



Welcome!

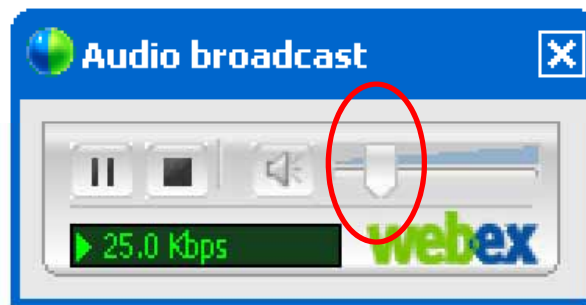
**The webinar will begin at
2:00 Eastern/11:00 Pacific**



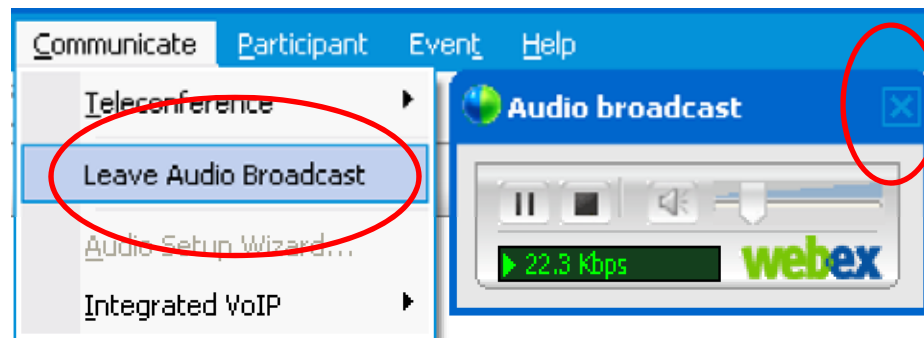
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:



Lost all sound? Hear an echo? Select **Leave Audio Broadcast** or **click X** to close box(es). Then rejoin.





Need Help?



Please post **technical support questions** into the **Q&A Panel**.

The screenshot shows a Q&A panel interface. At the top, there is a blue header with a question mark icon and the text "Q&A". Below this, there are two tabs: "All (2)" and "My Q&A (2)". The main content area displays a question from Molly Jackson: "Q: I am hearing an echo." followed by an answer from Jennifer Peterson: "A: If you encounter an echo: Click on the 'Communicate' tab - Select 'Leave Audio Broadcast' - Wait a few moments - Click 'Communicate' tab again - Select 'Join Audio Broadcast'." At the bottom, there is an "Ask:" section with a dropdown menu set to "All Panelists", an empty text input field, and a "Send" button. Red circles highlight the "Q&A" tab and the "Ask:" section.

Step 1: Type problem in the dialog box.

Step 2: Click **Send**.

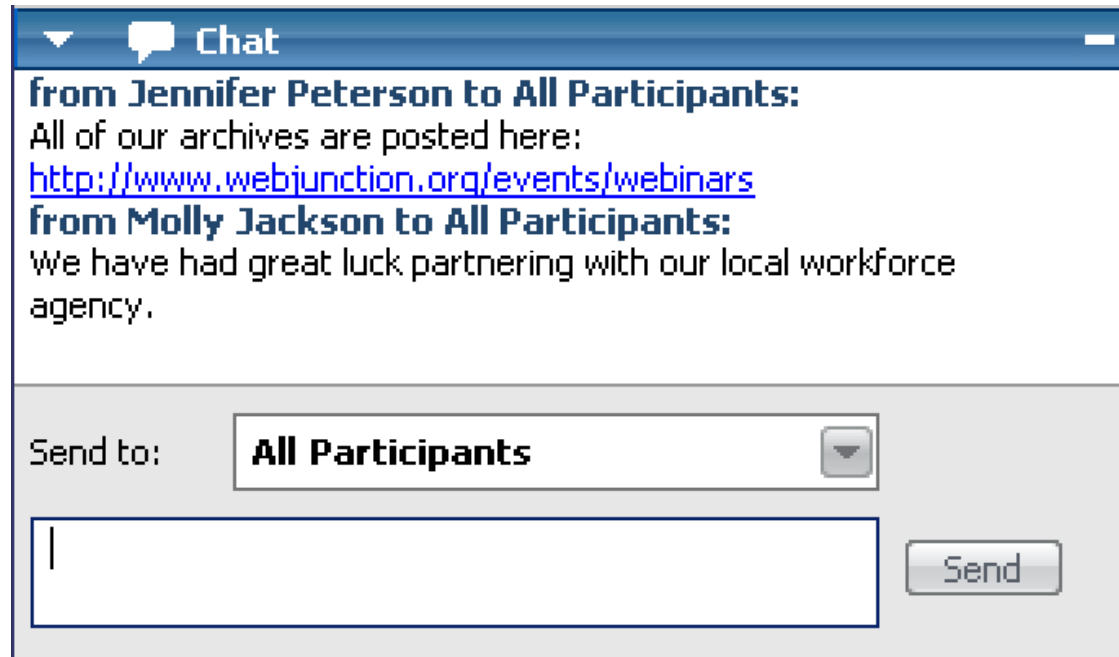


Chat Etiquette



Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.

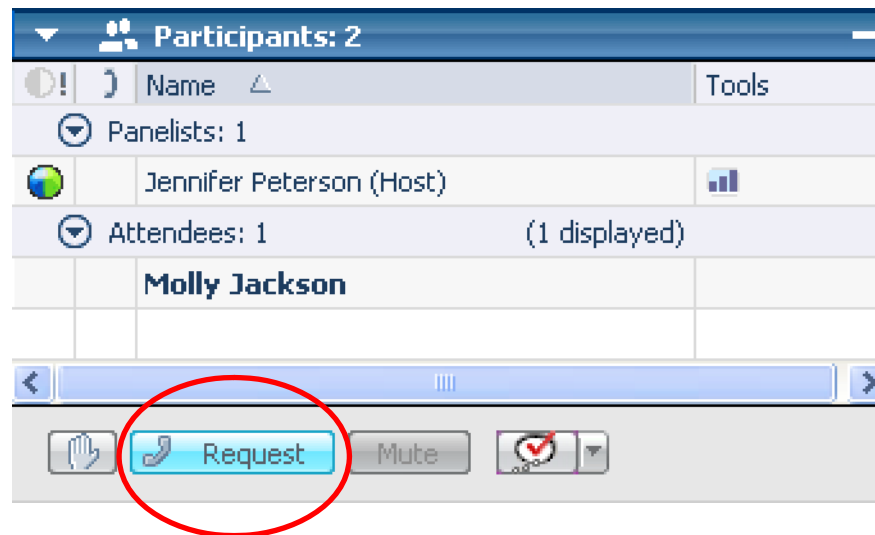


And if you're tweeting, use this hashtag: #digpres



Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: Click on **Request** under the participants list.

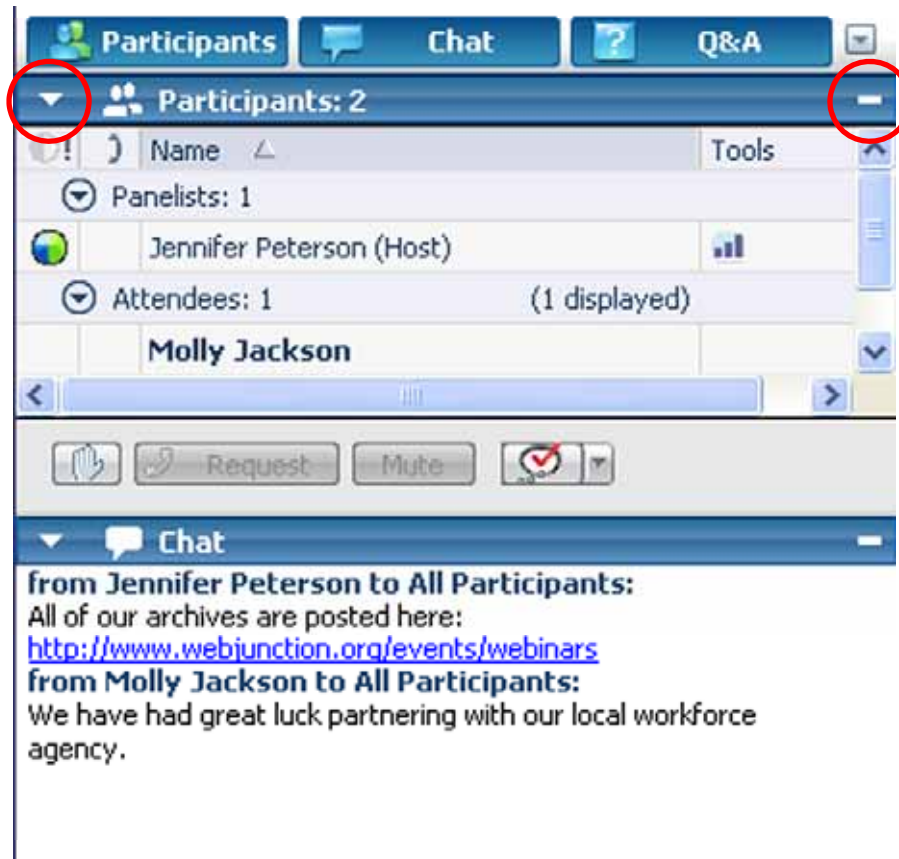
Step 2: Call the toll-free number provided.

Step 3: Enter “#” following **Access Code** and **Attendee ID**.



Customize your experience

Panels can be minimized or expanded



Hover over edge of panels to drag and resize →

from Jennifer Peterson to All Participants:
All of our archives are posted here:
<http://www.webjunction.org/events/webinars>
from Molly Jackson to All Participants:
We have had great luck partnering with our local workforce agency.



Remember to post to Q&A panel if you need technical assistance.



Other Technical problems?

Contact WebEx support

Event Number: 710 188 383

Phone: 1-866-229-3239



ARSL

The Association for Rural & Small Libraries

Mark your Calendar!

April 26, ARSL Webinar

September 8-11, ARSL Conference, Frisco, Texas

ARSL Mission: To provide a network of people and materials to support rural and small library staff, volunteers, and trustees to integrate the library thoroughly with the life and work of the community it serves.



Today's Presenters

Anne Hughes

Director
Glen Carbon Centennial
Library, Illinois



Rebecca Miller

Executive Editor,
Features, *Library
Journal*



Co-Produced by:

Jennifer Peterson

WebJunction
Community Manager,
ARSL Board Member

Co-Produced by:

Kendra Morgan

WebJunction
Programs Manager



Library Journal presents the



Now approaching its seventh year, the award, sponsored by the Bill & Melinda Gates Foundation, honors the public library that most profoundly demonstrates outstanding service to populations of 25,000 or less.

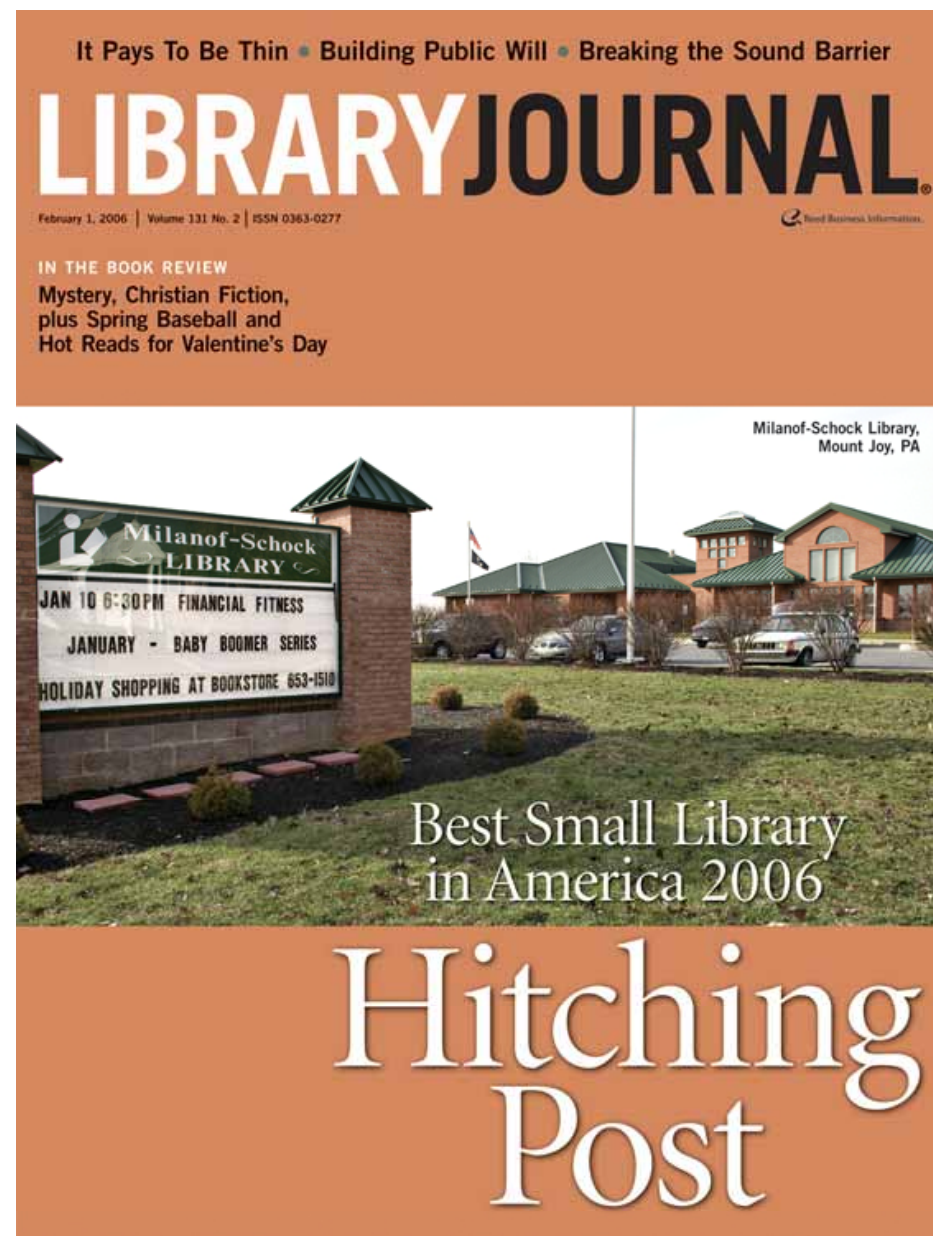
- Winner of the first award
- Town involvement in all stages of new building
- Civic and social center of remote small town of 2600
- Excellent intercultural programming with Tligit tribes
- Many grant successes
- Ambitious cultural programming by any standard

2005: Haines Borough Public Library, Alaska



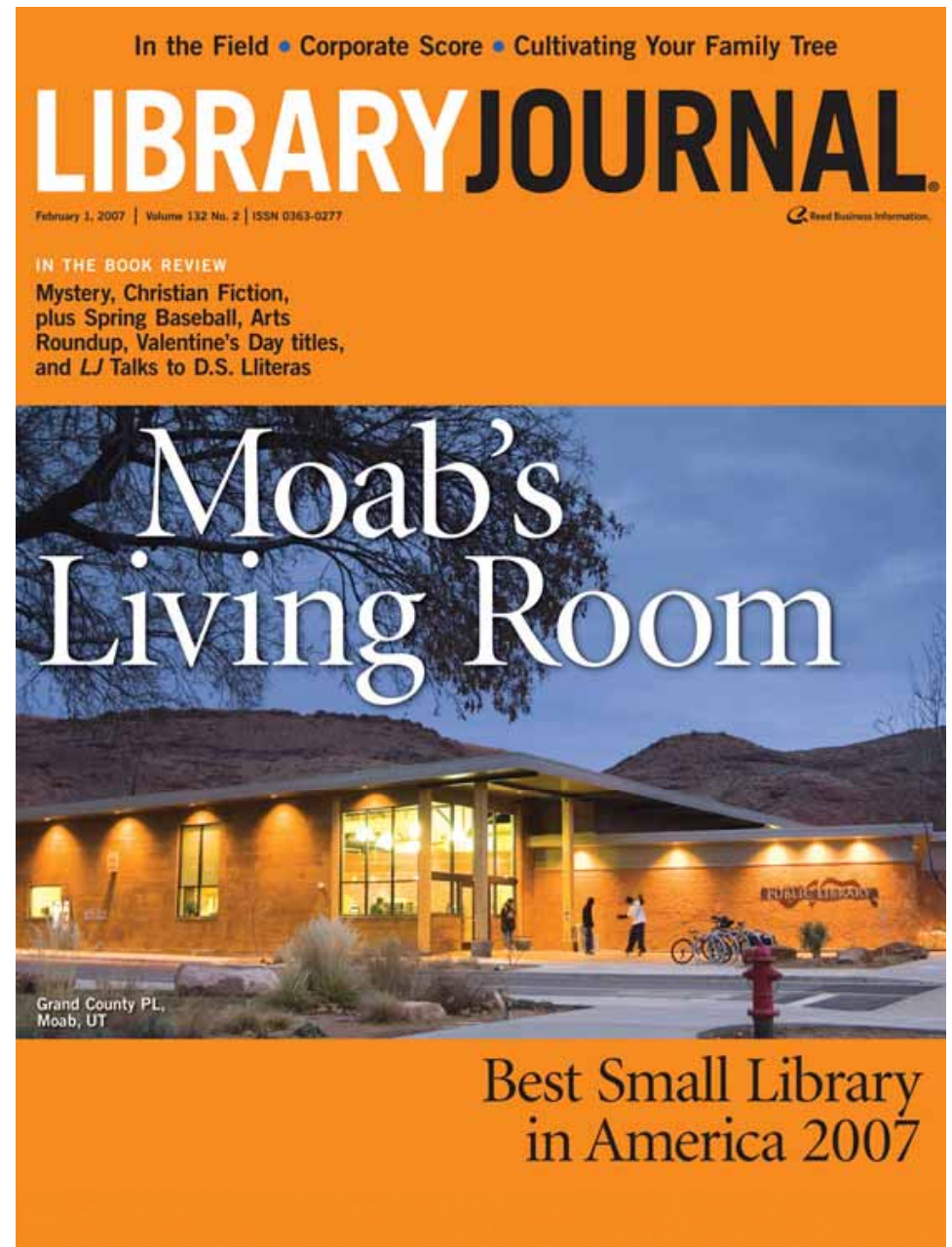
- Outstanding roster of programming
- Inventive workarounds to fill service gaps
- High standards met despite budget at \$10.86 per capita
- Illustrated embrace of diversity
- Creative provision of public access computers
- Innovation online

2006: Milanof-Schock Library
Mount Joy, PA



- Responsive to entire community
- Green building supported by 71% in bond vote
- Savvy application of technology
- Effective bridge for tourist users and locals
- Small outpost branch for remote users
- Tap literary patrons to enrich collection

2007: Grand County Public
Library, UT



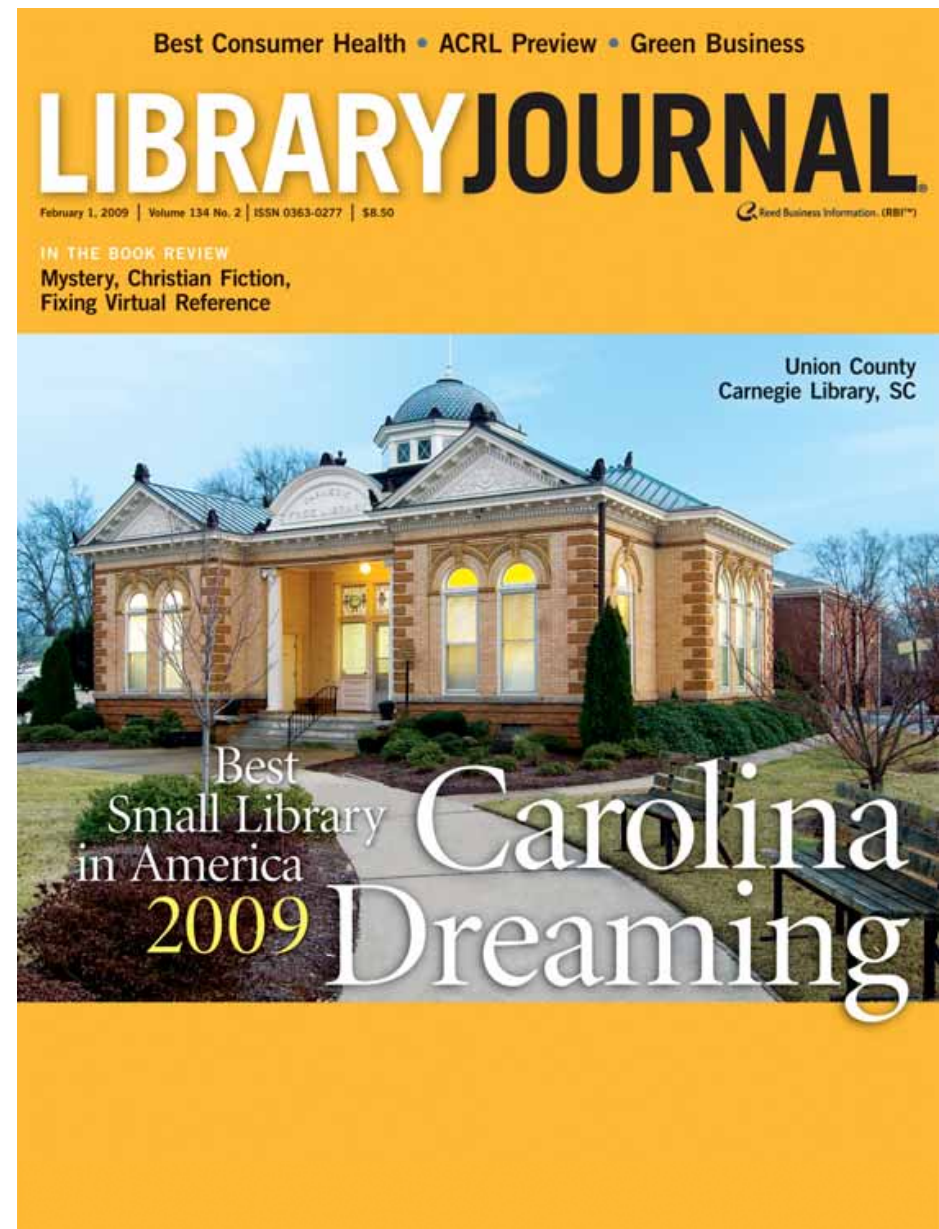
- Productive partnerships
- Program driven by extensive community surveying
- Excellent use of volunteer expertise
- Inventive, replicable programming
- Intergenerational focus
- Broad staff talent

2008: Chelsea District
Library, MI



- Three-year transformation of service
- Energetic focus on customer experience
- Purchase of used computers for public access
- Tombstone 2.0 digital project
- Dozens of partnerships
- Massive increase in use

2009: Union County
Carnegie Library, SC





The winning library receives:

- \$15,000 cash award
- Feature story in the February 1 *Library Journal*
- Membership and conference costs for two library representatives to attend the Public Library Association Biannual Conference in 2012, and a gala reception at the conference.

Starting with the 2011 award, two finalists receive:

- \$5,000 cash award
- Special mention in the *Library Journal* feature
- Membership and conference costs for two library representatives to attend PLA and reception



Key criteria:

- Creativity in developing services and programs that can be replicated by other libraries, including outreach to special populations
- Innovation in introducing and supporting public access to computers and the Internet
- Success in educating patrons in computer use, and measuring the results of technology usage
- Use of technology to expand the reach of library services
- Demonstrated community support
- Sustained cooperation with other libraries
- Partnerships with other agencies and businesses
- Increase in library use, particularly by new users
- Evidence of library's role as community center



***November 2, 2011* Deadline for the 2012 Award**

- Look for news of the 2011 winner later this month!
- For 2012 guidelines, visit **LibraryJournal.com/bestsmall**
- Or contact **Rebecca Miller** at rmiller@mediasourceinc.com or by phone at 646-380-0738



The 2010 Best Small Library in America





Glen Carbon Centennial Library
198 South Main Street
Glen Carbon, IL 62034
www.glencarbonlibrary.org



Population: 12,500

Established: 1892



Village of Glen Carbon Ranked Among Top 100 Best Places To



Live in USA

By

CNNMoney.com™
A Service of CNN, Fortune & Money





LIBRARY HISTORY


❖ **1975 A READING CENTER STAFFED BY VOLUNTEERS**

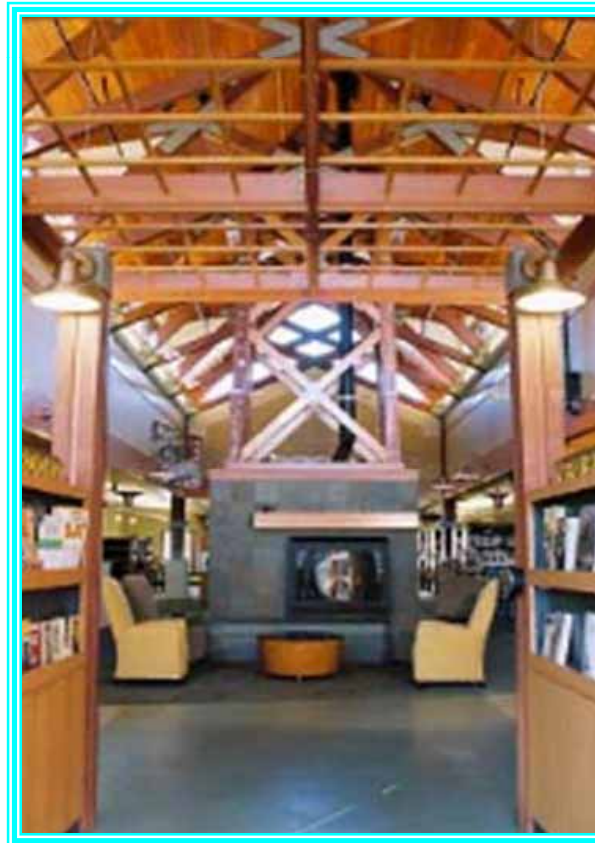
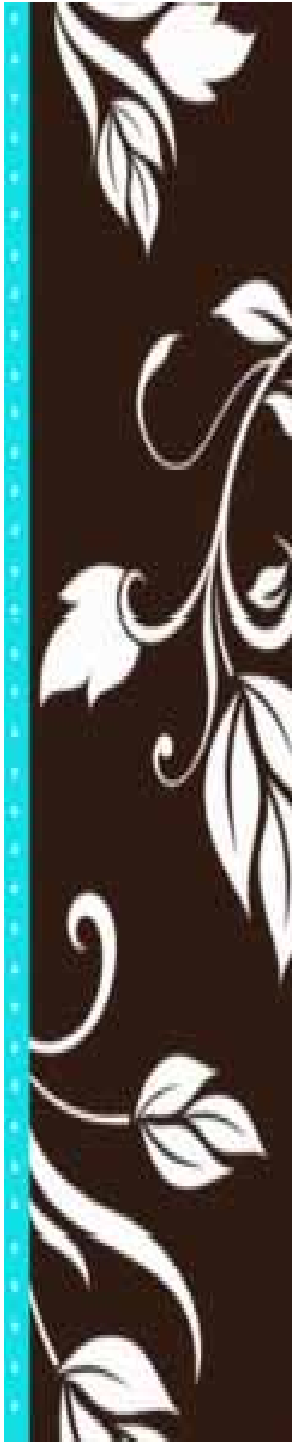
❖ **1976 MOVED TO 100 YEAR OLD FORMER SCHOOL HOUSE**

❖ **1992 REFERENDUM PASSED TO ESTABLISH A TAX BASED LIBRARY**

❖ **2002 2.4 MILLION BOND ISSUE PASSED TO BUILD A NEW LIBRARY**

❖ **OCTOBER 4, 2004 – DOORS OPENED TO 14,000 sq. ft. NEW LIBRARY**










WHY?

- ✓ **RECOGNIZE HARD WORK OF STAFF**
 - ✓ **ELEVATE GOCL WITHIN THE COMMUNITY**
 - ✓ **FULFILL PROMISE MADE @ 2006 SYNERGY**
 - ✓ **Runner-Up Status**
- 



KEY CRITERIA

- USE OF **TECHNOLOGY** TO EXPAND THE REACH OF LIBRARY SERVICES
- SUCCESS IN EDUCATING PATRONS IN COMPUTER USE
- **CUSTOMER SERVICE**
 - **CREATIVITY** IN DEVELOPING SERVICES AND PROGRAMS THAT CAN BE REPLICATED BY OTHER LIBRARIES
- SUSTAINED **COOPERATION** WITH OTHER LIBRARIES
- **PARTNERSHIPS**
 - EVIDENCE OF LIBRARY'S ROLE AS **COMMUNITY CENTER**
- **INCREASE IN LIBRARY USE**, PARTICULARLY BY NEW USERS

Innovation in introducing and supporting public access computing

Success in educating patrons in computer use



Use of technology to expand the reach of library services

Technology Related Programming:

Senior Memoirs

24/7 Storytime

Oprah Online Book Club

Adult and Senior Computer Classes

CLASP - Connecting Libraries and Schools Program

Online Meeting Room Reservation

FAFSA Workshop with Laptops

Rosetta Stone on Laptops

Senior Wii Gaming Days

Facebook, Flickr, & Twitter

The background of the slide features a repeating floral pattern. It consists of stylized flowers in shades of teal and brown, set against a light brown background. The flowers are arranged in a grid-like fashion, with some larger flowers and smaller buds interspersed. The overall style is reminiscent of a classic floral wallpaper or fabric design.

Customer Service

Disney Keys of Excellence

Be Our Guest: Perfecting the Art of Customer Service by Ted Kinni



Who is Disney's primary concern?

In other words, who do they strive to keep happy?

Library Staff



More than you Expect!

Stereotypes

- Un-welcoming
- Un-helpful
- Un-friendly
- Intimidating



What we do

- Greet the patrons
- Blur Hierarchy/Embrace Flexibility
- Recognize everyone's abilities



Ideas driven by Staff

- Read dating
- Dewey & Dot's Wrap N Roll
- Author programs
- Sit Together And Read w/ Dogs (STARS w/ Dogs)
- Movie discussions
- Staff Association Events
- No to Yes Log

Re-defining our role in our community


Old - Mission Statement

To provide all residents of the library community with reliable information which meets their needs and interests, as well as to provide materials for leisurely and recreational pursuits. The Library shall seek to identify with community needs, to provide services and cooperate with organizations, agencies and institutions which shall enable the library to provide an efficient center for personal enrichment.

Re-defining our role in our community

New - Library Mission Statement

Glen Carbon Centennial Library is **nationally recognized** for anticipating and meeting the needs of the community with **innovative programs, strong community partnerships**, and a staff committed to **excellence and personal service**.

The image features a decorative background with a repeating floral pattern. The pattern consists of stylized flowers in shades of teal and brown on a light brown background. A horizontal teal band is positioned across the middle of the image, containing the main text.

Creativity in developing services and programs that can be replicated by other libraries including outreach to special populations



Amnesty Week



Book Club Kits

Adopt-A-Platoon

Gotcha Staff Awards



Adult Summer Reading Program





Police Car Book Bags

No Tears Children's Books

Literacy Initiatives at Juvenile Detention Center

The image features a decorative background with a repeating floral pattern. The pattern consists of stylized flowers in shades of teal and brown on a light brown background. A horizontal band of solid teal color runs across the middle of the image, containing the main text.

Sustained Cooperation with other libraries



&

Bring in the Arts Kiosks

Storytelling & Theatre

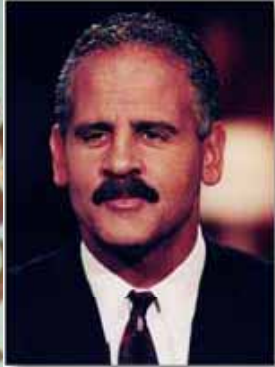
Arts & Crafts

Music & Dance



The image features a repeating floral pattern on a brown background. The pattern includes large, stylized flowers in shades of teal and brown, with intricate leaf and vine details. A solid teal horizontal banner is positioned across the middle of the image, containing the text.

Partnerships with other agencies and businesses



**Ed-Glen Chamber of Commerce –
Chamber Leadership Speaker Series**

**Edwardsville Children's Museum
Miniature Library**



Senior Citizens Center

Senior Gaming Events

Videography and Digital Photography Classes



Madison County Juvenile Detention Center

Alice and Scratch Computer Programming Classes

All partnerships made possible with LSTA grant funding.



Partnerships in the Community

Library hosts artists for ArtEast – community wide art event

Pioneer Days – Library, School, & Museum

Business After Hours – Chamber of Commerce

Senior Memoirs- Southern Illinois University Edwardsville

Blood Drives – American Red Cross & Central Illinois Blood Bank

Senior Gaming Events – Eden Village & Meridian Village

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Evidence of library's role as community center

Homebound Delivery
CPR and First Aid Classes
Babysitting Classes



Illinois Treasure's & Attorney General's Office Workshops

Boy Scouts

Newcomers and Neighbors

Habitat For Humanity

Mbm and Me





Princess Day w/ EHS Theatre Dept.
Citizen Me, Citizen Wee w/ Paul Simon Museum
Family Gardening
Art Classes
Santa and Mrs. Claus sponsored by Kiwanis
School Field Trips
Classroom Project Displays
Daycare Story Times
Free Comic Book Day



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**Increase in library usage,
particularly with new users**



Peter Fletcher Guitar Performances

Author Book Signings and Talks

Book to Mvbie Nights

Adult Art Classes

Mvbie Talks

Book Club

Yoga Classes

Psychic Sherri Lynn

Life Writing Seminar

Veteran's Day Display

Genealogy Workshops

Nat'l Lib. Week Celebration

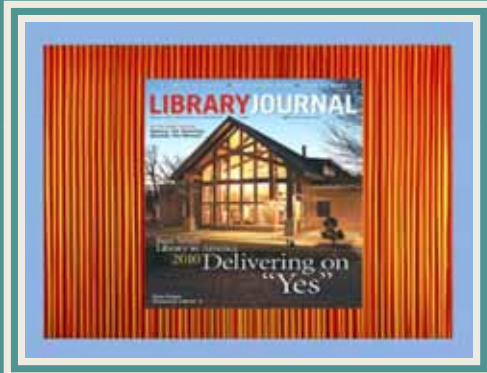
Handwriting Analysis





Home School Book Club
Summer Reading Program
Lincoln's 200th Birthday Celebration
Junior Friends of the Library
National Gaming Day
Teen Computer Programming Classes
Grandparent Bags
S.I.C.K. Bags
Family Reading Night
Teen Read Week





WHAT WE GOT!

\$15,000 CASH AWARD

FEATURE STORY IN LIBRARY JOURNAL

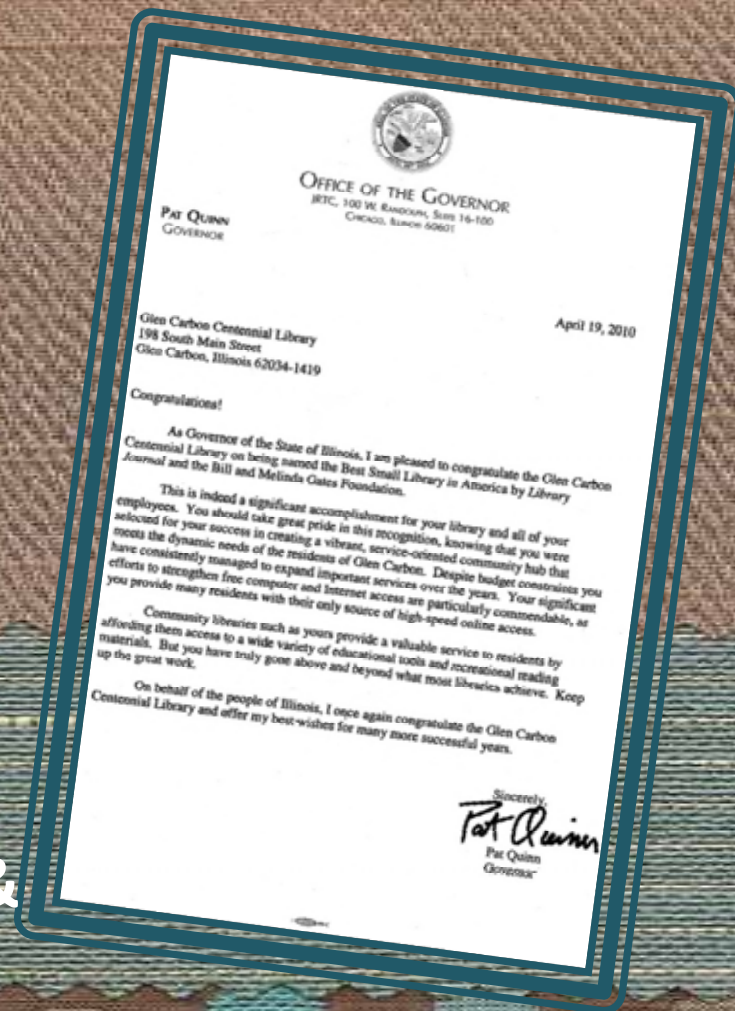
PLA MEMBERSHIP FOR 2 EMPLOYEES

CONFERENCE COSTS FOR 2 EMPLOYEES TO ATTEND

PLA – PORTLAND, OREGON

GALA RECEPTION @ THE CONFERENCE

Catered party for Staff & Personal Day



LOTS OF WONDERFUL PUBLICITY

U.S. CONGRESSIONAL RECORD &
HOUSE OF REPRESENTATIVES
Mentions

LETTER FROM THE GOVERNOR

Headlines...

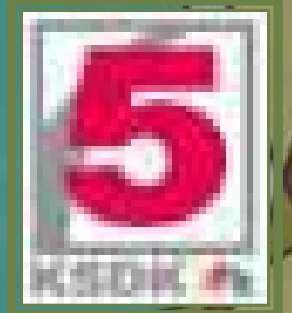
Glen Carbon library ranked best in nation

Metro-East library wins national honor

**Glen Carbon's Library Grabs
National Award**

**Library wins title of "Best
Small Library in America"**

*Glen Carbon Library
wins national award*





Centennial
Library
198 S. Main

**BEST SMALL
LIBRARY
IN AMERICA**
Awarded by the Library Journal and
Bill and Melinda Gates Foundation





BILL & MELINDA
GATES *foundation*

LIBRARYJOURNAL
ISSN 0099-5797

**Voted The Best
Small Library
In America!**



BILL & MELINDA
GATES foundation

LIBRARY JOURNAL

Voted The Best
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In America!

***YOUR LIBRARY* named**

Best Small Library in America!



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On WebJunction

webjunction.org/rural

Association for Rural & Small Libraries

www.arsl.info

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April 26, ARSL Webinar

The Entrepreneurial Librarian: Running the business
of your library

September 8-11, ARSL Annual Conference

Frisco, Texas

Best Small Library – Library Journal

www.libraryjournal.com/bestsmall