

NEWS FROM NANCY

by Nancy R. Robertson,
State Librarian, Library of
Michigan

On Nov. 9, Governor Jennifer M. Granholm announced the appointment of Nancy Robertson as state librarian. Nancy had been serving as acting state librarian since February of this year, when former State Librarian Christie Brandau resigned. She has worked at the Library of Michigan since 1995, serving as deputy state librarian and the curator and rare book librarian prior to becoming acting state librarian.



As she embarks on this new challenge, Nancy lets us in on her thoughts about what we can all do to help ensure a bright, thriving future for Michigan's libraries.

I recently had the pleasure of presenting the 2005 State Librarian's Excellence Award, and since I know all of Michigan's libraries are committed to excellence, I thought I would share with you all some of my observations from that occasion.

Michigan libraries are committed to excellence, but excellence can be achieved only when we clearly perceive what we are about and why we matter.

We know we matter as destinations, and OCLC's statistics confirm this in its "[Libraries: How They Stack Up](#)" report. U.S. public libraries record over 1 billion visits annually! Patrons of libraries of all types continue to walk through our doors. Take new technology into account proactively, but keep thinking about what our in-house services are and why people keep coming. The Pew Internet & American Life Project study, "[Digital Divisions](#)," notes that 65 million people, a third of American adults, do not go online! Until this statistic changes, we must identify and implement enhanced ways to provide more traditional means of service to these non-wired patrons.

At the same time, let us embrace an expanded role that recognizes libraries as economic engines. According to OCLC's numbers, U.S. libraries spend \$14 billion annually. Such numbers demonstrate our

In Every Issue

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MeL-The Library Made
with Me in Mind

Happening at HAL

importance to the growth of the economy at large, but our arguments to that effect have been woefully camouflaged. We are used to selling ourselves in comfortable ways. It is time to push the limits of our comfort and promote ourselves as money-makers. To date, we haven't been "sexy"; we haven't appeared profitable; we haven't allowed ourselves to be *loud*. Our funding sources need to *hear* us; they need to *see* us; they need to *acknowledge* us as contributors to their well-being. But they won't do any of those things if we don't take the necessary steps to make that happen.

Take a look at [OCLC's advocacy pages](#) and find some inspired new ways to market yourself within your community. One [advertisement](#) pictures the local flower shop owner with the caption: *Business owner. Library user. Your public library is a small business incubator. For every \$1 spent on the library a community sees an average of \$4 in return. Now that's a smart investment.* Catering to and enlisting the support of local businesses and others within our communities is essential to the development of a strong future for libraries.

Of course, to market ourselves successfully, we must remind ourselves more often about what a big difference we make!

- **Libraries improve quality of life and increase local property values.** (as illustrated in a recent study titled "[The Economic Impact of Public Libraries on South Carolina](#)")
- **Librarianship is a vibrant and sizable profession.** (according to the [OCLC report](#))
- **Libraries are valued as destinations.** (also highlighted in the [OCLC report](#))
- **Libraries are utilized more than ever in times of economic downturn.** (from "[ALA Library Fact Sheet 6: Public Library Use](#)")
- **Librarians are the ultimate search engine!** (From ALA "[Talking Points](#)")

Many of you have implemented advocacy campaigns for your libraries, but it cannot hurt to pat ourselves on the back to bolster our own confidence that these efforts can and will eventually pay off. I truly look forward to working together with all of you to strengthen the future of Michigan's libraries.



Helena Township Public Library and Salem-South Lyon District Library Earn Citations of Excellence

by Casey Warner, communications office, Dept. of History, Arts and Libraries



Pictured, left to right, are Library of Michigan Foundation Executive Director Judith Moore, State Librarian Nancy Robertson, Grace A. Dow Memorial Library Director Melissa Barnard, Helena Township Public Library Director Gay Anderson, and Salem-South Lyon District Library Reference Librarian Holly Hibner. (courtesy Grace A. Dow Memorial Library)

Grace A. Dow Memorial Library in Midland is the recipient of the 2005 State Librarian's Excellence Award for exemplary public service. The Library of Michigan Foundation gives this prestigious honor, which includes a trophy and \$5,000 in privately raised funds to be used for library service, to one Michigan library annually. Then-Acting State Librarian Nancy Robertson presented the award – made possible, for the second year in a row, through the support of Hantz Group – during the Michigan Library Association annual conference.

The Helena Township Public Library in Alden and the Salem-South Lyon District Library each received a Library of Michigan Foundation Citation of Excellence.

"The libraries we recognized serve as outstanding examples of what an incredible community resource a public library can be, and these three are just the tip of the iceberg," said Robertson. "Many other libraries around the state show the same dedication to giving Michigan residents the best possible access to information and abundant opportunity for learning and enriching their lives."



“We are proud to be included with the other libraries who have achieved this recognition,” said Grace A. Dow Memorial Library Director Melissa Barnard. “Submitting the nomination for this award provided us with the opportunity to discuss and review our accomplishments; winning the award is a thank-you to the library board and staff for their ongoing commitment to service improvements and to the community for their strong support.”

The Grace A. Dow Memorial Library “shines in its commitment to innovation, superior customer service, and proactive and effective collaboration with its community,” according to Robertson. Examples of this focus on excellent service include: a new, Web-based catalog that provides book reviews; an automated telephone service that allows patrons without Internet access to review account information from home; an in-library café established in partnership with, and staffed by, an employment and training organization for those with special needs; partnerships with various community organizations to provide poetry readings, author visits, science presentations, tax assistance for patrons, and a teen volunteer program; and a special area of the library set aside to meet the needs of teens.

Criteria for the State Librarian’s Excellence Award are demonstrating that the library provides new, innovative and superior services to its customers in a cost-effective manner, with a can-do attitude and by always delivering promises; demonstrating the library’s commitment to high standards of customer service through staff dealings with customers and synergy within the staff through a coordinated approach to supporting customers; and demonstrating that the library is a team player through its collaborations in the community.

Hantz Group, Inc., based in Southfield, Mich., is a full-service financial holding company founded in January 1998. For more information, visit www.hantzgroup.com.

Help Decide Which Preschool Book ‘Michigan Reads’ in 2006

by Casey Warner, communications office, Dept. of History, Arts and Libraries

Voting is under way now to decide which book will be featured for the 2006 “Michigan Reads!” one-state, one-preschool-book program. The Library of Michigan has invited preschoolers and book lovers of all ages to cast their votes Nov. 14 through Dec. 9, either by casting their ballots online at <http://www.michigan.gov/michiganreads> or by voting in person with a paper ballot at their local Michigan public libraries.

The five books on the 2006 Michigan Reads! ballot are:

- ***Bed Hogs*** by Kelly DiPucchio, illustrated by Howard Fine. Loudmouth piglet Little Runt longs for more room in the family’s bed, a straw pile. One by one he pushes each pig out of bed, but he didn’t count on how he would feel with the bed

all to himself. DiPucchio grew up in Rochester and graduated from Michigan State University.

- ***In the Small, Small Pond*** by Denise Fleming. A child explores animal life in a freshwater pond and learns about the changing seasons. Fleming graduated from Kendall College of Art and Design in Grand Rapids.
- ***Stranger in the Woods*** by Carl R. Sams II & Jean Stoick. A stranger appears after a winter storm, much to the fascination of woodland creatures from deer to bunnies to birds. Both authors grew up in Michigan — Sams on an island near the mouth of the Au Sable River and Stoick on a farm near Vassar. They now live in Milford.
- ***Sheep in a Jeep*** by Nancy Shaw, illustrated by Margot Apple. Five sheep pile into a jeep for a road trip filled with misadventures, from forgetting to steer to plummeting over a hill. Shaw earned her bachelor’s degree at the University of Michigan and lives in Ann Arbor.
- ***Imogene’s Antlers*** by David Small. Imogene discovers one morning that she sprouted antlers overnight. While she takes it in stride, her family and friends don’t know what to think. Small, who was born in Detroit and graduated from Wayne State University, lives on the banks of the St. Joseph River.

Paper ballots for libraries conducting a pen-and-paper poll are available on the Michigan Reads! Web site at <http://www.michigan.gov/michiganreads>; a copy of the paper ballot also appears on the following page. You can submit the results of your local poll via the online form at the Michigan Reads! Web site. **Results are due by 5 p.m. on Dec. 9.** Please maintain your paper ballots for confirmation purposes through March of 2006.

The book earning the most votes will be announced in mid-December.

The Michigan Reads! one-state, one-preschool-book program will take place in March 2006 – a great time to highlight the value of early-childhood literacy during Reading Month. Promotional materials and other resources for librarians will be added to the Web page throughout the coming months, and printed materials will be mailed to libraries in February.

If you would like to help get the word out about Michigan Reads! voting in your community, a press release template is available in the “For Librarians” section of the Library of Michigan Web site.



Michigan Reads! was launched in 2004 by the Library of Michigan in partnership with the Michigan Center for the Book to promote the value and benefits of reading early and often to preschoolers; to encourage family bonding through reading; and to increase awareness and usage of Michigan's hundreds of public libraries. This year, the program is sponsored by Brogan & Partners, Michigan Education Savings Program, Michigan Education Trust and the Library of Michigan Foundation.

For more information about Michigan Reads!, please visit the Web page at <http://www.michigan.gov/michiganreads> or e-mail michiganreads@michigan.gov.



LM's Continuing Education Will Continue to Evolve in 2006

By Deb Bacon-Ziegler, continuing education coordinator, Library of Michigan

Getting out around the state is one of my favorite parts of this job. In recent months, I have attended library cooperative meetings in Rudyard, Boyne City, Flint, Saginaw, Howard City and East Lansing. Soon I will be in Albion and then Cadillac. At each stop, I have talked at length with meeting attendees about continuing education; specifically, what they are looking for from the Library of Michigan in the way of workshops and other training.

The answers, of course, are as varied as Michigan's public libraries. Some library staff would love to have access to online learning that could be supplemented with face-to-face workshops. Others express no interest in online learning, citing as their primary objections a lack of staff time, staff members' low comfort levels with technology, and the absence of networking that happens when library folks get together in person.

Specific LM offerings are in need of makeovers. Both the Beginning Workshop and the Workshop for New Directors & Trustees are currently being reviewed for updates. In the case of Beginning Workshop, there is a need for two tracks: front-line public library work and new public library director/administrator. Individual attendees will then select the track that is relevant to their current career situations. New Directors was originally intended as an introduction to the people and services at Library of Michigan. In recent years, however, attendees have voiced a desire for more in-depth content on how to be an effective director or trustee.

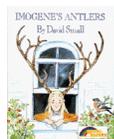
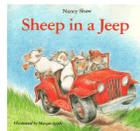
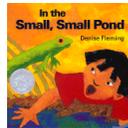
So where does that leave me? Challenged! As I look ahead, I will need the input of the Michigan library community to help me develop the best choices for our continuing-education offerings. While current budget constraints do not allow for the publication of a print course catalog, you can expect to see a three-year calendar (2006-2009) of LM offerings on Michlib-L, here in LM4X, and on the Statewide Conferences and Workshops Calendar by early 2006. If you would like to offer your input on the Library of Michigan's CE program, please contact me at bacon-zieglerd@michigan.gov.



Michigan Reads! 2006

Vote for one book:

- Bed Hogs**
by Kelly DiPucchio
illustrated by Howard Fine
- In the Small, Small Pond**
by Denise Fleming
- Stranger in the Woods**
by Carl R. Sams II & Jean Stoick
- Sheep in a Jeep**
by Nancy Shaw
illustrated by Margot Apple
- Imogene's Antlers**
by David Small



Michigan Reads! 2006 is sponsored by:
Brogan & Partners, Michigan Education Savings Program, Michigan Education Trust
and the Library of Michigan Foundation.





Michigan eLibrary Update

by Sarah Lapshan, communications office, Dept. of History, Arts and Libraries

In every issue of LM4X, the Library of Michigan will provide updates on MeLCat usage and highlight timely or especially noteworthy resources within MeL Databases and MeL Internet.

MeLCat is the statewide resource-sharing system, allowing customers from participating libraries to search for, identify and request delivery of materials within the libraries' collective holdings to the customer's local library. MeL Databases is a collection of electronic databases to which the Library of Michigan has purchased exclusive rights for Michigan residents. (This is information that you just can't find on the open Web!) Finally, MeL Internet is a subject collection of public Web sites, vetted for authenticity and categorized by professional librarians for ease of use.

If you have come across a particularly useful Web site or database holding or would like to suggest areas for us to highlight, please send a note to LM4X@michigan.gov or info@mel.org.



MeLCat – as of Nov. 29, 2005

Number of participating libraries:

- Borrowing and lending - 49
- Borrowing only - 2
- Testing software from local system vendor - 3 (UPRLC libraries)
- TOTAL number of libraries - 54
- By library type - academic (13); public (36); school (4); special (1)
- Bibliographic records in MeLCat - 6.06 million
- Holdings in MeLCat - 14 million-plus

MeLCat fulfillment:

- Requests year-to-date - 80,275
- Fulfillments year-to-date - 67,294
- Overall fill rate - 83.8 percent
- Requests per week (varies) - 2,285
- Fulfillments per week (varies) - 2,008
- Fill rate for last two weeks - 87.8 percent

Fall 2005 libraries (online by mid-December):

- Adding 27 libraries will bring the total to 81
- New counts by library type - academic (17); public (59); school (4); special (1)

MeL Databases - Spotlight on ... SIRS Discoverer Deluxe (via ProQuest)

Are you looking for an education resource to help round out reference resources for your tweens and teens? If you haven't yet explored the SIRS Discoverer Deluxe database, now is a great time, with the school year in full swing.

SIRS Discoverer is an award-winning, online, interactive reference database for elementary and middle-school students, as well as for high-school students with limited English. It is designed to develop research, reading, writing, language and computer skills.

The database consists of full-text articles collected from more than 1,600 national and international magazines, newspapers, and U.S. government documents, giving students a much bigger world of information to explore than what exists solely on the World Wide Web. The SIRS Discoverer interface also offers a variety of search methods enabling novice and expert users to effectively fine-tune their searches.

Contents include editorial cartoons, a beefed-up subject tree, curriculum support, maps, activities, biographies, country facts, current events, a spotlight of the month, and even a librarian's corner. Discover what SIRS Discoverer Deluxe can do to enhance your patrons' latest information explorations! Visit <http://mel.org> to use this and other quality MeL resources.

MeL Internet

Any Internet surfer knows the Web can be an unwieldy place. Sure, there's great, accurate information out there, but there's also a great deal of fiction. With more than 20,000 links to librarian-vetted Internet resources, the MeL Internet collection is one way to help find your way through the jungle!

Researching Library Law Online

By Lance M. Werner, library law specialist, Library of Michigan

To take searching to the next level, MeL also offers “pathfinders” – guides to the timely topics that appear in many different parts of MeL, saving you the time of creating your own searches. Better still, MeL pathfinders always contain the most up-to-date information because a new search is run against the MeL Internet resources, in real time, whenever a pathfinder is activated.

For example, chances are that many of your patrons have taken great interest in discussions about the new Medicare options and the state of Michigan’s employment market. MeL offers two pathfinders on these very complex topics, helping users quickly comb the thousands of resources for the most relevant, authoritative and timely information on topics of greatest interest to them.

Learn more about MeL pathfinders in the MeL Internet section at <http://mel.org>.

Recently, I was at my desk contemplating the subject for this article. Although there are a number of legal issues that may be of interest to Michigan’s public libraries, I felt that discussing free electronic sources of library law might be more useful, based on the venerable adage, “Give a person a fish, feed them for a day. Teach a person to fish, feed them for a lifetime.” Following is an overview of electronic resources for the state constitution, Michigan Compiled Laws, executive orders, Michigan attorney general opinions, state rules, state and federal tax information, municipal codes, federal code provisions, and the United States Constitution.

Michigan

Fortunately, there are a number of superb Michigan legal resources that are freely available via the Web. The Michigan Legislature’s Web site at <http://www.michiganlegislature.org> offers a cornucopia of Michigan law, including Michigan Compiled Laws, the state constitution of 1963, pending legislation, executive orders, committee resolutions, and historical documents such as the Magna Carta and the Michigan Constitution of 1835. Numerous search options are available, including queries based on citation or keyword. Additionally, it should be noted that Governor Jennifer M. Granholm’s executive orders are available through the governor’s Web page at <http://www.michigan.gov/gov>.

The Office of the Attorney General’s Web site at <http://www.michigan.gov/ag> is an invaluable resource for anyone seeking official opinions of the Michigan attorney general – just click on the “AG Opinions” button on the upper left side of the page. This resource covers attorney general opinions from January 1, 1963 through the present. Searches can be conducted a variety of ways, including by opinion numbers or keywords.

The Michigan Register and Michigan Administrative Code can be accessed through the State Office of Administrative Hearings and Rules section of the Michigan Department of Labor and Economic Growth Web site at http://www.michigan.gov/cis/0,1607,7-154-10576_35738---,00.html.

The Michigan Department of Treasury’s Web page at <http://www.michigan.gov/treasury> offers a variety of state tax resources, including information about nonprofit organizations, sales and use tax, property tax, and State Tax Commission bulletins.



A fantastic free resource for researching Michigan's municipal codes and ordinances online is the Municipal Code Corporation's Online Library, available at http://www.municode.com/resources/online_codes.asp.

Finally, the Library of Michigan offers informational library law resources, such as the *Library Laws Handbook*. These resources can be accessed through the Department of History, Arts and Libraries Web site at <http://www.michigan.gov/hal> - click on "Publications and Products," then "Guidelines, Handouts & Reports - For Professionals."

Federal

A wealth of federal legal information can be found online as well. Electronic offerings afford researchers access to several federal resources, including the United States Code (USC), federal tax code and constitutional provisions.

There are several avenues to find the USC on the Web. The Legal Information Institute's (LII) Web site at <http://www4.law.cornell.edu/uscode/> offers researchers a number of search options. The USC can also be viewed at the Government Printing Office (GPO) website at <http://www.gpoaccess.gov/uscode/index.html>. GPO also furnishes access to the United States Constitution at <http://www.gpoaccess.gov/constitution/index.html>.

The Internal Revenue Code is also available through GPO's Web site at <http://www.access.gpo.gov/uscode/title26/title26.html> as well as John Walker's Fourmilab Web page at <http://www.fourmilab.ch/ustax/ustax.html>. Another extremely useful information tool for research on procuring library tax certification letters and 501(c)(3) status is available through two pages on the Internal Revenue Service's Web site, <http://www.irs.gov/govt/fslg/article/0,,id=112708,00.html> and <http://www.irs.gov/charities/charitable/index.html>.

The resources mentioned in this article, ones that I commonly use when addressing various legal issues from the library community, represent a fraction of what is available online. It is of the utmost importance that these resources are used for informational purposes only and not as a substitute for the services of a licensed attorney. If you have any questions or comments, please contact Lance M. Werner, library law specialist for the Library of Michigan, at (517) 373-1299.

Happening at HAL

Don't Miss the Next 'Cool Cities' Conference – 'The Art of Cool,' Dec. 8 in Lansing

by Casey Warner, communications office, Dept. of History, Arts and Libraries



Creating economic growth and community prosperity. We all want it, but how do we achieve it, and what will Michigan look like when we arrive? How can your library play a key role in shaping your community's future?

The Art of Cool: Linking Culture, Community and the Economy (www.artofcoolconference.com) will explore these issues and more, building on the strength of two successful events that helped more than 2,500 people understand and adapt the "Cool Cities" concept to their communities. Taking place on Dec. 8 at the Lansing Center in downtown Lansing, the conference will help cultural, government, civic and community leaders from throughout Michigan learn about future trends, model programs, and the many ways in which our state's unique pool of creative talent and cultural resources can help communities spur and sustain economic vitality.

The Michigan Council for Arts and Cultural Affairs (MCACA) 11th annual meeting, *The Art of Cool* – co-presented by the Department of History, Arts and Libraries (HAL) and the Department of Labor and Economic Growth (DLEG) – is expected to draw more than 1,000 attendees from all regions of the state.

The conference will begin with a look into the future as keynote presenter Andrew Zolli explores how business and culture need to work together to succeed. HAL Director Dr. William Anderson is set to deliver a mid-day presentation that lays out the strategy and long-term vision for the state's cultural economic development. Luncheon speaker

Glen Murray, former Mayor of Winnipeg, will share his vision and experience from that city's very successful program and his work as an urban consultant.

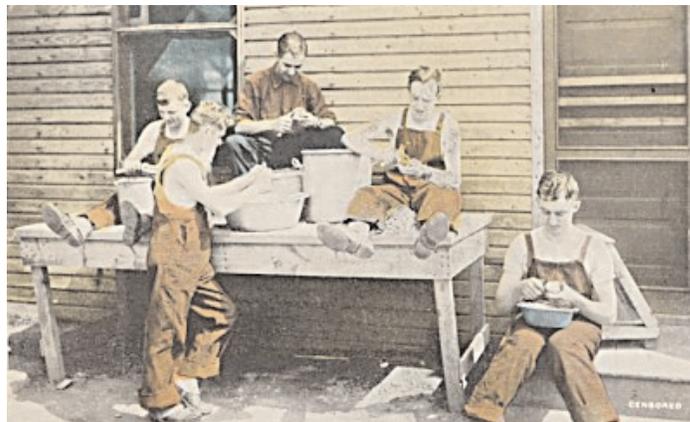
The day will also feature sessions exploring ways that Michigan communities can employ creative strategies to address pressing challenges, with speakers drawn from Michigan and beyond who will share best practices, case studies and model experiences. Sessions will cover such topics as *Building Community-Based Audiences for the Arts*; *Taking Entertainment Seriously: The Intersection of Urban Policy and Entertainment*; *Ten Steps to Creating a Successful Small Town*; *Who's Going to the Show...and Why*; and more.

Last year's popular Tips & Tools exhibit area has been expanded to accommodate additional state agency representatives, Cool Cities and Neighborhoods in Progress award designees, and other community-development experts. The Tips & Tools "Think Tank" will offer attendees an opportunity for one-on-one brainstorming meetings with these experts and conference presenters.

Teams of individuals from local communities are encouraged to attend. Registration for a team of four is \$320 plus \$80 per additional person. The registration fee for individuals is \$95 per person. **For more information, call Get Real! Communications at (734) 669-7192 or visit the conference Web site at www.artofcoolconference.com.**

A Soldier's Life Now on Duty at Michigan Historical Museum

by Casey Warner, communications office, Dept. of History, Arts and Libraries



In 1796, the first American troops arrived in Michigan to raise the Stars and Stripes over Fort Lernoult at Detroit. Ever since, men and women from every branch of military service have worked and trained here in the Great Lakes state. Now their story is being told in *A Soldier's Life*, a special exhibit running through June 11, 2006 at the Michigan Historical Museum in downtown Lansing.

Through artifacts, graphics and interactive programs, the exhibit takes a look at the daily lives of troops living at various Michigan military posts – how they have changed over the past 200 years and how some things have stayed remarkably the same. Visitors can follow changes in missions, daily jobs, food, shelter, uniforms, recreation, housing and technology during the past two centuries, as well as play a drum, use a washboard and carry gear just like our service men and women have. *A Soldier's Life* also examines how technological support from Michigan-based military installations and industries impacts today's citizen-soldiers.

Key artifacts include a decorated hat worn by a militia officer during the War of 1812, a World War I gas mask, World War II K-rations, and a modern-day armor door, developed in Michigan, that provides increased protection for soldiers. Each major time period and each branch of military service – Army, Navy, Marines, Air Force and Coast Guard – are represented in the exhibit, as are major military forts and posts.

The Michigan Historical Museum is located alongside the Library of Michigan in the Michigan Library and Historical Center, 702 West Kalamazoo St. For more information, visit www.michigan.gov/museum or call (517) 373-3559.

Why LM4X?

Following the distribution of the premiere issue of LM4X, one of the library community's more curious readers raised the question, "Why did you choose this name for the newsletter?" Was it an attempt to appear more high-tech, or to perhaps show how the newsletter has evolved into this latest version (a la Netscape 4.0)? The truth is far less mysterious, as many of you may have guessed. LM4X simply stands for Library of Michigan 4 Times (X) a year, as in published four times a year.

Library of Michigan's QSAC Measures Help Libraries and Cooperatives Meet Service Goals

by Martha McKee, QSAC coordinator

In summer 2004, the Library of Michigan posted its Essential Level criteria of the Quality Services Audit Checklist (QSAC) for public libraries at <http://www.michigan.gov/qsac>. As of Dec. 1, 2005, QSAC Coordinator Martha McKee reports that 75 libraries – or 20 percent – have qualified for this level, with 80 more in progress. That means a total of 40 percent of Michigan's public libraries are now involved in the QSAC process! Essential-qualified libraries represent every class size and every library cooperative in the state.

The Enhanced Level – the second level of three QSAC levels available – posted in December 2004. Currently, five libraries have qualified and 50 more are in process of certification. The third and final QSAC level, Excellent, went live in March 2005. Two libraries have achieved this level, with 16 more well on their way.

McKee said that to ensure QSAC measures remain relevant and useful for libraries throughout the state, a review of the Enhanced and Excellent levels is currently under way. Directors from various size libraries have volunteered their time to evaluate these levels with an eye toward practicality and changes in technology.

To aid libraries in understanding and achieving QSAC priorities, 10 workshops were conducted around the state, with 49 directors and trustees attending. Of the libraries represented at the workshops, 23 (47 percent) qualified for QSAC within a month after attending. McKee said that small and rural libraries, in particular, have expressed appreciation for the workshops for two reasons: 1) for help in understanding the measures, and 2) for time away from the library to complete the application.

Susan Wess, director at the Manistee County Library, said, "... QSAC seems overwhelming, but going to the workshop and doing it step by step, it really is very easy. When I left the workshop, the only thing I needed to do was borrow a light meter from an electric company to qualify for the Essential level."

Said Kathy Forst, director of Springfield Township Library: "I must admit, I was reluctant to attend and get involved in one more report/measure, but I was pleasantly surprised. I found it useful for future planning and thinking about how we do things now. It also forced me to fill out the online form – now we have the Essential completed and the Enhanced almost completed."

QSAC for Library Cooperatives

McKee said that success of the Quality Services Audit Checklist (QSAC) for public libraries sparked an interest by library cooperative directors to seek a similar product for them. They requested the Library of Michigan sponsor such a project and the QSAC for Coops Advisory Committee began working early in February 2004.

In September 2005, the Quality Services Audit Checklist for Library Cooperatives (QSAC for Coops) was put into effect. The final product includes 85 measures covering five areas of service: administration, governance, services, advocacy and technology.

A week after the measures were available online, the White Pine Library Cooperative became the first cooperative to attain all three levels of certification: Essential, Enhanced and Excellent. The following week, the Mideastern Michigan Library Cooperative completed the Essential and Enhanced levels. In October, the Woodlands Library Cooperative completed the Essential level of QSAC for Coops certification.

For more information about QSAC measures or upcoming workshops, go to www.michigan.gov/qsac or call Martha McKee at (517) 241-2697.

List of QSAC libraries as of December 1, 2005

Essential Level

Auburn Hills Public Library
Bacon Memorial District Library
Berrien Springs Community Library
Branch District Library
Brandon Township Public Library
Bridgeport Public Library
Brighton District Library
Canton Public Library
Caro Area District Library
Charles A. Ransom District Library
Charlevoix Public Library
Cheboygan Area Public Library
Chesaning Public Library
Chesterfield Township Library
Clinton Township Public Library
Clinton-Macomb Public Library
Community District Library
Crawford County Library (Devereaux Memorial)
Crystal Falls District Community Library
Delta Township District Library
Delton District Library
DeWitt Public Library
Dexter District Library
Dickinson County Library
East Lansing Public Library
Forsyth Township Public Library



Fowlerville District Library
 Genesee District Library
 Hamburg Township Library
 Hart Area Public Library
 Hesperia Community Library
 Hillsdale Community Library
 Homer Public Library
 Houghton Lake Public Library
 Howe Memorial Library
 Indian River Area Library
 Ironwood Carnegie Library
 Jackson District Library
 Kalamazoo Public Library
 Kent District Library
 Manistee County Library
 Marshall District Library
 McBain Community Library
 Milford Public Library
 Monroe County Library System
 Northville District Library
 Ontonagon Township Library
 Orion Township Public Library
 Oscoda County Library
 Petoskey Public Library
 Plymouth District Library
 Presque Isle District Library
 Public Libraries of Saginaw
 Putnam District Library
 Rauchholz Memorial Library
 Rawson Memorial Library
 Richmond Township Library
 Romeo District Library
 Roseville Public Library
 Salem-South Lyon District Library
 Saline District Library
 Sanilac District Library
 Schoolcraft Community Library
 Spies Public Library
 Springfield Township Library
 Sterling Heights Public Library
 Tecumseh District Library
 Theodore A. Cutler Memorial Library
 Three Rivers Public Library
 Vermontville Township Library
 West Bloomfield Township Public Library
 White Cloud Community Library
 Willard Public Library
 Wolverine Community Library
 Ypsilanti District Library

Enhanced Level

Crawford County Library
 DeWitt Public Library
 Genesee District Library
 Orion Township Public Library
 Willard Public Library

Excellent Level

Genesee District Library
 Orion Township Public Library

Essential Level libraries by Cooperative and by Class Size

By Cooperative

Capital	7	Out of 23	30%
Detroit	0	1	0%
Hiawathaland	0	8	0%
Lakeland	3	41	7%
Mid-Michigan	4	49	8%
Mideastern	3	17	18%
Northland	8	20	40%
Southwest	3	34	9%
Suburban	5	20	25%
Superiorland	7	26	27%
The Library Network	17	64	27%
White Pine	6	44	14%
Woodlands	<u>12</u>	<u>36</u>	33%
Total	75	383	20%

By Class Size

Class I	5	Out of 75	7%
Class II	11	78	14%
Class III	10	69	14%
Class IV	24	78	31%
Class V	14	42	33%
Class VI	<u>11</u>	<u>41</u>	27%
Total	75	383	20%



Your Good Ideas

Well-Planned Multicultural Programming and Services Can Strengthen Community Ties

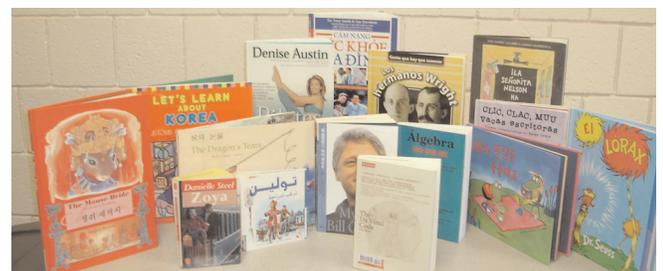
by Sarah Lapshan, communications office, Dept. of History, Arts and Libraries

Although December 2005 is the final month in what Governor Jennifer Granholm has proclaimed as “The Year of Languages,” it’s still a good time to talk about the excellent multicultural programming that goes on in libraries statewide. Many libraries offer comprehensive programming and collections geared to help residents learn new languages and new perspectives on other cultures, as well as to assist newcomers to Michigan in assimilating into an often foreign way of life.

In her proclamation, the governor noted that “our community and communities across America are welcoming many new neighbors, friends, employees and citizens from countries and cultures around the world, people for whom English is not their native language” and urged the residents of Michigan to embrace these differences as opportunities for growth and greater understanding.

The **Canton Public Library** and the **Suburban Library Cooperative** are just two organizations within Michigan’s library community that were already ahead of the pack with regard to multicultural programs and services for the public.

SLC’s international-language collection offers many well-known titles in a variety of languages to suit the diverse needs of the Macomb County area. (courtesy Suburban Library Cooperative)



Recognizing that its community needs were changing, the Canton Public Library created its Multicultural Initiative (MCI) committee, comprised of the library director, four staff, and patron representatives from the Arab, Chinese, Indian and African-American communities. Program coordinator Marcia Barker said the MCI group was able to identify program possibilities and create a calendar of events to cater to Canton's diverse population. Barker said it was, initially, the ideas for in-house change that led to the most dramatic results for CPL. For example, she said that the library increased the size and scope of its international-language collection, posted multilingual signage in its children's department, and held an all-day staff in-service to explore ways of providing the best service to patrons of all ethnic backgrounds. After that, things just snowballed.

Out of the MCI mindset, Canton Public Library's programming also grew and evolved. Through CPL's popular "Connect With Your Neighbors" program series, Barker said the library was able to offer a range of engaging events including a celebration of the Chinese New Year, complete with a dragon dance, a sampling of Chinese treats, and a fashion show of Chinese dress from the 15th through 17th centuries; a concert in honor of Dr. Martin Luther King Jr.; programming surrounding the Hindu Festival of Lights; a St. Patrick's Day celebration; and a storyteller to tell the time-honored traditions of Cinco de Mayo.

"These programs are very popular and we've had people in tears, thanking us for sharing their heritage with the community. I think our MCI programming has made many of the newer immigrants to our community feel welcome and comfortable in our library," said Barker. "The programming has been an enlightening experience for all, promoting more tolerance and understanding on all sides. It has also proven to be a great opportunity for publicity!"

If you'd like to learn more about Canton Public Library's Multicultural Initiative, call Marcia Barker at (734) 397-0999, ext. 121, or send an e-mail to barkerm@cantonpl.org.

The Suburban Library Cooperative (SLC) has focused recent efforts on building its collection of international-language and English as a second language (ESL) materials. Unveiled at a mid-November 2005 "Celebration of Community" event, this Suburban Library Cooperative collection is valued at more than \$100,000 and puts the SLC member libraries in very good position to serve the needs of its changing community.

Suburban Library Cooperative Director Tammy Turgeon said that in the cooperative's 2003-04 annual plan, the board set the goal of hatching a plan to develop a cooperative-wide international-language/ESL collection based on the needs of the member libraries' communities, and earmarked a portion of its

funding for the project. In the following year, the committee worked hard to identify those languages spoken and read in the SLC service area, ordered materials from vendors all over the globe, cataloged the materials and then distributed them to its participating libraries.

It turns out this was no small feat, as the committee identified 17 of the most heavily used non-English languages in the SLC communities. To start the collection, SLC populated it with materials in the following languages: Albanian, Arabic, Bosnian, Chinese, French, German, Gujarati, Hindi, Italian, Korean, Polish, Romanian, Russian, Spanish, Ukrainian, Urdu and Vietnamese.

"We're proud to provide a service for our residents that no one else can; it makes all residents more aware of the changing communities in which they live," said Turgeon. "We were thrilled to offer this starter collection for our member libraries, because it gives them a great foundation. Those libraries are now encouraged to work with their own diverse communities to identify needs and desired materials to expand their individual collections in a way that best serves patrons."

More than a dozen libraries throughout SLC will provide space to house portions of the IL/ESL collection. Residents can make requests for materials in person at participating libraries or via the Internet through the cooperative's online library catalog at <http://catalog.libcoop.net>. Turgeon said that future plans for the catalog include a Spanish interface and two additional language interfaces that will allow users to search the libraries' holdings in a language other than English.

SLC is a network of 20 public libraries in the Macomb County area that have joined together to secure services more effectively and economically as a group. To learn more about the development plan for SLC's IL/ESL collection, call Tammy Turgeon at (586) 412-5955, or send an e-mail to turgeont@libcoop.net.

The full text of Governor Granholm's "Year of Languages" proclamation can be found at www.michigan.gov/gov in the proclamations section.



Colorful, young dancers perform at CPL's "Connect With Your Neighbors" Chinese New Year celebration. (courtesy Canton Public Library)