their communities, discuss the value of using a professional tool such as Edge with local leaders, and talk through the timeline and what you can do now to prepare for the national launch early 2014.

Shepherd: Robert Jones

Sarah Sagmoen, University of Illinois Springfield, Brookens Library

Managing Your “Social Life”

Using Social Media as an institution or for yourself professionally, can be tricky to maintain. This session will demonstrate tools you can use to manage your library’s social media presence as well as using social media platforms and tools to help you keep up with trends and technology in the library field.

Shepherd: Lori Torbeck

Paul Timm, RETA Security Inc.

Providing a Safe and Secure Environment

Libraries are faced with the daunting challenge of protecting patrons and staff under increasingly difficult circumstances. Join us in reducing your risk both collaboratively and comprehensively. Benefit from the latest loss prevention methods and timeless security strategies. Particular focus will be placed on improving access control and communications. This interactive workshop will present real solutions, many of which can be implemented at little or no cost during these challenging economic times.

Shepherd: Keshia Garnett
11:30 am–12:00 pm Keynote Speaker

Anne Craig, Director, Illinois State Library

Closing Remarks

12:00 pm–1:00 pm Lunch

2nd Floor PAC Lobby
Speaker Biographies

Keynote Speakers:

Anne Craig
Anne B. Craig, the Director of the Illinois State Library, was appointed by Secretary of State and State Librarian Jesse White on March 1, 2005. Ms. Craig has been employed with the Illinois State Library since 1989. Ms. Craig's mission at the Illinois State Library is to develop and promote librarians with training and continuing education opportunities that allow them to better serve library users. Illinois has a network of more than 5,000 public, school, academic and special libraries, and she is committed to strengthening that network and maintaining our libraries as the best and most reliable sources of information in the state.

David Lee King
David Lee King is the Digital Services Director at Topeka & Shawnee County Public Library, where he plans, implements, and experiments with emerging technology trends. He speaks internationally about emerging trends, website management, digital experience, and social media, and has been published in many library–related journals. David was named a Library Journal Mover and Shaker for 2008. His newest book, face2face: Using Facebook, Twitter, and Other Social Media Tools to Create Great Customer Connections, was published in September. David maintains a blog at http://www.davidleeking.com.

Sharon “Smitty” Miller
Smitty Miller is the Community Development Librarian for Fraser Valley Regional Library (near Vancouver, British Columbia). She invented and developed Library Live and On Tour and delivers its services daily. A much sought–after speaker because of the unique nature of this initiative, she has recently given presentations at the ALA Mid–Winter Conference, the Canadian Library Association National Convention, and the British Columbia Library Association annual Conference. Prior to becoming a librarian, Smitty was a professional jazz singer. She says that the two professions aren’t as different as you would think; they both require you to listen.

Michael Stephens
Dr. Michael Stephens is an Assistant Professor in the School of Library and Information Science at San Jose State University. His research focuses on use of emerging technologies in libraries and technology learning programs. He currently writes the monthly column “Office Hours” in Library Journal exploring issues, ideas and emerging trends in library and information science education.

Session Speakers:

Betsy Adamowski
Betsy is the Library Director of the Itasca Community Library. She has been working at the Itasca Library for 24 years, 10 years as the Youth Librarian and 14 years as the Library Director.

Debra Aggertt
Debra has been in libraries over 28 years. She was the Director of the Ashland Public Library District completing a building program, establishment of a district and numerous grant programs. Upon awarding of her Master’s degree in 2005, she came to the ISL. She has held various positions: Illinois Virtual Reference Coordinator, Network OCLC Coordinator, written BTOP and Digital Divide statewide grants, Reference Outreach Coordinator, served on SPLMI, ILEAD U/ILEAD USA, OTFL committees, Digital Literacy Coordinator–Conect2Compete, everyone on! And Edge projects.

Marian Albers
Marian has been working in libraries for over 20 years starting at a high school library and for the past six years has been the Library Director at Mascoutah Public Library. She was on the merger panel when the four legacy systems became Illinois Heartland. She currently serves on the Illinois State Library Advisory Committee, Illinois Library Association Advocacy Committee, and the State Library Delivery Committee.

Alexandra Annen
Alex graduated from University of Wisconsin at Milwaukee in 2005. She started her library career as an undergraduate student assistant and is now the Adult Services Manager at the Homer Township Library.
Leslie Bednar
Leslie brings diverse experiences to her role as executive director of the Illinois Heartland Library System. In the last two years she has been engaged in moving library systems forward through: the merger of four legacy LLSAPs and the migration of their holdings into a single Polaris platform; a redesign of system delivery; and the consolidation of system service locations. Her goals are to improve the patron's experience from discovery to delivery and to bring even more libraries and their patrons into the resource sharing framework.

Heather Beverley
Heather is the Youth Services Assistant Manager for the Cook Memorial Library District. She is a member of the Engaging Ones, a recipient of a 2012 IMLS Sparks! Ignition Grant for their innovative app Project Sheldon. She was a 2012 ALA Emerging Leader, sponsored by the PLA. As an Emerging Leader, she developed and launched a collaborative blog for RUSA, ChasingReference.com. She has a passion for exploring new technologies and making them relatable to library services.

Donna Blomquist
Donna has worked in public libraries for 13 years, in both adult and youth services. Prior to her work in libraries, she was a successful marketing professional, technical writer, and home school mom. She enjoys helping people discover information, both children and adults. She often says that she is like a terrier on a pant leg...she won't let go until the information is found and the job is done.

Kerry Bowden
Kerry has spent ten years in academic libraries of all sizes, and currently serves as Danville Area Community College Library's circulation services coordinator. She places students first in her work with emerging technologies, collaborative learning environments, and student engagement.

Deirdre “Dee” Brennan
Dee Brennan has been Executive Director of RAILS since January of this year. Previously, she was Executive Director of the Oak Park Public Library for 6 years. Before coming to Oak Park in 2006, Dee worked in Massachusetts public libraries for more years than she cares to count, including stints as Director of the Reading Public Library and as Chief of Public Services for the Boston Public Library.

Bruce Brigell
In the profession for over 30 years, Bruce has been the Head of Reference at the Skokie Public Library for 20 years.

Vandella Brown
Vandella Brown is the Diversity Program manager at the Illinois State Library and is the author of several books and articles on librarianship and culture.

Ridgeway Burns
Ridgeway Burns has loved technology and reading ever since he could decipher and type DOS commands. He is passionate about teaching others to use technology creatively and effectively. Currently, he serves as Outreach Librarian at Glen Ellyn Public Library.

Heather Colby
Heather Colby is a Reference Librarian at the Homer Township Public Library, where she provides services to adults and teens. She received her MLIS from Dominican University.

Jake Cowan
Jake comes to the Urban Libraries Council with a passion for strengthening libraries as essential anchor institutions in communities across the country. He has spent over ten years in research and community development organizations, where he led and expanded national community development projects at The Urban Institute and the Local Initiatives Support Corporation.

Amber Creger
Amber is currently learning how to sew with conductive thread. Her hope is one day make an outfit she can light up for special occasions. In her spare time she enjoys building with Legos and making robots with her four-year-old son.
Phyllis Davis
Phyllis has worked in Illinois libraries for over 20 years and has been Head of Youth Services at the Matteson Public Library for the past 5 years. She has been involved in bringing Maker Culture to her library through 3-D printing, textiles and sewing, engineering activities, and robotics. She is a big fan of Japanese–style papercraft, hand sewing, and is obsessed with Pinterest.

Karen Egan
Karen coordinates the federal Library Services and Technology Act grants, and works with many other grant programs funded by the Illinois State Library.

Sandra Fritz
Sandra is the Digital Image Program Coordinator at the Illinois State Library—a position she has held for about a year. Previously she was a reference librarian at the State Library. She recently completed training from the Library of Congress regarding digital preservation—DPOE training. She has been involved in the On the Front Lines in previous years behind the scenes and has worked on the ILEAD and ILEAD USA programs at the Illinois State Library. She is pleased to be able to present at this conference on this topic.

Laura Frizol
Laura has been the Director of the LaSalle Public Library for the past 15 years. Prior to that she worked at the Illinois State Library as the Coordinator of Collection Access. As an advocate for resource sharing, Laura has dealt with interlibrary loan issues, policies, and education for over 20 years.

Keshia Garnett
Keshia is the Branch Manager for the West Englewood Branch of the Chicago Public Library and holds graduate degrees in Library Science and Information Architecture. While working predominantly in public libraries, she has also served in academic and special libraries. Keshia believes that libraries can transform the communities they serve and pursues the ideal of libraries as a catalyst in changing lives. She strives to be an authentic voice for libraries and seeks to identify partnerships and technology that help to more fully embed libraries into the lives of the people they serve.

Susan Gibberman
Susan, Head of Reader Services at the Schaumburg Township District Library, is thrilled that her job requires reading albeit never “on the clock”. She published a bibliography on “Star Trek” (McFarland, 1991) and has been a contributing author to two editions of the multi–volume Encyclopedia of Television. In 2008, the Romance Writers of American honored her with their Librarian of the Year award. Also a mystery fan, she serves on the Board for the Chicago–area Love Is Murder conference.

Christopher Halvorsen
Christopher Halverson graduated from the University of Illinois Graduate School of Library and Information Science in 2001. He is currently the Assistant Manager of Adult and Teen Services for the Fountaindale Public Library District in Bolingbrook.

William Harroff
William Harroff is retired from McKendree University. Besides working with (r)Evolutionary (e)Books Press with his wife, Charlotte Johnson, William is busy creating Wascally Wee Willy comic book–based artwork, and collecting graphic novels and comic books. As Brother Bill and Sister Char, the eBook Evangelists, William and Charlotte have been ambassadors for the Reading with Pictures organization, working with electronic books for over 40 years, and have presented at conferences around the world.

Cheri Harshaw
Cheri Harshaw is a Certified Signing Time! Academy Instructor, helping children to communicate long before they can speak—some before 9 months old. Learning American Sign Language (ASL) increases a child’s vocabulary, and it is natural and fun for them to use their bodies to communicate. When children’s hands are moving, their minds are learning! Cheri currently teaches baby signing classes at the Music Factory in Springfield, and is actively involved in signing through programs in the Springfield area. She has been a speaker for the Sangamon County Department of Public Health Child and Family Connections #18, Early Intervention Local Interagency Council; Community Learning at Lincoln Land Community College and LLCC’s College For Kids; and Our Savior’s Lutheran School’s Veteran’s Day Celebration and the Lincoln Land Honor Flight Reunion at Lakeside Church.
Holly Hibner
Holly Hibner is the Adult Services Coordinator at the Plymouth District Library in Plymouth, MI. She received an MLIS degree from Wayne State University in 1999. Since that time, she has published and spoken on a variety of topics, and received the 2007 Loleta Fyan award from the Michigan Library Association for innovation in library service. Together, Mary Kelly and Holly created the popular blog "Awful Library Books" and co–authored the book Making a Collection Count.

Mikael Jacobsen
Mick Jacobsen is the Supervisor of Adult Computer Labs at the Skokie Public Library. This, for Mick, entails working in a multitude of patron contact points, designing and maintaining online presences, and managing the hyper busy Adult Services Computer Lab and the new Digital Media Lab.

Charlotte Johnson
Charlotte Johnson was named the Illinois Academic Librarian of 2012. She recently retired from Southern Illinois University Edwardsville and is currently managing (r)Evolutionary (e)Books Press, creating limited edition and unique artists books, making glass assemblage flowers, and collecting pop–up books. Her husband is fellow speaker William Harroff. Together, as Brother Bill and Sister Char, the eBook Evangelists, they have been ambassadors for the Reading with Pictures organization, working with electronic books for over 40 years, and have presented at conferences around the world.

Robert Jones
Robert has been the PLSC State Data Coordinator and Youth Services Consultant for the Library Development Group at the Illinois State Library since 2011, which includes administering the public library annual report and school per capita grant. He is also chair of the ILLINET Interlibrary Loan Code Revision Committee. Robert has two children and loves to spend free time with his kids and doing library recruitment. Robert is also a Spectrum Scholar, Illinois Synergist, ALA Emerging Leader, and Library Recruiter for Knowledge Alliance—an initiative of ALA.

Julie Jurgens
Julie Jurgens has been working in libraries since 2006, and has a master’s degree from Dominican University. Before becoming a librarian she spent six years in the field of early childhood education. She’s currently the School Services Coordinator at the Arlington Heights Memorial Library. You can read her personal thoughts on librarianship and literature at himissjulie.com.

Gayla Karrick
Gayla has been a library director for 20 years. She has learned by trial and error and is a self–taught librarian with assistance from ISL conferences, workshops and phone calls.

Mary Kelly
Mary Kelly is the Youth Services Librarian at the Lyon Township Public Library in South Lyon, MI. She received both an MBA and an MLIS from Wayne State University. Mary has published and presented on topics such as collection quality, computer instruction, reader’s advisory, and providing tech support. Together, Mary and Holly Hibner created the popular blog "Awful Library Books" and co–authored the book Making a Collection Count.

Kara Kohn
Kara received her MLS from the University of Wisconsin in 2006 and has worked both in academic and public libraries. She loves incorporating technology into library services and reaching readers through popular social media seems like the perfect marriage. Kara has spoken at both state and national conferences and writes romance reviews for Library Journal.

Ian Lashbrook
Ian Lashbrook has a Bachelor’s Degree in English from DePaul University and a Master’s Degree in Library and Information Services from Drexel University. He worked for 5 years in various public and academic libraries in both Illinois and Maryland in support staff positions before coming to the American Library Association–Allied Professional Association to work on the Library Support Staff Certification Program. He has been with ALA for two–and–a–half years now and has travelled around the country speaking about the LSSC Program.

Portia Latalladi
Portia is the Assistant Branch Manager and Youth Librarian at the Chicago Public Library’s Garfield Ridge Branch. She is actively involved in the profession locally and nationally and is a firm believer that libraries transforms lives.
Joe Marcantonio  
Joe is the Young Adult Librarian at the Plainfield Public Library. He is a member of the Young Adult Services Forum and the current YA Liaison for the iREAD committee.

Chris Medjo–Me–Zengue  
Chris Medjo–Me–Zengue works at Indian Trails Public Library District.

Roberta Mock  
Bobbi spent 9 years in the public school system in classrooms and libraries as a Teacher, Media Specialist, and Director of Libraries before transitioning into the public library sector. She currently works for Quincy Public Library in their reference department focusing on technology training and digital archives. Bobbi Mock has helped over 1,500 patrons access eBooks in her area and she is glad to be here to share with you today.

Patricia Norris  
Pat has been working in libraries for over 35 years, both in Illinois and in other states. In addition, she has worked in every type of library: public, school, academic and special. She presently serves as the Associate Director of the Illinois State Library, administering the Library Development Group and Grants Program sections. She has been at the Illinois State Library for 26 years, and she loves her job! By working in the Library Development Group, she has had the opportunity to work with all 4,000 libraries within Illinois, with other state libraries, and with librarians across the country. She has also had the opportunity to meet hundreds of Illinois librarians and trustees. Her favorite part of her position is implementing positive change and working with the library community to improve library services across Illinois.

Lynnanne Pearson  
Lynnanne Pearson is the Manager of Adult Popular Services at Skokie Public Library.

Michelle Peterson  
Michelle Petersen has been the Head of Circulation for the Plainfield Public Library District for the past two years. Michelle began giving customer service presentations in 2010 when the library she worked for won Best Small Library in America in 2010. Currently Michelle is a new member of the LACONI Circulation Services Section and Vice Chair of the Pinnacle Circulation Users Group.

Veronda Pitchford  
Veronda J. Pitchford is the Director of Member Development & Resource Sharing at the Reaching Across Illinois Library System. She has a lot of experiences in libraries and some awards too. However, she believes what best prepares her for this session is her four years as a Gap sales clerk during the Christmas season and her first part–time job as drive–thru cashier at Burger King.

Susan Prokopeak  
Susan has worked as a librarian for over 15 years at both public and academic settings. In her previous life (pre-librarian) she taught college English, speech and humanities at Moraine Valley Community College, Governor State University and DeVry. She has travelled to Jordan, China and India in recent years and was delighted to see that much of what defines libraries and library services is the same the world over.

Charm Ruhnke  
Charm has worked in libraries for 30 years as reference librarian, youth services consultant, ILL manager, library development consultant and library director. She loves reading the Illinois Statutes and playing Devil’s Advocate, which is one reason why she is here today.

Sarah Sagmoen  
Sarah Sagmoen holds an MLIS from Dominican University and is currently the Director of Learning Commons and User Services at the University of Illinois Springfield. She wears many hats at UIS including, but not limited to, managing circulation, reference, and public computing and space, providing information literacy instruction and co–managing the library’s social media platforms.

Ann Marie Scandura  
Ann Marie has worked as the Youth/Reference Assistant at the Glenwood–Lynwood Public Library for 4 yrs and has worked in public libraries for 15 years.
Donna Schaal

Donna Schaal has been involved professionally with technology for over 25 years. As a consultant and technology trainer with the Lincoln Trail Libraries System she coordinated the continuing education calendar and provided technology training to the library membership for over 10 years. She currently works for the Illinois Heartland Library System as an automation trainer. Donna is a member of the Illinois Library Association, serving as chair of the Membership Committee. She is also the treasurer for the Library School Alumni Association at the U of I and the founder of the Central Illinois GSLIS Grads organization.

Jennifer Sidlow

Jennifer is a media specialist at Oak Lawn Community High School in Oak Lawn, Illinois. She earned a Master of Library & Information Science from Dominican University in River Forest and a Master of Educational and Organizational Leadership from University of Illinois in Urbana–Champaign. She served on the Abraham Lincoln High School Book Award selection committee for three years.

Brian Smith

Brian builds websites for Reaching Across Illinois Library System. He really, really, really, really likes the Drupal content management system. And dinosaurs. And good beer.

Richard Stewart

Richard Stewart is Cataloging Supervisor at the Indian Trails Public Library. He has been a cataloger and supervisor at the Chicago Public Library and the Chicago–Kent College of Law Library, in addition to part–time and free–lance cataloging for various other libraries. He was formerly an adjunct instructor at Dominican University and currently teaches a distance–learning course for Graduate School USA. Richard writes the “Ask Elsie” column for the ILA Reporter, blogs on Three Catalogers Walk Into a Blog and Flaming Catheads, and is an alumnus of the University of Chicago's Graduate Library School—gone but not forgotten.

Lian Sze

Lian Sze is a program coordinator for the Public Library Association. She has worked on various PLA projects such as digitallearn.org, Turning the Page Online, Public Libraries Online and ALA’s Emerging Leaders program. She graduated from Dominican University with her MLIS in May 2012 and is a huge advocate of increasing technology and digital literacy in the public library.

Paul Timm

Paul Timm is a board certified Physical Security Professional through ASIS International. He was in the first group ever to test for and obtain this credential. Paul is a trained and experienced School Crisis Assistance Team (SCAT) member and assists administrators in providing a safer and more secure learning environment. He served on the Illinois Terrorism Task Force (ITTF) and was an ASIS International Regional Certification Award winner in 2004, 2005, and 2010. Paul is certified in Vulnerability Assessment Methodology (VAM–CF) through Sandia National Laboratories and is currently a member of the C12 Group.

Anieta Trame

Anieta Trame received her library and information science degree from the University of Illinois and has been the librarian at Mattoon Middle School for the past 14 years. She has received the Jefferson Award in her community for the work she has done to raise literacy awareness in her community. She presently co–teaches a school library class at the University of Illinois.

Leah White

Leah White is a Reader Services Librarian at the Northbrook Public Library and a 2012 Library Journal Mover and Shaker. She is a member of the Adult Reading Round Table Steering Committee and the Reference Librarians Association Continuing Education planning committee. Leah graduated from Dominican University with her Master of Library and Information Science in 2008. She loves comic books, Science Fiction, Fantasy, and other geeky goodness, and you can find her on Twitter: @leahlibrarian.

Karen Wickman

Karen received her MLIS from Wayne State University in Detroit in 2009. She has been working as an Adult Services Librarian at the Nichols Library in Naperville for three years.
Teresa Williams

Teresa L. Williams is the Director of International Pharmaceutical Sales & Project Manager. She is a graduate of Adult Learning Student program from North Park University & College of Lake County. Ms. Williams is currently working on her BA in Business Administration; minor Non–Profit Management. Ms. Williams is a member of the ISL Diversity Program Advisory Committee.

Lesley Zavediuk

Lesley graduated with an MLS from the University of Missouri, Columbia in December of 2011. She's been working on the WebJunction Illinois project for a little over a year now and enjoys sharing the many resources it provides with the Illinois library community.

Linda Zellmer

Linda Zellmer is Government Information & Data Services Librarian at Western Illinois University, where she oversees the map collection and provides assistance to people needing help finding Census and other data. She also provides assistance to students and faculty using geographic information system services and helps users map data with GIS. She is President of the Geoscience Information Society, and a member of the Cartographic Users Advisory Council and the Illinois Depository Library Council.
Meal Menus

Monday, August 5
11:00 am—PAC Lobby
- Deli Buffet:
  - Fresh fruit compote
  - Assorted deli meats and cheeses
  - Assorted breads and condiments
  - Homemade chips
- Selection of gourmet Cookies

2:15 pm—Studio Theatre Concourse
- Refresher Break
  - Fresh cut fruit with princess dip
  - Brownies
  - Assorted cold beverages

3:45 pm—Studio Theatre Concourse
- Heavy Hors d’oeuvres
  - Tomato and mozzarella bruschetta
  - Carving station: roast strip loin of beef served with poppyseed rolls, horseradish and dijon
  - Antipasto trays served with raw and grilled vegetables
  - Cheese tray
  - Mini fruit kabobs with princess dip
  - Seared scallops topped with cream and baby shrimp
- Petite fruit tarts
- Miniature chocolate mousse cups
- Turtle caramel filled chocolate cups

Tuesday, August 6
8:00 am—PAC Lobby
- The Capitol Breakfast:
  - Old fashioned oatmeal
  - Scrambled eggs with cheddar cheese
  - Fresh cut fruit with princess dip
  - French toast with hot maple syrup
  - Fresh cut fruit mirror with princess dip
  - Mini breakfast pastries
  - Assorted yogurt cups
- Coffee Break (with other beverages)

10:00 am—Studio Theatre Concourse
- Coffee Break (with other beverages)

12:30 pm—PAC Lobby
- The Rail–Splitter Buffet
  - Summer greens salad
  - Watermelon basket with fresh fruit
  - BBQ sliced beef brisket
  - Spice–rubbed chicken breast
  - Red–skinned potatoes
  - Broccoli–cauliflower medley
  - Assorted rolls
- Strawberry shortcake

Tuesday, August 6, continued...
2:45 pm—Studio Theatre Concourse
- Ice–Cream Social
  - Make your own sundae bar
  - Assorted flavors of ice cream, sauces and toppings

4:00 pm—Studio Theatre Concourse
- Heavy Hors d’oeuvres
  - Carving Station: roasted breast of turkey with cranberry orange relish and dijon
  - Black bean burgers
  - Marinated roasted vegetables
  - Vegetable crudité
  - Trio of mushrooms
  - Tequila marinated chicken kabobs with sweet chili glaze
  - Vegetarian kabobs
  - Thinly sliced smoked salmon platter
  - Bacon wrapped dates stuffed with almonds
  - Bacon wrapped whole water chestnuts
- Lemon bars
- Mini assorted cheesecake bites

Wednesday, March 14, 2012
8:00 am—PAC Lobby
- The Prairie Breakfast Buffet
  - Old fashioned oatmeal
  - Scrambled Eggs with cheddar cheese
  - Fresh cut fruit bowl
  - French toast with hot maple syrup
  - Fresh cut fruit mirror with princess dip
  - Mini breakfast pastries
  - Assorted yogurt cups
- Coffee Break (with other beverages)

10:15 am—Studio Theatre Concourse
- Coffee Break (with other beverages)

12:30 pm—PAC Lobby
- The Homestead Buffet
  - Beef pot roast
  - Crispy fried chicken
  - Mashed potatoes and gravy
  - Fresh cooked carrots
  - Country style green beans with onions and bacon
  - Creamy coleslaw
  - Macaroni and cheese
  - Vegetarian option: portobello mushroom
- Warm fruit cobbler
2013

On The Front Lines Planning Committee

Gwen Harrison, Chair – Illinois State Library
Karen Egan, Vice – Chair – Illinois State Library
Debra Aggertt – Illinois State Library
Heather Love Beverley – Cook Memorial Public Library District
Elizabeth Clarage – Consortium of Academic and Research Libraries in Illinois
Kathryn Dauksza Dowd – Harper College
Sandra Fritz – Illinois State Library
Keshia Garnett – Chicago Public Library
Donna Haynes – University of Illinois Springfield
Theresa Hildebrand – Foutaindale Public Library District
Tom Huber – Illinois State Library
Mikael “Mick” Jacobsen – Skokie Public Library
Grant Johnson – University of Illinois Springfield
Robert Jones – Illinois State Library
Taran Ley – Illinois State Library
Patricia Norris – Illinois State Library
Briana Perlot – Berwyn Public Library
Donna Schaal – Illinois Heartland Library System
Jennifer Sidlow – Oak Lawn Community High School
Brian Smith – Reaching Across Illinois Library System
Lori Torbeck – Carbondale Public Library
Sara Zumwalt – Litchfield Public Library District