



# WLA News

Information from the Wisconsin Library Association  
Winter 2020

## WLA BOARD OF DIRECTORS FOR 2020

- Sherry Machones**, President  
**Scott Vrieze**, Past President  
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**Sherry Machones**, ALA Councilor  
**Tracy Vreeke**, WAPL Rep.  
**Skip Mosshamer**, WLTF Rep.  
**Eric Jennings**, WAAL Rep.

## WLA Response to COVID-19

The COVID-19 pandemic is a rapidly evolving situation. The Wisconsin Library Association has compiled fact-based information from a variety of sources to make them readily available to Wisconsin libraries. As more information is produced and distributed, WLA will continue to update [this page](#). If you have resources that you find useful and would like to share them, please email us. We are stronger together.

## President's Message

*By Sherry Machones, 2020 WLA Board President*

Greetings All,

Finally, we have reached the end of the longest year ever. Normally my term would be ending as your President, but because of the pandemic I will continue in my role and continue to accomplish the ambitious goals that I set for myself and the association. I want to take this opportunity to express my sincere appreciation to all of you for your support. This association only works when we as members continue to move forward. I am grateful to the people who have offered to lead and serve on committees, units, and in elections, and am excited to lead and lift others into leadership over the coming year.

I also want to express my appreciation to the WLA Board, Foundation, Staff, and the amazing presenters and sponsors of our first one day virtual conference! Everyone worked tirelessly in a tight time frame to bring an amazing slate of programs, speakers, and events together. Attendees at the WLA Foundation's Trivia Event had such a great time and we have heard the call for more events. Keep on the lookout for quarterly events as we are currently brainstorming ideas! I am looking forward to what we can accomplish next year with our conferences and events, whether they be virtual or in-person.



I hope we can maintain the momentum we have currently so that we can build up a stronger association to weather the storm that the pandemic has brought to our budget over the past year. Please renew your membership, encourage others, or consider gifting a colleague a membership if you have the means. We want everyone to have the ability to be a part of WLA. WLA – the best association for all of your networking, learning, advocacy needs!

Sherry

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## HELLO FROM THE EDITOR!

*Colleen Hallfrisch,  
WLA Newsletter  
Editor*

Hello, everyone! My name is Colleen Hallfrisch and I am the new editor of the WLA Newsletter. I currently work at UW-Oshkosh as the Metadata Librarian. I have been in this position since October 2019.



Before this position, I worked at the Beaver Dam Community Library as the Technology and Public Services Librarian. Becoming a librarian has been my dream since I was in eighth grade. I am passionate about helping people in the community and love learning about what other libraries are accomplishing. In my spare time, I enjoy running every day, reading, and spending time outdoors. I love to go camping, hiking, and backpacking as well.

I am very excited to continue the legacy of the WLA newsletter through meeting new people and sharing about library initiatives around the state. You can contact me at [hallfrischc@uwosh.edu](mailto:hallfrischc@uwosh.edu).

# Director's Message

*By Plumer Lovelace, Executive Director of WLA*



I believe that I can confidently say that we have all earned our, "I survived 2020 (I think)" t-shirts. In a year overshadowed by a global pandemic, international protests, and America's most combative presidential election process in history, I'm betting that your mind and body are both saying, "are we done yet?" With so much negativity surrounding us, it would be tempting to end the year focused solely on the challenges. Instead, I am hopeful that you will join me in spending the remaining days of 2020 consciously compiling your list of shining moments. My list includes random acts of kindness from strangers, the magnificence of a walk in the park in the morning, and the laughter of my daughters, as I once again fail to display any skill at all with UNO.

My list also includes WLA. I am thankful for all of you. You took on every challenge thrown your way in 2020 and worked to provide the safest environment possible for library patrons across the state. I am equally grateful to our WLA Board, committee chairs, and dozens of volunteers, for the creativity, energy, and commitment to the association this year. The unyielding support from our volunteers allowed the association to survive this new normal. Thanks to their hard work, we had time to locate emergency resources, retool, and develop new business practices for the coming year.

I am thankful to every system, library, and individual that felt the need and ability to renew their membership this year. I know that this was not an easy choice for some members. However, I also know from experience that associations can bring a sense of community that people may be seeking during these times of social distancing.

Lastly, I want to acknowledge our members who lost family and friends to the Coronavirus. Please know that we stand with you in spirit and are sending you our deepest condolences. I hope that you can continue to find hope and strength in the company of loved ones.

My thanks to each of you for trusting me to represent you as your Executive Director. I will continue to do my best to move our organization forward in 2021. We have much to accomplish next year. Most important, remember to take care of yourself. Spend time with your family. Hike outdoors. Exercise without overdoing it. Read for pleasure. Call your friends and family. Cook your favorite meal. Turn off your phone. Get plenty of sleep. Try meditation. Don't do too much. Don't make this a checklist. Make it enjoyable because you deserve it, and you need it, as a person and as a leader. I look forward to seeing you all next year!

Warm Regards,

Plumer  
lovelace@wisconsinlibraries.org

# 2020 Library Awards & Honors Winners

The Wisconsin Library Association is pleased to announce the 2020 Library Awards & Honors Winners, selected for their outstanding contributions to libraries and librarianship:

## **Citation of Merit: Chris Brookes**

Nominated by: Emily Kornak & Rachel Strehlow, Lake Geneva Public Library

## **Library of the Year: Kenosha Public Library**

Nominated by: Brandi Cummings, Kenosha Public Library

## **Programming Innovation Award: North Shore Library's Pen Pal Program, Glendale, WI**

Nominated by: Lizzy Lowrey, North Shore Library

## **Special Services Award: Stefanie Morrill**

Nominated by: Emily Pfothenauer, WiLS

## **Trustee of the Year: Jim Moes, Kimberly-Little Chute Library Board, Little Chute, WI**

Nominated by: Steve Thiry, Kimberly-Little Chute Library

Their efforts were recognized during the WLA Virtual 1-Day Conference on November 11. More information about this year's winners can be found on the [WLA website](#).

There are two great ways for you to contribute to this process in 2021. We all know libraries, library staff, and library supporters who are doing amazing work in Wisconsin. Please consider submitting a nomination that will help us give them the recognition that they deserve. Now is the time to start thinking about a nomination. Watch for more details in Spring 2021.

The second option is to join the Awards and Honors Committee! This is a great way to get involved in the association and a fun way to learn more about the great work being done by and for libraries all over Wisconsin.

For more information about serving on the committee, please contact Awards and Honors Committee Chair Joe Bongers at [bongers@oshkoshpubliclibrary.org](mailto:bongers@oshkoshpubliclibrary.org).

# Keeping Safe, Giving Grace

By Michelle Dennis, Hedburg Public Library

This year many of our leaders have spoken about “giving grace” to one another during the challenges of the COVID-19 Pandemic. So many people are feeling stressed, afraid, even overwhelmed by the circumstances they find themselves in. Sadly, this can often lead individuals to respond in a highly emotional way, to resist kind prompts to ‘do the right thing’ and even to act out in highly disrespectful or even criminal ways. Fortunately, a little bit of kindness can go a long way with someone who has not experienced it in a while. I would like to devote this article this month to how we can “give grace” while still maintaining our standards.

I would propose to you that this should really be no different from what we do all year long. In the book, *Verbal Judo*, author George Thompson refers to the “Five Universal Truths of Human Interaction.” When we live these, are we not ‘giving grace’? And do we not help to create the best possible end result?

The Five Universal Truths from George Thompson are:

1. All people want to be treated with dignity and respect;
2. All people want to be asked rather than told to do something;
3. All people want to be informed as to why they are being asked or ordered to do something;
4. All people want to be given options rather than threats;
5. All people want a second chance when they make a mistake.

In my humble opinion, while all five are critical, the first point is the foundation of all the truths. As we move into the winter holiday season, we often talk about peace and goodwill. What if we turned the words “peace and goodwill” into the actions of dignity and respect?

Thompson talks about the many, many times the simple acknowledgement of a person’s presence can prevent a confrontation, or turn a conflict into a conversation. In other words, let people know you see them. Smile. Look at them. Make eye contact -keep it brief but make it. Speak to them. Say “Hello” or “good morning” or (in Wisconsin-ese) “Oop, can I help you with that?” When we greet people BEFORE we have to speak to them about behavior issues, we start in a more positive way and can often avoid the issue, or at least gain their agreement to behave more easily.

I have had great success using the honorifics “Mr.” and “Ms.” especially when working with folks from other ethnic or socio-economic backgrounds than mine (if you didn’t know, I’m a white, middle class, cisgender female). Try this, learn the name of one of your regular patrons who is likely experiencing homelessness, and use their honorific. Even Mr. Mike, or Ms. Sue works. I guarantee a smile, and future looks for acknowledgement from you.

Thompson says “This global message promoting respect, understanding and forgiveness can connect all people everywhere. Using our words for a defined purpose can create the forward momentum.” I haven’t heard a better, more reassuring message in a while. Throughout the year, we work to acknowledge our patrons in positive ways and build relationships with them. Isn’t that the ultimate outcome of the traditional wishes for the winter holiday season?

Here’s wishing you “Peace on Earth, Goodwill to All” this month and all year long! Hope we can talk more about these Universal truths next time.

Verbal Judo: The Gentle Art of Persuasion, Updated Edition –

by George J. Thompson , Jerry B. Jenkins (Author)

(978-0062107701)

William Morrow Paperbacks; Updated ed. edition (December 17, 2013)

# Division & Section Updates

## TSS

(Technical Services Section)

If you have been looking to get more involved with WLA and have an interest in Technical Services now is your chance! The WLA Technical Services section is recruiting for a Vice Chair / Chair Elect. This means that in 2021 you would be Vice Chair and in 2022 you would be the chair.

I will be entering my second year as the Chair and I would be happy to talk to anyone who is interested in the position. You can also get in touch with the 2020/21 Past Chair, Amy Gannaway (agannaway@scls.info) and/or Carolyn Peil, TSS Secretary (cpeil@waukesha-wi.gov).

Thank so much! Being part of the TSS leadership is a good way to get involved with WLA - it's not a huge time commitment and there is a lot of room to grow the position and the Section.

## WISL

(Wisconsin Small Libraries)

The Small Library Section of the Wisconsin Library Association (WISL) held two virtual meetups this fall. The first meeting explored the ways that small libraries across the state have used the pandemic's disruption of life as we know it as an opportunity to try new ideas and take new risks. Embracing possibilities such as personalizing library services and expanding outdoor activities while finding inventive ways to support our communities. Our second session took us beyond Christmas at curbside where we focused on how to make the most of winter programming in new ways. We discussed tricks for pulling off cooking programs virtually, winter reading programs, and converting traditional programming to virtual and moving it all to the great outdoors.

Our members have this to say about our meetups:

"The meetups are incredibly refreshing. It's so motivating to hear the positive things happening at libraries that are as small (or even smaller than) we are! – Kayla M.; Independence Public Library.

"A break from the stressfulness of the pandemic and a fun opportunity to collaborate and imagine possibilities." – Tammie B.; Rib Lake Public Library.

"A welcome break, a time to recharge, gather inspiration, and move forward with renewed purpose and energy. – Sara K.; Walter E. Olson Memorial Library

The next WISL meetup is scheduled for **January 28th at 2pm**. To join us, follow the [WISL Facebook](#) page for event registration.

## WAAL

(Wisconsin Association of Academic Librarians)

Planning continues for the 1st virtual WAAL annual meeting "Risk and Reward" to be held on April 29-30, 2021.

For more information, please see <https://www.wisconsinlibraries.org/waal-conference>

## RASS

(Reference and Adult Services Section)

<https://rasswla.blogspot.com/>

Head over to this blog for Reference librarians and Adult Services librarians in Wisconsin to find relevant news, events, and resources. If you'd like to contribute a blog post, please email Barbara Alvarez at [barbara.ann.alvarez@gmail.com](mailto:barbara.ann.alvarez@gmail.com)

## Alumni SIG

The Alumni SIG Wants YOU!

Are you retired (or almost retired) from library work and still a WLA member? If the answer is yes, we'd love to have you join us in our special interest group made up of retirees. We meet online quarterly to catch up with each other, learn a bit, laugh, and plan ways to support the association. And, as always, the more the merrier!

Our next online get-together is scheduled for **Friday, Feb. 19 at 1:00 pm**. If you are interested in joining us, please drop a quick note to Kathy Michaelis at [ksmichaelis@gmail.com](mailto:ksmichaelis@gmail.com) so you can be on the mailing list to receive the meeting link. Join us and let the fun begin!

# Yes, We Are Essential Services

By Barbara Brattin, Kenosha Public Library



**KENOSHA**  
**PUBLIC LIBRARY**

“Libraries are nothing like they used to be and everything they always were.” John Chrastka, EveryLibrary

I’ve spent my whole career stating slogans that glorified the role of the public library. Libraries Change Lives. Libraries Transform. And yet on March 16th when we closed our doors in response to the Governor’s Safer at Home order, I had little remorse. There was no doubt in my mind that I was acting for the common good. Our community would miss us, but they wouldn’t suffer.

What followed was both a vindication of my life’s work and a wake up call to what the public library had become. Day shelter, cooling center, warming center, job center. The only place to access a computer for people who had none. The only place for a child to attend summer school when school buildings shut their doors. Social lifeline for the elderly, emotional lifeline for young children. I heard stories of families with multiple kids parked in our parking lots for the wifi connection that would let one kid in the backseat and one kid in the front seat log on to virtual learning on different cell phones. I met people experiencing homelessness outside our buildings who had nowhere to recharge their phones, no access to social services, and nowhere to escape the elements. The thank yous for virtual programming weren’t just a matter of courtesy, they were heart wrenching.

“Thank you for creating a sense of normalcy for my children.”

“You have been a beacon of love and hope in this challenging time.”

In June we opened our doors just in time for summer school in Uptown’s challenged neighborhood to the awe and gratitude of citizens generally overlooked. Two weeks later we opened the Simmons branch. We sent our mobile hotspot van into poverty-stricken neighborhoods and managed more than 60,000 checkouts curbside at our two largest branches. And then, on a hot Sunday afternoon in August, police shot an unarmed black man. Angry citizens flooded the streets and by Monday evening buildings burned within sight of KPL’s Uptown branch. A car lot exploded in flames several blocks from the Simmons branch. I spent Tuesday morning with ATF agents watching them extract a Molotov cocktail from the library’s window well.

For three days after the neighborhood exploded, we closed the Uptown branch again with a sick sense that the residents there had nowhere safe to go and no connection to the outside world without our public computers and Internet. And then, a young librarian confronted me with the truth. “I want to open Uptown,” he said. “People need a safe place off the streets.”

Suddenly all those slogans I had memorized came to life. Libraries transform. Libraries change lives. It was KPL’s moment of truth.

My answer came easily. “I’ll go with you.”

When Governor Evers announced his November 10th address to the state, the library community buzzed with anticipation. Would there be another Safer at Home order? Would we be told to close our doors? This time my response was a lot different. This time I clearly understood that libraries are the lifeline in communities that are barely holding on. We are the glue that holds our community together. We must do everything we can to courageously continue to be available to the neighborhoods that need us most. It may be the hardest thing we ever do. But it will be the right thing to do. It will be the Public Library thing to do.



## COVID-19 AND THE UW-MADISON LIBRARIES

BY THE  
NUMBERS

In March 2020, as the full impact of COVID-19 was realized, the University of Wisconsin-Madison made the unprecedented decision to transition online. Library staff were challenged to re-envision and expand services — quickly, establishing a virtual “open” status. As Lisa Carter, Vice-Provost for Libraries and University Librarian, notes, “When we initially closed physical spaces and moved to a remote environment, we leaned on our already robust digital and virtual resources. In a matter of days, the Libraries broadened our Ask a Librarian service, increased materials scanning, partnered with campus technology leaders to expand laptop lending, and provided support to faculty in transitioning courses online. In reality, the Libraries never truly ‘closed.’ We adapted — quickly.” This infographic details how the UW-Madison Libraries re-tooled their services to support their campus community amid a global pandemic.



**622**

Virtual instructional lessons taught



**46,974**

Visits to Library by Appointment pages



**1,526**

Laptops loaned from library locations

**37,946**

VISITS TO LIBRARIES' COVID-19 PAGES



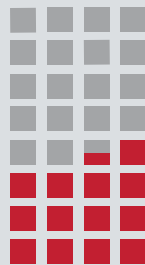
**8,397** Chats



**2,860** Emails



**1,148** Virtual consultations



**42%**

Holdings accessible via HathiTrust Emergency Temporary Access

**355,676**

Publications accessible to UW System faculty, staff & students

**101,272**

Additional electronic titles accessible

**55,320**

TOTAL INTERLIBRARY LOAN REQUESTS

**342,105**

Pages scanned

+

**22,574**

Requests filled, received from other institutions' collections

+

**28,232**

Requests filled for other universities from UW collections

**13,689**

STUDY SPACE APPOINTMENTS



**5,022**

PICK UP APPOINTMENTS



**1,982**

Print/scan appointments

**874**

Collection access appointments

**2,108**

Computer lab appointments

**152**

Reading room appointments

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**VOLUNTEER  
OPPORTUNITIES**

Get the full experience of being a WLA member... volunteer!

Becoming a volunteer allows library professionals to develop leadership skills, create professional development opportunities, expand career networks, and learn more about your Association. It also plays an important role in advancing the mission of the Association and benefiting libraries throughout the state. If you are interested in volunteering, send your message to [wla@wisconsinlibraries.org](mailto:wla@wisconsinlibraries.org); include in the subject line, "WLA Volunteer." Thanks for your continued support.

**YOU'RE  
NEWSWORTHY!**

Submit news, ideas, updates,



and stories for the 2021 Spring WLA Newsletter to editor Colleen Hallfrisch at [hallfrisch@](mailto:hallfrisch@uwosh.edu)

[uwosh.edu](http://uwosh.edu) by Friday, February 12, 2021.

# University of Wisconsin Law Library Hosts 19th Amendment Centennial Exhibit

By Carrie Doyle, Association of Wisconsin Special Librarians (AWSL)

The University of Wisconsin Law Library is currently hosting an American Bar Association [traveling exhibit](#) commemorating the centennial of the [19th Amendment](#), guaranteeing and protecting the constitutional right to vote for women.

The ABA exhibit, "100 Years After the 19th Amendment: Their Legacy, and Our Future," consists of six large freestanding banners and is on display on the 5th floor of the Law Library near the entrance. It is expected the exhibit will remain at the UW Law Library until sometime in January.

The exhibit was curated by the Library of Congress and features historic photos and artifacts, detailing the story of the battle for ratification and outlining the challenges that remain. The exhibit was awarded the 2019 GDUSA American Graphic Design Award.

Organized by the ABA's Standing Committee on the Law Library of Congress, the exhibit chronicles the history of the women's suffrage movement, continuing battles for women's equality, and legislation intended to expand voting rights and accessibility for all Americans. The final panel of the exhibit notes that a century after the ratification of the 19th Amendment, voter disenfranchisement continues and lawyers, judges, and others continue to pursue justice.

Photos by Carrie Doyle



Portion of first panel of exhibit

"100 Years After the 19th Amendment: Their Legacy, and Our Future" exhibit panels

