If you haven’t had the privilege of visiting Erie, Pennsylvania recently, the 2019 Annual Conference (October 13–16, 2019) will surely be one you won’t want to miss. If it’s been around 30 years since you’ve last visited (maybe for the last conference the association held here)—just a heads up—a lot has changed. And we are thrilled to embark on this journey with you!

Shine Brighter. Shine Farther. Shine On!

Plans initiated by this year’s conference committee are well under way for educational sessions, historic adventures, and memorable experiences along Lake Erie. With the theme “SHINE ON!” to guide us, we believe in providing positive conference experiences as a platform for attendees to highlight the achievements and progress they’ve made over the year as well as the awesome efforts that libraries put forth to be the beacons in our communities. Libraries light the way to information for our patrons, and we provide spaces for community members to find their interests, grounding, and strength.

Despite the turbulent waters we face, libraries continue to persevere to help move PA Forward.


The ideals that led us to the SHINE ON! theme make Erie the perfect place to celebrate our libraries’ milestones and successes as educational institutions and community hubs. In a short amount of time, and through innovative means, Erie has grown and changed to stay relevant with its residents and businesses. Sound familiar?

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Not many people read or remember Hal Borland (1900–1978), an American author, journalist, naturalist, and staff writer and editorialist for *The New York Times* anymore, but in my younger days, he was a favorite of mine. Every year as I worked on my calendar for the coming year, I pulled out this quote of his to give me some perspective: “Year’s end is neither an end, nor a beginning, but a going on . . . with all the wisdom that experience can instill in us.”

This was and still is important to me because I tend to fall in love with potential. Not necessarily the ‘clean slate’ concept, but rather the opportunities that lie ahead in new things, whether they be new jobs, new relationships, new places to live, or even new places to visit. I love the idea that, with an open mind and a willingness to work hard, anything is possible. So, I need the reminder that new opportunities often come out of previous experiences, and what we learned and lived in the past is an important part of the success we might find in any future endeavor.

As I step into the role of president of our association this year, I know I will need the collective wisdom of the past experiences of so many of our members. We live in challenging times, and while sometimes those challenges are energizing, other times, those challenges can feel overwhelming. We know what we do in our libraries makes a difference in the lives of our patrons, our customers, our students, our colleagues and co-workers, and our communities. But, we also know the magnitude of our potential. I hear so often in talking with my fellow librarians across the state “we could do so much if only . . .”

The ‘if only’ doesn’t change much between types of libraries or types of communities. It’s almost always a variation on the same themes: more staffing, more visibility, always more funding. Sometimes, potential can become paralyzing. And, here’s where another favored Borland quote resonates “knowing trees, I understand the meaning of patience; knowing grass, I can appreciate persistence.” There’s a continuum between patience and persistence. Knowing which is needed more in any given situation can be a balancing act.

This year, our association will continue its work on our three strategic priorities: financial sustainability through membership, clear communications, and greater awareness and visibility. Under the leadership of past president, Tina Hertel, our executive director Christa Buker and the awesome staff of the association, we made great strides last year towards each of these priorities. Difficult decisions were made, challenging obstacles were identified, and new structures, policies and procedures were approved and implemented. And, of course, the work will carry on into the new year — neither a beginning nor an end, but a going on . . .

I am so honored to have been given this opportunity to serve the members of our association. The collective wisdom of our leadership team — our board, our chapter chairs, the division, roundtable and committee chairs — supports the work of our association. Many parts working together towards the same purpose. Sometimes, we are going to need a measure of patience, sometimes we will need to roll up our sleeves and persist. But, let’s not underestimate our potential to move Pennsylvania forward. I hope that potential is as inspiring to each of you as it is to me.

Denise Sticha is Director of Centre County Library & Historical Museum. She is currently reading *Dare to Lead* by Brene Brown but her upstairs bedtime book is Anne Lamott’s *Almost Everything: Notes on Hope.*
Customer Service Is a Pleasure

BY CHRISTI BUKER

At the recent Southeast Chapter (SEPLA) workshop, one of the break-out activities was drafting a flyer to help better connect the library with the community. One of the groups specifically mentioned that “friendly staff” was one of their important points. This got me thinking a little bit about customer service, professionalism, and being friendly.

In my career, I spent several years working in the hotel industry including time at the JW Marriott in Washington, DC. Marriott has a well-known reputation for consistently high customer service, and the JW Marriott was one of its flagship properties with high expectations and training for employees. As we entered the employee entrance, there was a sign that reminded everyone, “If you aren’t serving a guest, you are serving someone who is!” The focus on guest service was always paramount. Other small things that employees were taught included addressing guests by name including Mr./Ms., being pleasant and helpful, following up promptly on requests, and smiling. It would be easy to think that these are common sense, but Marriott didn’t take any chances and made sure that all employees were fully trained with these clear expectations.

As I joined the library world two and half years ago, it was particularly interesting to me that the term “professional librarian” was referring to someone with a master’s degree in a library science field. My previous work would have led me to conclude that all library workers are professionals regardless of whether they work at a reference desk, circulation desk, delivery service, or any position related to libraries. I guess I consider library service a service, and good service is provided by professionals — people who take their role seriously and want to do their best possible work every day. Does being a professional equate to being friendly? No, a person can be very professional and provide the information needed, promptly and thoroughly, but it can be delivered in a manner that appears without much emotion or feeling.

So, why did the group at the workshop emphasize the word “friendly”? Not all patrons will have the desire or need to interact with staff, but those that do ask for help are usually fortunate to receive help at their library that is both professional and friendly! In the world of online transactions, it is increasingly rare to find help, and friendly help is even rarer. I think they were exactly right to emphasize the value of “friendly” because staff in the library (as in most service businesses) are one of the most important resources!

During my time in Japan, I learned from my co-workers that it was appropriate to respond to someone saying thank you, not with you’re welcome. I learned from my co-workers that it was best to respond to someone saying ‘thank you’ with ‘kochira koso’ rather than ‘you’re welcome.’ ‘Kochiro koso’ roughly translates as ‘it’s my pleasure.’ When you are helping someone else and providing professional, friendly service with a smile, you can usually see the success in your patron or customer’s reaction to you. If you can clearly see that you were able to help someone, it should also make you feel good to have provided that high-quality service.

Providing high-quality service that is professional and friendly isn’t always easy. New employee orientations, training and practice dealing with difficult or demanding people can make it easier. In the end, employees need to also have a mindset and desire to be professionals and provide the best service. As we begin 2019, it is one of my personal priorities to always provide service in a manner that makes it an honor and pleasure to serve!

Christi Buker is the executive director of the Pennsylvania Library Association. You can reach her at christi@palibraries.org.
It is with great joy and excitement that I begin serving as the College and Research Division (CRD) chair for 2019. This is my third year with the CRD board, on which I formerly served as Social Media Coordinator and Vice Chair, respectively. In addition to my work with the CRD board, I am the STEM Librarian at Shippensburg University.

This year the board is welcoming some new members. Kristin E. C. Green of Penn State Scranton will be filling the role of membership liaison. Our three new members-at-large will be Jordana Shane of King’s College, Dana J. Kerrigan of Valley Forge Military Academy & College, and Emily Reed of Harrisburg University of Science and Technology. Our board is full now, but if you’re interested in becoming involved with us in the future watch for an email with calls for applications as positions become open.

We’re currently in the process of planning our programming for 2019. Penn Foster’s Betsy E. Reichart, the 2019 CRD vice chair, is working to develop the division’s spring workshop. Keep an eye out for an announcement coming soon! We also have planning underway for our CRD luncheon at the PaLA annual conference in October. More information about the annual conference will be made available on the CRD blog (http://crdpala.org) as the conference draws closer.

Those interested in sharing content more formally, should consider submitting an article to our open access, peer-reviewed journal, Pennsylvania Libraries: Research and Practice (PaLRaP). PaLRaP welcomes submissions from any type of Pennsylvania library, and it is a great way to stay current with what is being done by the librarians in our state.

Another way to become involved with our division is through professional development opportunities offered through our Connect & Communicate series. This series has offered professional development sessions on a variety of topics, such as fake news, podcasting, and library technology, among other things. Potential presenters are encouraged to contact the Connect & Communicate chair, Erin Burns, at emb28@psu.edu.

The CRD also aims to support the work of other groups through Library Services and Technology Act (LSTA) funds. Visit http://crdpala.org/lsta for information about the LSTA funding application process.

If you have ideas for or questions about CRD, please feel free to contact our board at crdpala@gmail.com. I’m looking forward to our work in the coming year, and I look forward to our members taking an active role in moving our division forward.

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Maggie Albro is the 2019 College & Research Division Chair and STEM Librarian at Shippensburg University Library. She is currently reading I’ll Be Gone in the Dark by Michelle McNamara.
PA Forward’s 2018 Review

BY BRANDI HUNTER-DAVENPORT & PAULA GILBERT

Thanks to the numerous volunteers and members who helped support our efforts, PA Forward had a pretty incredible 2018. When we reflect on all that we were able to accomplish, we must simply thank each of you for your support. We couldn’t have completed any of these activities without you.

Where to begin? Between Oct. 1, 2017 and Sept. 30, 2018, PA Forward conducted more than 20 trainings, training over 460 library staff members throughout the state in one of the five PA Forward available trainings.

We organized some 70 meetings to engage volunteers, partners and stakeholders. This allowed for further discussion and collaboration to make literacy programs and resources available through local libraries. We also helped facilitate nearly a dozen partner community events at various libraries. We worked with the Alzheimer’s Association of Greater Pennsylvania, Prevent Suicide PA, the Pennsylvania Insurance Department, representatives from the banking industry, and the Pennsylvania Humanities Council. This led to greater resource awareness and engagement and increased visibility of all that you offer to your communities.

We were also able to provide 70 web cams and headsets to PA Forward participating libraries. This included Star Libraries and allowed libraries to participate and be present in any PA Forward and/or Pennsylvania Library Association-related activity. We never want your physical distance from headquarters to negatively impact your ability to connect with all activities occurring.

And the Star Library program continued to shine brightly! We awarded nearly 400 stars to libraries, public and academic, throughout Pennsylvania. It is our hope that we keep growing and award stars to school and special libraries in 2019. We’ll soon be releasing information about how a library can maintain their Gold Star status!

We issued a survey regarding the Star Library help tools developed to assist libraries working through the program. All responses were favorable, and users noted an appreciation for resources available to guide them.

We also developed a video detailing the history and evolution of PA Forward, part of a digital archive being created to preserve all aspects of the association’s history. It is less than three minutes in length and is available on the association’s YouTube channel.

Finally, we began to review the operational structure of PA Forward. We convened an ad hoc committee in June 2018 to discuss the volunteer structure for PA Forward. That meeting and subsequent follow-up strategic planning sessions with numerous volunteers, will help us streamline some of our efforts to make the PA Forward operate more efficiently and effectively.

And so, we are making a shift with PA Forward. We’re not changing what we do but simply how we do it. As of 2019, PA Forward will transition to a structure that includes the following committees and responsibilities:

- **Steering Committee** — This committee will continue to advise the overall program with the primary focus being on fund development, furthering PA Forward’s mission, and general program planning and evaluation. Paula Gilbert will remain chair for 2019 and Susan Jeffery, previous chair of the Health Literacy Team, is joining us as vice-chair.
• **Workgroup** — This committee is comprised of members of the five literacy teams as well as the Academic Outreach Committee. Their work will focus on partner relations and resource development. They will also help inform the design of future PA Forward trainings. One of the first undertakings for this group will be to begin work toward the 2019 PA Forward Information Literacy Summit.

• **Training Committee** — This team is largely unchanged, with several of the members available to host in-person trainings at your libraries and a few of the members handling the technical aspects of the Star Library Program. This team will continue to refine current trainings and create new ones, while continuing to further the association’s Star Library Program. Joann Eichenlaub has stepped into the chair position and Ed Wolf is the Star Library Program technical lead for the group.

Rather than have multiple team members serving multiple roles, this new structure makes room for new volunteer leaders to become ambassadors for PA Forward.

We are proud of all that we were able to do in 2018 and are excited about what all 2019 will bring. Together, we will continue to heighten awareness of PA Forward’s potential. Remember, we will travel to your libraries to offer trainings. Please feel free to send an email to pafoward@palibraries.org and we will do what we can to assist your libraries.

Brandi Hunter-Davenport is the PA Forward Project Manager. As of the writing of this article, Brandi just finished binge-watching the first two seasons of American Horror Story on Netflix, wondering why she hadn’t become a fan sooner.

Paula Gilbert is the Youth Services Director, York County Libraries. As of the writing of this article, Paula was preparing for the holidays and looking forward to family time.

Scholarship Opportunities in 2019

Did you know that PaLA offers scholarships for professional development, graduate programs and first-time youth services attendees to the annual conference? Check out our website at https://www.palibraries.org/page/Aid and see if you might be eligible! Applications for the MLIS scholarship will be available this spring and will be due May 15th, 2019.
New Year, High Gear
continued from page 1

Just to get a glimpse of what we’re talking about, here are five things to get the conversation started:

1) Erie’s Bayfront Convention Center, home of the 2019 Annual Conference, resides along Lake Erie’s Presque Isle Bay. Conference attendees are invited to enjoy their stay at the Sheraton or the Courtyard by Marriott, both conveniently connected to the convention center. You can reflect on what you’ve learned and what you’re taking back to your library as you take in the waterfront views of the 3,200 square acre peninsula that shapes Presque Isle.

2) Presque Isle: Just a short drive away to the peninsula and the great outdoors await with biking, hiking and walking trails, birdwatching, boating, beaches, and more. Take an opportunity to step outside of the city atmosphere to enjoy a more natural setting.

3) Food & Drink: On the Lake Erie Wine Country and Lake Erie Ale Trail, uncover Erie by visiting some of the regions finest wineries and craft breweries. The options are almost endless to enjoy local flavors. If your taste buds have other cravings, try a Stanganelli’s pepperoni ball or a Smith’s hot dog. Save room for dessert by visiting one of the world-famous chocolatiers: Pulakos Chocolates, Stefanelli’s Candies, or Romolo Chocolates. Be sure to take home with you something to share with friends and family!

4) Raymond M. Blasco, MD Memorial Library, Erie Maritime Museum, and Bicentennial Tower: Just a short walk from the Sheraton, guests can visit Erie County Library headquarters to check out their Idea Lab. Step back in time to the War of 1812 and U.S. Brig Niagara to see what life was like on 19th century ships, and climb the Bicentennial tower to see the city from a whole new perspective.

5) Kid-Approved Highlights: If you’re bringing the family along, here are a couple of places which the kids will love! Just up the street from the Bayfront Convention Center, EXPERIENCE Children’s Museum offers three floors of fun for kids to learn and play. They can spend the day with water, geology and science; dance and act on a theater stage; or try out some professions like bank teller, doctor, or train conductor. The Wegman’s experience is one they’ll definitely enjoy, as they can pretend to be the shopper or cashier. Also note, just off of Interstate 90 and Peach Street, families can enjoy the indoor water park, Splash Lagoon, which houses nine water slides, a tree top ropes course, lazy river, and more!

For more on what’s happening in Erie, download the Hello Erie App, where they have upcoming events and specials to make your trip worthwhile.

Let’s Meet the Conference Crew!
This year, the association has assembled a fine crew of shipmates to lead the 2019 conference to shore. Taking up captain’s post as committee chair is Paula Collins, a dedicated and longtime member of the association. Alongside Paula and Kim Snyder Wise, PaLA Meetings & Finance Manager, the committee includes the following:

* **Administrative Support**: Dan Flaherty, Oil City Library
* **Exhibits**: Leslie LaBarte, Warren County Library Association; Sheryl Thomas, Erie County Public Library
* **Fundraising/Sponsorships**: Jennifer Knisely, Altoona Public Library; Erin Wincek, Erie County Public Library
* **Local Authors**: Randalee Gross, Erie County Public Library; Karl Rebon, Reynoldsville Public Library
* **Local Information/Tours**: Marcia Wilking, Erie County Public Library; Erin Wincek, Erie County Public Library
* **Mobile App**: Carolyn Blatchley, Cumberland County Library System; Dan Flaherty, Oil City Library
* **PaLA Store**: Brenda Beikert, Knox Public Library; Marcia Wilking, Erie County Public Library
* **Performers Showcase**: Tracy Blair, Corry Public Library; Annie Welsh, Oil City Library
* **Poster Sessions**: Rachel Stevenson, Erie County Public Library; Ed Wolf, Peters Township Public Library
* **Programming**: Cathi Alloway, Schlow Centre Region Library; Nicole Henline, Monroeville Public Library; Karen Niemla, Hammermill and Ridge Libraries, Mercyhurst University Library; Ann Snowman, Penn State University Libraries
* **Publicity**: Jessica Church, Punxsutawney Memorial Library
* **Registration**: Kelli Knapp, Warren County Library Association; Leslie Swope, St. Mary’s Public Library
* **Signage**: Brady Clemens, Central PA Library District
* **Technical Arrangements**: Anitra Gates, Erie County Public Library; Andrew Miller, Erie County Public Library
* **Volunteer Coordinator**: Amy Geisinger, New Castle Library Center

If you have an interest in volunteering to serve on any of these subcommittees, contact the subcommittee lead for more information.

*Continued on page 9*
The Technical Services Round Table (TSRT) is one of four round tables within the Pennsylvania Library Association (PaLA), with more than 100 members. While small compared to some association units, we are diverse in terms of responsibilities and types of libraries represented. What is “Technical Services?” Round table members have expertise and responsibilities in a range of librarianship areas that include any task associated with making information available to our patrons. Examples include acquisitions, cataloging, and online data management. Libraries of all sizes have some form of technical services, whether done by an entire department, a single person, a very small unit, or a mix of these.

Briefly, the mission of the TSRT according to our group page is “… to initiate and implement programs that will stimulate and promote improvement of these types of activities: acquisitions, identification, cataloging and classification, metadata, preservation of materials, and the development and coordination of the state’s library resources.” I also see our objective providing a community for fellow technical services librarians and serving as a resource to all PaLA members. Therefore the TSRT is both inward-looking (networking with other technical services professionals) and outward-looking (teaching non-technical services librarians about the roles that we play in the overall operation of libraries and sharing our expertise when invited). In reality these two points overlap in some ways with the bottom line being that we TSRT members can help solve problems, share ideas and issues, and collaborate with those in need of assistance.

During my year as chair of this round table my goals are to oversee completion of three or four already-launched initiatives: to further cement our foundational documents and more specifically answer the question of what we do (and help put a face to a name), to keep this unit moving forward through successfully identifying new leaders and proactive volunteers, and to be better integrated into the annual conference’s programs. Underlying all these initiatives will be more communication with members throughout the year via online meetings and direct contact. Thanks to past leaders, the TSRT has become reinvigorated and it is my desire to further strengthen and energize this group through 2019 and beyond.

If you are not a member of the TSRT we would love to change that! Adding round table membership is free for current PaLA members. To do so, log in to palibraries.org and from your Profile choose Groups, click on Round Tables, scroll down to Technical Services on the next page and click on it, then follow the directions under “Not a Member of this Round Table?” Once completed reach out to me or any of the TSRT leaders and do stay in touch!

Paige Andrew is the 2019 Technical Services Round Table Chair and the Cartographic Resources Cataloging Librarian and Distinguished Librarian at Pennsylvania State University. He is currently reading In the Wake of the Plague: The Black Death & the World it Made by Norman F. Cantor as well as In the Heart of the sea: The Tragedy of the Whaleship Essex by Nathaniel P. Philbrick.

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New Year, High Gear continued

Choose-Your-Own-Adventure

Whether you like hiking, scenic drives, Pennsylvania history, museums, or local grub, Erie, Pennsylvania truly has something for everyone. Stay tuned to Pennsylvania Library Association’s website, Facebook page, and your email inboxes as we’ll be sharing information throughout the year to ensure that you have your best conference experience yet!
Long gone are the days when the most dangerous event that a librarian encountered was a patron angry over fines. Today, we live in a world where librarians and their staff are facing everything from overdoses and deliverance of Narcan to human trafficking and active shooters in libraries. In order to best prepare librarians and library staff for any eventuality, the Northwest Chapter of the Pennsylvania Library Association held a daylong training at Raymond M. Blasco, MD Memorial Library in Erie, Pennsylvania on October 26, 2018.

By utilizing the partnerships that the staff at Blasco have cultivated, speakers from several agencies presented on “Planning, Training, Equipping For an Emergency,” “Human Trafficking & Megan’s Law,” and an “Open Forum on Drugs.”

Our first session on planning for an emergency, provided insight on the Federal Emergency Management Agency (FEMA), which identifies libraries as an important community stakeholder linking services across counties. With the surge in urban and coastal area populations, natural disasters are increasingly devastating. FEMA recognizes that libraries already have a cooperative system that people trust. This easily establishes them as potential donation drop-off sites, shelters, and command posts if we link our emergency plans with those of other community agencies during a disaster. Library emergency plans should be aligned with the Post-Katrina Pet Act, allowing pets in any library designated as a shelter during major disasters. Furthermore, libraries should have a donation management plan if they are drop-off sites, so that you do not receive cold weather gloves in the middle of summer, for example. Finally, libraries should establish several sites, known to library staff, that are equipped with emergency go-bags, if the need to evacuate arises.

Libraries, as public spaces, can be potential hotspots for human trafficking. Recognizing some of the signs and facts about this rising concern could help to save a life. Did you know that 42% of recruiters are female, an older, “female” who “takes care” of her victims? Did you know that 46% of the victims knew the recruiter? Some signs to look for as people visit your library include:

- **Tattoos**: Names, barcodes, or symbols across several women and/or children that are somewhat visible, but not necessarily noticed.
- **Luxury items**: An influx of expensive items like jewelry, purses, or devices could be a clue, especially if you know that the individual does not have an ID, personal funds, or access to either.
- **Words**: A victim may talk about a “handler” or use other terms to describe someone who “takes care” of them.

When victims share their survivor stories, they’re often asked why they didn’t run away or go to the police. Their responses often include the fears that someone will hurt their family or that the police will arrest them for prostitution rather than helping them.

Starting in the 1990s, federal laws began to address the concerns of child abuse and sexual offenses. In 1994, the Jacob Wetterling Crimes Against Children Act began the process of registering sex offenders and identifying sexually violent predators. Shortly thereafter, the Megan’s Law amendment of 1996 came about to dictate that information regarding registered sex offenders be made available to the public. This amendment is a federal law, which states have adapted.

Currently, the registration process and listing of sexual offenses falls under the Adam Walsh Child Protection and Safety Act of 2006, which amends its preceeding acts of federal sex offender registration. This act includes the Sex Offender Registration and Notification Act (SORNA), which outlines the tier approach to classification, including:

- **Tier 1**: Register for 15 years — Individual is not required to notify neighbors.
• **Tier 2:** Register for 25 years — Individual is not required to notify neighbors.

• **Tier 3:** Lifetime Registration — Individual is not required to notify neighbors.

• Only sexually violent predators or sexually violent delinquents need to notify their 25 closest neighbors and community members if they are within a five mile radius from a school.

Sex offenders who were registered prior to 2012 fall under the Megan’s Law amendment. Those who were registered after 2012 report under SORNA. Neither of these acts dictate how far registered sex offenders can live from public places. SORNA, though, regulates the registration of sex offenders and how much information is required for registration.

Northwest Chapter participants were able to ask questions of the presenters as well as respond with examples of what has happened at their libraries and how these experiences have prepared them for future incidents. The sessions were worthwhile in guiding participants to safer, smarter ways of knowing what is going on in their libraries.

For more information on the content, please follow the links below:

• **FEMA**

• **Crime Victim Center of Erie County**

• **Legislation History:** Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking

• **Sexual Offenses Tiers in Pennsylvania**

Jessica Church is a PA Forward Steering Committee member, 2019 treasurer for the Northwest Chapter, as well as the director of Punxsutawney Memorial Library. She is currently listening to Brene Brown’s “Dare To Lead.”

Leslie LaBarte is the District Consultant for the Seneca District. She is currently reading the “Queen of Air & Darkness” by Cassandra Clare and listening to “The Art of Invisibility” by Kevin Mitnick, narrated by Ray Porter.
The Pennsylvania Library Association (PaLA) held its annual Leadership Orientation on December 3rd (evening) and 4th (all day), 2018 and I attended as the new chair of the Technical Services Round Table (TSRT). I have quite a bit of leadership service ranging from Penn State activities: chairing our Library Faculty Organization (LFO), serving on council and its various committees, and chairing search committees for faculty positions; to a host of officer and leadership positions in regional organizations including the Special Libraries Association and the Map and Geospatial Information Round Table of the American Library Association.

Thus, I am not new to this kind of activity and arrived at the Leadership Orientation with a certain mindset and set of expectations. My two biggest needs — or so I thought — were to get a clearer “big picture” of PaLA and all of its moving parts and to learn more about the website. I already had a good sense of the mission, membership and activities of the TSRT, but I did not have a good understanding of how to use and navigate palibraries.org. Well, when I left Gettysburg late on Tuesday afternoon I felt blessed and buoyed that I received far more than I hoped for!

Monday evening kicked off with fun gatherings for dinner at several local eateries. The meeting itself began when we came back together at the Gettysburg Wyndham Hotel to be introduced to the association’s staff and board members. I want to stop and point out that the food/beverages throughout the orientation were outstanding. I have been to A LOT of meetings and programs in my 30+ years in the profession and this hotel was definitely one of the best in terms of quality and service.

Executive Director Christi Buker walked us through the many forms in the information packet we received as we checked in. Not only did she highlight individual documents and their purpose but connected them to various points of leadership within the association. These documents, especially the organization chart and state map, visually showed the boundaries of each of the chapters and helped me grasp the “big picture.” Additionally, this alerted me to a couple of upcoming deadlines that I needed to be aware of and act upon for my round table. By the time we had reviewed the documents given to us I felt I had a solid foundation to work from as a round table chair. The remainder of the evening was a presentation about leadership and aspects of character and communication that make individuals good leaders. Sara Jane Lowry of Sara Jane Lowry Coaching and Consulting, delivered an inspiring talk on leadership and servant leadership. Her presentation was well-organized, delivered with clarity, seriousness and humor. Her effective icebreakers were thought-provoking, helped us learn about each other, and gave us information to learn from as we move into our individual roles.

Christi mentioned early on that Tuesday would be a long day — she was correct! But it was well worth the time and energy invested. We dove into a full agenda covering association activities at all levels for the 2018 year, information needs for leaders, and a meaningful chunk of time devoted to the workings of the PaLA website, which I was anxiously awaiting.
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Centre Co. Library & Historical Museum
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2nd VP/2019 Erie Conf.
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South Central
Wendy McClure
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Sukrit Goswami
Haverford Township Free Library
Legislative Information
Kimberley Hrvnak, Co-Chair
Allegheny Co. Library Association
Michele Legate, Co-Chair
NE Library District/Albright Memorial Library
Bulletin
Stephanie Campbell
Brodart Co.
Finance
Denise Sticha
Centre Co. Library & Historical Museum
Organization & Bylaws
Barbara McGary
James V. Brown Library
Public Relations & Marketing
Amy Krize Suveg, Co-Chair
Chester County Library
Regina Fried, Co-Chair
Bucks County Free Library
Scholarship
Katie Martin
Blair Co. Library System
Ex Libris Society
Jack Sulzer
Penn State University
PA Forward Steering
Paula Gilbert
Martin Library

Round Table Chairs
Digital Resources
Brian Fulton
Scranton Times Tribune
Teaching, Learning & Technology
Adam Haigh
Lower Merion Library System
Rural & Small Libraries
Cynthia DeLuca
Barrett Paradise Friendly Library
Technical Services
Paige Andrew
Penn State Univ. Libraries

PaLA Headquarters
Executive Director
Christi Boker
Meetings & Finance Manager
Kim Snyder Wise
PA Forward Project Manager
Brandi Hunter-Davenport
Administrative Assistant
Mercedes Avery

PA Academy of Leadership Studies (PALS)
Jessica Miller
Washington County Library System
Website
Melissa Rowse
Degenstein Community Library

2019 Administrative Directory
I was honored to serve as the chair of the Scholarship Committee for the last two years. It is very rewarding to serve on a committee that helps to further the education and careers of librarians throughout the state. I would like to take this opportunity to thank my fellow 2018 committee members: Heather Weleski, Children and Youth Services Coordinator, Castle Shannon Library who served with me for the second year in a row on this committee; Barb Bailey, Circulation Manager, Chester County Library & District Center, and Cindy DeLuca, Director, Barrett Paradise Friendly Library. All members devoted a significant amount of time and expertise evaluating applications and selecting worthy scholarship awardees. The committee also reviewed and made recommendations for much needed changes to the policies and procedures of the committee.

**MLS Scholarships**

On March 1, the application process began for the MLS Scholarships, at which time the committee received a question regarding the residency requirement. The committee reviewed the policy and procedures manual and decided that members of PaLA who work in Pennsylvania should be eligible to apply for a scholarship. A recommendation for the revised wording was submitted to the board and was approved in April. In May, the Committee reviewed thirteen applications for the MLS scholarship. The following were selected for their dedication to the profession, motivation and civic activity, and compelling letters of support:

- George Matthew, Youth Services Coordinator, Adams County Library System
- Susan Lopez, Director, Boyertown Community Library
- Hillary Hunter, Library Assistant, William Jeanes Memorial Library

**Youth Services Scholarships**

Late in 2017, a team consisting of current and past members of the scholarship committee held a virtual meeting to discuss the criteria, eligibility, funding and any other thoughts we had about the selection process for the following year. It was determined that one of the issues that needed to be addressed was the lack of criteria for the Youth Services Conference Scholarship, making it extremely difficult to determine the most qualified candidate. As a result, the 2018 committee developed a new application form for the Youth Services Conference Scholarship, sponsored by Boyds Mills Press, which was used this year and improved the selection process.

In August, the Committee received twenty applications for the Boyds Mill Youth Services Conference Scholarship. The following demonstrated strong dedication to the field of youth services and were selected:

- Melinda Roberts, Youth Services Librarian, Rachel Kohl Community Library
- Amber Kennedy, Youth Services Librarian, Margaret R. Grundy Memorial Library
- Lisa Rand, Youth Services Coordinator, Boyertown Community Library

**ALA Emerging Leader**

In September, the members of the scholarship committee worked with David Schappert (PaLA past president); Erin Joyce, District Consultant, Oil City Library; and Katie Greenleaf Martin, previous ALA Emerging Leader; to select the 2019 ALA Emerging Leader. We reviewed five applications and selected Robbin Degeratu, Administrative Director of the Centre County Library & Historical Museum, who demonstrated her commitment to the profession, leadership potential, and appreciation of diversity.

**Policy and Procedures Manual**

This past year, the committee found that an exceptional number of applications for both the MLS and Youth Services Conference Scholarships were incomplete. The committee felt that the policy and procedures manual needed to be revised to make it clear that incomplete applications would not be considered. We have submitted our proposed changes to the board for its review and approval.

It has been an honor and a pleasure to serve as the chair of this worthwhile committee, and I would like to thank Heather, Barb and Cindy for all their hard work throughout the year.

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*Marguerite Dube served as the Scholarship Chair for 2017 and 2018. She is the Director of the Chester County Library in Exton and its Henrietta Hankin Branch in Chester Springs. She is currently reading “The Likeness”, by Tana French.*
Leadership Orientation continued from page 12

Here are some details:

• Each of the association’s officers provided “year in review” synopses for their area of responsibility
• Leaders of each unit (district, chapter, and round table) were invited to provide both review information and also an account of current and future activities
• Association website guru Mercedes Avery provided a 1.5-hour overview, with a bit of hands-on activity showing the components of the website and some navigation tips and tricks
• Executive Director Christi Buker then led “Planning for Success in 2019 — Your Mission”
• Three breakout sessions were offered based on general responsibilities and/or specific topical areas, e.g., leaders of divisions and round tables came together to discuss annual conference programming and unit management
• A final gathering included a recap of meeting activities and action plans for 2019 based on forthcoming deadlines for things such as the call for presentations and posters for the annual conference and chapter workshops

As I write this it has been a week since the Leadership Orientation, with 46 PaLA leaders and staff in attendance. Not only were my personal expectations met, they were greatly exceeded. At the end of the meeting, Christi asked us to share one thing we learned from this event. I volunteered that I came in thinking I had my role under control but instead was leaving knowing I have much more work to do as TSRT chair because I learned so much! I am very grateful that the association offers a hands-on, in-depth orientation for leaders to better prepare them to know the breadth and depth of the organization and to feel truly a part of something great.

If you have been sitting on the sidelines as a PaLA member, I strongly encourage you to volunteer for even a small leadership role. I can guarantee that you will be well cared for not only through Leadership Orientation (professional associations/organizations rarely go to this length to prepare their current and incoming leaders) but also through the openly welcoming environment of expert staff and your fellow members. I look forward to working alongside my fellow round table officers and the many other leaders throughout my year as TSRT chair.

Paige Andrew is the 2019 Technical Services Round Table Chair and the Cartographic Resources Cataloging Librarian and Distinguished Librarian at Pennsylvania State University. He is currently reading In the Wake of the Plague: The Black Death & the World it Made by Norman F. Cantor and In the Heart of the Sea: The Tragedy of the Whaleship Essex by Nathaniel P. Philbrick.
## Calendar

### January

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>10</td>
<td>Leadership Orientation Review</td>
<td>Virtual</td>
</tr>
<tr>
<td>14</td>
<td>Legislative Committee Meeting</td>
<td>Virtual</td>
</tr>
<tr>
<td>14</td>
<td>Conference Planning Meeting</td>
<td>Virtual</td>
</tr>
<tr>
<td>18</td>
<td>PaLA Board Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>21</td>
<td>Martin Luther King, Jr. Day</td>
<td>CLOSED</td>
</tr>
<tr>
<td>28</td>
<td>Southwest Chapter Meeting</td>
<td>New Stanton, PA</td>
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<tr>
<td>31</td>
<td>PA Forward Workgroup Meeting</td>
<td>PaLA Headquarters</td>
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### February

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<tbody>
<tr>
<td>1</td>
<td>Board Meeting (SNOW DATE)</td>
<td>PaLA Headquarters</td>
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<tr>
<td>4</td>
<td>Website Committee Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>11</td>
<td>Legislative Committee Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>12</td>
<td>Coffee with Christi - Council Meeting</td>
<td>Virtual</td>
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<tr>
<td>13</td>
<td>Nominations &amp; Elections Committee Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>15</td>
<td>PR &amp; Marketing Committee Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>18</td>
<td>President’s Day</td>
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<tr>
<td>22</td>
<td>PA Forward Steering Committee Meeting</td>
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<tr>
<td>27</td>
<td>PA Forward Workgroup Meeting</td>
<td>PaLA Headquarters</td>
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<tr>
<td>28</td>
<td>PA Forward Training Team Meeting</td>
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### March

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<tbody>
<tr>
<td>28</td>
<td>PA Forward Workgroup Meeting</td>
<td>PaLA Headquarters</td>
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**On social media? Follow us!**

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Follow PA Forward on Facebook (/PAForward) and on Twitter (@PAForward5)

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Presentation of the 2018 Patricia A. Dobbin Award was made during the 2018 SEPLA workshop on December 7 to Carrie Turner, President & CEO, Cheltenham Township Library System.

*Left to right: Marguerite Dube, SEPLA Award Committee; Dana Barber, 2018 SEPLA Vice Chair; Carrie Turner, 2018 Patricia Dobbin Award Winner; Janis Stubbs, SEPLA Award Committee David Belanger, 2018 SEPLA Chair.*