Customer service?

Any of you who have taken classes from me know that I have very strong feelings about giving good customer service. Without customers, our doors will close. Recently I was in library and overheard the following exchange:

Customer: I would like this book but I can’t find it in the catalog. Does that mean you don’t own it?
Library staff: Yes, we don’t have it.

Period. End of conversation. What was missing? Customer service that would have gone on to say “but we can try to get it for you.” That’s what interlibrary loan is for.

Staff members at the Nebraska Library Commission have told the system directors that as libraries turn in their new/updated strategic plans, they are looking at the library from the library perspective not from the customer perspective. This means that you need to ask the community what they want from the library. It means walking in the customers’ shoes. If you think in terms of the desires of the customer rather than the library staff, you should be seeing positive results in terms of attendance at programs, circulation of materials and use of databases.

The official YALSA 2013 Teens’ Top Ten titles are as follows:

1. "Code Name Verity" by Elizabeth Wein (Disney/Hyperion)
2. "The False Prince" by Jennifer A. Nielsen (Scholastic/Scholastic Press)
3. "Insurgent" by Veronica Roth (Harper Collins/Katherine Tegen Books)
4. "Pushing the Limits" by Katie McGarry (Harlequin Teen)
5. "Poison Princess" by Kresley Cole (Simon & Schuster)
6. "The Raven Boys" by Maggie Stiefvater (Scholastic/Scholastic Press)
7. "Crewel" by Gennifer Albin (Macmillan/Farrar Straus Giroux)
8. "Every Day" by David Levithan (Random House/Alfred A. Knopf)
9. "Kill Me Softly" by Sarah Cross (Egmont)
10. "Butter" by Erin Jade Lange (Bloomsbury)
THE INTERNET IS IMPORTANT TO EVERYONE.

Some people are getting left behind.

CURRENT STATE (AS OF 2016) ON INTERNET USE AND HOME BROADBAND ACCESS AMONG DISADVANTAGED USERS

- **Seniors**
  - 59% don't use the internet vs. 61% of adults ages 18-29
  - No internet at home vs. 20% of adults ages 18-29

- **Lower Income**
  - 38% don't use the internet vs. 5% of adults that make $75K/year
  - No internet at home vs. 19% of adults that make $75K/year

- **Less Educated**
  - 63% don't use the internet vs. 51% of adults with at least a college degree
  - No internet at home vs. 11% of adults with at least a college degree

- **Disabled**
  - 46% don't use the internet vs. 51% of adults that are not disabled
  - No internet at home vs. 21% of adults that are not disabled

Learn how you can increase access and use of information technology in your community.

Visit: oc.gov/digitalinclusion

Why isn't everyone using it?

- **Cost**
  - "I can't afford internet service."

- **Relevance**
  - "I don't think the internet is important to my quality of life."

- **Lack of Skills**
  - "I don't know how to use a computer."

We can do better.

- **Awareness Campaigns**
  - We can create awareness campaigns that can guide individuals to community internet access points and technology training opportunities.

- **Discounted Access**
  - We can provide discounted access to home broadband service.

- **Training Programs**
  - We can provide technology training to community members that leads to jobs, improved health care, higher educational attainment and increased connections with family and friends.

- **Faster Networks**
  - We can encourage upgrades and/or creation of broadband networks to people’s homes so that all American households have competitive choices of ultra high speed networks.

Learn how you can increase access and use of information technology in your community.

Visit: oc.gov/digitalinclusion
2014 One Book One Nebraska Announced

*Once Upon a Town* by Bob Greene is Nebraska’s reading choice for the 2014 One Book One Nebraska statewide reading program. In this nonfiction story, bestselling author and award-winning journalist Bob Greene goes out in search of “the best America there ever was,” and finds it in a small Nebraska town few people pass through today—a town where Greene discovers the echoes of a love story between a country and its sons. During World War II, American soldiers from every city and walk of life rolled through North Platte, NE, on troop trains en route to their ultimate destinations in Europe and the Pacific. This small town, wanting to offer the servicemen warmth and support, transformed its modest railroad depot into the North Platte Canteen. Every day of the year, every day of the war, the Canteen—staffed and funded entirely by local volunteers—was open from five a.m. until the last troop train of the day pulled away after midnight. *Once Upon a Town* tells the story of how this plains community of only 12,000 people provided welcoming words, friendship, and baskets of food and treats to more than six million GIs by the time the war ended.

Support materials to assist with local reading/discussion activities will be available after January 1, 2014 at http://onebook.nebraska.gov. Updates and activity listings will be posted on the One Book One Nebraska Facebook group at http://www.facebook.com/onebookonenebraska

Award for Promotion of Literature Presented

The Nebraska Center for the Book presented the 2013 Jane Geske Award to the Nebraska Library Commission at the recent Celebration of Nebraska Books. The Nebraska Library Commission was honored for their extraordinary contribution to literacy, books, reading, libraries, or literature in Nebraska. Since 1901 the Nebraska Library Commission has been dedicated to statewide promotion, development, and coordination of library services. Underscoring the Commission’s long-term commitment to literature and literacy, several Library Commission staff members served on the founding board of the Nebraska Center for the Book in 1990—along with Jane Pope Geske. The Nebraska Library Commission has continued to provide staff support and funding to ensure that the activities and efforts of the Nebraska Center for the Book volunteers can be consistently delivered.

The Nebraska Center for the Book annually presents the Jane Geske Award to an organization, business, library, school, association, or other group that has made an exceptional contribution to literacy, books, reading, libraries, or Nebraska literature. The Jane Geske Award commemorates Geske’s passion for books, and was established in recognition of her contributions to the well-being of the libraries of Nebraska. Jane Geske was the director of the Nebraska Library Commission, a founding member of the Nebraska Center for the Book, a Lincoln bookseller, and a long-time leader in Nebraska library and literary activities.
**TEEN BOOKS**

I asked my niece, a school librarian and former 8th grade language arts teacher, for a list of recommended teen books. Here is the list she and her fellow teacher Amanda provided:

### Sports

- Dairy Queen Series, by Catherine Gilbert Murdock
- Boy 21, by Matthew Quick
- The Final Four, by Paul Volponi
- Hoops, by Walter Dean Myers
- Heat, by Mike Lupica
- Football Genius Series, by Tim Green
- Gym Candy, by Carl Deuker
- Ball Don’t Lie, by Matt de la Pena
- Pop, by Gordon Korman
- Yellow Flag, by Robert Lipsyte
- Slam, by Nick Nornby
- The Contender, by Robert Lipsyte
- Summer Ball, by Mike Lupica
- Beanball, by Gene Fehler
- Payback Time, by Carl Deuker
- Night Hoops, by Carl Deuker
- Soccerland, by Beth Choat
- Million-Dollar Throw, by Mike Lupica
- Soul Surfer: A True Story of Faith, Family, and Fighting to Get Back on the Board, by Bethany Hamilton
- Spotting for Nellie, by Pamela Lowell
- Boost, by Kathy MacKel
- Pick-Up Game: A Full Day of Full Court, by Marc Aronson
- True Legend, by Mike Lupica
- Ironman, by Chris Crutcher
- Athletic Shorts: Six Short Stories, by Chris Crutcher
- Running Loose, by Chris Crutcher
- Slam!, by Walter Dean Myers
- Tangerine, by Edward Bloor
- Friday Night Lights: A Town, A Team, and a Dream, by H.G. Bissinger
- Kick, by Walter Dean Myers
- The Batboy, by Mike Lupica
- The Big Field, by Mike Lupica
- Stupid Fast, by Geoff Herbach

### Fantasy

- Harry Potter Series, by J.K. Rowling
- Graceling Realm Series, by Kristen Cashore
- Twilight Series, by Stephanie Meyer
- The Inheritance Cycle Series, by Christopher Paolini
- The Mortal Instruments Series, by Cassandra Clare
- Percy Jackson and the Olympians Series, by Rick Riordan
- The Heroes of Olympus Series, by Rick Riordan
- Kane Chronicles, by Rick Riordan
- The Infernal Devices Series, by Cassandra Clare
- The Iron Fey Series, by Julie Kagawa
- The Ascendance Trilogy, by Jennifer A. Nielsen
- The Wolves of Mercy Falls Series, by Maggie Stiefvater
- The Grisha Series, by Leigh Bardugo
- Seraphina Series, by Rachel Hartman
- Caster Chronicles, by Kami Garcia
- Wicked Lovely Series, by Melissa Marr
- Inkworld Series, by Cornelia Funke
- Howl’s Moving Castle Series, by Diana Wynne Jones
- Artemis Fowl Series, by Eoin Colfer
- Fallen Series, by Lauren Kate
- His Fair Assassin Series, by R.L. LaFevers
- The Looking Glass Wars Series, by Frank Beddor
- Septimus Heap Series, by Angie Sage
- A Wrinkle in Time, by Madeleine L’Engle
- Miss Peregrine’s Home for Peculiar Children, by Ransom Riggs
- The Secrets of the Immortal Nicholas Flamel Series, by Michael Scott
- Uglies Series, by Scott Westerfeld

- Said in Stone: Your Game, My Way, by Steve Stone
- All the Broken Pieces, By Ann E. Burg
- Seabiscuit: An American Legend, by Laura Hillenbrand
**Action**

The Hunger Games Series, by Suzanne Collins  
Divergent Series, by Veronica Roth  
The Atlantis Revolution Series, by Tom Tancin  
Hush, Hush Series, by Becca Fitzpatrick  
Witch and Wizard Series, by James Patterson  
Maximum Ride Series, by James Patterson  
The Maze Runner Series, by James Dashner  
Ranger’s Apprentice Series, by John Flanagan  
Alex Rider Series, by Anthony Horowitz  
Leviathan Series, by Scott Westerfeld  
Crusade Series, by Nancy Holder

**Drama**

Matched Series, by Ally Condie  
The Selection Series, by Kiera Cass  
The Fault in Our Stars, by John Green  
Looking for Alaska, by John Green  
Paper Towns, by John Green

**Cooking (Fiction)**

Coffeehouse Angel, by Suzanne Selfors  
Cool Beans, by Maya Davis  
Artichoke’s Heart, by Suzanne Supplee  
Close to Famous, by Joan Bauer  
The Bliss Bakery Series, by Kathryn Littlewood

Late additions to the list:

*Laurie Halse Anderson - Chains, Forge, Speak, Wintergirls, Twisted  
Steven Chomsky - The Perks of Being a Wallflower*

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**Talking Book and Braille Service (TBBS)**

The TBBS is free for any Nebraskan who:
- Struggles to see regular-sized print because of visual impairment  
- Struggles to hold a book or turn pages  
- Is unable to read or handle books due to accident, illness, surgery, tremor or medication, even if conditions are temporary  
- Has a reading disability such as dyslexia

Working with the Library of Congress, the TBBS offers a wide collection of audio books that includes bestsellers, short stories, westerns, biographies, history, mysteries, romance and audio magazines. This national collection is supplemented by books and magazines about Nebraska or the Great Plains, recorded in the Nebraska Library Commission’s own studios.

A digital player is loaned to each borrower. Designed for ease of use and excellent sound quality, it has large buttons and can accommodate headphones for private listening. All materials are mailed directly to borrowers and returned postage-free. As an additional option, audio books and magazines can be accessed directly from a password-protected website hosted by the Library of Congress.

An individual application form for free talking book service can be printed from http://nlc.nebraska.gov/TBBS/applyforservice.aspx or will be mailed upon request.

For additional information, please contact 800-742-7691 or nlc.talkingbook@nebraska.gov.
Winter Workshop
Monday, January 6, 2014
9:00-3:45 at UNK Calvin T. Ryan Library, Lower Level
5 CE Units

**Adult Services Track**

9:00-10:15

**Libraries and the Affordable Care Act:** Library staff across Nebraska are accustomed to helping customers figure out how to use computers and other resources to access government information, but it's always challenging to get everyone up and ready for something new. Materials and training are available to prepare librarians for helping the library customers who need assistance enrolling in the Health Insurance options made available by the Affordable Care Act. In this session, Mary Sauers, Government Documents Librarian at the Nebraska Library Commission, will present Affordable Care Act resources and information updates for Nebraska librarians.

10:30-11:45

**Beyond Book Sales:** Is your Friends Group looking for a different way to raise money? Denise Harders will present information about successful events hosted by libraries in the Republican Valley Library System (and a few more ideas for you to try).

**Youth Services Track**

9:00-10:15

**Book Reviews, Book Talks and Book Lists:** Don't know the difference between these three? Sharon Osenga will discuss the elements of each. Participants are asked to bring a book to work with and a book review that they have found helpful.

10:30-11:45

**Keeping It Real: The current state of picture book biographies and nonfiction collections.** There has been a recent shift in picture book biographies and how to select nonfiction. But what is at the heart of the change? In this session we will define nonfiction, discuss elements and structure of picture book biographies, and identify criteria for selecting nonfiction, which is sure to enhance any collection and keep it circulating. Presented by Ann Matzke, Wilson Public Library, Cozad.
**Adult Services Track**

1:00-2:15

**Notable Books:** Get to know the 25 books on the 2013 list of ALA Notable Books for Adults. Expect a mix of information, evaluation and personal opinion. Presented by Pat Leach, Lincoln City Libraries

2:30-3:45

**Library Ethics:** Denise Harders and Sharon Osenga will lead a discussion of various case studies focusing on library ethics.

**Youth Services Track**

1:00-2:15

**Passive Programming for Teens:** Passive programs are a great way to engage young patrons who hang out at your library. Attendees will receive blueprints for implementing self-directed activities. Install a free QR code reader on your smart phone or tablet to get the most out of the hands-on portion of this session. Presented by Rachelle McPhillips, Columbus Public Library

2:30-3:45

**Hot Young Adult Titles:** Hear reviews of recent teen titles from Jake Rundle, Hastings Public Library.

**REGISTRATION FORM**

Name: __________________________

Library: _________________________ e-mail: __________________________

Send a copy of this form with $15/per person registration fee to:

Meridian Library System
816 East 25th Street, Suite 7
Kearney NE 68847

Note: In case of inclement weather, contact the system office to see if the workshop has been rescheduled.
**Fizz Boom Read**

Summer Reading Program Workshop  
Tuesday, March 18, 2014  
9:30-3:30  
Lexington Public Library, 907 N Washington  
5 continuing education units

Even though it’s cold outside, summer is not as far off as you think! Prepare to make your Summer Reading Program a success by joining us for this workshop. Discover ways to use this year’s slogan and provide fun activities for all ages.

**Morning Session:**  
Sally Snyder, Nebraska Library Commission, will share book reviews of books you can use in your program.  
Share your own ideas for using this theme!  
Lunch: Included in the registration fee.

**Afternoon Session:**  
Staff from Sump Memorial Library, Papillion will present ideas to help make your program a success!

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**Registration Form**

Name: _________________________________________________________________
Library: ________________________________________________________________
E-mail: _________________________________________________________________

Mail check and registration fee of $20 per person to:  
Meridian Library System  
816 East 25th Street, Suite 7  
Kearney NE 68847

In case of inclement weather, please check to see if the workshop has been rescheduled.
LIBR 2150 Managing Collections in Libraries and Information Agencies
Patty Birch, Instructor
This course will provide students with an understanding of managing collections in libraries and information agencies, including:
- Basics of Collection Management (terminology, models)
- 21st Century Literacies
- Selection (All resources, for all age levels)
- Acquisition
- Deselection/Weeding
- Intellectual Freedom
- Copyright
Prerequisite: LIBR 1010 Foundations of Library & Information Services.
For information regarding course content, contact the instructor at pbirch@esu16.org

LIBR 2210 Cataloging and Classification
Ruth Carlock, Instructor
This course will include theories, concepts and activities for cataloging and classifying materials in the 21st Century. It includes the following topics:
- The bibliographic record
- Sears and Library of Congress subject headings
- Dewey Decimal and Library of Congress classification systems
- The MARC record
- Resource Description and Access Instructions
Prerequisite: LIBR 1010 Foundations of Library & Information Services
For information regarding this course, contact the instructor at rcarlock@cccneb.edu

LIBR 2940 Library and Information Services Capstone Practicum
Erica Rose, Instructor
This capstone course is the last course in the Library & Information Services program. Students will complete 40 hours of service learning in a host library. The course also includes a review of the principle pieces of learning from the LIS program.
Prerequisites: LIBR 1010, 2100, 2150, 2210, & 2250
For information regarding this course, contact the instructor at erose@cccneb.edu

For information on 21st Century Librarian Scholarships, see: Nebraska Library Commission website at: http://nlc1.nlc.state.ne.us/NowHiina/Scholarships.asp

For information concerning Admissions or Registration, contact: Dee Johnson
djohnson@cccneb.edu, 402-562-1418 or Toll Free at 877-222-0780 ext. 1418