



# VLA News - August 2014

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## President's Letter

*by Toni Josey*



I am pleased to have this opportunity to introduce myself to the VLA membership. Since the last issue of *VLA News*, President-elect Scott Murphy stepped down from the board after accepting a position with the Department of Libraries. I was elected president after volunteering at the annual business meeting during the Vermont Library Conference in May. I'm an academic librarian and former employee of the University of Vermont, Johnson State College, and Norwich University. A few years ago, I stepped away from the library world to focus on being my children's primary caregiver. Since I did not have the benefit of a year as vice president, I've been busy getting up to speed. I'm grateful that our [vermontlibraries.org](http://vermontlibraries.org) website has such a wealth of information (constitution and bylaws, board minutes, issues of the *VLA News*) that helped inform me about the activities of our organization and its board.

Speaking of the board, we still have a few vacancies among the leadership. Maybe you would be interested in participating in the Inclusion Committee? We're currently seeking a chair and always welcome new members. It's also time for a new New England Library Association (NELA) Representative. That position comes with voting privileges at NELA board meetings.

When I left Norwich after the birth of my daughter, I let my VLA membership lapse for a few years. I renewed in 2014 mainly to take advantage of the reduced registration to the Vermont Library Conference. Yet since the conference, I've been reminded of the benefits of being a VLA member—of being a committee member and a section member—and I won't let my membership lapse again.

Perhaps you know someone who isn't a VLA member. A colleague who is new to Vermont. A long-time colleague who has never been a member. A library school student just joining our profession. Or someone whose membership lapsed, as mine did. Won't you encourage them to join? Read about the exciting year ahead in this issue of the *VLA News*, from upcoming section events to social meetups across Vermont to the ALA's Career Development Facilitator training opportunity. How will you participate as a VLA member this year?

I stay connected to our profession and my Vermont colleagues by attending local and regional conferences and events. An annual conference that I especially look forward to is presented by the New England Chapter of the Association of College and Research Libraries, which is presented virtually by video broadcast to Maine and Vermont. At the ACRL/NEC Vermont Virtual Conference in

## Back Issues

Did you miss previous issues of the *VLA News*? Don't despair! You can read them on the VLA website! [VLA News back issues](#)

## Substitute Pool

Employers: 45  
Substitutes: 22

Employer Institutions:

Public: 29  
Academic: 7  
Special: 3  
School: 3  
Community: 2

Availability in Pool by County:

Addison: 11  
Bennington: 3  
Caladonia: 6  
Chittenden: 34  
Essex: 3  
Franklin: 13  
Grand Isle: 9  
Lamoille: 9  
Orange: 9  
Orleans: 3  
Rutland: 9  
Washington: 18  
Windham: 7  
Windsor: 10

Check out the [VLA Job Postings](#)

## Meet Your Leaders

VLA is here to help you. The

Montpelier in early May, I was greatly inspired by the theme "Strengthening Librarians Through Professional Development." Keynote speakers Susanne Markgren and Tiffany Eatman Allen of LibraryCareerPeople.com emphasized that if you're always networking, you're always learning, and if you're always learning, you're growing and developing personally and professionally. I hope you participate in the opportunities VLA provides for its members to network, to learn, and to grow. I look forward to connecting with you throughout the year at your library or at our meetups, and I encourage you to contact me or our section and committee chairs to become further involved in this great organization.

Toni Josey  
VLA President  
[vermontlibrariespresident@gmail.com](mailto:vermontlibrariespresident@gmail.com)  
[@ToniJosey](#)

# Vice President's Letter

*by Virgil Fuller*

Thank you for the privilege of being your vice president. I specifically would like to thank Amy Grasmick for bringing my name up, Sarah Costa for contacting me, Amber and Scott for filling me in on what's been happening with VLA, and Toni for being wonderful to work with thus far.

I have been working in libraries in various capacities since 2009 when I started working at the Hartland Public Library. Since then, I have worked at the Howe Library, Lebanon Libraries (NH) and for two years I have been the Director of the Chelsea Public Library. I also volunteered my time for about a year to the Green Mountain Library Consortium, serving there as the Listen Up! Vermont Coordinator. I do not have an MLS degree but I did receive my Vermont Certification in 2013.

Non-library things about me: being outside, reading, oh, and I am getting married in early August. My fiancée is a school librarian in Barre.

Some things I would like to accomplish in the next year: first and foremost support Toni's agenda and follow what has been laid out in the strategic plan. I have been looking into a few ideas so far, such as the possibility of obtaining a lobbyist. VLA did have one in the past, and I have been in contact with folks who were with VLA at the time to see if it would be worth having one again. The consensus is that it is worth having one if we have a focused legislative goal.

Also, I am making inquiries at different ALA-accredited library schools: Syracuse, Simmons and the University of Rhode Island, to see if they would be interested in partnering with us in offering discounted tuition to Vermont librarians interested in pursuing their MLS. We already have something like this in place with Drexel, but it would be nice to be able to offer other schools as well.

Last but not least, like Toni, I have created a special email address for VLA correspondence: [vermontlibrariesvicepresident@gmail.com](mailto:vermontlibrariesvicepresident@gmail.com)

Our hope is that by creating these email addresses, it will be easier to pass along correspondence to the next person. I'm looking forward to working with all of you over the course of the next year as we work to make Vermont libraries the best they can be!

Respectfully submitted,  
Virgil Fuller  
VLA Vice President  
Library Director, [Chelsea Public Library](#)  
[802-685-2188](tel:802-685-2188)  
[vermontlibrariesvicepresident@gmail.com](mailto:vermontlibrariesvicepresident@gmail.com)

people who make up the Executive Board, Section & Committee leaders and Representative s volunteer their time for VLA because they feel that it is important to be involved in an organization that benefits their fellow Vermont librarians and their profession as a whole. Below is a list of your VLA Leaders (for more contact information, see the [VLA Leadership Directory](#). Let them know if you would like to be involved in VLA, too!

### **Executive Board**

**President:**  
[Toni Josey](#)

**Vice President/President Elect:**  
[Virgil Fuller](#)

**Past President:**  
[Amber Billey](#)

**Secretary:**  
[Sarah Costa](#)

**Treasurer:**  
[James Allen](#)

**Section Representative**

**College &**

# Co-Editor's Letter

*by Debbie Landauer*

Are you looking for a way to network and/or contribute to your profession? Volunteering with the Vermont Library Association is a great way to do both. Currently, there are openings on several committees.

Inclusion Committee Chair  
Scholarship Committee Chair  
New England Library Association Representative

Many "jobs" in VLA require just a few hours a month but can provide big benefits to librarians across the state. Plus, it's a great resume builder! If any of these are areas of interest to you, contact VLA President Toni Josey to volunteer.

Debbie Landauer  
VLA News Co-Editor  
Public Library Director, [Fairfax Community Library](#)  
[802-849-2420](tel:802-849-2420)  
[vermontlibrariesnews@gmail.com](mailto:vermontlibrariesnews@gmail.com)

# Treasurer

*by James Patrick Allen*

My name is Jimmy Allen, and I work in Collection Management at the Bailey/Howe Library, University of Vermont. This past spring, I completed my Master of Library and Information Science program at the University of Kentucky. I'm a lifelong Vermonter, originally from Charlotte. I now live in Georgia, VT where I serve as a Library Trustee for the public library. I decided to become involved with VLA because of the advocacy, training, and collaboration it provides libraries and librarians in the state.

James Patrick Allen  
[Bailey/Howe Library](#), UVM  
[802-656-3254](tel:802-656-3254)  
[jpallen@uvm.edu](mailto:jpallen@uvm.edu)

# Public Libraries Section

*by Amy Wisheart*

The Public Libraries section of VLA is gearing up for a great year of advocacy and engagement! As the new section president, I look forward to meeting more public librarians throughout the state and helping you stay connected with VLA. I'm the director of the Hartland Public Library, relatively new to Vermont and very excited to be involved with VLA this year! The section vice president is Kevin Unrath, director of Ilsley Public Library in Middlebury. He and I welcome any feedback from members about how the section can support members and public libraries in the state. We also organize educational workshops for public librarians. Look for info about upcoming workshops soon, and feel free to be in touch with any suggestions or requests – [director@hartlandlibraryvt.org](mailto:director@hartlandlibraryvt.org).

Amy Wisheart  
VLA Public Libraries Section President  
Director, [Hartland Pubic Library](#)  
[director@hartlandlibraryvt.org](mailto:director@hartlandlibraryvt.org)

# College & Special Libraries Section

by Prudence Doherty

## Special Libraries Section President:

[Prudence Doherty](#)

Organizes workshops and assists college and special librarians.

## Public Libraries Section President:

[Amy Wisehart](#)

Organizes workshops and assists public librarians.

## Technical Services Section President:

[Tom McMurdo](#)

Organizes workshops & assists technical services librarians.

## Trustees President:

[Laurel Stanley](#)

Organizes workshops and assists library trustees.

## Trustees Convener from VT Dept. of Libraries:

[Christine Friese](#)

## Youth Librarians President:

Save the Date and Call for Presenters:

### Let's Talk About the Web

October 23, 2014, 10 am - 2 pm  
Vermont Historical Society, 60 Washington Street, Barre

The Vermont Library Association's College and Special Libraries section presents a half-day conference on websites in college libraries. This is an opportunity for academic librarians in Vermont to share tools, tips and best practices. Potential topics include: web usability and findability, LibGuides/subject guides, integrating social media in content delivery and information literacy, website redesigns, elements of a great library website, net neutrality, using dashboards to enhance the student experience, jargon-free websites, mobile sites, and integrating library services and content into learning management tools.

Please email Prudence Doherty if you have a topic you would like to present. Length of presentations is flexible: 15 minutes to 45 minutes.

Prudence Doherty  
VLA College & Special Libraries Section President  
Public Services Librarian, Special Collections, UVM  
[pdoherty@uvm.edu](mailto:pdoherty@uvm.edu)

### Personal ALA Conference Highlights from VLA members

Charlotte Gerstein, ALA Chapter Councilor, asked some other Vermonters who were at the ALA Annual Conference what some highlights of the conference were for them, and shares hers below. You can see some content provided by presenters, including slides, handouts and posters on-line at <http://ala14.ala.org/sessions/handouts>



**Report from Daisy Benson, Reference and Instruction Librarian, UVM**

"I had the opportunity to go to one of the forums on the newly proposed ACRL Framework for Information Literacy. I was really interested to hear the thoughts and concerns of people from around the country.

My main reason for going to ALA this time was to be interviewed to be a member of the ACRL Information Literacy Immersion Program faculty and I can report that I was selected and will be observing this year's Immersion Program at Champlain College."

[Amy McMullen](#)

Organizes workshops and assists youth librarians.

### **Committees**

**Archivist:**

[Paul Carnahan](#)

### **Awards**

**Chair:**

[Amy Grasmick](#)

**VT Dept. of Libraries Representative to the Board:**

[Christine Friese](#)

### **Government Relations**

**Chair:**

[Selene Colburn](#)

Assists libraries with connections to legislators.

### **Intellectual Freedom**

**Chair:**

[Ray Brior](#)

Assists librarians with challenges to library materials and issues related to patron privacy.

### **Membership & Outreach**

**Chair:**

[Helen Linda](#)  
Maintains membership roster.



**Report from Amber Billey, Catalog/Metadata Librarian, UVM, Past-president of VLA**

"Vegas was hot, but the librarians were on FIRE! I spent most of my time attending technical services-related sessions on exciting topics such as: technical services management, the future of the MARC record, BIBFRAME, linked data, PCC training, and NACO authorities. I presented on Saturday in the ALCTS Affiliates Showcase about Time Management in Technical Services. Each day once the sessions were over and the sun went down, the librarians continued to network at events like the J-STOR/Tumblrian tiki party, Librarian Stereotype book release party, and I helped organize the Que(e)ry party. Que(e)ry is a party for queer librarians and those who love them. We raise funds for LGBT librarians across the country. The party at ALA this year benefited The Burlesque Hall of Fame and Museum and we raised \$1000!"



**Report from Lydia Willoughby, Visiting Assistant Librarian SUNY Plattsburgh**

"I recently completed a two-year appointment as intern for the ALA Chapter Relations committee. At ALA, I attended valuable sessions on Libraries in Course Management Systems and Using Threshold Concepts to Teach Information Literacy. Also, I enjoyed helping put on the Que(e)ry party the Sunday evening of the conference. From the Que(e)ry website: "Que(e)ry was founded in 2010, inspired by the work of the Desk Set. Since its first party in June 2010 in Brooklyn, NY, Que(e)ry has expanded and continued its work to bring attention and support to hidden queer collections, and to provide a fun social space for queer librarians (and all who love them)."

<http://www.queeryparty.org/about>  
<http://thedeskset.org/>



**Personnel  
Chair:**

[Shara  
McCaffery](#)

Assists  
librarians  
with  
questions  
related to  
personnel  
issues.



***Report from Charlotte Gerstein, Reference & Instruction Librarian, Castleton State College ,  
Vermont Chapter Councilor to ALA***

**Vermont  
Library  
Conference  
Chair:**

[Jessica  
Summer](#)

"I went to an outstanding session on teaching information literacy threshold concepts, the basis for the new ACRL Framework for Information Literacy. Most entertaining was an evening event called "The Library Games." A take-off on the Hunger Games, teams of librarians competed in such activities as lip-syncing, battle decks, flannel decks and fake book talks. Speaking of games, I stopped by the Games and Gaming Round table's event, ALAPlay: an opportunity to learn about games available for Game Nights at libraries, and an opportunity to play, and for gamers to socialize and network.

**VLA News  
Editors:**

[Debbie  
Landauer  
Janet Clapp](#)

At the exhibit hall I learned of a new database and app for writers called Spice, a phrase thesaurus and history of the English language where you can find the colorful and poetic turns of phrase used by writers over time to describe a concept, like butterflies. <https://www.writersmuse.com>. (\$.99 per month or \$6.99/year for individuals). I also tried out book scanners that scan from above that I hope my library can find funds for.

**Webmasters  
:**

[Helen Linda  
Jessamyn  
West](#)

The auditorium speakers I listened to were Ilyasah Shabazz, Malcolm X's daughter, author of *Growing Up X*, and B.J. Novak, whose new book is *One More Thing*."

**Representat  
ives**

**ALA  
Councilor:**  
[Charlotte  
Gerstein](#)

Represents  
Vermont in  
the national  
organization.

## Technical Services Section

*by Tom McMurdo*

What makes a library a library? Cataloging!

Greetings! I am Tom McMurdo, the new President of the VLA Tech Services Section, or VLATSS, as we like to call it. I am excited to be President of VLATSS this year, and I am looking forward to working with VLA to promote technical services, empower VLA members to feel more comfortable cataloging, and to look for ways that VLATSS can make a difference in your library.

I am pleased to be joined this year by VLATSS Vice President Kelly McElligott, IT/Technical Services Librarian at the Stowe Free Library. Kelly enjoys cataloging, but also embraces bringing new technology changes to the library, such as circulating e-readers, drop in e-reader/tablet help, time management software, building a new website, and much more.

As Collections & Digital Initiatives Librarian for the Vermont Department of Libraries, I, too, see the value of technology in our libraries, and how technical services fits in with those changes brought by new technologies. The advent of e-books and other electronic content can make MARC21 and cataloging rules feel a little arcane. If someone can find the resource without all those specific numeric fields, that is achieving the goal of cataloging, isn't it? But what we sometimes forget when we look at on-line databases—from Amazon to Listen Up! Vermont—is that the underlying structure is based on cataloging, or, at least, cataloging principles. Subjects don't just grow up out of thin air, after all.

The rationale for cataloging is just as strong in our new technology-enhanced library environment as it's ever been. From the bedrock analog collections that keep growing with every new book that comes into the library to the electronic databases that libraries access through the Vermont Online Library, good cataloging is what allows us to find what we are looking for. And, while e-books and on-line databases are very exciting and interesting, so much of the value and content in Vermont

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service.

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[Message Clipped]  
[View Entire Message](#)

Other mail clients should receive VLA News in its entirety, but if not, please [let us know](#).

libraries lies in those bedrock analog collections. We are not likely to see that change anytime soon.

That is why I feel passionate about cataloging and technical services. Cataloging is the key to our libraries. Cataloging is an art that I would like to help everyone who works in a library in Vermont to not only feel comfortable using, but to feel more confident crafting as well.

To that end, I would like to ask you for suggestions for cataloging and technical services programs that you would be interested in and to send along your cataloging questions to me. My email address is [Thomas.mcmurdo@state.vt.us](mailto:Thomas.mcmurdo@state.vt.us). What do you think about having an RDA workshop? Is RDA something that you use or would like to use? Would you like to attend a workshop that is all about basic copy cataloging skills, with emphasis on how to pick the right record in WorldCat or the Library Congress databases? Maybe there is something else you are curious about? If you are just a beginner, or if you are an expert, all feedback and inquiries are welcome. VLATSS is here to demystify cataloging and to empower you.

Tom McMurdo  
VLA Technical Services Section President  
Collections and Digital Initiatives Librarian, [VTLIB](#)  
[thomas.mcmurdo@state.vt.us](mailto:thomas.mcmurdo@state.vt.us)

## Youth Librarians Section

*by Amy McMullen, section president*

It was such a pleasure having the opportunity to talk with so many of you at the conference in May. I am thrilled to be a part of this creative, thoughtful group of people. We have so much energy to share with each other and with the children across the state.

It is summer and we have fizzing, we have booming and, best of all, we have READING! I hope all of you are enjoying a wonderful summer of reading and playing with science. I imagine that all of you have a story or two to tell about your programs, both good and bad. Did you have a program that was so much fun that you will continue it on a regular basis? Would you be willing to share? This fall the VLA Youth Section will sponsor a meeting to do just that: share our stories of what worked and what didn't. Although a date and location have not been determined, watch for announcements in August. We're hoping to have the meeting in late September.

Vice President Nicole Westborn and I will be working together to coordinate a mid-winter program on developmental assets for teens and how we can provide opportunities for meaningful youth participation at our libraries. Look for more information in the coming weeks. In the meantime, don't forget to register for the Young Adult Services workshop with the Vermont Department of Libraries scheduled for September 19, 2014.

Nicole and I are looking forward to meeting all of you. We would love feedback, comments, questions, and (perhaps most of all), suggestions. Feel free to contact either of us. Happy summer and we'll see you this fall.

Amy McMullen  
VLA Youth Librarians Section, President  
Children's Librarian, [Hartland Library](#)  
[hartlandkids@vermontel.net](mailto:hartlandkids@vermontel.net)

*From Nicole Westborn, section vice president*

Hello from way up north. I'm Nicole and I'm the new Vice President of the Youth Librarians section. My call to the field came suddenly and strongly, when I realized I was meant to be a librarian just over two years ago. It has been an exciting two years of learning and I feel so enthusiastic about the future of library services. As a bookmobile outreach librarian, I am visiting populations in rural areas. For the most part, I serve young children who attend daycare or preschool who are unable to patronize a library on a regular basis. I also work with school-aged children in after-school and summer programs.

I received my Master of Library & Information Science-Youth Services from Drexel University, class

of 2014.

On the personal side, I am a lifelong Vermonter. I am married with two young children and a very energetic mixed breed dog. I look forward to serving with VLA and joining you all in this wonderful, dynamic journey to become the best librarians that we can be.

Nicole Westbom  
VLA Youth Librarians Section Vice President  
[Franklin Grand Isle Bookmobile](#)  
[nicole.fgibookmobile@gmail.com](mailto:nicole.fgibookmobile@gmail.com)  
Beginning in August, Children's Librarian  
[Kellogg-Hubbard Library](#), Montpelier

## Awards Committee

*by Amy Grasmick*

### **Giving awards is fun!**

If you would like to participate in the Awards Committee, please let me know. Our primary task is to solicit and evaluate nominations for four awards: Trustee of the Year, Library Advocate of the Year, Sarah C. Hagar Award, and the Green Mountain Award. One face-to-face meeting a year and a few email conversations are usually enough to get the job done. The committee could especially use members with public relations chops: award winners deserve the loudest possible shout-out. Can you help us turn up the volume?

### **And so is nominating colleagues!**

You don't have to be on the committee to make an award happen. In fact, we rely on VLA's membership to let us know about all of the good work you and your colleagues are doing. No need to wait; although the committee puts out calls for nominations in the months leading up to the Vermont Library Conference, we're happy to receive nominations at any time.

Guidelines for nominations are available at the VLA website:  
<http://www.vermontlibraries.org/awards/>

Amy C. Grasmick  
VLA Awards Committee Chair  
Director, [Kimball Public Library](#), Randolph [Amy@KimballLibrary.org](mailto:Amy@KimballLibrary.org)

## ALA Representative

*by Charlotte Gerstein*

### **Career Development Facilitators training**

VLA is applying to be one of 25 ALA chapters sending a librarian to be trained as a Certified Career Development Facilitator. As an initiative of new ALA president Courtney Young, ALA is working with the National Career Development Association to provide a version of their certification program tailored to librarians who help with job searches in libraries. If Vermont is chosen, the training would prepare our representative to help patrons and to help other library staff in the state.

The training takes place the two days before the ALA Midwinter conference (January 22-23, 2015), then continues on-line and culminates at the ALA Annual conference in San Francisco in June 2015.

ALA provides the training, and the chapters pay for their representative to attend.

If Vermont is selected, look for more information about how individuals can apply to represent Vermont on the VTLibraries list.

For more information:



[connect.ala.org/files/ChapterLibrarianCareerDevelopmentFacilitatorProgram.pdf](http://connect.ala.org/files/ChapterLibrarianCareerDevelopmentFacilitatorProgram.pdf)

Here are some activities of ALA and actions of ALA Council of potential interest to VLA members:

#### **Center for the Future of Libraries**

A Summit on the Future of Libraries resulted in a new ALA Center for the Future of Libraries to serve as a clearinghouse for thinking about what is around the curve and monitoring trends. The Center will develop training for library staff that will enable them to look ahead more strategically and will work to establish a more vibrant innovation space for ALA.

#### **Digital Content Working Group**

The Digital Content Working Group is continuing its work. Simon & Schuster is now working with libraries to lend ebooks. The DCWG will be broadening their work to include digital preservation and content beyond ebooks. You can see June 2014's *American Libraries* E-content Supplement for more information about the work of the DCWG. [www.americanlibrariesmagazine.org/issue/june-2014-e-content-digital-supplement](http://www.americanlibrariesmagazine.org/issue/june-2014-e-content-digital-supplement).

#### **Money Smart Week**

ALA is partnering with the Federal Reserve Bank in Chicago to promote financial literacy. Your library can participate in Money Smart Week, April 18-25, 2015. [www.ala.org/offices/money-smart-week](http://www.ala.org/offices/money-smart-week)

#### **Honoring Birdie MacLennan**

Council passed a memorial resolution honoring Birdie MacLennan of the University of Vermont's Bailey/Howe Library. You can read the resolution here. [www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council\\_documents/mem\\_239\\_20Birdie%MacLennan\\_62714\\_act.pdf](http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/mem_239_20Birdie%MacLennan_62714_act.pdf)

#### **Revision of the Intellectual Freedom Manual**

Council adopted revisions to the Library Bill of Rights in anticipation of publication of the 9th edition of the *Intellectual Freedom Manual*. [www.ifmanual.org](http://www.ifmanual.org)

#### **IFLA and Lyon Declaration**

The 81st International Federation of Library Associations (IFLA) Congress will take place in Lyon, France in August, where IFLA will release the *Lyon Declaration on Access to Information and Development*, an advocacy document to be used to influence the United Nations post-2015 development agenda. It states that access to information supports development by empowering people in exercising their rights, making decisions, ensuring accountability, and measuring progress. Council approved ALA becoming a signatory. The 2016 IFLA conference will be held in the U.S., in Columbus, Ohio.

#### **ALA and the FCC: Broadband and E-Rate and Net Neutrality**

ALA has been actively advocating for Net Neutrality on behalf of libraries.

[www.ala.org/advocacy/telecom/netneutrality](http://www.ala.org/advocacy/telecom/netneutrality)

ALA is helping with research to help the FCC better understand library and school broadband needs as part of an E-rate Program modernization effort. [www.ala.org/advocacy/telecom](http://www.ala.org/advocacy/telecom)

#### **To read more about the actions of Council at ALA 2014:**

[http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council\\_documents/2014\\_annual\\_conference\\_documents/council\\_actions%20%28ac\\_14%29.pdf](http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/2014_annual_conference_documents/council_actions%20%28ac_14%29.pdf)

Charlotte Gerstein

VLA American Library Association Councillor

Reference & Instruction Librarian, [Castleton State College](http://Castleton State College)

[charlotte.gerstein@castleton.edu](mailto:charlotte.gerstein@castleton.edu)

## Tip of the Month

by Debbie Landauer

Good, no - exceptional, customer service is one of the most important hallmarks of the best libraries. Not just the at circulation or reference desk any longer, customer service is happening electronically in today's libraries. Here are some tips for email customer service taken from the [Houston Area Library](http://Houston Area Library)

[System's Customer Service training modules.](#)

What are the requirements for good customer service when we do business by E-mail?

- Use clear subject headings.
- Avoid using capital letters unnecessarily (considered yelling and is harder to read than lowercase).
- Address email to a specific person.
- Clearly indicate who you are.
- Don't write anything that you would not want forwarded to a third party.
- Check for typos.

Web and E-mail customers have the same expectations for customer service as others: reliable, responsive service as well as materials and programming to meet specific needs.

Debbie Landauer  
VLA News Co-editor  
Public Library Director, [Fairfax Community Library](#)  
[vermontlibrariesnews@gmail.com](mailto:vermontlibrariesnews@gmail.com)

## Resources On...Statistics

*by Janet Clapp*

Numbers can be used in numerous ways to illustrate a need or to compare one library to another. Here are some sites that may be helpful when looking for statistics for your next grant application or annual report.

**ALA Office for Research & Statistics** ([www.ala.org/offices/ors](http://www.ala.org/offices/ors)) has links to studies, research and fact sheets about libraries.

**Vermont Department of Libraries** ([libraries.vermont.gov/libraries/stats](http://libraries.vermont.gov/libraries/stats)) has Vermont public library and school library statistics going back for many years.

**Institute of Museum and Library Services Research** ([www.ims.gov/research](http://www.ims.gov/research)) includes the Public Library Survey and the State Library Agency survey.

**Association of College & Research Libraries** ([www.ala.org/acrl/publications/trends](http://www.ala.org/acrl/publications/trends)) has academic library statistics.

**Public Library Association** ([www.ala.org/pla/publications/plds](http://www.ala.org/pla/publications/plds)) has public library statistics.

**American Association of School Librarians** ([www.ala.org/aasl/research](http://www.ala.org/aasl/research)) has school library statistics.

**Pew Research** ([www.pewinternet.org/topics/libraries](http://www.pewinternet.org/topics/libraries)) does studies about libraries and information technology.

**The United States Census Bureau** ([census.gov](http://census.gov)) is a great source for finding the demographics of your community.

Janet Clapp  
VLA News Co-editor  
Adult Services Librarian, [Rutland Free Library](#)  
[vermontlibrariesnews@gmail.com](mailto:vermontlibrariesnews@gmail.com)