

ARKANSAS LIBRARIES

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Arkansas Library Association

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PASSING THE TORCH

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2015 ARLA AWARD WINNERS

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ARLA CONFERENCE COVERAGE

Arkansas Library Association, 2015



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Arkansas Libraries

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FROM THE ArLA PRESIDENT: Reflections of the Year

by *Jud Copeland*

ArLA President

Dear ArLA Members:

This has been quite a year and, as ArLA 2015 President, this is my last article. Reflecting on my role as Vice-President/President over the past two years brings back several notable memories. The recent announcement of new officers for next year reminded me of my experiences two years ago. When the president's gavel was handed over to me at the December 2013 Board meeting, I made a transition from a member contributing research articles to our journal to being the President of the Association. During my year as Vice-President, I made a goal of meeting as many members as possible by attending Division, Round Table and Committee meetings. I also sought to promote and market our association on the regional and national levels through my membership in SELA and ALA/AASL. I really wanted to know ArLA up close. This preparation supported my role as President in 2015.

But, where do I begin to list all of those memories? I must focus on certain ones as there are too many to list here. The ALA Conferences and Chapter Leaders Forums in Las Vegas, Chicago and San Francisco were great opportunities to interact with colleagues from across the country as well as to promote ArLA. During the Forums, I learned a great deal about the issues we all face now and in the future. We all really have a stake together in meeting those challenges. I think the highlight for me was when Don Wood and Michael Dowling asked me to lead the afternoon session of the San Francisco Chapter Leaders Forum.

Do you remember? During the ArLA Retreat/Board Meeting on Friday, June 10, we identified specific challenges as we move forward into the next chapter in ArLA's history. I had submitted the challenges we identified in the June 10 Retreat/Board Meeting to Don Wood (Program Director) for discussion during the Forum. We were the only ALA Chapter to submit an agenda to ALA with topics! Thus I was asked to lead the afternoon session of the Forum and we discussed our



Copeland

challenges with the other 38 Chapter Leaders. This was a *dream come true* for me. A great opportunity to frame a national session around issues we had submitted earlier to the Forum for discussion. Through this effort, I am dedicated to further establishing an ALA connection that has state relevance for ArLA, for us. My goal is to continue to actively *market* and *brand* the ArLA signature on the state, regional and national levels. I think the encounter with the Chinese Rock Band in China Town was a close second personal memory!

In summary fashion, during most of my term as president, I focused on the theme that we should *Boldly Go! Where No Library Has Gone Before*. This exciting challenge included specific on-going Goals that continue to this day:

- ALA Emerging Leadership Initiative
- Branding ArLA (Statewide and Nationally)
- Membership (Each One, Reach One Initiative)
- Strengthening our Budget
- Supporting ArLA, ALPS, and ArASL Conferences
- ArLA Scholarship Support and Related Funding
- Fostering Interaction with AAIM and ARSL Associations
- Innovative Use of Cyber Meetings, Online Elections in the future
- Effective Communication throughout ArLA and beyond with other Associations
- Supporting first year ArLA memberships for my students in the UCA Graduate Library Media Program
- Survey past members to ask why they did not rejoin ArLA
- Find ways to make it easier for our members to join ALA Divisions, Committees and Round Tables
- Implementing Robert's Rules of Order next year

Wow! That is a long list but it served to guide me through 2015. I know all goals were not met as expected and I hope to continue my work on them as Past President in 2016.

I look forward to the Board Meeting on Friday, December 11. This will be the *change over meeting* when I hand over the gavel to VP Judy Calhoun. I know next year will be in good hands and that ArLA will continue to *Boldly Go! Where No Library Has Gone Before*

As a concluding note, ArLA is becoming more actively engaged on several levels and our

Association is changing...re-imagining, re-inventing itself. This is exciting. We are a real team and I feel we believe in our Association and *our collective power* to move us into the future. Thank you!

Editor's note: Jud Copeland has resigned as Past President of ArLA; Jerrie Townsend, Library Director at Phillips Community College and a past

president of ArLA, has been accepted by the ArLA Board to fill this position for 2016-2017.

Jud Copeland, the President of the Arkansas Library Association, is Associate Professor for the Department of Leadership Studies, University of Central Arkansas.

FROM THE EDITOR: Changes

by *Britt Anne Murphy*

Library Director, Hendrix College

The ArLA Executive Board's December meeting was not the usual run-of-the-mill meeting. During the meeting we heard the report of an ad hoc audit committee, headed by veteran librarian Phyllis Burkett.

The committee was formed because our Association, like many non-profit organizations, has been struggling to provide the excellent services, meetings, scholarships, and other support without going into the red. Unfortunately, this past year we overestimated conference attendance and underestimated costs; our exuberant confidence nearly sunk us.

Our incoming President, Judy Calhoun, and the rest of the ArLA Executive Committee are following the sage recommendations of the audit committee and will be making some changes to ensure the fiscal health of our Association going into the future. ArLA will have next year's fall conference in Little Rock, will be asking the membership to approve changes to our constitution and by-laws, and will be extremely conservative in our spending for a year or two.

This affects the journal of the Association, which you might be holding physically in your hands as you read this. In order to save printing and mailing costs, we will not be printing a physical issue this spring but will be distributing *Arkansas Libraries* online. Your humble editor and others on



Murphy



the editorial board of this esteemed publication, as well as those on the ArLA Board, will be seeking ways to continue in both formats, including investigating advertising and perhaps asking ArLA members to pay a little extra in order to receive print copies. As professionals who deal with the challenges faced by the publishing industry on a daily basis, we recognize the tricky dance between print and digital, preservation and access; we realize that everything costs, no matter the format, and any change in publishing cycles risks the wrath of serials librarians!

The *Unshelved* cartoon in this issue of *Arkansas Libraries* reminds me that despite fiscal problems, personality problems, and the weight of conundrums that presses on our poor librarian souls, most of us are living our dreams – what could be as fulfilling as reading to children, or helping students discover new ways of thinking, or watching intellects unfold as we connect people, no matter their station in life, to a broader world? I'm grateful to share such a vocation with a host of other talented and caring people in this state, and I am confident this Association and maybe even this journal will be around in another 100 years.

Britt Anne Murphy, the Managing Editor of Arkansas Libraries, is the Director of the Olin C. Bailey Library at Hendrix College.

Heart of the Community

by *Tonya McCoy*

Assistant Librarian

Charleston Public Library

The holidays are the time of year we open our hearts, and sometimes our wallets, in order to give back to the community.

As librarians and library employees, we have opportunities to give back no matter what time of year. Looking toward a New Year, what better way to serve our patrons than by providing resources and events with the hopes of bettering our hometowns.

At the Charleston Public Library, we're proud to be centered right in the heart of our community. We are located on the property of Charleston Schools in a beautifully renovated structure that was originally a WPA building in the thirties. The masonry from the building was hand-placed by our ancestors from rocks unearthed in our area, so we have rich historical ties to the community.

In 2014 circulation boasted an increase of 11,000 which was the biggest rise of any of the branches in the Arkansas River Valley Regional Library System that year. We continue to grow and believe that part of this is due to creative programming. With more people visiting, we have more opportunities to serve, and we try to in a variety of ways. Perhaps some of these ideas will spark some of your own plans for events to help the community where you live.

Community Involvement for the Kiddos

We've fostered a love for the library early with programs for ages toddler through Pre-K. In the summer even the elementary and middle school children get involved.

Each summer, we host "Superheroes Meet Community Heroes." This means the kids get to dress up like Spiderman, Captain America, Wonder Woman or any other favorite crime-fighter and meet real live heroes. They meet firemen, police officers, and members of the county search and rescue team. The kids enjoy exploring vehicles, climbing in for photos, and turning on the sirens and lights. One year the children were even invited to spray the fire hoses. This kind of event is important because it familiarizes kids with authority figures in the community, so hopefully in the event of an emergency, the children will know these men and women are there to help.

Another fun way we got kids involved in summer reading was our "Slime a Librarian" program. For each event that kids attended over the summer their names were entered into a drawing. By the end of the summer we had a box full of names of kiddos who were eager to slime us. The Charleston Cruisers Car Club set up their "slime machine," and all the librarians were doused with the sticky green goo. It was a hit.

We also got the whole community excited by our first ever drive-in movie. We borrowed a portable screen to set up outside, bought the movie rights to show the "The Incredibles," and invited the local 4-H and high school cheerleaders to sell refreshments. Moviegoers brought lawn chairs and spread blankets across the grass. The free movie was a smash, boasting over 100 people; this was our most successful movie event ever.

We also try to creatively incorporate members of the community into our weekly Storytime. We've had a colorful array of guests, for example.

- Each Storytime this past summer had a different hero theme like most libraries across the nation. We invited a real hero, a local decorated veteran and member of the American Legion to visit the kids.
- We took a field trip to the Charleston City Lake that has a park and walking trails, just down the road from our library. A retired science teacher, and nature enthusiast guided our group on a hike.
- A local farmer brought her goat named Jelly Bean on a day when we were talking about the county fair. All the kids loved petting the soft, docile animal.
- We had a dental hygienist visit with a giant tooth and toothbrush replica for a bigger than life, hands-on demonstration of good oral healthcare.
- One of our staff members donned her cowgirl hat, boots and chaps and talked to the kids about horseback riding. She even brought her saddle and riding gear.

The point is, you don't have to look far to find gems in your community.

Adults in Need

Libraries need to be able to evolve as the community changes. We found that one of the trends we've seen in recent years has to do with increased unemployment. So we've added some

programs and materials to help.

- We offer the database “Job and Career Accelerator” which allows patrons not only to search for new jobs but also gives advice on resume building and practice tests for the GED.
- We’ve also expanded our collection to include more GED prep books and we’ve opened our doors to the Adult Education Center by allowing them to use spaces in our library to hold classes and tutor when needed.
- In the past we’ve offered computer literacy classes, which is a must-have skill for today’s job market.
- The Franklin County Cooperative Extension Office presented a Money Management class to show consumers how to stretch a dollar. They also hosted an event to get information about summer jobs and future career planning for high school seniors last spring.
- This fall, Arkansas Tech University hosted a recruiting event offering information to new seniors about the college programs they provide.
- The Arkansas Department of Health and Human Services held sign ups at our library for affordable insurance for those without any health insurance coverage.
- Arkansas Rehabilitation Services holds meetings at our library and assists those who qualify with finding scholarships to school and for finding career opportunities for others.
- We’ve held informational meetings to draft tutors for the Franklin-Logan County Literacy Council. You might be surprised to learn that people who cannot read in Arkansas include more than the older generations who were made to quit school to help on family farms. According to the Department of Health and Human Services, about 50% of the nation’s unemployed youth ages 16 to 21 are considered functionally illiterate.
- The Franklin County Arkansas Cooperative Extension Service hosted an event to get information about summer jobs and future career planning for high school seniors last spring. Plus this fall, Arkansas Tech University hosted a recruiting event offering information to new seniors about the college programs they provide.
- We provide a free meeting space for local study groups. Physical therapy students regularly booked our conference room this past year to

study for board testing.

Other Staff Favorites

There are some other programs that are special to us because we were able to see the immediate and obvious positive effect on our community.

- Our semi-annual food drives are always popular. We created the program “Food for Fines” which we offer a couple of times a year, depending on the need from our local Ministerial Alliance Food Bank. Patrons can donate in-date nonperishable food items in exchange for us waiving fines on their accounts. This is a great way for patrons to clean up their accounts and start fresh. Plus, it helps local folks who depend on the food bank for meals. It’s a win-win.
- The library stayed open late on the “Arkansas Gives Day” last spring. This gave people internet access and computer assistance to those who wanted to donate to an Arkansas nonprofit organization. We also hosted the watch party where several supporters of “The Maggie House” watched their donations soar to the top of the donation drive. The nonprofit organization is working to build a facility to house orphans and foster children in our community. We visit Greenhurst Nursing Center every two weeks so elderly residents who are unable to visit the library may still check out books.

Next time you’re rushing to fill out the slots in your calendar of events, like many of us are, take a minute to think of things that might help your community.

“By making access to information resources and technology available to all, regardless of income, class, or background, a public library levels the playing field and helps close the gap between the rich and the poor. Libraries unite people and make their resources available to everyone in the community, regardless of social status,” writes Leonard Kniffel, in an article entitled “12 Ways Libraries are Good for the Country” published on AmericanLibrariesMagazine.org. Kniffel is a writer, librarian, and former publishing executive for the American Library Association in Chicago.

Non-traditional programs are the key to not only engaging our community but helping it thrive. Hopefully this will give you a new perspective and help you develop plans of your own about how you can help and better serve the people where you live.

LIBRARY PROFILE

Prairie Grove Public Library

by Sarah Loch, Young Adult Librarian,
Springdale Public Library

Nestled in the Ozark foothills of Northwest Arkansas, the Prairie Grove Public Library, also known as the Anna Holmes Dorman Public Library, is thriving in its small-town setting.

Prairie Grove had slightly less than five thousand residents in 2013; despite the town's small absolute size, the population has increased by 88.5% since 2000. Much of this growth can probably be attributed to commuters who work in nearby Fayetteville, less than half an hour's drive away. The Prairie Grove Public Library is growing along with the population--in addition to the main library building, Prairie Grove is also home to the first stand-alone children's library in the state of Arkansas.

The Doris Sharp Children's Library, named after the woman who spearheaded the fundraising effort to make it a reality, was opened in the spring of 2006 and dedicated in November 2007. The impetus for the change was two-fold: the library collection was outgrowing its existing facility, and there was a strong desire for younger library patrons to have their own, age-appropriate space. The two separate library buildings are very close geographically, with both bordering Mock Park in downtown Prairie Grove. For patrons who need to use both buildings, as well as those with children and teens who would like to take advantage of the park's playground or basketball courts, each location is only a few steps away. In

addition to the library's own collections, patrons have access to items from the seven other libraries in the Washington County Library System.

At the time that the Children's Library opened, it did relieve the pressure on the main collections, allowing them to expand. However, almost ten years later, the Library is once again on the verge of outgrowing its space. Since the current collection is receiving a great deal of use from the community, library staff are hopeful that either a new building can be found or that an expansion of the current location will be possible. They are also hoping to receive approval for an expansion in staffing soon, which will allow them to resume children's programs, which have been temporarily suspended due to staff shortage. Staff members already go above and beyond with events such as an after-hours food drive around Christmas, but they would like to have enough personnel to pursue other services, such as a genealogy group.

The community is very proud of its library and is invested in its success; patrons are always willing to make their voices heard to the city government and many community volunteers come in frequently to help out. Students from the Prairie Grove Middle School EAST Lab have carried out various service projects at the library and a group of Master Gardeners visits the library each Monday to work on the landscaping.

The Prairie Grove Public Library has served its community for eighty years since its founding in 1935. Thanks to the support of the patrons, it will continue to do so for many more years into the future.

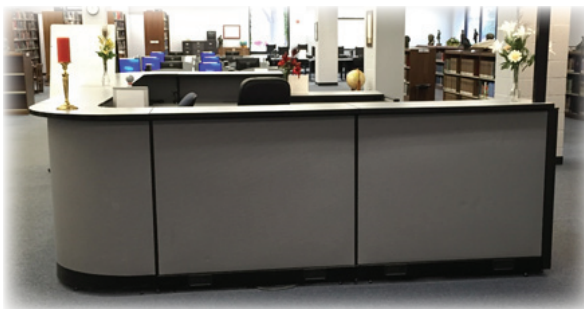
Ode to a Reference Desk

by Ron Russ

*Electronic and Public Services Librarian
Abington Library, Arkansas State University-Beebe*

How I remember thee. It was large and empty once. Cumbersome and hard to master. Like trying to swim in a large sea, but over time it was manifested into a large workable information machine. Little by little, folder by folder, it all came together. Full of life and rearin' to go, people would come and ask questions like it was an obelisk. The human integrated with the desk as though they were one. Literature, zoology, psychology, come what may. It didn't matter. All were helped and people went home happy. But then the dark times came. Layered handouts curled as they stayed on the shelf too long (not to mention smelled musty). People were able to find their own information, not glancing

once at the desk as they walked by to pick their paper at the printers. The human retreated further into the bowels of a glass enclosure, thereby leaving the desk to function on its own. Eventually, the desk was taking up too much space, and there were other needs for that space, so it was finally dismantled back into the pieces that it once came as. Eighteen years of fragile yet humbled existence. Fare thee well, old desk. Go softly into the night.



ALA Emerging Leader Program - Class of 2015

by *Rebecka Virden*

Library Director

University of Arkansas Community College at Morrilton

As a member of the Emerging Leader Class of 2015, my experience in the program began with blizzard conditions in Chicago, Illinois, for ALA Midwinter and ended with a break from the summer heat in San Francisco, California, for ALA Annual.

Participation at the conferences involved leadership and project management skills development, but the majority of the work for the program took place during the months in between the conferences. During this period I worked with my Emerging Leaders project group to complete a website revision for the ALA Office of Human Development and Recruitment (HRDR) Library Support Staff Resource Center page. Our project group consisted of myself, a public librarian from California, and a public librarian from Alaska.

The Library Support Staff Resource Center is envisioned by HRDR as a website that provides information specifically for library support staff. The website revision began with a review of the original website. At the time the original website consisted of a single page of information and links. It quickly became evident that some of the information was outdated and many of the links were broken. At ALA Midwinter our team met with ALA staff who expressed what they imagined for the revised website and provided information that needed to be added to the site.

To better understand what information library support staff would like to see on the website, we created and administered a digital survey that was emailed to library support staff nationwide. A total of 138 respondents provided us with insight about the website through the survey. Most of the suggestions involved advertising the website, providing ongoing maintenance to keep the website current, access to professional development and job skills training, and better organization of content. Although some suggestions were outside the scope of our project, we incorporated many of the respondents' suggestions and passed along all the survey results to HRDR.

After analyzing the survey results, we began updating, organizing, and finding new content for the website. This involved reviewing the content on the current site to determine what needed to

remain, be updated, and be removed. Next we incorporated the information provided by HRDR into the new website and found relevant information that the survey respondents had requested appear on the website. Once the content was gathered, we began to organize how content would be arranged on the website. The original website organized all the content on one page. We separated the content into several pages categorized by the subject of the content. Organizing the content by subject allows users of the new website to see only the content relevant to their needs.

Once the information was organized, we wrote the HTML code for each new page, which the ALA website team put on their web server. The revised website went live during mid-September and can be viewed at: http://www.ala.org/offices/hrdr/librarysupportstaff/library_support_staff_resource_center. To finish up the project, our team presented a poster at ALA Annual and provided a final report detailing what was done in our project and suggestions for the website going forward.

While participating in the ALA Emerging Leader program, I met a variety of library professionals and learned more about ALA and ACRL groups concerning leadership and community college libraries. I learned a lot and grew many abilities over the past year through the Emerging Leaders program. I encourage anyone who is interested to apply for the program - and keep applying if you aren't chosen the first time. Also, for all the expert librarians out there, encourage those of us who are new librarians to apply!



Ashley Parker Graves, Chair of the Emerging Leader Committee, recognizes Rebecka Virden, the 2015 Emerging Leader, at the ArLA Conference.

Scholarship Winners Announced at ArLA Conference

by Diane Hughes and Barbie James

Scholarship Committee Co-Chairs

The mission of the ArLA Scholarship Committee is to encourage a higher standard of professional education for librarians in Arkansas by soliciting contributions to the scholarship fund and by awarding scholarships. The Scholarship committee members had the honor of selecting recipients for two scholarships this year to assist them in reaching their goals of earning a degree in librarianship.

This year's recipient of the Arkansas Library Association's Annual Scholarship is Brenda Miner. Brenda is pursuing her MLIS degree at the University of Oklahoma, Norman. She is currently the Director of Library Services for the Rich Mountain Community College in Mena. She has held this position for just over a year now. Brenda has worked at Rich Mountain for 20 years, serving in several capacities. She is a member of the American Library Association, the Arkansas Library Association, Delta Kappa Gamma, and Alpha Chi.

Her current supervisor wrote in his letter of recommendation for her that, "Brenda is a noteworthy employee who will be an excellent ambassador for librarians in Arkansas." A colleague at Rich Mountain noted, "As Director of Library Services, Ms. Miner is tasked with providing



Miner



Co-Scholarships Chair Barbie James (right) awards the ArLA School Library Media Specialist Scholarship to Kristy Floyd.



quality library services to the students, faculty, and staff of the College. She has helped to expand our library services to a broader, more technologically savvy Learning Commons. She has an excellent rapport with co-workers, students, and community members."

Our recipient of the 2015 School Library Media Specialist Scholarship is Kristy Floyd. Kristy is a graduate student at the University of North Texas where she is pursuing her library science degree. She has been teaching since 2007 and is currently employed with the Ouachita School District where she teaches English, oral communications, journalism, and drama. Her career goal is to be a high school library media specialist.

Kristy is a member of the Arkansas Library Association, Arkansas Association of School Librarians, Association of Instructional Media, Arkansas Council of Teachers of English/Language Arts, and the National Council of Teachers of English.

Kristy's school superintendent wrote in his letter of recommendation for her that "Kristy is a natural leader, outgoing, kind to all people, and genuine. She has that "it" factor that makes her a natural leader for the students, faculty, and community to center around." A colleague added that, "Kristy is committed to professional development as evidenced by her volunteering to become trained as the technology facilitator at the high school level."

Congratulations to both winners, and thanks to the Arkansas library community for being generous in your contributions to the scholarships fund.

Diane Hughes works at the Arkansas Career Training Institute in Hot Springs, Arkansas. Barbie James is Library Media Specialist at the Forrest City High School Library.

TRAINING: TIPS, TOPICS AND TECHNIQUES

The Management Training Toolbox: Resources for Library Management Professional Development

by Sarah Sewell, Central Arkansas Library System

Kudos to all of the managers, assistant managers, department heads, and supervisors out there in Arkansas Libraryland! As you are well aware, managers and supervisors wear *many* hats and are critical in ensuring a smoothly operating system. Managers set the overall tone for their department or facility, handle loads of documentation and paperwork, coordinate both people and material resources, resolve problems of all shapes and sizes, act as liaisons between their locations and other entities, and help their staff navigate change.

Because of these challenging and multifaceted roles, managers should be aware of support resources and professional development opportunities to refresh their skills and recharge their batteries. Over the past few months, we at Central Arkansas Library System (CALs) have been rethinking how training and coaching should be handled for managers and assistant managers. We're striving to offer face-to-face management training more often and to include both new managers as well as seasoned managers who would like a refresher. Face-to-face sessions provide a forum to ask and answer questions, talk through concerns, and highlight expectations and support resources.

We spend a portion of our time during these sessions sharing helpful professional development resources with one another. Below are some print book titles on management and leadership that we have shared with one another:

- **9 Powerful Practices of Really Great Mentors**, by Stephen Kohn and Vincent O'Connell (Career Press, 2015)
- **1501 Ways to Reward Employees**, by Bob Nelson (Workman Publishing Company, 2012)
- **Conflict Resolution at Work for Dummies**, by Vivian Scott (For Dummies: Wiley Publishing, 2010)
- **The Coward's Guide to Conflict**, by Tim Ursiny (Sourcebooks, 2003)
- **Crash Course in Dealing with Difficult Library Customers**, by Shelley Mosley, Dennis Tucker, and Sandra Van Winkle (Libraries Unlimited, 2014)
- **It's Not about the Coffee: Leadership Principles from a Life at Starbucks**, by Howard Behar and

Janet Goldstein (Portfolio, 2008)

- **Managing in the Middle: The Librarian's Handbook**, edited by Robert Farrell and Kenneth Schlesinger (ALA Editions, 2013)
- **Time and Project Management Strategies for Librarians**, edited by Carol Smallwood, Jason Kuhl, and Lisa Fraser (Scarecrow Press, 2013)

We share useful online resources, as well. For example, a nice round-up of online resources on library management is available through the **New Professionals Section Toolkit** from the Library Leadership & Management Association (LLAMA), a division of the American Library Association: <http://www.ala.org/llama/nps-toolkit#ProfDev>. This collection points to online articles and sites on a variety of topics, such as human resources, grant seeking, and leading from any position.

Also, several free resources on management and leadership are available through **OCLC WebJunction**: www.webjunction.org. WebJunction offers many archived webinars, including these:

- **Accidental Leadership with George Needham** (originally presented in May 2010)
- **From Librarian to Proficient Manager: Uncovering the Transitional Journey** (originally presented in November 2014)
- **Growing Through Conflict: Healthy Workplace Communication** (originally presented in September 2015)
- **Morale Issues in your Library** (originally presented in December 2010)

Another online professional development resource is **InfoPeople**: <http://infopeople.org>. InfoPeople is "supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian." Some archived webinars on management and leadership topics are available on this site, including:

- **Leading From Any Position: Influencing Library Effectiveness and Responsiveness** (originally presented in December 2010)
- **Value-Added Facilitation** (originally presented in December 2014)

Besides these, our library managers and supervisors also have in-state opportunities and support through the Arkansas Library Association (<http://arlib.org>) and the Arkansas State Library (www.library.arkansas.gov).

If you have discovered a useful print or online professional development resource on library management / leadership, I'd be interested in hearing about it. The more we share with one another, the stronger we'll all be. Thank you!

MAKING THE MOST OF TECHNOLOGY

Technology Solutions for Statistics Gathering

by Carol Coffey,

Head of Library Resources and Digital Services,
Springdale Public Library

Libraries live and die by statistics. We hate to admit that because we know the value of the services we provide cannot be quantified, but we continue to rely on numbers (circulation, computer use, program attendance, etc.) to prove our worth to our communities, in large part because our communities expect us to report on these things.

Even though we know we need to collect usage statistics, discovering and implementing the right collection and reporting tool can be challenging. We've probably all used the tried and true method of making hash marks on a form at the desk. It has the benefit of being simple for staff to use and almost cost-free, but it can make collecting totals and reporting them more time-consuming than other methods, particularly if you have more than one location.

There are quite a few technology-based methods for collecting usage statistics, but it may be difficult to convince front-line staff to use them. It can be hard enough to get staff to enter hash marks on a form, much less log into a website to tally their transactions. Many of us have used Bibliostat Collect to report our statistics to the state library. It's a complicated product that can be difficult to navigate, and it is a much bigger tool than any one library needs. So what are the other resources out there? I am currently hoping to find a good online collection tool for our library, so let's take a look at some of the options.

Collection Tools

Excel – Microsoft Excel has the benefit of being available to everyone, but in my opinion it is more useful as a statistics-reporting tool than a statistics-gathering tool. At my library, desk assistance statistics are gathered via written hash marks on a form, but those numbers are eventually entered into an Excel spreadsheet for analysis and dissemination. While I can see the possibilities for using it to gather daily usage statistics, I can also see the possibilities for losing the data when the computer crashes or a staff member forgets to save the document before closing it.

Google Forms/Google Sheets (<http://docs.google.com>) – Using Google to create a spreadsheet or a form for entering usage stats would almost

eliminate the possibility of losing the data due to carelessness on the part of a staff member, but the forms are less customizable than we might want them to be. Google form entries can be downloaded into an Excel spreadsheet, but I suspect they would need a lot of manipulation before the data could be analyzed efficiently. On the plus side, Google is free, requiring only a Google account to get started.

Gimlet (<https://gimlet.us/>) – Gimlet is a fairly simple and relatively inexpensive online tool that allows libraries to collect statistics while also building a searchable knowledge base of difficult answers to questions. However, from the website I can't tell that Gimlet has a simple method of keeping up with questions that really only need a hash mark, such as "where's the bathroom?" or "what's your web address?" Pricing for Gimlet is based on the number of branches that will be using it, and a free trial is available.

DeskTracker (<http://www.desktracker.com/>) – DeskTracker does seem to allow for more quantitative data gathering: it allows for door counts and head counts, among other things. DeskTracker is more complicated than Gimlet, with several levels of service available. All levels allow recording of such things as reference activity, classes and instruction, programming, circulation, ILL, etc. The higher level tools have survey and email management components. There is also a knowledge base tool that can integrate with DeskTracker. Pricing is by quote, so it will differ for each library. You may schedule a presentation and trial accounts are available.

Other Statistics Tools

LibAnalytics (<http://www.springshare.com/libanalytics>) – LibAnalytics is not so much a tool for gathering statistics as it is a tool for analyzing statistics gathered from other sources. It allows you to aggregate such disparate data as reference statistics, database/e-journal usage, gate counts, Interlibrary Loan, and financial data in one place. Once the data is collected and analyzed, you can create customized dashboards that can be shared internally or posted publicly for your community. You may request a free trial or schedule a webinar from the website.

Gale Cengage Analytics on Demand (<http://solutions.cengage.com/Analytics/>) – Analytics on Demand gathers data from your ILS or other sources and blends it with voter registration data, Census demographics, and geographic and socioeconomic data at the household level for customizable reports on what your patrons are doing. Gale has partnered

with a third-party company, Alteryx, Inc., to provide the analytics tools. I haven't investigated this tool enough to know if the privacy protections are strong enough for our purposes, but it is an interesting tool to consider.

PolicyMap (<http://www.policymap.com/>) – PolicyMap was not developed specifically for libraries, but provides GIS mapping and data to government, commercial, nonprofit, and academic institutions to allow them to better understand their communities. PolicyMap uses many of the same types of data the Gale product uses, but it seems to

be at a less detailed level, limited to Census tracts and block groups. It does allow you to upload your own data to create maps and reports. There is a basic free level that allows you to create maps using their public data, but pricing is otherwise based on monthly or yearly subscriptions for a number of users.

I suspect there are other tools out there that I haven't found yet. I'll be continuing my research in the coming months. In the meantime, I hope you find this useful if you are also in the market for a new statistics-gathering tool.

ALPS AT WORK: Swinging into InfoBits and Beyond

by *Shawn Manis, ALPS Chair*

Wow, it is almost time for InfoBits again. The ALPS 2015 Spring Conference seems like it was just yesterday and here we are.

Here we are fresh on the ArLA conference, too, so time really does fly when you are having fun. ALPS has been busy working to put together a great day of sessions for InfoBits and I think attendees will really benefit from what we have in store.

Active shooting remains a relevant issue and presenter Bernie Mosley will have helpful advice and strategies for what to do should you find yourself in such a situation.

Next, we will turn attention to Cyber Security with Dustin Brock who will teach us how to be more aware and better prepared to face potential threats to our home and work devices. We will switch gears for Young Adult Programming with Brittany Chavez and Amy Shipman. Their hands-on presentation will show us how to put together a program tailored for attendees' libraries and intended audience. I am very excited about these timely sessions and I think everyone will learn something that they can use in both their work and personal lives.

ALPS had a great time saddling up for the ArLA 2016 Conference. Lisa Holiman, Shya Washington and I presented "ALPS: A Win-Win for Your Support Staff and Your Library" so that attendees (directors and administrators especially)



Manis

could gain a better understanding of how sending support staff to conferences and InfoBits can provide a real benefit to not only themselves but their libraries. The paraprofessional role is rapidly changing, requiring them to be more knowledgeable of areas beyond their regular duties. ALPS is a great way to bridge that gap with sessions that provide information and training in a variety of library services in a very cost-effective way.

I am also pleased to announce the election of our new officers Devona Pendergrass, Chair-Elect and Judi King, Secretary. Kim Hillison will also be returning as our Treasurer. A special mention goes to Erin Baber and her receiving the Lorrie Shuff Paraprofessional Award. Congratulations Erin! I have to mention what an honor it was to have the opportunity to escort Mr. Wally Amos from his hotel to the conference and back. He is a very lively and pleasant person to talk to and very giving with his time. I am glad to have met him. It was also pretty cool being a stand-in steer for Jim Whitt.

I have really enjoyed my time as Chair for ALPS and as my time winds down I want to say what an amazing time I had from planning our Spring Conference and dressing as a superhero, presenting at ArLA, and now prepping for InfoBits. I learned a lot and had fun on the way.

Working with ArLA President Jud Copeland has been awesome and I appreciate the continued support for ALPS and what we do. I also want to thank the ALPS officers and regional reps for their help and support. I could not have done it alone. There are still a lot of great things to come. Look for Lisa Holiman to put together an awesome conference next year. Thank you all!

*Shawn Manis is the Head of the Circulation
Department at Ottenheimer Library/UALR*

WHAT'S UP? DOCS. Helping the Aging Population

by *Karen Russ*,

Government Documents Librarian, UALR

More than 10,000 people turn 65 every day in the United States. Yes, more than 10,000 every day! In the past decade, the number of people 65 and over has increased from 12.1% of the population in 2005 to 14.5% in 2014.



Russ

And the differences between men and women have not changed much over that decade. In 2005, there were 96 men for every 100 women and in 2014 it was 96.9 men for every 100 women. ¹

These numbers will not drop as the baby boomer generation (born between 1946 and 1964) reaches retirement. People are living healthier lifestyles, resulting in longer lives and additional concerns for their retirement, health care, and long-term care. Besides AARP®, ([AARP.org](http://www.aarp.org)), where can you refer your patrons when they approach with questions about their future? **Aging.gov** (<http://www.aging.gov>)

Broken down into six categories, the page allows both the elderly and family or friends to research needs. Materials come from numerous federal agencies and are all written in everyday language for ease in reading.

Healthy Aging

Adopting healthy eating habits and behaviors as well as staying involved in a community's activities can contribute to a long, productive, and meaningful life. Assuring healthy eating requires proper nutrition, food safety, and weight management. Several websites created by the Departments of Agriculture, and Health and Human Services, offer suggestions for proper nutrition and wise food choices. One site specifically addresses the changes in food safety for individuals over age 65.

In addition to guidelines on the above subjects, financial assistance is recommended. For those elderly people unable to afford their monthly grocery bill, the Supplemental Nutrition Assistance Program (SNAP) is discussed. Income levels and



program guidelines are spelled out clearly on the SNAP page.

The value of staying physically active is addressed, as is the need to stay active in one's community to assist with mental activity. Multiple programs that focus on seniors and volunteer activities are explored.

Health Issues

Addressing health issues, like preventative services, understanding medical conditions, and medications will allow the elderly and those caring for them to explore tips for healthcare. Knowing where to refer a patron for guidance is valuable information.

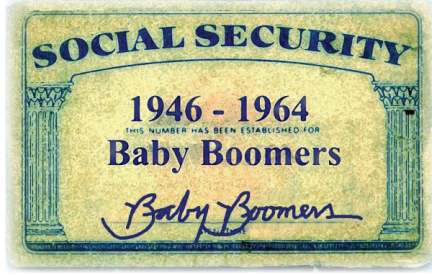
Before medical care is sought, information on Medicare, doctors, and hospice are all necessary. The ability to compare hospitals, doctors, and home health services offers peace of mind to the elderly and their caregivers through Medicare.gov.

Whether it is preventing falls, something experienced by 1 in 3 people over the age of 65,² or coping with depression, dementia, cancer or arthritis, nearly two dozen websites offer guidance. Individual health issues can be researched through the National Institutes of Health, the Centers for Disease Control and Prevention, and the Administration on the Aging, as well as other sub-agencies in the Department of Health and Human Services.

Given the concerns about drug interactions and the exorbitant cost of prescriptions, several recommended sites offer guidance on selecting medications and asking questions of your pharmacist or doctor. In addition to exploring Medicare drug coverage, multiple sites offer safety suggestions like looking into generics and their advantages and disadvantages. Pillbox offers means of identifying pills by color, shape, size, text, and scoring. And, those over 65 should not feel that they are done with vaccines. The schedule provided offers guidance about what shots are still needed.

Long-Term Care

Elder care is a tough subject. Selecting a nursing home for yourself or a family member is



not something anyone wants to do. And it is not always something that must be done. Only 18% of people receiving long-term care are living in an institution. The remaining 82% have found alternatives in their community.³

Options for caregiving other than nursing homes are addressed on several sites, including one that offers searching for services by Zip Code[®]. Techniques to locate assistance for funding the necessary care are offered through several sites, including multiple programs and services specifically for veterans.

And while many do not like to address the issue, several sites provide guidance for the necessary end of life preparations. Among the topics addressed are advanced directives, shopping for funeral services, and means of donating organs and tissue.

Elder Justice

Elder exploitation, discrimination, and abuse are unfortunate, but regularly occurring, and frightening. Are you concerned about an elderly family member or patron? Everyone must take care to see that older Americans have protection for their mental and physical health as well as their financial security.

Financial scams are regularly aimed at the elderly, hoping to take advantage of possible deterioration in their mental state. Numerous sites on how to recognize and avoid being scammed are provided. Also listed are resources on fraud protection and Medicare identity theft and abuse and guidance for finding legal assistance if one thinks they have been taken advantage of in any way.

Elder abuse is a terrible crime, but all too prevalent. Multiple links provide tips on recognizing it and how one should go about reporting it. It is not only the elderly person who can seek support. References are provided for assistance to families of the victims as well.

Retirement Planning & Security

Is the fear of outliving your retirement funding something that concerns you? It probably concerns

your patrons as well. The Retirement Planning & Security page offers over a dozen links to federal agencies offering guidance. Numerous other links to related Department of Labor subdivisions or publications will assist in planning for a comfortable future outside the workforce. Links to the Social Security Administration, Railroad Retirement Board, Pension Guaranty Corporation, and the Internal Revenue Service, among others, will provide guidance for specific concerns and individuals whose money was invested in unique retirement plans.

State Resources

How often are your inquiries about helping an elderly family member from someone living in Arkansas who is trying to care for someone in another state? Links for the appropriate departments in all fifty states and the District of Columbia are provided. Consulting the department(s) in the state where the individual is living will provide guidance on state laws and regulations. Many pages offer useful links to other state agencies and services that will expand knowledge and opportunities to ask more questions.

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Karen Russ is the Government Documents Librarian at Ottenheimer Library at the University of Arkansas in Little Rock.

ALA COUNCILOR'S REPORT

2015 Passing the Torch

by Hadi Dudley, Bentonville Public Library

Building Relationships

In the fall issue of *Arkansas Libraries*, I reported on my last conference and travels to San Francisco as your elected councilor. In addition to Association business, I discussed friends I have come to know during the last three years in my responsibilities as Chapter Councilor of the American Library Association (ALA).



Dudley

At the recent Arkansas Library Association (ArLA) Conference in Little Rock, a few library friends and I were fortunate to spend some time with Courtney L. Young, the 2014-2015 ALA President. It was really nice to connect with her! Amber, David, Heather and I are in agreement that visiting with Courtney, and hearing her stories of traveling the world to advocate for libraries, was the highlight of our state conference experience.

As I reflect on my term as councilor, I realize that my leadership success has revolved around positive relationships. I recognize that personal connections, engagement and hard work lead to professional growth. I believe this is true for ourselves, our libraries and our association. We need to cultivate relationships with one another, build rapport with colleagues and support the people who work in our libraries.

A grassroots movement in Arkansas public libraries is happening to advocate for the restoration for State Aid to Public Libraries. Meetings, conversations, strategies and partnerships are vitally important for our efforts to be successful. This is an opportune time to work together and foster relationships outside our libraries – with patrons, stakeholders, legislators and professional peers.

To learn more about “Advocates for Arkansas Public Libraries,” a group working outside ArLA, check out [facebook.com/advocatesforarkansaspubliclibraries](https://www.facebook.com/advocatesforarkansaspubliclibraries).

Supporting Others

In addition to cultivating relationships, supporting newcomers is important to building a stronger profession. This may be as simple as encouraging a new staff member at your organization, reaching out to a peer who relocated

to Arkansas, or having lunch with someone who recently stepped into a leadership role. The main idea is to connect, engage, listen and advise. Formal programs supporting professional development of library leaders, such as the Arkansas State Library’s Arkansas Library Leadership Institute (ALL-In), is an excellent example of supportive engagement in our profession.

Another way to support others is by mentoring students. If you know someone in library school, give that person your contact information and encourage him/her to reach out. Support students on their educational journey by providing practicum or project-based learning opportunities in your library. These efforts will strengthen and grow our library community!

Professional development opportunities for Arkansas students are now more accessible. The ArLA executive board and membership approved a new ALA/ArLA joint student membership option. Students enrolled in a library program can join the Arkansas Library Association and the American Library Association for one low rate of \$38.00 (this is a cost savings of \$23). ArLA is the 37th state chapter to officially offer this option for students. To learn more about the joint membership program, visit



Hadi Dudley [left] and Donna McDonald traveled together to national conferences, providing a cost-savings to ArLA with Dudley’s ALA Councilor responsibilities. *Photo by Diane Holwick.*

ala.org/groups/joint-membership-program.

Reflecting on Friendships

Speaking of mentorship, supporting one another and important relationships... one very special person I am compelled to mention is Miss Donna McDonald. This fabulous lady was my travel companion and roommate for two national meetings as ALA councilor. By cost-sharing lodging expenses, I was able to save ArLA money; and, it was fun too!

McDonald is the Director of the Arkansas River Valley Regional Library System, and an elected board member of the American Library Association's Division group, United for Libraries. She also served as President of the division in 2011-2012, so she is familiar with the time, work and energy associated with ALA leadership.

Donna and I survived the sweltering heat of Las Vegas in summer 2014 and Winter Storm Linus of Chicago in January 2015. Those were memorable travels, for sure! After persevering through such conditions, Donna and I are now lifelong friends.

Looking Forward

As the outgoing ALA Councilor, I am proud to welcome and congratulate my successor, Lacy Wolfe. For those who may not know Lacy yet, she already is an impressive leader in academic librarianship and our professional associations. She

is the ArLA Chair of the College and Universities Division and was an ALA Emerging Leader in 2014. Lacy is also a contributor to publications such as *Arkansas Libraries* and regularly reviews books for *Library Journal*.

I have complete confidence in Lacy's ability to represent the Arkansas Library Association in a positive and professional manner. I look forward to supporting her in the next three years, and working with her on library advocacy issues.

Advice to the 'Newbie' Councilor

Lacy, my warmest regards to you as you embark on this awesome journey! I know - you will learn a lot, grow as a leader, and serve our state well. I promise - you will work hard,... it's the kind of hard work that is satisfying and rewarding. I guarantee - the most delightful benefit of all this learning, growth, service and hard work is the smart, well-meaning, supportive and lovely people that you will meet. And my final words of advice... during your travels and long, long days and nights of Council work: speak up in meetings, stay hydrated and HAVE FUN! ☺

Hadi Dudley, Library Director at Bentonville Public Library, is the 2012-2015 Arkansas ALA Councilor.



Libraries Transform in Arkansas! Hadi Dudley [right] is photographed with incoming Chapter Councilor Lacy Wolfe at the American Library Association booth in the ArLA exhibit hall. The brand new Libraries Transform public awareness campaign was featured at the ALA booth. *Photo by David Sesser.*

ArLA 2015 Conference Notes

by *Jud Copeland*

ArLA President

This year's ArLA conference saw ALA President Courtney Young, Wally Amos, and Cowboy Jim Whitt as featured speakers, multiple vendors, and recognition of our award winners, scholarship recipients, and ALA Emerging Leader for 2015. The ArLA Conference took place in Little Rock from October 4-6, 2015 with the theme, "Brand It, Rope It, Own It." Enjoy some pictures from conference and look for more



Keynote speaker Wally Amos (left) and ArLA President Jud Copeland.



Jim Whitt lassos ALPS President Shawn Manis.

details recognizing our stellar librarians in articles throughout this issue.

Congratulations to David Eckert (Vice President/President Elect) and to Lacy Wolf (ALA Councilor) beginning in 2016. I know they will continue to move ArLA forward in the future.

Special thanks to Hadi Dudley – as our ALA Councilor for three years, she has done a consistently outstanding job in representing our Association on the national as well as state levels. Thanks also to Devona Pendergrass for time and work on the Conference for over a year.



Jim Whitt and the Gang: ArLA Vice President Judy Calhoun, ArLA President Jud Copeland, Jim Whitt, Conference Chair Devona Pendergrass, Executive Administrator Lynda Hampel.



The Marriott bartenders' signature cocktail creation for all the librarian-related conferences: the Tippy Librarian.

Basket Auction News

by Bob Razer

Butler Center for Arkansas Studies

Forty-two baskets sold for \$1,312 at conference. The big ticket items were the Rogers Embassy Suites basket (\$165) and the adult coloring books (\$85). The Embassy Suites in Rogers will be the location of the 2016 conference so they enticed us rather well this year to come to Rogers next year. [Editor's note: *The ArLA Conference will be in Little Rock next year and in Rogers for 2017 and 2018.*]

After seventeen years, this was the last basket auction I will coordinate. Several people expressed their dismay about that to me at Conference, as they had enjoyed the auctions over the years. But the idea of a basket auction has not yet been abandoned. If you have an opinion about it, let Judy Calhoun (the incoming Association President) or another member of the executive board know what you think.

The money raised through these basket auctions has paid for a lot of activities that would not have been possible otherwise. The Association's operating budget did not have to worry about providing disaster relief for libraries hit hard or having money for special projects that came up, often unexpectedly, thanks to the LEAF (Library Education & Aid Fund) account and basket revenue. The \$1000 grants from LEAF (on rare occasions a \$2000 grant) did a lot of good while at the same time being a great public relations and visibility outreach activity for the Association.

These special projects on the Association's behalf will continue at least until next spring. For a number of years, the Arkansas Library Association

has been a sponsor of the Arkansas Literary Festival thanks to LEAF's donation, and the Association will be listed as a sponsor for the 2016 festival. Also in the spring, a new Reader's Map of Arkansas will be unveiled to update the Reader's Map done twenty years ago by Lost Roads Press. A colorful eye-catching poster listing nearly 300 Arkansas writers will be distributed free to libraries of all types and sold to the public. An added feature with this new Reader's Map will be a web page that provides more information about the writers. The online version will allow for updating the list of Arkansas writers as new writers are identified and will be an invaluable resource for students, teachers, and the general public interested in Arkansas literature. LEAF's \$1000 donation to this project enabled the Reader's Map to receive a much larger grant from the Arkansas Humanities Council.

Many Arkansas libraries hit by tornadoes, storms, or fires received immediate assistance from a LEAF grant, much sooner than any insurance money could arrive, and was used for everything from water for workers doing cleanup to paying for gas to drive a loaned bookmobile from Virginia to Arkansas. Thanks to basket revenue, the Association was also able to help our neighboring associations in Louisiana and Mississippi as they raised money to assist libraries in those states that had been devastated by Katrina. Some other projects paid for by LEAF on the Association's behalf included conference expenses (and other activities) related to celebrating the 100th anniversary of the Association's founding, and registration fees to send members to national training sessions on library advocacy or other topics.

Unshelved (reprinted with permission from www.unshelved.com)



Courtney Young Discusses Advocacy at ArLA Conference

Hadi Dudley

Library Director

Bentonville Public Library

Courtney L. Young, 2014-2015 President of the American Library Association (ALA), recently visited Little Rock to attend the Arkansas Library Association (ArLA) conference. As a featured speaker, her presentation revolved around libraries, advocacy, and the importance of sharing stories with stakeholders. As the immediate past-president, she is an articulate spokesperson for ALA and highlighted the national association's activities that support our profession.

During her session, Ms. Young noted that ALA's Mission comes from the ALA Constitution and "provide[s] leadership for the development, promotion, and improvement of library and information services"; "provide[s] leadership ... to the profession of librarianship"; and "ensure[s] access to information for all." She discussed the strategic directions recently approved by ALA: Advocacy, Information Policy, and Professional and Leadership Development. Young also highlighted Barbara Stripling's *Libraries Change Lives: Declaration for the Right to Libraries* campaign.

With advocacy being a strong focus for the American Library Association, Young remarked, "21st century library users need and deserve 21st century libraries. Libraries of all types – public, academic, school, and special – play a critical role in supporting the needs of our users."

Young explained that "Libraries Transform Communities" is one of ALA's current initiatives.



Left to Right: ALA Councilor Hadi Dudley, ALA President Courtney Young, Associate Editor Heather Hays, and Legislative Chair Amber Gregory.

**BECAUSE
EMPLOYERS
WANT CANDIDATES
WHO KNOW
THE DIFFERENCE
BETWEEN A WEB
SEARCH AND
RESEARCH.**

She said that "ALA is working to promote library-led community engagement and innovation – the notion that libraries, by virtue of their unique and trusted place in their communities, are positioned not only to engage patrons but to help their communities thrive."

A public awareness campaign of *Libraries Transform* is ALA's formal advocacy effort. The new multi-year project was announced by ALA President Sari Feldman this summer. The campaign consists of ready-made marketing materials for libraries to use. The core messaging features 'because' statements about 'why' libraries transform; for example: "because the world at their fingertips can be a scary place" and "because students can't afford scholarly journals on a ramen noodle budget."

The "Trends" page of the *Libraries Transform* website highlights trends that are relevant to our libraries and modern society. Trends include connected learning, digital natives, emerging adulthood, gamification, privacy shifting, and sharing economy. The trend topic is defined through the work of the Center for the Future of Libraries

**BECAUSE MORE
THAN A
QUARTER OF U.S.
HOUSEHOLDS
DON'T HAVE A
COMPUTER WITH
AN INTERNET
CONNECTION.**

group. To learn the definitions of these trends (and others), or to find out more about ALA's *Libraries Transform* public awareness campaign, visit www.librariestransform.org. Please note that the initiative is in its infancy stages, with more work, tools, and communication to be released by ALA in the coming months and next few years.

Courtney L. Young is an eloquent leader for our profession; she is able to clearly articulate the need for relevancy, adaptability, and innovation in our libraries. Young said, "Libraries are indispensable in supporting the needs of their community members in virtually every aspect of life." Everyone reading *Arkansas Libraries* journal can wholeheartedly agree with Ms. Young. We all love our libraries, and we love the

communities we serve! The key is for each one of us to share this passion with stakeholders. "Because transformation is essential to the communities we serve," *we* (ourselves) need to transform *with* our libraries. I encourage ArLA members to actively communicate with patrons, board members, legislators, and each another – sharing the important message that our libraries are essential!

Editor's note: All graphics used in this article are sample marketing pieces from the *Libraries Transform* public awareness campaign that were featured at the ALA booth during the ArLA conference. Graphics used with permission from ALA.

Knowledge River Cohort 15 for Academic Year 2015-16 is now Open

Knowledge River is now accepting applications for the 15th Cohort. The priority deadline for Cohort 15 is March 1, 2016.

Knowledge River is an educational experience within the University of Arizona School of Information that focuses on educating information professionals who have experience with and are committed to Latino and Native American populations. Knowledge River also fosters understanding of library and information issues from the perspectives of Latino and Native Americans and advocates for culturally sensitive library and information services to these communities. Since its inception, Knowledge River has become the foremost graduate program for training librarians and information specialists with a focus on Latino and Native American cultural issues. To date, over 170 scholars have graduated from this program. The

Knowledge River package may include:

- Financial aid covering tuition and fees
- Work experience in a graduate assistantship
- Cohort support
- Mentorship
- Professional development with support for professional development events
- Enhanced curriculum from Latino and Native American perspectives

To find out more about the program, a presentation was created using one of the online tools called VoiceThread. It talks about the iSchool and shares two videos about what KR scholars are doing while working on their Master of Arts degree. Please take a look, <https://voicethread.com/share/7017243/> or visit the website at <http://si.arizona.edu/knowledge-river-0> to find out more about how to apply.

School Libraries to Receive Book about Arkansas Internment Camps

by **Bob Razer**

Butler Center for Arkansas Studies

Thanks to the generous donation of Daniel Fetherolf in memory of his wife Shirley, any employee at the Arkansas Department of Education, middle school, and high school libraries can receive a free copy of the just released Butler Center Books publication *A Captive Audience: Voices of Japanese American Youth in World War II Arkansas*, edited by Ali Welky.

The book looks at life at the Rohwer and Jerome camps through the words of the young people living at the camps. These autobiographical writings are

supplemented by photographs, art work, and excerpts from camp yearbooks.

Middle school and high school librarians can request a copy of the book through the BASE (Books for Arkansas Students' Education) program administered by the Central Arkansas Library System. BASE makes available free of charge Arkansas history books to support the teaching of Arkansas history. Material is acquired for BASE through donation of books or purchased with funds donated for BASE.

For more information about BASE or to request the book, visit www.basededucation.org.

The Arkansas Library Association 2015 Award Winners

by Sloan Powell

Awards Chair

The Arkansas Library Association is honored to present awards to outstanding people in the library field. This year was no exception! ArLA presented these awards at a luncheon on October 6, 2015 at the Marriott during the annual conference. The award winners and a description of the awards follow.

Ann Lightsey Children's Librarian Award

Simone Kirk received the Ann Lightsey Children's Librarian Award, which is given to an individual who has contributed to the improvement of children's programs. Ms. Kirk is the manager of the Star City Branch library where she runs a successful summer reading program that grows every year. She also offers story time, teen programs, and special projects for children. For the past two years, she has received a national grant from Target as well as a grant from the Dollar General Literacy Foundation to support adult, family, and student literacy skills. She is able to accomplish all of this, plus running the branch, with only a part-time library assistant.

Arkansiana Award

Johnny D. Boggs won the Juvenile/Young Adult Arkansiana Award for *Poison Spring*. *Poison Spring* is set in Washington County, Arkansas, in the spring of 1864. The book tells the story of an overlooked

Civil War massacre through the eyes of 13-year-old Travis Ford.

Marvin Schwartz won the Adult Nonfiction Arkansiana award for *We Wanna Boogie: The Rockabilly Roots of Sonny Burgess and the Pacers*. The book tells the story of the early days of rock and roll in northeast Arkansas, and Burgess' dealings with Sun Records in Memphis and with Elvis, Jerry Lee Lewis, and other musicians.

Distinguished Service Award

The Distinguished Service Award, which recognizes outstanding achievement in librarianship, was awarded to Judy Calhoun. She started working for the Southeast Arkansas Regional Library System as Branch Manager of the Star City Library 22 years ago. She became Assistant Director of the Southeast Arkansas Regional Library System in 2008, where she completed the automation process for all of the branches and designed an automated rotating collection of audio, DVD, and large print materials to make the most of her five-county region's resources. When the library director passed away suddenly in 2012, Ms. Calhoun was unanimously voted by the Library's Board of Directors to take over running the five-county, twelve-branch system. As Director, she continued the building process for the main library and regional headquarters in Monticello as well as standardizing the region's fiscal reporting responsibilities.

She is very active in the National Association for Rural and Small Libraries, serving on their Board of Directors since 2013 is the Vice President/President Elect of the Board for 2016. She is also very active



Simone Kirk, winner of the Ann Lightsey Children's Librarian Award.



Bob Razer (right) presents Johnny Boggs the Arkansiana Award for Juveniles/Young Adults.

in the Arkansas Library Association, currently serving as Vice President/President Elect.

Frances P. Neal Award

The Frances P. Neal Award is given to recognize a career of notable service in librarianship within the state of Arkansas, and was awarded to Jay Ziolk. Mr. Ziolk left western New York to become the director of the Mississippi County Library System on January 1, 1977. During his thirty-seven years there he guided the county library system into the 21st century.

Under his leadership, all seven system branches started and continue to offer free internet service, including WiFi. The libraries also started to provide services to patrons they couldn't find anywhere else, services such as faxing, printing, laminating, notary public, and more.

Additionally, the libraries implemented an electronic card catalog, and introduced ebooks in their collections.

Mr. Ziolk was also the founding librarian for what is now Arkansas Northeastern College. He oversaw construction of the college library facility and consulted on many other academic library construction projects throughout Arkansas.

Mr. Ziolk leaves a legacy of superb customer service. It was his goal that every patron that entered a library in Mississippi County leave with a book or

be provided with a needed service.

Lorrie Shuff Paraprofessional Award

Erin Baber received the Lorrie Shuff Paraprofessional Award, which recognizes distinguished library service in Arkansas libraries. Ms. Baber has worked at the Garland County library for seven years, and has served for three years as Chair of the Arkansas Library Association's Paraprofessional division.

She is described as "determined and always eager to learn something new in the library world." She is the go-to person for marketing and promotion in her library, creating announcements and social media posts for her library as well as managing all of the library's social media outlets including Facebook, Pinterest, Instagram, Twitter, and Goodreads.



Amy Shipman accepts the Lorrie Shuff Award on behalf of Erin Baber, who was home with her newborn daughter.



Judy Calhoun, winner of the Distinguished Service Award.



Jay Ziolk, winner of the Frances P. Neal Award.

Her co-workers appreciate her willingness to help with other projects when needed; even though she is “forever busy with her responsibilities, she is always happy to jump in when needed. On any given day you may find her face-painting for a children’s program, setting up a green screen for an event, designing new staff t-shirts, or sorting seeds for the Garland County Grows Seed Library.”

Retta Patrick Award

The Retta Patrick Award recognizes an individual member of the Arkansas Library profession who has made an outstanding state or national contribution to school librarianship and school library development. This year’s recipient was Cathy Toney, the library media specialist from Carolyn Lewis Elementary School in Conway. Ms. Toney is currently a member of the executive committee of the Arkansas Library Association serving as Board Secretary. She has served as a board member and Awards Chair of the Arkansas Library Association, and Conference Chair and Division Chair of the Arkansas Association of School Librarians. Additionally, she has served as Chair of Author, Awards, and Conference Committees as well as a board member and President of the Arkansas Association of Instructional Media. She also served on the state committee that revised library media curriculum standards.

Her principal states: “Whether dressed as a favorite book character or serving on a state board, Ms. Toney exemplifies the merits of a school library media specialist. Her contributions to our school and to her profession have made a true difference in the lives of countless individuals through the enhancement of library media services.”

Suzanne Spurrier Academic Librarian Award

Karen Russ, Government Information Librarian and Associate Professor at the Ottenheimer Library

of UALR, received the Suzanne Spurrier Academic Librarian Award. This award recognizes an outstanding academic librarian within the state of Arkansas.

Her nomination describes Ms. Russ as “an advocate for making government documents as user friendly as possible.” Under her leadership, UALR was chosen as a Federal Depository Library of the Year in 2014. Ms. Russ was recently appointed to a three-year term on the Depository Library Council. The Council works directly on policy matters relating to the Federal Depository Library Program. She has published numerous articles in national and state publications and has been active with the American Library Association as well as the Arkansas Library Association, chairing committees for both organizations. She received an award of special recognition for “Leadership, Commitment, and Dedication” from the Arkansas Library Association in appreciation for five years of service as the chair of the ArLA Centennial Planning Committee.



Cathy Toney received the Retta Patrick Award.



Karen Russ received the Suzanne Spurrier Academic Librarian Award.

Sloan Powell is the Library Media Specialist at Simon Middle School in Conway, Arkansas.

AROUND ARKANSAS by Heather Hays, Associate Editor

Congratulations to Brittany Tavernaro for earning the Glenn E. Estes, Gary R. Purcell and H.W. Wilson scholarships at the University of Tennessee's School of Information Sciences! Brittany is the Assistant Children's Director at Rogers Public Library (RPL), and began at RPL in May 2015. She also has library experience at the University of Arkansas in Serials and Children's Services at Bentonville Public Library.

Just in case you missed it, check out the article about one of our own:

Small Libraries, Big Difference: an Interview with Judy Calhoun

Programming Librarian, August 14, 2015

<http://www.programminglibrarian.org/articles/small-libraries-big-difference-interview-judy-calhoun>



On August 14, several Northwest Arkansas Children's Librarians toured the recently opened Amazeum with Director of Education, Mindy Porter and Early Learner Specialist, Marie Vukin. Pictured are: Sarah Gowdy, Teen Services

Librarian, Bentonville Public Library; Brittany Tavernaro, Assistant Children's Director, Rogers Public Library; Sherry Rodgers, Children's Librarian, Washington County Library System; Robin Benham, Youth Services Librarian, Fort Smith Public Library; Rebecca Wilhite, Children's Library Director, Rogers Public Library; Teresa DeVito, Children's Librarian, Boone County Library; Delilah Williamson, Program Coordinator, Siloam Springs Public Library; Sue Ann Pekel, Children's Librarian, Bentonville Public Library, Erin Renollet,, Children's Services Assistant, Springdale Public Library and Taylor Vanlandingham, Children's Services Assistant, Springdale Public Library.

Sarah Carnahan, MS and US Librarian, was recently published in *The Hub*, the literature blog for the Young Adult Library Services Association (YALSA). She will have a monthly article focused on the trends in young adult literature, feature booklists and reviews, or cover topics relating to library collections and how libraries serve teens. In her role as a YALSA blogger, she is also featured as the Genre Guide for Dystopian Literature. Her first article titled, "Sometimes the Apocalypse Can Be Good: Finding the Hope in Dystopian Literature" is available at <http://www.yalsa.ala.org/thehub/2015/09/01/sometimes-the-apocalypse-can-be-good-finding-the-hope-in-dystopian-literature/>

A reminder to Arkansas librarians: please submit news items to me for the next *Arkansas Libraries* issue! Births, deaths, new hires, retirements, funding, new buildings, and news that affects Arkansas libraries would be perfect fits for this column. Just jot me an email at hhays@bentonvillear.com, and you'll most likely see it published in our journal.

Heather Hays is the Senior Librarian at Bentonville Public Library.

Arkansas Books & Authors

Compiled by Bob Razer

Butler Center for Arkansas Studies

***Independence Lost: Lives on the Edge of the American Revolution.* Kathleen DuVal.**

You might wonder what a book dealing with an aspect of the American Revolution has to do with

Arkansas. Two things: the only Revolutionary War battle west of the Mississippi River occurred at Arkansas Post and, secondly, this book's author is a native Arkansan even if she now lives in North Carolina where she is a professor at the University of North Carolina in Chapel Hill. Her earlier book *The Native Ground: Indians and Colonists in the Heart of the Continent* is a past winner of the Arkansas

Historical Association's J.G. Ragsdale Book Award for the best book of the year about Arkansas history. A significant part of that book dealt with the area that is now Arkansas.

Independence Lost tells a story of the Revolutionary War that is fairly unknown. DuVal shows that the war for independence involved far more than Boston, tea, Minutemen, and Valley Forge. Her account of those war years deals with events along the Gulf Coast, the area then known as West Florida (encompassing the states of Mississippi, Alabama, and southern Tennessee) as well as Spanish Louisiana, East Florida, and the Georgia colony. It is a story of the interactions among Chickasaws, Choctaws, and Creeks with British Loyalists, Spanish colonists, American colonists, slaves, and Acadian refugees all maneuvering to better their positions in relation to the others while also maintaining favor with Spanish or English monarchs.

DuVal tells her story through chapters written from the viewpoints of a representative of each of those groups which describe their concerns at the time, factors influencing their actions, and the environment in which they operated. When the Americans gained independence, some of the people or groups discussed in her book lost a degree of independence, some benefitted, while others suffered economically and were ruined.

People and events not familiar to me were major players in the region during these revolutionary years as DuVal's book documents. People and events never mentioned in the usual history of these years are major players in DuVal's history. This is a fascinating, well-written book and illuminates a part of our region's history previously in the dark. Certainly, Kathleen DuVal is an American historian to remember. Her books show that her future books are not to be missed.

***Arkansas Women and the Right to Vote: The Little Rock Campaigns, 1868-1920.* Bernadette Cahill.**

Women's history is a missing chapter in Arkansas's historical narrative. This book is proof

of that as it tells of the local efforts in Little Rock on behalf of women's suffrage from the days of Reconstruction to final achievement of that goal in 1920. The events and the women written about by Cahill are missing from history books, even though efforts were undertaken by Arkansas women on the local and state front, and frequently nationally as well, for the cause of allowing women to vote.

Cahill's research is impressive. Not only does she unearth previously unknown facts but she also corrects mistakes present in the few materials published on women's suffrage activities in Arkansas. An independent historian, Cahill has been researching this topic for years. She has presented programs at state and local meetings and has published several articles over the past few years in the quarterly journal of the Pulaski County Historical Society related to some local aspect of this political movement. She does an excellent job of placing Arkansas activities in the broader arena of national efforts.

Her approach to presenting the story this book tells is an interesting one. She ties activities to locations in Little Rock – buildings where the events took place, some of which no longer stand. Photographs “show” where events occurred while Cahill “tells” what happened there. This approach brings to mind Ray Hanley's popular books of old photographs and postcards or his “then and now” books of photography that show what used to be at a location but is no longer standing, or the scene is far different than in the past. Cahill uses that method to provide visuals for her history text. It makes for an entertaining read.

As we approach the centennial of the post-World War I years in which the votes for women movement gained steam, culminating in 1920 with the adoption of the Nineteenth Amendment, this book will help educate Arkansans to some local history they were not taught in school. Learn about some local women who made history through these pages. Libraries having this book in their collections will be offering their patrons or their students a chance to learn some overlooked Arkansas history.

Arkansas Books & Authors Bibliography

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At the 2015 ALA Annual Conference in San Francisco, retiring Councilors and Executive Board members were recognized during Council II (*see article on page 14*). Can you spot Hadi Dudley in the group? *Photo by Curtis Compton.*

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