

## Return on Investment


BY DENISE STICHA



Denise Sticha

For many years, my kids went to camp for a week each summer. After they came back home, we noticed a temporary shift in personality that eventually we referred to as the "Lutherlyn let-down." After the intense, uplifting

experience of camp, a certain despondency set in for a couple of days until life settled back into the realm of normal. This same phenomenon happens to me every year after the Pennsylvania Library Association Conference. I return to the office pumped up with new ideas, fun memories, good times spent catching up with colleagues and friends only to find a desk full of mail, a voice mail box full of messages, a few hundred emails awaiting my attention, and a calendar full of upcoming meetings and deadlines. It usually takes about a week before I get my groove back and can start appreciating my normal. Each conference is always "the best one ever" and I have a collection of about 30 conference program brochures to remind myself about that one session I attended, or that keynote speaker that made my eyes well up.

My thanks to Paula Collins and the terrific Conference Planning committee, to Christi Buker and the dedicated PaLA staff and to everyone who came to Erie for making this my BEST CONFERENCE EVER! 

*Denise Sticha is the President of PaLA and Executive Director of the Centre County Library and Historical Museum. She is currently reading "Saving Monticello" and "A Fine Romance: Falling in Love with the English Countryside" by Susan Branch.*

### MY TOP *10 list* OF 2019 ERIE CONFERENCE HIGHLIGHTS

- 10.* Meeting Wanda Brown, the current President of the American Library Association.
- 9.* Leaf peeping along Route 80 while riding the SEPLA bus.
- 8.* Our first ever APPLS (Association of PA Public Library System) forum.
- 7.* A super helpful pre-conference that certainly will fire up my fundraising.
- 6.* Meeting Kathy Parry and sharing stories of how we learned to be resilient.
- 5.* Catching up with Jack Sulzer and other Ex Libris members at the reception looking out across the bay.
- 4.* Hearing how Felton Thomas became a librarian, and sharing my own story with him as we walked together.
- 3.* The beautiful Bayfront Convention Center.
- 2.* Meeting Nancy Pearl for the first time ever and talking with her during breakfast.

And finally, my *#1 highlight* was being energized, encouraged and inspired by the awesome speakers, session presenters and Pennsylvania librarians for another year.



PENNSYLVANIA LIBRARY ASSOCIATION

# Bulletin

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PaLA

Pennsylvania  
Library  
Association

# \$5 Million More!

BY CHRISTI BUKER



Christi Buker

2019 included a massive success for the Pennsylvania Library Association and libraries across the commonwealth — a \$5 million increase in the public library subsidy!

The public library subsidy is a line in the state budget to support more than 474 public libraries across the state. For

those who haven't been tracking the history, the subsidy was cut by 20% for 2008–2009 and then by another 9% for 2009–2010. At its high point in 2007–2008 the public library subsidy was \$75.75 million. In recent years, the public library subsidy has been level-funded at \$54.47 million, and that includes a \$1 million increase in 2015–2016 put forward by the General Assembly. The increase for the 2019–2020 budget year is a 9.18% increase after more than 10 very difficult years!


This was not an easy achievement and many people contributed to this success. I think it is worth a quick recap on some of the components of this year's work that led to a positive result.

- 1 Legislative Committee members carefully considered and developed the framework for talking points and "the ask" — "The Good, the Bad, and the POSSIBLE."
- 2 All members of the Association, plus non-members, were asked to engage with their legislators — inviting them to library events, meeting with them to share local stories of good, bad, and possible.
- 3 Strategy decisions were made to focus efforts on just the public library subsidy and not other issues such as minimum wage and credentialing. The reasoning that if we use our limited resources to get more funding for libraries, it will ease some of the impact of other issues.
- 4 When Representative Stan Saylor, Chairman of the House Appropriations Committee, indicated his willingness to add \$5 million to the subsidy, we asked members to contact their legislators. The request was that these legislators tell Representative Saylor and Senator Browne that they would also support the \$5 million addition. In essence, using some positive name-dropping to gather visible support. Having colleagues on both sides of the aisle support the legislative leadership at the negotiating table was essential!



Rep. Stan Saylor speaking at the 2018 Libraries Move PA Forward event in the Capitol.

5 Upon successful passage of the increase, you all sent wonderful thank you notes formal letters, and postcards. It was very meaningful to the legislators and their staff that these were not pre-formed templates, but were individual, sincere expressions of gratitude. One creative director even sent a local library card to Rep. Saylor!

We were excited to have some positive news on library funding and look forward to building on that momentum for continued work to restore library funding. I hope that we can count on you, your library, and your local champions to be engaged in membership and messaging over the next year! 

*Christi Buker is the executive director of the Pennsylvania Library Association. You can reach her at [christi@palibraries.org](mailto:christi@palibraries.org). She finished listening to "Seriously . . . I'm Kidding." by Ellen DeGeneres on a recent road trip for a membership event. She will start Robin DiAngelo's book "White Fragility, Why it's so hard for white people to talk about racism" in order to participate in the upcoming Connect & Communicate Series discussion hosted by the College & Research Division (CRD).*

# Reminder: Libraries can renew their PA Forward Gold Stars as of January 2020

BY BRANDI HUNTER-DAVENPORT



**Brandi  
Hunter-Davenport**

When the PA Forward Star Library program got started in 2017, Gold stars expired after 3 years. This means the first round of Gold Stars achieved within the PA Forward Star Library program are due to expire in January 2020.


It was decided that Gold Star's could be recertified beginning in January 2020. To maintain, your

Gold Star, libraries will need to complete four core actions, three literacy actions per literacy and two bonus actions. You can begin to submit your actions in November 2019. Just as with the current program, materials will be uploaded to your shared drive folder and libraries will then submit for the renewal star via the Star Library website.

With the option for libraries to maintain their Gold status, ALL stars (Bronze, Silver, and Gold) expire one year from when they are awarded. This means all Gold Stars can also be renewed on an annual basis.

The Gold Star designation and any subsequent renewals will remain contingent upon the library having current institutional membership or a staff person having personal membership in the Pennsylvania Library Association. Membership must be current during the time the library submits for the star. Current trustee membership can be considered as well.

If a library achieves the Gold Star by December 31, 2019, they will be grandfathered into the original parameters. This means their gold star will be valid for three years. Any Gold Stars achieved after December 31, 2019 will automatically be on the yearly cycle for renewal.

For a list of the types of actions for the Gold Star renewal, visit [www.paforwardstarlibraries.org](http://www.paforwardstarlibraries.org). Questions can be directed to [paforward@palibraries.org](mailto:paforward@palibraries.org) or 717-766-7663. 

*Brandi Hunter-Davenport, PA Forward Project Manager, left the Association for another opportunity in September 2019. She wishes you well as you continue moving Pennsylvania forward!*

*Rob Leshner is serving as interim project manager.*

## LIBRARIES ACHIEVING GOLD STAR STATUS IN 2019

- |                                     |   |
|-------------------------------------|---|
| Apollo Memorial Library             | Kutztown Community Library                  |
| Ardmore Library                     | Lebanon Community Library                   |
| Butler Area Public Library          | Lower Macungie Library                      |
| Chester County Library              | Marple Public Library                       |
| Citizens Library                    | Montgomery County-Norristown Public Library |
| Collinsville Community Library      | Oley Valley Community Library               |
| Community Library of Castle Shannon | Paoli Library                               |
| Dalton Community Library            | Penn State Harrisburg Library               |
| Emmaus Public Library               | Red Land Community Library                  |
| Exeter Community Library            | Sewickley Public Library                    |
| Ford City Public Library            | Shippensburg University Library             |
| Fulton County Library               | Somerset County Library                     |
| Hazleton Area Public Library        | Springboro Public Library                   |
| Horsham Township Library            | Tredyffrin Public Library                   |
| Knox Public Library                 | Warren Library Association                  |

# PA Forward Star Library Spotlight: Marple Library

BY: JACKIE DILLON-FAST

The Pennsylvania Library Association (PaLA) launched the PA Forward Star Library Program in January of 2017. The initiative was designed to recognize the valuable programs offered at Pennsylvania libraries that promote and encourage five key literacies to their constituents of all ages: Basic, Civic & Social, Financial, Health, and Information. The initiative is a three-step star achievement process with libraries first completing activities for Bronze star status, followed by Silver, and finally Gold star status. As of August 2019, 209 total libraries participated in PA Forward, and a total of 102 libraries have achieved the Gold star status.

Marple Library, located in Delaware County, had the distinct honor of achieving Gold Star Status on June 6, 2019. This achievement marks the first library to receive this status in the entire Delaware County Library System. Library Director, LaTanya Burno, provided some insight into Marple Library's journey throughout the PA Forward program.

## Could you please describe the library's goals for achieving each star level, especially the Gold Star?

**LB** — By achieving each star and informing our community of our path to the gold star, we achieved a strategic plan goal, which has been to raise awareness of the high quality and variety of programs and services we offer at Marple Library. By providing programs, services, and materials which aligned with the five literacies of PA Forward, we were able to achieve Gold Star status.

## What were some of the challenges Marple Library faced during the process? What were some successes?

**LB** — The biggest challenge was finding the time to devote to the PA Forward Star Library Program. We had many successes throughout the process. Staff from various departments worked together in a way that strengthened relationships and allowed everyone to contribute to the ultimate goal. We were able to utilize this process to strengthen our social media presence, which worked hand in hand with our new strategic plan. Staff and Board of Trustees collaborated throughout the entire process and celebrated our success with each star achieved.

## Was the process of going Gold easier or more difficult than anticipated?

**LB** — Once we designated a point person, the process of achieving each benchmark became easier. It really helped to have one person spearheading the project.



*Marple Library hosted a celebration of their PA Forward Gold Star achievement in August 2019. Photographed (from left) is Cathy Bittle, Director, Delaware County Libraries; LaTanya Burno, Director, Marple Library; Brandi Hunter-Davenport, PA Forward Project Manager; and Christi Buker, Executive Director, Pennsylvania Library Association.*

## How did the community react to the Gold Star Status?

**LB** — We made a conscious effort to keep the community abreast of our success at each star level. There was great excitement and encouragement throughout the process and we received numerous congratulatory messages. The community helped us celebrate with ice cream and cake where we were given a Certificate of Recognition from Senator Tim Kearney's Office and a House of Representatives Citation from Representative Jennifer O'Mara, along with praise from Delaware County Library System Director, Catherine Bittle and Marple Township Commissioners.

## What do you think going Gold means in terms of community engagement?

**LB** — It became easier to actively engage with the community as we progressed. The PA Forward Star Library Program helped Marple Library show its community the bigger picture — that public libraries are more than just books, they are vibrant community centers that improve lives. Attaining the highest level of recognition allows Marple Library to be recognized as a vital and necessary component in the success of its community.

## What does the Gold Star status mean to you, the library, and the staff?

**LB** — Attaining Gold Star Status is a great accomplishment for all of us and this achievement provides evidence of our commitment to the Marple Township community.

*Continued on next page*

## What does being the first PA Forward Gold Star library in Delaware County mean for Marple Library?

**LB** — The PA Forward framework enabled us to promote our programs in a way that showcased the quality of programming that is representative of all Delaware County libraries. We are all capable of achieving the Gold Star status and we all need to support each other to do so. The library profession is naturally a collaborative profession, and we can all help and support each other to participate in the PA Forward program. All libraries are working towards the same goal — enhancing the lives of our community members, but we can achieve this goal better, together.

## Do you have any advice for Pennsylvania libraries that have started or are currently involved in the PA Forward program?


**LB** — Carving out time is a major challenge in the PA Forward program. Incorporate the benchmarks into your goals and have one person focus on matching the benchmarks with your current programming. Empower this point person to assess the programs and identify strengths towards the benchmarks and areas that require improvement. Communication is key, as well. Consistently check in with staff to make sure they are all on the same page. Always stop to thank your staff and give them recognition for their hard work. Telling staff that they are valuable to the library and to the program can go a long way. A certain sense of passion is required to succeed in the program, and you can easily cultivate passion with your staff by showing appreciation for their hard work.



The 2019 PALS Writing Group members are (from left) Amber Kennedy-Lyons, Zoey Mills, Heather Weleski, Jessica Smith, and Dana Brigandi.

## Do you have any advice for libraries currently not involved in the program or libraries who are considering becoming involved in PA Forward?

**LB** — I encourage every library go for it! There are only positive outcomes with this program. Having quantifiable evidence through the PA Forward Star Library program better positions libraries to strengthen community ties, build lasting relationships with potential partners, and confidently seek out funding opportunities.

More information about the PA Forward Star Library Program and how to get started can be found at <http://www.PAForwardStarLibraries.org>. 

*This article was produced by the 2019 PALS Writing Group. Group members are Dana Brigandi, James V. Brown Library; Amber Kennedy-Lyons, Margaret R. Grundy Memorial Library; Zoey Mills, Tredyffrin Public Library; Jessica Smith, Carnegie Library of Pittsburgh; and Heather Weleski, Avalon Public Library*

# Save the Date for PALS in 2020!

The Pennsylvania Library Association (PaLA) Academy of Leadership Studies (PALS) is happy to announce its 2020 training opportunities. PALS is leadership development for librarians with the driving philosophy that leadership is a choice we make, not a position we hold.

## CHOOSING LEADERSHIP (April 2020)

The Choosing Leadership one-day workshop will take place on a weekday in April (date TBD). This workshop is specifically designed for non-degreed librarians and support staff who are looking for ways to realize their leadership potential. Anyone who works in libraries, regardless of their position, is welcome to attend. This workshop is also open to students.

## LEADERSHIP ACADEMY (May 31–June 3)

The Leadership Academy, a 3.5 day workshop, will run from May 31, 2020 to June 3, 2020. The Leadership Academy is designed for MLS/MLIS degreed librarians whether they are fresh out of school, or have

been in the field for years. Participants work closely with each other, and with appointed mentors, to explore what it means to be a leader and how they can choose to be leaders for their libraries. Attendance in this workshop has the added benefit of a yearlong group project to hone leadership skills.

## DIRECTORS' INSTITUTE (June 3–June 6)

The Directors' Institute, a 3.5 day workshop, will run from June 3, 2020 to June 6, 2020. The Directors' Institute is designed for library directors and assistant directors, as well as equivalent positions in academic libraries. Participants will work closely with each other and with appointed mentors to explore what it means to be both a library director and a library leader.



Pennsylvania Library Association's  
Academy of Leadership Studies

# Welcome New Members!

## PERSONAL MEMBERS

**Kristi Addleman Ritter**

Penn State Mont Alto

**Sarah Becking**

Joseph T Simpson Public Library

**Sarah Billman**

Mill Hall, PA

**Julie Boam**

Erie County Library System

**Courtney Bonnet**

Northland Public Library

**Meg Bowie**

Philadelphia, PA

**Sarah Boyce**

Mars Area Public Library

**Kaitlyn Boylan**

FOR Sto-Rox Library

**Meaghan Cash**

Indiana, PA

**Bridget Clark**

Sewickley Public Library

**Raina Cole**

Clarion Co., PA

**Shannon Collins**

Rutledge, PA

**Stephen Cook**

Margaret R. Grundy Memorial Library

**Maria Cuccaro**

Murrysville Community Library

**Debbie Deane**

Bradford Area Public Library

**Natalie DeRiso**

Carnegie Library of Pittsburgh Sheraden

**Hannah Dewey**

Tidioute, PA

**Natasha Donaldson**

Village Library of Morgantown

**Rebecca Elias**

State College, PA

**John Euliano**

Erie County Public Library

**Sharon Gardoski**

Clarion University of PA/Dept of Library Science

**L. Amoi Goldman**

Hershey, PA

**Tara Gouldey**

Wernersville Public Library

**David Hrivnak**

Peoples Library

**Holly Jackson**

Mansfield University

**Brendan Johnson**

Penn State Abington Campus

**Jennifer Johnson**

York County Libraries

**Neil Kennedy**

Southampton Free Library

**Richelle Klug**

Sewickley Public Library

**John Kristine**

Sarver, PA

**Laura Kupets**

Rostraver Public Library

**Kaitlyn Labrozzi**

Erie County Public Library

**Nicole Lenz**

Cambria County Library

**Chari Lyons**

Carnegie Library of Homestead

**Thomas Mackell**

Philadelphia, PA

**Chris Mauchline**

Honeybrook, PA

**Shelley Merrell**

Huntingdon County Library

**Colleen Murray-Donaldson**

Erie County Public Library

**Katherine Neidig**

Heinz History Center & Detre Library

**Vanessa Nelson**

Huntingdon Valley Library

**Erik Nordberg**

Indiana University of Pennsylvania

**Michelle Ortasic**

Guthrie Memorial Library

**Catherine O'Sullivan**

Lancaster, PA

**Kristen Panek**

Cambria County Library System

**Karen Rider**

Central Bucks School District

**Shelley Rosen**

Simmons College GSLIS

**Christine Santoro**

Richland Community Library

**Margaret Schachte**

Ashland, PA

**Jaylene Smith**

Redbank Valley Public Library

**Alexandra Srolis**

Chester Springs, PA

**Lee Steube**

Upper Darby Twp/Sellers Mem Free Public Library

**Albert Sun**

York, PA

**Andrea Territ**

Greensburg, PA

**Rebecca Thompson**

King's College — PA

**Katarina Troutman**

Philadelphia, PA

**Kathleen Ulrich**

Richland Community Library

**Kristy Wall**

Altoona Area Public Library

**Amanda Wanner**

Berwick, PA

**Ashley Wineland**

Pittsburgh, PA

**Marcus Yuille**

Erie County Public Library

## INSTITUTIONAL MEMBERS

**Elkland Area Community Library**

**Oley Valley Community Library**

**Parkland Community Library**

**Southampton Free Library**

# Remembrances of Sara Jane Cate


BY: NAN CAVENAUGH

Pennsylvania's libraries have lost a passionate citizen advocate with the death of Sara Jane Cate in Harrisburg on August 25, 2019. For almost four decades, she led with distinction on the local, county, state and federal levels. I first met my friend in the mid-1970s when it looked like the Dauphin County Library System would need to close the doors of some of its branches. Sara Jane realized that the DCLS board of trustees could make better things happen for its libraries, so she became a trustee in 1979 and served until December 17, 2014 which the county commissioners declared Sara Jane Cate Day on her retirement from the library board. In this 36-year period, she was president, vice-president and secretary and chaired every committee. Soon she was Chair of the Trustee Division of PLA and on that board as well. Citizens and library professionals all over the commonwealth knew her name as someone who could help get things done in the library community.

Since her involvement began with Friends, she was one of the founding mothers of Pennsylvania Citizens for Better Libraries, a state-wide advocacy and training group for citizens across

the state, another group where she held leadership positions as an officer or Committee chair. She received both the Lifetime Achievement Award and was awarded Emeritus Membership status.

When Governor Bob Casey called for a statewide leadership conference, SJ was there and soon became one of a few PA delegates to a White House Conference on Libraries and Information Services. Eventually she led this federal group, too. She also became one of the lay leaders on the Governor's Advisory Council on Libraries, a position she kept through many political changes of administration.

Like many of us, she refused to believe that libraries will die because of the Internet. She had many library stories to tell to make more friends and to influence funders. She was never hesitant to engage nay-sayers or to encourage people to love their libraries. Whenever Pennsylvania's libraries take a step forward, Sara Jane Cate's spirit will be there cheering. 

## Excerpts from Sara Jane Cate's Obituary

Sara Jane "SJ" Cate of Lower Paxton Township, died peacefully at Homeland Center in Harrisburg on August 25th surrounded by those who loved her. Sara Jane was the daughter of Frederick and Esther (Garber) Reiter.

Sara Jane often called herself a "domestic engineer" but her passion was advocating for libraries, having served in many capacities with the Dauphin County Library, the Friends of the East Shore Area Library, Pennsylvania Library Association, Pennsylvania Citizens for Better Libraries, The Pennsylvania Governor's Conference on Library and Information, and the White House Conference on Library and Information Service.

SJ also served as a board member on the Lower Paxton Township Zoning Hearing Board for nearly 30 years, was a member of Market Square Presbyterian Church from the age of 12 where she had served as Deacon, Elder, Trustee and youth advisor. Sara Jane was also a long-time member of the Harrisburg Study Club and had also belonged to the Civic Club of Suburban Harrisburg, the Dauphin County Women's Club, Harrisburg League of Women Voters and served posts on the PTA, United Way, WMSP-FM, and the Girl Scouts.

SJ had a very active social life and enjoyed playing bridge and going to dinner with her friends in, The Lady Bugs. Prior to his passing SJ and her husband enjoyed traveling, dancing, and spending time with their daughter Beth and her husband.

She was preceded in death by her beloved Donald J. Cate, her parents Fred and Esther Reiter, her sister Alice Louise Bowers and husband Robert, her brother, David Reiter, and her sister, Mary Ann Corbett. Surviving is her daughter, Elisabeth Cate-Freeman and her husband William Freeman of Harrisburg. She also leaves behind many relatives and friends whom she loved as well.

Donations in her honor may be made to the Dauphin County Library System, 101 Walnut St. Harrisburg, PA 17101, or to Market Square Presbyterian Church 20 S. 2nd St. Harrisburg, PA 17101. [www.pennlive.com/obits](http://www.pennlive.com/obits).



# Making a Difference at Your Library With Cultural Intelligence

BY EMILY MROSS



Emily Mross

"148 bad boys...and only 2 seats left." In the starting video for Dr. Michele Villagran's keynote speech during this year's PaLA conference, unsuspecting couples encounter a theater full of tough-looking men in motorcycle gear. The couples all react differently – some hesitantly, asking questions of each other, or even leaving the

theater all together. One woman approaches the empty seats, but her partner pulls her back. Couples that take the seats are rewarded with cheers and beers from the bikers for joining them. Dr. Villagran asked the audience how they might react to such a situation.

Dr. Villagran, CEO of CulturalCo, LCC and Assistant Professor at the San Jose State University School of Information, explained during the College & Research Division (CRD) Luncheon that we might not find ourselves in such a striking cultural clash as in the video, but workers today are a mix of five generations who have different cultures based on generational groups. Beyond age, workers and those they serve represent a wide range of ethnicities, languages, and values. It is important that we are *culturally intelligent*, said Dr. Villagran, so that we can create and maintain diverse, inclusive, and equitable organizations. Cultural intelligence, as defined by Soon Ang and Linn Van Dyne, in the *Handbook of Cultural Intelligence: Theory, Measurement, and Applications*, is "the capability to function effectively across various cultural contexts," including national, ethnic, organizational, generational, and others.

In order to develop cultural intelligence, we must first address unconscious biases, which are present in every person, Dr. Villagran said. Unconscious biases are "attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner," meaning we do not actively choose to behave in a biased way or think prejudiced

thoughts; in fact, unconscious biases can be the opposite of your declared beliefs. Nevertheless, we all have unconscious biases, and if we do not become aware of them and address them within ourselves and our organizations, they can negatively shape organizational culture. Dr. Villagran gave a personal example in that she is from San Francisco, which has a serious problem with homelessness, or the "unhoused," as she calls them. While she believes that unhoused individuals have the right to use community libraries, sometimes she feels uncomfortable with their presence there.

Prior to her speech, Dr. Villagran surveyed PaLA members on their feelings about and experiences with cultural intelligence. She shared some of the survey results during the luncheon. The full analysis will be available in the coming months as an article in *Pennsylvania Libraries: Research and Practice*, the open-access scholarly journal sponsored by CRD. In a qualitative question, respondents generally reported that the value of cultural intelligence in their library was that it helps create an environment where everyone in their community feels welcome. In another question about the importance of cultural intelligence in the individual's role at their libraries, responses indicated that it helped people be a leader, be inclusive, and resolve conflict. Dr. Villagran noted that noticing and managing conflict in a constructive manner is a key application of cultural intelligence.

There are four stages to cultural intelligence, said Dr. Villagran. Drive, the first stage, can be both intrinsic and extrinsic; there must be some force moving a person to become more culturally intelligent. Once a person is motivated, they move to the knowledge stage, which has four subdimensions: knowledge of business or cultural systems, interpersonal and cultural values, socio-linguistics, and leadership. Dr. Villagran illustrated the challenge of knowledge with another video, a TED talk by Derek Sivers. In a simple example — asking someone, "Where do you live?," he illustrates a huge difference in how addresses are defined in the United States versus in Japan. Neither is wrong – but they are very different. It's important to ask for differences to be explained so you can expand your knowledge and understanding. After establishing knowledge, one moves into the strategy stage, which involves planning, awareness, and checking. Finally, the action stage involves speech acts as well as verbal and non-verbal communication. Though the stages




Dr. Michele Villagran

flow into one another, they also loop back, in an unending process of learning and improvement.

Dr. Villagran concluded her talk with a note about privilege. An important component of cultural intelligence is understanding privilege. But, similarly to discussions of unconscious bias, it can make people uncomfortable as people who are part of the dominant group (the privileged) may not always feel that they have privilege. Dr. Villagran shared an article about privilege from Dr. David Livermore which describes privilege as a spectrum that requires more nuance than simply assigning privilege wholly to one group. Instead, we should think about the many ways that individuals can have access to privilege rather than saying someone has privilege. You have access to privilege if you were born a citizen in a developed country. You have access to privilege if you grew up in a financially stable family. Neither of these items mean you have not struggled or do not face challenges. We should avoid minimizing the struggles of the

individual or comparing one person's challenge to another's. Additionally, it is much more productive to discuss and reflect on access to privilege than debate a person's privilege — ask someone “how would your life be different if you were born a different gender, or if your skin were a different color?”

Awareness, active pursuit of knowledge, and application of cultural intelligence in our libraries can make a difference in our library culture, both for those we work with and the patrons we serve. By becoming culturally intelligent and creating a culturally intelligent work culture, we will be more successful in recruiting and retaining a diverse workforce, and welcoming diverse users. 

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*Emily Mross is the Business Librarian and Library Outreach Coordinator at Penn State Harrisburg Library. She is currently reading “A Woman of No Importance” by Sonia Purnell*



*Gretchen Gueguen, College & Research Division Chair, Emily Mross and speaker Dr. Michele Villagran*

# In Memoriam of Gary D. Wolfe

## STATE LIBRARIAN

Gary D. Wolfe (78) of Lower Paxton Township passed away on September 14, 2019. Born in Altoona, PA on March 19, 1941, he was the son of Donald and Norma (Cooper) Wolfe.

Gary is survived by his wife of 52 years Susan (Mary Susan Olex); a son Mark of Harrisburg; a daughter Michelle Wolfe-Swansen (Cully Swansen) of Pittsville, WI; three grandchildren, Sierra Forester (Cliff) and Rachel Wolfe-Engleman (Paul) of Harrisburg and Eli Swansen of Minneapolis, MN.

He dearly loved his two year old great-granddaughter Harper Grace Forester. He is also survived by two brothers, brother-in-law Daniel Olex, of Dallas, GA and sister-in-law Barbara Olex of Idaho Falls, ID, along with several nieces and nephews.

A graduate of Altoona high school, Gary earned a B.S. degree in education from St. Francis University and a MLS degree from the University of Pittsburgh.

He served in the U.S. Army reserves in the 341 Medical Company, Altoona, PA, where he received a soldier of the year award.

Involved in local politics, he served as borough secretary in Loretto, PA and Sankertown, PA. Gary was a librarian and faculty member at St. Francis University. He was on the SFU alumni board and served as its president. In 1997, Gary received the Distinguished Alumnus award in public service from St. Francis University's alumni association.

For many years, Gary worked as the director of the Centre County Library and Central PA District Library Center. In 1989, he became the Director of Library Development for the Commonwealth of Pennsylvania.

In 1995, he was appointed by Governor Tom Ridge as the Deputy Secretary of Education/Commissioner of Libraries and state librarian. During his tenure, he had the privilege of attending a conference on libraries sponsored by Laura Bush, as one of only five state librarians invited to the White House.




Gary was a member of the Pennsylvania Library Association, serving as treasurer and a member of the PALA board of directors. In 1997, PALA presented him with the distinguished service award in recognition of exceptional meritorious statewide service to libraries of the commonwealth.

During his retirement, Gary was active in the Pennsylvania Citizens for Better Libraries, including a time as president. He was a member of the board of directors and served as president for the Lower Paxton township van service. Additionally, he worked part-time in the Hershey Park season pass office.

Gary was an active member of the First Church of the Brethren who sang in the choir and served on church committees. Reading, listening to music, traveling, and attending Broadway plays and other local performances were sources of great enjoyment for him. He will be remembered for his kindness, wit, and sense of humor.

Through all of his struggles and to the end, he kept his family laughing. Aside from the family he cherished, Gary loved libraries. In a speech about libraries in the technological age, Gary repeatedly and adamantly remarked that "libraries will survive." He dedicated his life wholeheartedly to this purpose, in service to the education of all.

In lieu of a graveside service, Gary chose to donate his remains to the Hershey Medical Center in advancement of science.

Donations in his honor may be made to the Pennsylvania Library Association scholarship fund, 220 Cumberland Parkway #10, Mechanicsburg, PA 17055. 

# Standing in the Rainbow: A Juniata-Conemaugh Chapter Workshop

BY: JACKIE DILLON-FAST

On September 13, 2019, the Juniata-Conemaugh Chapter held their annual workshop at the Bellwood-Antis Library. The workshop, “Standing in the Rainbow: An LGBTQA+ Workshop for Libraries,” focused on inclusive language, especially gender pronoun use, as well as building and safeguarding LGBTQA+ collections with a focus on small rural libraries. Participants ended the day with a glamorous and honest discussion of drag story times in libraries with two State College Queens artists.

In the morning sessions, Sue Patterson, Director of Student Diversity and Inclusion Programming, Penn State Altoona, and Jerry L. Benito, Executive Assistant for Student Affairs, Penn State Altoona, presented on “Language, Definitions and Rural Issues.” Robbin Degeratu, Administrative Director for the Centre County Library & Historical Museum, and Katie Greenleaf Martin, District Library Consultant at the Altoona Area Public Library,



*“It was a very personal and heartfelt conversation and workshop on many levels.”*

*— “Standing in the Rainbow” workshop participant*



presented on building and safeguarding LGBTQ collections.

Following lunch and the chapter’s annual business meeting, participants joined Mandy Mango and Jay Eazy, drag artists from State College Queens, in the children’s section of the Bellwood-Antis library for a sample of a drag story time. Mandy and Jay chose from a selection of children’s books addressing difference and inclusion and spoke to the gathered library folks about their personal journeys, why they do drag story time, and especially how libraries can be and have been a safe and rescuing haven for LGBTQ+ youth. For the story time, workshop participants glammed up and expressed their creative artistic sides with fancy hats, fake mustaches, feather boas, tiaras, tattoo sleeves, and even a unicorn crown.

Each participant and presenter received a copy of *A Quick & Easy Guide to They/Them Pronouns* by Archie Bongiovanni to share with their staff or add to their library’s collection. Participants could also choose pronouns buttons, created by Claire Williams, to wear at the event and to take back to their library.

The “Standing in the Rainbow” workshop drew Juniata-Conemaugh Chapter members as well as several Association members from outside the chapter. In the post-workshop survey, 80% of participants strongly agreed that the workshop helped them have better understanding of LGBTQA+ issues in libraries and 100% found the material relevant to them professionally. One participant shared that “It made me see the difficulties of being LGBTQ in a rural community in a way I hadn’t thought of before” and that it “just scratched



# Ahoy, Erie!

BY: KIMBERLY SNYDER WISE

With the backdrop of the beautiful Presque Isle Bay, the 2019 Pennsylvania Library Association Conference is one to remember! We hope you were there with us to enjoy the stunning views (even on a rainy day!) and to take advantage of the many educational and networking opportunities. If you missed it, or would like a reminder of what took place, here's a review:

## PROGRAMS

The conference is all about promoting growth, both professionally and personally. In her presentation, *Rubber Band Resilient*, the Opening Keynote Luncheon presenter, Kathy Parry, discussed how to stretch, not snap during stressful times, and how that stretch could provide new opportunities for growth.

Ms. Parry also conducted a breakout session entitled, *Stop Running on Empty*, where she provided tips on how and why we should fuel up and power up to take care of ourselves to increase productivity, moral and quality of life!

Speaking of fueling up, during the special pre-conference on fund-raising, attendees heard from the experts from Goettler

Associates and i5 Fundraising on how to fire up a fundraising plan and how to set yourself apart from the competition for funding.

American Library Association president, Wanda K. Brown, shared her vision for the future of libraries and how we can embrace AND capitalize on the important role that libraries play in our communities in her session, *Taking the Lead!*

We celebrated youth services programming and literature with the Carolyne L. Smith Best Practices Awards Program where nine libraries were recognized for award-winning youth services programs. In addition, Pennsylvania author, Amy June Bates, was awarded the Carolyn W. Field Award for her book, *The Big Umbrella*.

Authors of a book on the popular NetFlix Series, "Evil Genius" educated and entertained with insider information on the "Pizza Bomber" case, a failed bank robbery heist, which took place in Erie in 2003. The lead FBI Special Agent and investigative reporter for the Erie Times described the investigation and how the mystery of this bizarre crime was solved.



Exhibit Hall Grand Opening



Christi Buker, Wanda Brown, and Denise Sticha



Cindy Deluca and Diana Megdad



New PaLA members, Maria Cuccaro and Kat Neidig



Nancy Pearl, Keynote speaker



Exhibit Hall Traffic



Academic Librarians enjoy the Exhibit Hall - Lori Lysiak, Bonnie Imler and Barbara Eshbach

Presenters of another popular session, *How to Get Patrons Off the Couch and Into Your Library*, shared how they created unique and successful library programs for their communities.

A new twist on the Performers Showcase — *Shine On Talent* — included video clips of library performers doing what they do

best to entertain and inform audiences of all ages from across the state. The event also included a number of Lightning Talks, presented by library representatives who described successful library programming ideas that can be replicated in any library.

*Continued on next page*

Felton Thomas, featured speaker at the Public Library Division Breakfast, and director of the Cleveland Public Library, explained how libraries can become “Community Deficit Fighters” by battling the digital divide, illiteracy, unemployment, and other community deficits with innovative programming and action. Thomas also presented a breakout session on how libraries can address community needs by understanding data and best practices for interpreting and using that data.

Cultural Intelligence was the focus of the College & Research Division Luncheon, where presenter, Michele Villagran, CEO of CulturalCo, LLC helped us understand the impacts of how we work in culturally diverse situations and how to successfully manage increasingly diverse interactions.

“America’s Librarian” herself, Nancy Pearl, entertained us with *The Pleasures and Perils of a Life of Reading* at Breakfast with the President on the closing day. Pearl humorously described how

books afford us the ability to discover new worlds and experiences, but that a “readers’ vocabulary” may also present itself, where words could be mispronounced when encountered in print only. Ms. Pearl also conducted a session on Readers’ Advisory with tips on how you can become a hero with the patrons of your library. (She also happily autographed her books and library action figures, modeled to her likeness, after her sessions.)

## EXPLORATION AND NETWORKING

With a 30-year hiatus since the last PaLA conference in Erie, there was much to explore! Participants experienced Pennsylvania’s only “seashore” with a boat tour of Lake Erie’s Presque Isle Bay, a bus tour of Presque Isle and the Tom Ridge Environmental Center, and learned of the times, people and events surrounding Lake Erie at the Erie Maritime Museum.



Past Presidents and ALA President Wanda Brown



David J. Roberts EXCEL Award - Youth Empowerment Summit, York County Libraries



Exhibit-goers



Conference-goers



Northwest Chapter Poster Session — Janine Strohm



Public Library Division Chair, Stephen Sarazin with speaker Felton Thomas



Session Attendees — Just How Diverse are you Real-ly




Technical Services — Shane Donaldson, Anitra Gates and Andrew Miller

A Taste of Erie at the Erie Art Museum enabled attendees to sample some of the foods that Erie residents have come to love. After their culinary quest, attendees explored the museum’s exhibits which feature American ceramics, Indian bronzes, photography, and comic book art. Just as popular, the Taste of Erie Wine Trail participants enjoyed visits and samplings at two area wineries.

As always, *The Library Products & Services Expo*, connected attendees with the experts — our exhibitor partners — who provided the latest information on library products and services that can enhance your work or even make it easier!

## 2019 CONFERENCE COMMITTEE

All of this was made possible through the dedication and hard work of the 2019 Conference Committee, led by Paula Collins. Given the lapse since our last conference in Erie, some committee members were not only first-time committee members, but first-time conference attendees who were excited to be engaged in this endeavor. We thank them for the role they played in planning and executing this memorable event! 

*Kimberly Snyder Wise is PaLA’s Meetings Manager and is currently listening to “The Inn” by James Patterson*



Rick Miller and Allison Latagliata try out the Conference App



Libraries and the 2020 Census



Paula Collins and Glenn Miller



Christa Bassett, Amy Geisinger and Becky Proie at the registration desk



Chari Lyons, Ed Wolf and Rob Leshner



Cindy DeLuca, Carrie Turner, Sheli Pratt-McHugh, Mary Garm and Michele Ridge



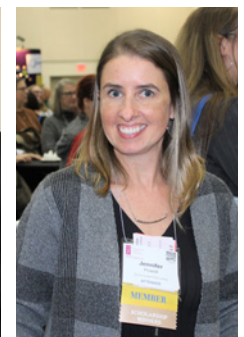
Emma Beaver and Dana Farabaugh show off their swag



ALA President Wanda Brown and friends at the Opening Keynote Presentation



Carolyn W. Field Award Winner, Amy June Bate, with daughter, Juniper Bates and Robert Lambert



Scholarship winner, Jennifer Powell enjoys the Exhibit Hall

# Technical Services Round Table Participates in 2019 Annual Conference on Many Levels

BY: PAIGE ANDREW

Having recently returned home from Erie and the 2019 Pennsylvania Library Association annual conference, I couldn't help but reflect on many positive experiences garnered from that meeting. Not only was the location superb, with the convention center and hotels offering wonderful bay views, but the positive energy of the activities was palpable. In the heart of it all, members of the Technical Services Round Table were active participants on many levels.

Earlier in 2019, round table officers helped to identify and select sessions for the annual conference and supported six proposals related to technical services issues. Out of those six, three were chosen by the Conference Committee, including one by this author. And just a few weeks before the conference, a call went out to round table members to serve as moderators for those three sessions, with Wendy Riggi, Emily Szitas, and Katie Greenleaf Martin quickly volunteering.

Our regular Technical Service Round Table business/members meeting saw increased attendance this year. We tried out a different and fun activity this year, using the last fifteen minutes of time to do an open question and answer session, with participants sharing suggestions and support. We will evaluate this new activity for inclusion next year and possible expansion in the form of an experts panel.

For the fourth time since I joined this round table we also showcased a poster with handouts at the Member Mixer in an effort to share more broadly who we are and what we do. For fun, we handed out rulers (a must for those of us who catalog and provide item dimensions,) and set up a button-maker to create buttons with tech services-related fun phrases to wear throughout the conference and beyond.


Round table members also served on various conference-wide committees leading up to the conference and volunteered additional time during the proceedings. For example, Vice-Chair Anitra Gates served as an AV leader, making sure speakers' needs were met throughout the sessions. Without individuals such as Anitra serving behind the scenes, the conference would not have gone as smoothly. I know there are many other members



*Paige Andrew and Tom Reinsfelder*

who served in all kinds of capacities to help make this a great conference, and I thank each of you!

The round table has several ongoing projects and looks to continue making progress on each during the remainder of this year and on into 2020. The creation of a "Technical Services Experts" directory, which will connect Association members to share expertise in everything from database management to collection development to cataloging and beyond.

The conference has inspired our small unit to move forward on current and new initiatives, please contact us (myself or Anitra Gates ([agates@eriecountypa.gov](mailto:agates@eriecountypa.gov)) or Katie Greenleaf Martin ([bcl@blaircountylibraries.org](mailto:bcl@blaircountylibraries.org)) if you would like to get involved. 

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*Paige Andrew is chair of the Technical Services Round Table and Cartographic Resources Cataloging Librarian at the University Libraries, Pennsylvania State University. He can be reached at [pga2@psu.edu](mailto:pga2@psu.edu) or 814-867-0786. He recently finished reading "The Lost Battalion: A Private's Story" by John W. Nell.*

# A Special Offer!

The 2020 ALA Midwinter Meeting & Exhibits is coming to Philadelphia and we're excited to offer a special discount to the members of the Pennsylvania Library Association!

**Receive a \$50.00 discount when you use code PALA20 at registration!**

*There are several ways you can attend:*

## The Full Conference

**Friday, January 24 through  
Tuesday, January 28**

- **Innovation**-spurring preconferences and institutes
- Books, Media, and hundreds of **Authors**
- In-depth **learning** and educational sessions
- **Award** announcements and celebrations
- All the **socializing** you can handle
- New publications, technologies, and services, from expert organizations in the **Exhibit Hall**. Meet face-to-face with knowledgeable experts and join in on the fun at the Book Buzz Theater, PopTopStage, and at Meet the Authors!
- Unlimited connections with colleagues from all types of libraries, doing all kinds of library jobs, at all levels
- **News You Can Use** sessions offering updates, policy priorities, strategies for engaging decision-makers and influencers
- The popular **Symposium on the Future of Libraries** — three days of sessions (Saturday through Monday) exploring the many futures for academic, public, school, and special libraries


## Exhibits Floor Only

**Saturday, January 25 through  
Monday, January 27**

- Hit the Exhibit Floor on Saturday through Monday and meet face-to-face with knowledgeable experts and attend the exciting Book Buzz Theater, PopTop Stage, and Meet the Authors!

## One Day Pass

**Choose the day you'd like  
to attend**

- Choose a single day that you'd like to attend. See a featured speaker and participate in Exhibit Floor activities! You'll have access to everything offered on that day! 

## Registration is Now Open!

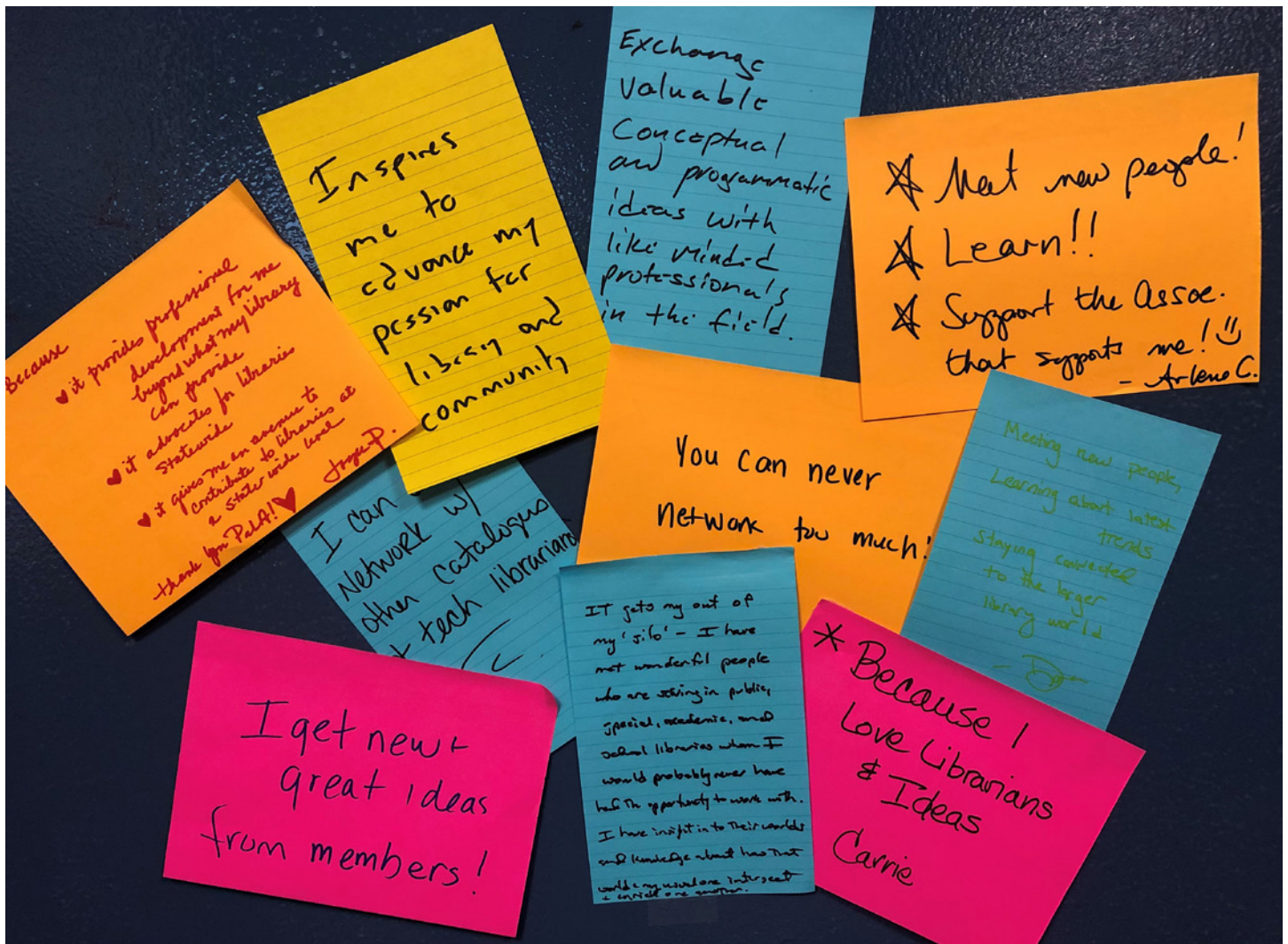
*\*discounts will not apply to Ticketed Events*

Use the code **PALA20** for a savings of \$50.00!

For full details on all that the **2020 ALA Midwinter Meeting & Exhibits** has to offer, visit [alamidwinter.org](http://alamidwinter.org)

Follow #alamw20 for updates and news!





# Membership Matters at PaLA Annual Conference

BY: SHELI PRATT-MCHUGH

We had a great time in Erie this year at the Pennsylvania Library Association's Annual Conference! Sunday night, we gathered for the Member Mixer in the beautiful conference center looking out onto Lake Erie's Presque Isle Bay. The Membership Committee worked throughout the year to make the Member Mixer a welcoming, fun, and energetic event to get members excited for the conference and the association. We enjoyed the hors d'oeuvres, cocktails, and the view. We welcomed new members, had fun in the photo booth, and shared why membership matters.

The Member Mixer has traditionally been a way to welcome new members to the association and give them an opportunity

to mingle with other members. To make new members stand out, we gave them blinking star necklaces to go along with the conference theme, Shine On! The necklaces were very popular and more than one long-time member tried to sneak one into their tote bag!


We had a photo booth set up with lots of props including crowns, (plastic) swords, funny sayings, and wigs. Members enjoyed selecting a background and posing with friends.

Chapters, Round Tables, and Divisions set up displays and shared information about their groups to new members.

It was an excellent opportunity to hear about upcoming workshops, social events, as well as future plans for service to the association.

The Membership Committee also had a display for members to share why membership matters. Some similar themes emerged including networking, advocacy, and education. Members noted that it's helpful to get out of our 'silos' and stay connected to the larger library world. Another made the statement that

[membership] "inspires me to advance my passion for libraries and community." This really resonated with me.

I hope those who attended the Member Mixer feel invigorated to participate in the association and that membership inspires your passion for libraries! 

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*Sheli Pratt-McHugh is 3rd Vice President/Membership Chair for PaLA and Assistant Dean at the Weinberg Memorial Library-University of Scranton. She is currently reading "The Rest of the Story" by Sarah Dessen and relistening to "Carry On" by Rainbow Rowell.*



Kelly Banyas, Allison Latagliata, Frank Conserette and Ian O'Hara



Lisa Erickson and Jennifer Knisely with New Member, Shelley Merrell



Richard Ashby, Jennifer Stock and Joyce Platfoot

# ASSOCIATION AWARD WINNERS

## **Distinguished Service Award**

*David G. Schappert — King's College-PA*

## **New Librarian Honor Award**

*Emily Mross — Pennsylvania State University Libraries*

## **Trustee of The Year Award**

*Earl Baker — Chester County Library*

## **Elected Official Award**

*Representative Stan Saylor — Pennsylvania House of Representatives, 94th District*

## **Library of the Year Award**

*Chester County Library — Chester County*

## **Certificates of Merit**

*Sheli Pratt-McHugh — University of Scranton-Weinberg Memorial Library*

*Chris Snyder — Bucks County Free Library*

*Sylvia Orner — Scranton Public Library*

*Jennifer Knisely — Altoona Public Library*

*Kimberley Hrivnak — Allegheny County Library Association*





## CALENDAR

### OCTOBER

12	SEPLA Bus to 2019 PaLA Conference in Erie	Souderton	28	PaLA — Southwest Chapter Meeting	Virtual
13	PaLA 2019 Conference	Erie	28	PaLA — Equity, Diversity & Inclusion Task Force	Bellefonte
14	Shine On Talent!	Erie	30	PaLA — Website Committee Meeting	PaLA Headquarters
15	PaLA — Annual Business Meeting	Erie			

### NOVEMBER

1	Southwest Chapter Fall Workshop	Irwin	13	2020 Conference Planning Meeting	Taylor
4	PaLA — Bylaws Committee Meeting	PaLA Headquarters	18	PaLA — Legislative Committee Meeting	PaLA Headquarters
6	Directors' Institute by PALS Webinar	Virtual	22	PA Forward Steering Committee Meeting	PaLA Headquarters
12	PaLA West Branch Chapter Meeting		25	2019 Conference Wrap-up Meeting	Virtual

### DECEMBER

5	PA Forward Training Team Meeting	PaLA Headquarters	13	PaLA — Public Relations & Marketing Committee Meeting	PaLA Headquarters
6	SEPLA Annual Workshop & Meeting	King of Prussia	17	PaLA — Intellectual Freedom Committee Meeting	Virtual
9	Board Meeting	PaLA Headquarters	18	Directors' Institute by PALS Webinar	Virtual
9	PaLA — Leadership Orientation	Gettysburg			
10	PaLA — Leadership Orientation	Gettysburg			

### JANUARY

13	PaLA — Legislative Committee Meeting	Virtual	31	PaLA — Board Meeting	PaLA — Headquarters
14	PaLA — West Branch Chapter Meeting				

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Follow PA Forward on [Facebook \(/PAForward\)](#) and on [Twitter \(@PAForward5\)](#)