



nhLa

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NEWS

NEW HAMPSHIRE LIBRARY ASSOCIATION

— FROM THE PRESIDENT —

Conferences, Trips and Bylaws

By Doris Mitton, President, NHLA

Welcome to summer! I am looking forward to warmer, drier weather and the start of the summer reading program.

This last spring, NHLA did not hold a spring conference. This made it possible for people to attend PLA in Boston. After attending for the first time, I came home with all sorts of ideas, contacts and freebies. In fact, I estimate that I received over \$500 worth of free books and audios for my library. The exhibit hall was on two levels and the meeting rooms were crowded. I had a hard time choosing which program to attend as there was so many. I did not use the bus provided by NHLA but I understand that it was a big success and the drivers were thankful. In 2007 we will once again have a joint conference with NHEMA.

Each year the State Librarian and a representative from NHLA attends Library Legislative Day in Washington, DC. This year I attended the annual meeting. One of the main purposes of the trip is to speak with the Senator and Congressional aides for support in the President's Budget to help fund our State Library Services. The ALA Office in Washington is helpful in providing handouts and information on the upcoming issues related to libraries. I found this trip to be very informative.

Each library is required to have their own bylaws which should be updated or at least read once a year. As a Board, we are currently working to update our bylaws and will make changes for approval if needed.

I am thankful for the many people on our Board who dedicate their time to make my position as President an easy job. Whenever a problem arises I have just emailed the Board (sometimes difficult with dial-up) and received answers to my questions. I am looking forward to working with them over the summer and throughout the year. I hope that you also enjoy your summer!

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New England Library Leadership Symposium

By: Steve Viggiano, Assistant Library Director – Goffstown Public Library

What makes an effective leader? Has the role of the ideal leader changed in our lifetime? What traits will tomorrow's library leaders need for our profession to succeed in the face of rapid technological changes, competing sources of information, and limited budgets? What changes do I have to make in myself to be a successful library leader?

Last summer, during the last week of July, twenty-six new library leaders and experienced mentors from all over New England convened to tackle questions like these at the second biennial New England Library Leadership Symposium (NELLS). Held at the Canonicus Camp and Convention Center in Exeter, RI, NELLS is a combined effort of the New England Library Association and the state library associations of all six New England states to develop tomorrow's library leaders.

I first heard of NELLS at a NELA conference, and at the suggestion, encouragement, and blessing of Lesley Gaudreau, Marilyn Borgendale, and my director Dianne Hathaway, decided to apply. Less than a year into my first leadership position as Assistant Director at the Goffstown Public Library, I was quickly discovering how much there was to learn, and how helpful such a program would be. I applied, was accepted, and was fortunate to receive funding to attend NELLS through grants from both NHLA and the New Hampshire Library Trustees' Association.

Amidst the beautiful woods and walking trails of the Canonicus Center, Maureen Sullivan, a consultant with 28 years experience in libraries, facilitated the symposium. Throughout the week, she led us in discussions on change, communication, risk taking, the use of personal power, problem solving, and planning. We discussed how a leader's job is to facilitate and build consensus, rather than give orders and have all the answers. We brainstormed strategies for creating libraries that encourage those discussions and exchanges to take place, allowing everyone who works in libraries to design services that will keep libraries relevant to the public in years to come.

We also benefited from the wisdom and experience of mentors chosen from each state, who joined us at mealtimes for informal conversation. To make sure we learned as much as we could



Steve Butzel, Steve Viggiano, Jenn Jasinski, Sue Hoadley, Tricia Quinn, (seated) Lesley Gaudreau (mentor)

during our week, they invited us to suggest topics not on the agenda, and based on our feedback, led small group sessions on topics ranging from age differences in the workplace to working with boards of trustees.

Additional guest speakers led workshops on presentation skills and library advocacy. In one exercise we had five minutes to think up the two questions we would least like to be asked by the press, and prepare an answer for one of them. A crash course in advocacy required groups to prepare and then deliver speeches on a number of possible scenarios. My group was tasked with convincing a board of selectmen to resist the efforts of a concerned citizen's group to censor library materials.

Along with workshops and lectures, NELLS gave us an opportunity to talk informally with our peers in a relaxed setting free from everyday distractions. It was reassuring and productive just to speak with colleagues facing the same situations and challenges we face in our libraries. These discussions were the perfect lead-in to our final topics on coaching, mentoring, and goal setting. Working in groups of three, we took turns in the roles of coach, pupil, and the observer whose job it was to offer feedback on how the coach handled the conversation. We finished the week by taking inventory of our own strengths and weaknesses, and setting personal goals that would allow us to bring back to our libraries what we had learned. One immediate opportunity to put theory into practice will be our serving in our state or regional library associations for at least one year, a requirement of all NELLS participants.

While I am still processing everything I learned during my week at NELLS, I would encourage anybody new to a library leadership position to consider applying for the 2007 session. For more information, check out the NELLS website at <http://www.nelib.org/nells/>.

NHLA NEWS

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Concord, NH 03302-2332
www.state.nh.us/nhla/

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Stratham, NH 03880
rclerkin@nhctc.edu

One Stop for New Library Grant Opportunities

The new Library Grants Blog, by librarians Pam MacKellar and Stephanie Gerding, provides a free resource for finding library grant and award opportunities. This blog is the only single online location where a librarian can find the latest grants from all types of sources - government, foundations, corporations, organizations, and professional associations - as well as additional opportunities for awards and internships.

Examples of current postings include government grants from the National Endowment for the Humanities and the

Institute for Museum and Library Services, foundation grants from the Verizon Foundation and the For All Kids Foundation, awards from the National Library Commission and the National Commission on Libraries and Information Science, a corporate grant from the Bank of the West, an internship at Cornell University Library, and grants from the American Library Association.

Visit the Library Grants Blog at <http://www.librarygrants.blogspot.com/> for a complete listing of grant opportunities.

Ann Geisel Award of Merit to Catherine Redden

By Andrea Thorpe – Richards Free Library (Newport)

At the NHLA Fall Conference, Catherine Redden was presented with the 2005 Ann Geisel Award for Distinguished Service to the New Hampshire Library Community. The Ann Geisel Award of Merit recognizes librarians, libraries and other individuals and organizations that have contributed to the Association or the New Hampshire library community. Through their efforts as library professionals, providing library services or advocating for library issues, they have improved all New Hampshire libraries.

Catherine Redden is a Life Member of NHLA and has served the association in many roles. She has contributed to many committees, including; by-laws, conference, and pay equity. She served as NHLA president twice. The second time, when the President-Elect was unable to serve, the board drafted Catherine and she accepted the challenge. She has represented NHLA on the NELA board and is active in the Seacoast Coop. Catherine shares her knowledge of libraries as an instructor for the New Hampshire Education Modules.

Her letters of nomination stressed her generosity and professionalism. Several times her nominators used the word nurture.

“As a colleague, Catherine has been entirely supportive, always willing to listen and to offer advice when requested, or to send a personal note or card of encouragement. She takes a mentoring interest in the other libraries of the co-op and around the state, and is often the first to congratulate their successes or commiserate with their trials.”

Another nomination stated: “As a New Hampshire librarian, I am grateful for all that she has done and continues to do and have the highest regard for her professionalism, her optimism and her dedication. Catherine Redden’s service

to the New Hampshire Library Community has been not only distinguished but also exceptionally generous and performed with good humor and a deep love for libraries.”

This award is named in the memory of Ann Geisel (1947-1999). Ann personified “Distinguished service to the New Hampshire library community”. In addition to serving for many years as the Director of the Peterborough Town Library, she served the New Hampshire library community through her service as a member of the NH Library Association, Nubanusit Library Coop and the NH State Library Advisory Council including a term as its Chair. She was also active in regional and national library issues as a member of the Advisory Board of the Northeast Document Conservation Center, the American Library Association and the New England Library Association.

NELA Conference in Burlington, VT October 2006

NELA returns to the Sheraton in Burlington, VT October 22-24 this year offering a “Peak Performance” conference. Make sure to mark your calendars and check out the website for more information (www.nelib.org).

Nashua Public Library News

By Carol Luers Eyman, Outreach
and Community Services Coordinator -
Nashua Public Library

In May, the Nashua Board of Aldermen passed a fiscal year 2007 budget that reduced funding of most city departments, including the Nashua Public Library, by 5 percent. As a result, the board of trustees is contemplating closing the Chandler Memorial Branch Library, reducing library hours, eliminating five or more part-time positions, and reducing the materials budget by 10 percent.

The library's line item for film licenses may also be reduced or eliminated. Private funding may be necessary to continue the library's film programs, which were recently named best in the state in *New Hampshire Magazine's* Best of NH competition.

Partly in response to these cuts, the Nashua Public Library's Friends group has been revitalized after nearly twenty years.

The group, with over 50 members at last count, has elected officers, begun the process of incorporating as a 501(c)3, and already raised over \$3000.

Win FREE NELA Membership!

The NELA member who recruits the most new members between the fall 2005 and fall 2006 annual conferences will win a free membership for 2007. There is a space on the membership form for new members to write in the name of the person who "recruited" him/her. On older membership forms, the name can be written in above the dues schedule. New membership brochures (to use in recruiting!) and forms are available on the Web site at <http://www.nelib.org>.

Library leadership *begins with* education

Drexel's College of Information Science and Technology is recognized internationally for producing outstanding research and industry leaders. We offer the convenience of online learning in our Master of Science in Library and Information Science program. The program is accredited by the American Library Association (ALA), the highest accreditation available in the field. In its "America's Best Graduate Schools 2007," *U.S. News & World Report* has once again ranked *The iSchool at Drexel* as one of the top graduate schools in the country for Library and Information Studies.

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- Information/Library Services, with courses on collection development, cataloging and classification.
- Youth Services specialization focuses on the information needs of children and young adults.

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Counterparts Conference

The biannual Counterparts Conference will take place July 20-21, 2006 at Endicott College (beautiful, seaside!) in Beverly, MA. The tentative theme is "Building Membership" – a very timely and relevant topic for NELA and NHLA. Anyone who is interested is welcome to attend

this conference which brings together librarians from all six states to discuss issues that affect all of us and to work as a group to devise practical plans and solutions to address those issues. For more information, take look at <http://www.nelib.org/counterparts/>.

CHILIS News

By Nancy Lang, Editor, Red Hot CHILIS News

Ahoy Mateys! Children across the state will be setting sail this summer on a swashbuckling adventure on the high seas, traveling through time and distance to explore the world of pirates, privateers, corsairs and buccaneers, as they learn to "Treasure Reading". The artwork for this year's summer reading program was done by Tracy Carrier Dahle, and features whimsical mice engaged in piracy and reading.

Artists on the Kids, Books, and the Arts roster showcased their pirate-themed programs at the CHILIS Spring Conference, March 9 at the Margate Conference Center in Laconia. Materials (program manuals, logs, certificates and bookmarks) and t-shirts are being sent by van to those who ordered by the deadline.

At a recent CHILIS board meeting, representatives from each state wide book award committee were invited, and began discussing how CHILIS could help support state wide awards at all grade levels. Currently, the Lady Bug Pic-

ture Book Award, sponsored by the Center for the Book, is aimed at young readers in grades pre-K to 3, with voting in November. There is also the Cocheco Award for grades 3 and 4, which began in Dover and is currently promoted in that area. Any changes to existing award voting or levels would not take place until after voting in 2007 is completed, at the earliest.

CHILIS awards scholarships to CHILIS members to enable them to engage in professional development activities. Scholarships can be used to defray/cover the costs of the following: library conferences, module courses offered by the State Library, and other continuing education offerings. The application is available on the CHILIS website.

More news of interest to children's librarians is available in our newsletter, The Red Hot CHILIS News, on the web at <http://members.aol.com/chilisnews/index.htm>.

READS Award of Excellence Nominations Now Open

Nominations for the READS Award of Excellence, to be presented at READS Conference in October, are now open. The award is presented annually to a library staff member who provides outstanding service (directly or indirectly) to library users in the reference or adult services. The **Nomination Form** and **Criteria** are available on the READS website. <http://www.state.nh.us/nhla/READSaward.htm>

New Portsmouth Library Progress Report

By Sue McCann, Assistant Director - Portsmouth Public Library

Crews completed the erection of the steel frame of the new Portsmouth Public Library on February 10th, 2006. The first concrete trucks rolled onto the new library site on February 16th at 7:00 am. Over the next 5 hours crews worked to pour 250 yards of concrete onto one-third of the first floor. Throughout the morning trucks lined up to take turns pumping their contents into the new building. Crews followed up with concrete finishing throughout the day. During the next 2 weeks there were 3 more concrete pours, 2 to finish the first floor and 1 to make the second floor slab. Framing and roof work began in February. Framing is completed and roof work will be completed soon. Metal studs are now in place for all interior walls.

The large cooling unit is in place on the 3rd floor. Individual heat pumps have been installed throughout the building. Condensing boilers will be delivered during the summer. Electricians have installed conduit throughout the building for electrical, telephone, networking and cable service.

Masonry work is continuing both inside and outside of the building. The large circular stair connecting the 1st and 2nd floor has taken shape inside, and outside masonry is complete on the north elevation nearest the softball field and on the front of the building. Masonry work is scheduled to be complete by mid July.

The architect has completed flooring selections. Plans for shelving, furniture and library equipment placement are complete. Bid packages for interior items will be issued by the end of June. Also completed in June will be the final design for the courtyard.

Construction is scheduled to conclude by the end of October 2006. Commissioning will follow, with occupation near the end of November. The library will be housed in a "green building" with high energy efficiency and low environmental impact.

New Library website:

<http://www.cityofportsmouth.com/newlibrary/index.htm>

Architects:

Amsler Mashek MacLean, Architects Inc.
65 Long Wharf, Boston, MA 02110 <http://www.ams-marchitects.com/>

Construction Managers:

North Branch Construction, Inc.
50 Western Avenue, Henniker, NH 03242 <http://www.northbranch.net/>



New Hampshire Librarian Earns National Recognition

Eleanor Croteau (Manchester City Library), the 2005 recipient of the READS Award of Excellence, was recently featured in a two page article in *Smart Libraries*, a newsletter from ALA TechSource. The article is reprinted below:

Smart Librarians

“One ILL of a Service!” *NH Librarian Amps Up ILL with Technology*

If your library is one of the twelve public and/or academic libraries that's a member of the GMILCS (Greater Manchester Integrated Library Cooperative system), pronounced “gee-milks,” consortium in New Hampshire, than you may know Eleanor Croteau or at least about her—and if you don't, you may want to.

Recently Croteau was honored by the Reference and Adult Services Section (READS) of the New Hampshire Library Association (NHLA) with the 2005 READS Award of Excellence. According to the READS Web site, “Eleanor was selected for her tireless efforts in fulfilling inter-library loan requests and improving the library's relationship with other institutions.”

Timeliness, Tracking, and Technology

Croteau's recent accolade was not the result of a highly sophisticated, expensive technological system she developed to serve her library's interlibrary loan patrons. Rather, she used the library's existing technology and partnerships to develop a highly user-centered ILL “system” that effectively increased the efficiency and timeliness of her ILL service for her users.

“Years back, in the library's ILL service, you saw [if a partner] library owned a piece of material, and, then this multipart form would be sent out to the library for the material,” Croteau explains. “The problem was you didn't know if the material was available. The state's union catalog wasn't ‘live,’ so you weren't going right into the database and weren't able to check if it was available or not. You didn't know whether the item was checked out, or whether it was actually going to come. You didn't know what the outcome would be.”

So Croteau decided to tackle her library's ILL problem, and with the support of her supervisor Claudia Mayer, the help of two more of the library's dedicated ILL staff, James Stevenson and Kirsten Rundquist, and with a little legwork (actually, finger work) her library's ILL service began to improve. “I really pushed forward on doing a lot of e-mailing with the consortium, and they actually were like, ‘We're so happy that we are seeing these e-mail requests,’ and, ‘We're getting things so much quicker.’ Every day I was like, ‘Okay, this is another challenge, but we're going to get as many things out to our patrons as we can.’”

It wasn't long before Croteau had not only established important connections for getting ILL materials, but she also helped the Manchester City Library's reputation for its ILL service. “Instead having a ‘this is causing me trouble’ attitude, I had this, ‘I'll do my best, and I'll get back to you and let you know as quickly as I can’ approach, and before you knew it, our reputation was becoming really good through word of mouth and so on. I'd go to the consortium meetings, and people there were like, ‘We're so excited!’” But Croteau didn't limit her efforts to e-mailing. She searched through other GMILCS libraries' systems to find the materials her patrons were requesting from ILL. “You have a

protocol that you go by; you look in your consortium first, and if it's not there, you may have to try a library outside of the consortium, another library's catalog. If it's not listed there, then I'll try a few others.”

According to Croteau, her search protocol initially involves her consortium libraries' catalogs—“I've got them all bookmarked,” she notes. “I'll try those quickly, and if that doesn't work, I'll end up going to OCLC WorldCat FirstSearch. I really have to say that WorldCat First-Search has been a huge savior to me.”

In addition to getting ILL materials in a timelier manner for Manchester City Library's users, Croteau strives to minimize costs for the patron by sticking with the ILL protocol. She says being creative, by using her bookmark method, and



Left to right: Claudia Mayer, Manchester City Library Director of Circulation; Eleanor Croteau, 2005 READS Award of Excellence recipient; and Sarah Leonard, READS President

continued next page

searching through WorldCat, oftentimes yields a free or very affordable solution, which, she adds, patrons really appreciate and keeps them coming back. "It seems like times are tough, and people are coming in the library to use it more, so I try and go first to places that will not charge. Patrons who have put in a request may be thinking, 'Jeez, I'll never get this obscure thing,'" explains Croteau. "But when you tell them within a week-and-a-half it's here waiting for them, and they can pick it up, they are so appreciative! They are like, 'What? And it's not going to cost me anything?' I see it as that I just helped one more person, rather than turn one more person away."—*Teresa Koltzenburg*

Contact:

Manchester City Library,
www.manchesternh.gov/CityGov/LIB/Home.html
GMILCS Inc., www.gmilcs.org/index.asp
New Hampshire Library Association, 2005 READS Award of Excellence, www.state.nh.us/nhla/READSaward.htm
OCLC WorldCat FirstSearch Online Reference, www.oclc.org/firstsearch

Reprinted from Smart Libraries Newsletter, April 2006 (26:4), published by ALA TechSource. More information at: <http://www.techsource.ala.org/sln/>.

Children's Statewide 2006 Book Award Winners

By Ann Hoey, Youth Services Coordinator - NH State Library

The votes are in and the winners have been announced for the various statewide book awards. During the month of April, children and teens in New Hampshire had the chance to vote for their favorite titles for the Great Stone Face Award, the Isinglass Award, and the Flume: NH Teen Readers' Choice Award.

Almost 8,000 kids in grades 4-6 cast their ballots for the Great Stone Face Award. *The Legend of Spud Murphy* by Eion Colfer took the prize with 761 votes. The other top choices were *Peter and the Starcatchers* and *The Tail of Emily Windsnap*. Next year's Great Stone Face Award nominees can be found at <http://www.derry.lib.nh.us/childrensroom/greatstoneface.htm>

Voting for the Isinglass Award resulted in a close race, but *One of Those Hideous Books where the Mother Dies* by Sonya Sones beat out the other titles. Runners-up included *Blood*

Trail by Nancy Springer and *Al Capone Does my Shirts* by Gennifer Choldenko. Look for more information about the Isinglass Award as well as next year's list on <http://www.metrocast.net/~blibrary/isinglass.html>

New Hampshire's newest book award saw lively participation. Teens in grades 9-12 voted overwhelmingly for Dan Brown's *The DaVinci Code* as the winner of the Flume: NH Teen Readers' Choice Award. *My Sister's Keeper*, by another NH author, Judy Picoult, captured second place. The Flume website offers the latest booklist for 2007 at <http://www.nashualibrary.org/YALS/Flume.htm>

The book award committees thank all school and public librarians who have participated in and promoted these book awards for children's and young adult literature. Let's make 2007 a banner year for voting!

Roundtable Attendees Express Desire for New "Book Bag" Service

By Sarah Leonardi, President, READS

Over sixty New Hampshire librarians recently participated in three roundtable discussions entitled "The Nuts and Bolts of Book Groups." The meetings, sponsored by READS (the Reference and Adult Services Section of the NH Library Association), were held in Hooksett, Hanover and Rye during the last week of March. At each location,

participants exchanged ideas relating to book group formation and size, book selection, discussion management techniques, as well as general policies and procedures. A full write-up, including a compilation of ideas and suggestions from all three locations, is available on the READS website: <http://www.state.nh.us/nhla/reads.htm>

According to the librarians that attended, book discussion groups seem to be popping up all over the place. They mused over possible explanations: Oprah, Good Morning America, Barnes & Noble. Regardless of the reason, the demand for these groups is growing and librarians all over the state are struggling to keep up.

This is not to say that communal reading is new to librarians. We have been sponsoring and supporting local book groups for a long time. Accordingly, we are familiar with the inherent challenge of acquiring enough copies of one title for a group. Almost every librarian in the room could recount a situation when they selected a great discussion book only to find that it was being read in another community and all NH holdings were checked out.

Recently, however, the expectations of newly formed book groups are a growing challenge. The reality is that today's book groups want to read popular books, including current bestsellers. They also want to read select books before the upcoming movie adaptation is released. We all know that our library's copy of *In Cold Blood*, and *The Da Vinci Code* are checked out. When we see the requests go out on the NHAIS list for *The Kite Runner*, *My Sister's Keeper*, or *The Secret Life of Bees* we know intuitively that there will not be enough copies to go around. Forget "What if all of Manchester or Portsmouth read the same book?" Think "What if all of the book groups in NH want to read the same book?"

In an effort to meet the needs of each community's book groups, roundtable participants indicated a strong need for increased communication and cooperation between librarians. Several librarians suggested that a central list of *who's reading what and when* would be helpful in planning a reading group schedule. Likewise, a forum for sharing proven, older discussion titles was recommended.

So, what about the NH Book Bag program? While many librarians said that they appreciate the ease of the NH Book Bag program, they find that the available titles are not meeting the needs of their book groups. Originating from the NH Humanities Council lecture series and individual library donations, the NH Book Bag titles include numerous classics and poetry; but many of the remaining titles are perceived as esoteric. Furthermore, the lack of information (i.e. plot summaries, reviews, etc.) provided for each Book Bag titles was a repeated complaint. A simple list, especially arranged by author is a hard sell to book groups.

Acknowledging the limitations of the NH Book Bag Program, a few NH librarians have taken proactive steps and devised creative solutions. Some have negotiated with local book stores to receive reduced rates on multiple copies of the same title. Others are saving donated copies of such titles,

hoping to accumulate enough to serve a book group. However, many are still finding that it is not feasible to acquire enough copies in a timely manner to satisfy their groups. To these librarians it is a source of disappointment that their groups have to buy the books, or wait until popular books lose their appeal. As a result book group leaders are steering their groups away from popular titles.

A common desire shared at the roundtables was a *new* book-bag-type service that would consist of more recent, popular, and bestselling titles. At each roundtable location, this idea was encouraged. What would make these collections even more desirable, many said, would be the inclusion of author biographies, book reviews, and discussion questions.

Seeing so many librarians energized by the simple the idea of a new statewide book sharing program, READS decided to take on the challenge. At their April meeting, the READS Executive Board voted to institute the "Books to Go" program, and in June established a steering committee to work out the details. The committee has a lot of work to do, including coordinating with the existing NH Book Bag Program and the NHAIS section of the NH State Library. At this point, the Board has agreed that READS will sponsor the containers (boxes or bags) for the collections and a few start up titles. The rest remains to be determined. Amy Thurber (READS Secretary and Director of the Caanan Town Library) is heading up the steering committee. If you are interested in participating on the committee, please let her know.

READS is dedicated to the support of NH librarians who work in all areas of adult services. Throughout the year, READS sponsors programs, such as the roundtables, focusing on aspects of reference, circulation, technical services, and interlibrary loan. Please contact any member of the READS Executive Board or Program Committee with topic suggestions for future programs and discussions.

The READS Roundtables provide opportunities for NH librarians to

- Meet and converse with colleagues that share a common interest or responsibility
- Identify effective practices & potential models
- Expand professional & social networks
- Develop creative solutions
- Seek consensus

These small group discussions are held annually during the last week of March.

PLEASE PLAN TO ATTEND!

The NHLA Fall Conference is scheduled for Thursday, November 2nd. It will be held at the *Capitol Center for the Arts* in downtown Concord. Program details are still under construction but will be included in the fall newsletter.

SAVE THE DATE!

c/o NH Local Government Center
PO Box 617
Concord, NH 03302-0617

