



## CD Settlement Update

Libraries are among beneficiaries in a class-action lawsuit over price-fixing by five major record labels and three large music retailers. In a settlement, the companies agreed to give \$75.7 million worth of CDs to schools, libraries, government organizations, and other nonprofit groups. More information is available at [www.musiccdsettlement.com](http://www.musiccdsettlement.com).

Illinois will receive around 243,500 CDs, of which 158,500 will go to Illinois library systems. Each of the 12 Illinois library systems (the number of library systems in place at the time of the settlement) will receive a little over 13,000 CDs, which they will distribute to their members. There are 1,900 titles in various quantities, which break out to roughly 60% popular (from the 1950s to the present) and 40% split among classical, jazz, world, holiday, etc. Unfortunately, there will not be a copy of every title for every library and there will be some multiple copies.

Delivery is expected sometime in August. An FAQ specific to Illinois and the system role is available at:

[www.lincolntrail.info/CDsettlementfaq082004.html](http://www.lincolntrail.info/CDsettlementfaq082004.html). Processes for equitable and efficient distribution are under consideration. Questions/suggestions regarding distribution may be directed to [ltls@lincolntrail.info](mailto:ltls@lincolntrail.info) (please indicate "CD distribution" in the subject

line). Questions that are specific to the settlement and are not addressed in the FAQ may be directed to Blake Harrop, Senior Assistant Attorney General, Antitrust Bureau, at [bharrop@atg.state.il.us](mailto:bharrop@atg.state.il.us) or 312-814-1004.

## "My Librarian" Goes Live

Last fall, the Illinois State Library introduced AskUs!Illinois, an initiative to foster virtual reference throughout Illinois. As part of our ongoing commitment to excellence in library services such as reference, LTLS has been working closely with a number of libraries to develop a virtual reference program. Through the efforts of LTLS and member library staff, this new service has become available.

The new service, "My Librarian," is the result of cooperation among the following libraries: Waste Management & Research Center (WMRC) Library, Illinois Department of Public Health (IDPH) Library, Carle Foundation Hospital Library, Champaign Centennial and Central High School Libraries, Champaign Public Library, Charleston Carnegie Public Library, Danville Public Library, Hoopston Public Library District, Illinois Fire Service Institute (IFSI) Library, Illinois State Geological Survey (ISGS) Library, Illinois State Water Survey (ISWS) Library, Lakeview College of Nursing Library, Mahomet Public Library District, (continued on p. 4)

## American Library Association Conference Reflections

In June, LTLS consultants attended the annual conference of the American Library Association (ALA), an exciting opportunity to get in touch with the pulse of librarianship.

LTLS staff constantly expends energy and time to make LINC better, and the ALA annual conference was no exception. LTLS staff and Champaign Public Library Director Marsha Grove met with Dynix staff to discuss issues and improvements to the new Horizon automation system. There were also opportunities to learn about exciting new Horizon features presented by Dynix, which include an electronic resource management module and a web catalog that can be personalized by each patron to display the information they would like to see.

As usual, there were a range of programs covering an amazing array of subject areas and topics. (continued on p. 3)



LTLS Consultant Pat Boze and EIU Booth Library Director Allen Lanham check out the ALA Exhibits.

## In Our Libraries



**Marshall Public Library** recently took the lead on trustee education by coordinating and hosting an "on demand" training program with LTLS. Trustees from Marshall, Martinsville, Paris, West Union, Kansas, and Georgetown participated in Trustee Boot Camp. If you are interested in learning more about "on demand" continuing education programs, contact Amy Weber at 217-352-0047, Ext.211, or [ce@lincolntrail.info](mailto:ce@lincolntrail.info).



Former librarian Alice Feutz and former board member Mary Ida Riedell enjoyed **Paris Carnegie Public Library's** 100th

anniversary celebration in May. Former and present library board members and staff were recognized in a brief ceremony before a concert at First Christian Church, the site of the 1904 dedication of the library.

**The University of Illinois at Urbana-Champaign** will receive an Institute of Museum and Library Services (IMLS) Grant of \$939,618. This grant will enable UIUC and Indiana University to collaboratively develop the first research-based, comprehensive master's-level and post-master's in library science (MLS) degree focusing on digital library programs. The program will include internships, paid fellowships, and an annual conference on digital information management.

**WILL's Tim Hartin** received an Illinois Humanities Council (IHC) Grant to support the development of a documentary on the book *Ten Sisters: A True Story*. The book relates the reflections of ten sisters placed in the custody of the Coles County Court during World War II and subsequently dispersed in all different directions. During a reunion, the sisters decided to create a book about their experience. Hartin's grant will support research for script production, after which he will begin seeking funding to produce the documentary. Questions may be directed to [t-hartin@uiuc.edu](mailto:t-hartin@uiuc.edu) or 217-244-6545.

**Arcola Public Library** celebrated the completion of their new \$1.2 million building addition in June. Nearly 300 people attended the dedication open house and program,



*Arcola Public Library*



including board members pictured above: (seated l. to r.) Sue Stout, Jaye Roberts, Beverly Pryor (standing l. to r.) Jeff Saunders, Dick Miller, Al Veach, and Jon Kibler.



**Renee Henry (l.) of Newman Township Library and Cathy Senior (r.) of Charleston Community School District #1** talked with State Librarian Jean Wilkins (center) at this year's "Institute for School and Public Librarians."

Submission of your library's news is always welcome. Contact Amy Weber: fax 217-352-7153; e-mail [aweber@lincolntrail.info](mailto:aweber@lincolntrail.info).

## Did You Know?

*This column highlights various aspects of library system work and accomplishments.*

### System Services - Reference

Reference services are defined as those functions designed to meet the information needs of users. Some typical reference functions are: answering questions that require a degree of knowledge and interpretation, instructing users on what tools are available and most appropriate for the question, and referring patrons to resources outside the library when appropriate.

One way in which systems historically met their goal of promoting excellence among member libraries was to provide back-up reference and referral services. Some systems hired a full-time reference consultant, while some chose to contract the service out to one of their larger libraries. With the explosive growth of the Internet and electronic resources in the early 1990s, the need for this service began to taper off; and system involvement in reference began to change. Systems began supporting strong reference services through education and consulting.

More recently, virtual reference has entered the reference landscape and is fast becoming the central focus of system efforts to promote excellence in reference and referral. Libraries have already begun to use email for remote reference services, but systems are working with the Illinois State Library to create collaborative email reference services that help libraries reach more people by providing more hours of service and better access to subject specialists, while distributing the work among many libraries.

In addition, collaborative projects such as the LTLS "My Librarian" service (visit [www.mylibrarian.info](http://www.mylibrarian.info)) are enabling libraries to explore and learn about real-time virtual reference through chat technologies. This is an exciting new way for libraries to reach students or other patrons who might be homebound or do not traditionally use the library but are interested in online services. If you are interested in having your library join the excitement and learn more about how you can bring virtual reference to your library, please contact Amy Weber at 217-352-0047, Ext.211, or [aweber@lincolntrail.info](mailto:aweber@lincolntrail.info).

## American Library Association Conference Reflections

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On the legislative front, discussions of current legislation in areas such as copyright, e-rate, Radio Frequency Identification (RFID) technology, technology trends, e-commerce solutions, and the USA Patriot Act provided important information that impacts all libraries.

The Library and Information Technology Association (LITA) Presidential Program highlighted a wonderful resource called the International Children's Digital Library project (<http://www.icdlbooks.org>). Using technical expertise, child psychology, and librarianship, the University of Maryland is developing a new website with access to children's books from over 100 countries. The books are scanned and available on the website in their original language--truly a global children's library!

The conference included many wonderful speakers: Richard Clarke, former White House advisor, counterterrorism czar, and author of *Against All Enemies: Inside America's War on Terror*; Mitch Albom, author of *Tuesdays with Morrie*; and Bill Rauch, author of *POLITICKING: How to Get Elected, Take Action, and Make an Impact in Your Community*.

"Customer Service, Disney Style" presented innovative approaches to an age-old question for libraries. They utilize a compass (Needs, Emotions, Wants, Stereotypes) when answering questions--finding out what people really want to know when they ask a question. Disney's service approach is not a mission/vision, rather a theme that connects to the individual emotionally--"We create happiness by providing the finest in entertainment for people of all ages, everywhere." They create service standards in four areas--Courtesy, Efficiency, Safety, Show.

The President's Program "Equity: Are We There Yet?" featured information about the 50th Anniversary of Brown vs. the Board of Education and highlighted engaging speakers such as Cheryl Brown Henderson who's father gave his name to the law suit, groundbreaking library leader E.J. Josey, and The Lehrer News Hour's Ray Suarez.

"Marketing on a Shoestring" provided inexpensive, relatively simple ideas for improving your library's image and marketing. Following are some examples of the many great ideas. The next time someone tells you that they "love the library," instead of just saying "thank you," say "thank you--tell a friend." For marketing, partner with someone new; call up the *(continued on p. 4)*

## American Library Association Conference Reflections

*(continued from p. 3)*

local art teacher and ask if students could provide artwork promoting the next library's workshop or event. Ask ten teens who come to the library to evaluate your web-site.

Technology sessions emphasized open source software, e-commerce solutions for libraries, and online learning. The OCLC Environmental Scan presentation provided consumer trend information suggesting consumers are "indifferent, insatiable, and in control." To remain relevant in an "Amazoogle world," libraries need to ask, "What haven't we noticed lately?" Speakers discussed this new type of information consumer, the assumption of connectivity, and the pervasiveness of interconnected information sources. The OCLC Environmental Scan is available at [www.oclc.org/membership/escan](http://www.oclc.org/membership/escan).

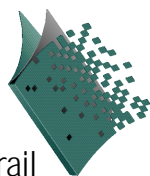
The American Association Of School Libraries' program focused on technology's impact on school librarians and curriculum development. Of particular note is the impact technological changes have on brain development in children. Studies indicate that activities children are engaging in actually alter neuro-pathways and the potential for a complete cognitive shift. The implication is a need for change in education systems and traditional curriculum development.

In addition to programs, ALA had its usual array of vendor exhibits, which provide an opportunity to view new products and discuss future trends with vendors. Highlights included: a high speed scanning machine capable of automatically scanning 1,200 pages per hour (and turning the pages automatically!); RFID technologies and self-checkout stations; various electronic resource publishers; and plastic patron key cards that fit on one's key ring.

## "My Librarian" Goes Live

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Mattoon Public Library, Provena United Samaritans Medical Center Library, Rantoul Public Library, and Sarah Bush Lincoln Health Center Medical Library. One of the most exciting aspects of "My Librarian" is the diversity of participating libraries. The service offers the collective knowledge of several public and school libraries and provides access to a range of specialists on subjects such as water and water treatment, fire fighting and emergency medical services, Illinois geology, health sciences, and nursing. "My Librarian" provides both electronic and limited chat reference services via online forms and email. Chat, true virtual reference, allows a librarian and patron to have a reference interaction live on the Internet. To learn more about the new service or to post your questions, please visit [www.mylibrarian.info](http://www.mylibrarian.info). If you are interested in becoming a part of the "My Librarian" cooperative, please contact Amy Weber at 217-352-0047, Ext.211, or [aweber@lincolntrail.info](mailto:aweber@lincolntrail.info).



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