

## PINNACLE Institute set for fall

With the return of PINNACLE this fall, as many as 20 Georgia librarians will soon be scaling the heights of knowledge in preparation of joining the next generation of public library leaders.

Georgia Public Library Service established PINNACLE — short for the Public Library Institute for New and Creative Leadership Education — in 2007. Working with the Carl Vinson Institute of Government (CVIOG), another unit of the University System of Georgia, GPLS designed a vigorous library-focused curriculum for the training program, more than half of whose graduates have gone on to serve as library system directors.

“We are delighted to reprise this comprehensive leadership program for 2015-16,” exclaimed State Librarian **Julie Walker**. “Although lack of funding would not allow us to offer the program in the years since 2007-08, it has always been our goal to offer this successful institute again. As in many states, Georgia’s libraries have seen the retirement of a large segment of their senior leadership, and it is crucial that the next generation of library leaders be prepared and confident to step into those director

See [PINNACLE](#), page 2

Staff



### *Reading to the rescue!*

*Piedmont Regional Library System (PRLS) employees donned superhero capes for the June 3 “Every Hero Has a Story” summer reading program kickoff event at the Winder Public Library. From left are: Library assistants Ann Kilgore and Darby Drew; Jessica Everingham, assistant state librarian for library development and support; Evan Bush, assistant director for PRLS; Kelli McDaniel, Winder Public Library manager; Beth McIntyre, director of PRLS; and library assistants Karen Martin and Sherri Burgess. Additional celebratory events were held this spring at libraries across the state.*

## GALILEO, public libraries join to provide Mango Languages

**G**ALILEO, the state’s virtual library, and Georgia Public Library Service now offer residents free access to Mango Languages’ suite of language-learning resources through their local public libraries.

Mango, can be accessed anywhere with an Internet connection, currently offers 63 foreign-language courses for English speakers, as well as 17 English-as-a-second-language courses. All are taught completely in the user’s native language, with each

lesson combining real-life situations and audio from native speakers with simple, clear instructions. The courses are presented with an appreciation for cultural nuance and real-world application by focusing on the four key elements of language learning: vocabulary, pronunciation, grammar and culture.

Providing language learning tools is just one of the many ways that public libraries serve their local

See [Mango](#), page 5

## PINNACLE

*Continued from page 1*

positions and other leadership roles. By providing carefully designed, library-specific training on a variety of topics, PINNACLE is key to preparing many talented individuals in our libraries to take the next step in their careers."

According to **Jessica Everingham**, assistant state librarian for library development and support, PINNACLE 2015-16 will include seven sessions, starting with a weeklong retreat in October 2015 and continuing with six three-day sessions to be held every other month at various public libraries across the state.

"Each participant will also conduct a significant self-directed learning project that applies the concepts and principles of PINNACLE to real-world issues," she said, noting that, as in the 2007-08 edition, each participant will be partnered with a volunteer mentor drawn from the ranks of current senior library administrators. "The culminating experience for each attendee will be presenting their project results at the Georgia Council of Media Organizations Annual Conference in 2016."

Session topics for PINNACLE 2015-16 were again determined with the help of CVIOG, explained **Julia Huprich**, GPLS's director of continuing education. "These will include analytical and creative problem solving, planning and process improvement, managing change, financial management, performance measures, human resource management, ethical use of power, conflict

resolution, coaching and group dynamics, media relations, leadership in a political environment, and delivering effective presentations," she said.

"We at GPLS believe it's our obligation to pass along the knowledge and experience that will help new librarians become community leaders and provide the best possible public library services," noted **Wendy Cornelisen**, assistant state librarian for library innovation and collaboration. "It's especially gratifying to see how successful our first class of PINNACLE fellows has been.

That more than half of them have joined the ranks of public library directors shows the long-term influence that a program like this can have."

**Jimmy Bass**, a member of

PINNACLE's first graduating class, is now director of libraries for the Coweta County Public Library System. "First and foremost, my time at PINNACLE was fun, energizing and challenging," he said.

"If you want to know where your ideas, your goals and your passion stand with others in your field, PINNACLE should be on your agenda. My knowledge and skills grew from having open access to library leaders, and I was able to

make friends with several professionals I still communicate with today. The experience opened many doors for me both professionally and personally."

**Lecia Eubanks**, director of the LaFayette-based Cherokee Regional Library System and another member of that first graduating class, agrees.

"PINNACLE was one of the most timely leadership programs I have ever participated in," Eubanks explained. "I became a library director in April 2007, and I began this program the following October. As a new director, each course proved to have practical lessons that I found myself using immediately.

"I remember how excited I was after attending a session focusing on human resources; I felt more confident about moving forward in writing personnel policies because this topic is simply not covered in library school. I'm so proud that GPLS is reviving this worthwhile endeavor."

PINNACLE participants must hold a master of library science, a master of science in library science or a master of library and information science degree, be currently employed in a public library in Georgia, and have at least two years of professional library experience. The application process for 2015-16 is currently underway, and this year's class of up to 20 attendees will be announced in late August. ■

## GPLS to participate in 15th National Book Festival

The 15th Library of Congress (LOC) National Book Festival will take place Saturday, Sept. 5, at the Walter E. Washington Convention Center in Washington, D.C. GPLS will again welcome visitors to its table in the festival's Pavilion of the States. Poet, author and playwright **Shelia P. Moses** of Decatur is among the authors appearing at this year's festival, which is free and open to the public. To mark the 200th anniversary of the LOC's acquisition of Thomas Jefferson's personal library, this year's festival theme is Jefferson's popular quote, "I Cannot Live Without Books." ■



Everingham



Bass

# Public, university system libraries expand courier services

Following a successful pilot project this spring, University System of Georgia (USG) libraries and Georgia's 400-plus public libraries are enjoying expanded courier services between one another, making it easier for patrons of each to borrow the items they need from the extensive collections held by their counterparts.

"This opportunity to collaborate and leverage existing resources and services is just the latest example of Georgia libraries' long history of working together," said **Merryll Penson**, executive director of library services for the Information Technology Services of the Board of Regents of USG.

"University and public libraries have always gone to great lengths to find the resources their patrons need," added **Wendy Cornelisen**, assistant state librarian for library innovation and collaboration, "and thanks to this newly expanded

program, they will have a much easier and more efficient way to do so."

USG Libraries and Georgia's public libraries are now using the latter's previously existing courier service for interlibrary loan (ILL) delivery and for the return of recovered lost items between academic facilities and public library system headquarters. The expanded service thus saves all state-supported libraries money that would otherwise be spent using other, more expensive delivery options.

"By expanding the courier system to include materials between USG institutions and Georgia's public libraries, both systems will save money on postage, packaging materials, and staff time," Cornelisen explained. "Last year, public libraries borrowed more than 2,500 items from academic libraries. At an average one-way cost of \$3.48 per package, these libraries would save

more than \$16,000 a year in postage costs alone."

"And this does not include the savings in staff time," noted **Roni Tewksbury**, director of the Carrollton-based West Georgia Regional Library (WGRL), which participated in the project's pilot program. "I believe that these quicker turnaround times will increase interest, and our patrons will likely begin using the interlibrary loan service even more."

Pilot libraries for the expanded service included four academic libraries (The University of Georgia, Georgia State University, Armstrong State University and Albany State University), three single-county public library systems (Cobb, Dougherty and Forsyth), and two regional public library systems (WGRL and Savannah-based Live Oak Public Libraries). The pilot group began testing proce-

See [Courier](#), page 5

Staff



## Checks and balances

State Librarian Julie Walker presented Three Rivers Regional Library System Director Diana Very with a check for \$565,000 on June 27. The funds will be used to expand the library system's Charlton County Public Library in Folkston. Charlton County voters recently approved a Special Purpose Local Option Sales Tax to come up with the needed local match for upgrading the 20-year-old facility. Expansion plans include enlarging the main reading room, community meeting room, and storage and office areas. The check presentation ceremony took place at the Georgia Municipal Association's annual conference in Savannah.

Meissa Bush



## Fond farewells

On June 24, the board of trustees and staff members of the Brooks County Public Library honored Laura Harrison (left) for her service as the system's director. Incoming Director Scott Routsong (center) and board Chair Ronnie Sloan Jr. presented Harrison with a drawing of the library featuring signatures and retirement wishes from attendees. Harrison was appointed system director in September of 1995, making her the second-longest tenured director in the state at the time of her retirement on June 30.

## Nine Georgia libraries receive Dollar General Literacy grants

The Dollar General Literacy Foundation (DGLF) has awarded nine 2015 summer reading grants to Georgia public libraries.

Receiving grants were the DeSoto Trail Regional Library System in Camilla, the Houston County Public Library in Warner Robins, the Okefenokee Regional Library System in Waycross, Peach Public Libraries in Fort Valley, the Piedmont Regional Library System's Talmo Public Library, the Thomas County Public Library System in Thomasville and the Uncle Remus Regional Library System's Walnut Grove Public Library in Loganville.

The Three Rivers Regional Library System received two grants, for its branches in Darien and Jesup.

Recipients are using the DGLF funds to support programs aimed at enhancing summer, family and adult literacy programs. Grants are also being used to help promote childhood summer reading and to help adults learn to read, prepare for the high school equivalency exam or learn English.

"All of us at Peach Public Libraries are honored to have received this grant for a second year," said Director **Billy Tripp**. "They have provided funding for the purchase of incentives to reward young readers for meeting their weekly reading goals. The grants also allowed us to take the library and the summer reading program out into the community, where families gather at annual community fairs and festivals."

"We are very excited to have received a Dollar General grant for our reading program," added **Nancy Tillinghast**, director of the Thomas County Public Library System. "Each summer, we try to encourage children and teens to use the library, attend programs and continue with their reading. By offering fun programs, we give them great experiences and hope they will ask for more information about topics that interest them. We are so thankful to Dollar General for its support."

DGLF announced this year's grant winners in late May. Since its inception in 1993, the Goodlettsville, Tennessee-based foundation has awarded more than \$100 million in grants to nonprofit organizations, helping nearly 6 million individuals take their first steps toward literacy or continued education. ■



### Spirited summer reading

Top left: Twelve-year-old Destini Bailey of Conyers brandishes her Wonder Woman-inspired armbands at the June 1 "Evil Genius Workshop" held at the Conyers-Rockdale Library System's Nancy Guinn Memorial Library. Attendees used recyclables to create shields, capes and other superhero-related craft projects to celebrate this year's summer reading theme, "Every Hero Has a Story." Top right: Cassandra Sherrill, senior manager for Georgia's Path2College 529 Plan, greets the crowd at the June 1 kickoff event for the plan's sixth annual sweepstakes at the Cobb County Public Library System's South Cobb branch in Mableton. Path2College will randomly select four regional winners, who will each win \$1,529 toward a Path2College 529 Plan, and one grand-prize winner who will receive \$5,529 toward a Path2College 529 Plan. The library of the individual grand-prize winner will receive \$1,529, and the home libraries of the regional winners will each receive \$529. Above: Homer, the Atlanta Braves' mascot, visited several libraries, including the Atlanta-Fulton Central Library, in early June to play "H-O-M-E-R Bingo" with young readers participating in this year's annual Home Run Readers program, which runs through Aug. 21. Registration information is available at [www.braves.com/reading](http://www.braves.com/reading).

# Glassing exhibit opens at AMLAS

The Atlanta Metro Library for Accessible Services (AMLAS) this month unveils its latest art exhibit, welcoming Atlanta's **Stephany Glassing** for her show called "Looking Back, Moving Forward."

Thanks to a partnership between Georgia Public Library Service and VSA Arts of Georgia, walls at the AMLAS space serve as gallery space featuring the rotating works of professional artists who have visual impairments and other disabilities. Glassing became paralyzed at the age of 19 in a 1984 car accident in Melbourne, Fla.

"The years after that became my journey, which has become a very fulfilling life," she said. "At one point, while raising my child, I needed to find an outlet to express myself and I found art therapy. This is

when I began to paint, and it became my outlet to express my feelings on any given day."

After relocating to Atlanta, Glassing studied art and graphic design at the Art Institute of Atlanta. She works in a variety of media and has exhibited in several invitation-only shows at local art fairs and at VSA Arts of Georgia's Arts for All Gallery. "Looking Back, Moving Forward" is her first one-artist show.

AMLAS is part of the GLASS (Georgia Libraries for Accessible State-wide Services) network of Talking Book Centers that provide eligible Georgians with access to free audio materials and books and magazines in braille through the Library of Congress and the National Library Service for the Blind & Physically Handicapped. The facility is located on the



Glassing's "Field of Poppies" is the centerpiece of "Looking Back, Moving Forward."

fourth floor of the Atlanta-Fulton Central Library. AMLAS and VSA welcome the public to view the exhibit from 10 a.m.-6 p.m. Monday through Saturday, with extended hours Thursdays until 8 p.m. ■

## Mango

*Continued from page 1*  
communities," said **Wendy Cornelisen**, assistant state librarian for library innovation and collaboration.

For years, the local library has been a go-to source for travel guides and trip planners. Now that GALILEO has added Mango, public libraries in Georgia have even more of the resources travelers need to prepare for visits to other countries. "Being able to say even just a few words in the local language helps make travel easier and more enjoyable," Cornelisen said, noting that Mango will also help many Georgians better speak the languages of commerce.

"According to the U.S. Census Bureau, Georgia companies exported nearly \$39.4 billion in goods and services to 211 countries and territories in 2014," she explained. "Companies in Georgia benefit from

employees who know more than one language and are able to better bridge cultures. Along with its language-learning resources, Mango also provides valuable cultural insights that can help residents forge new partnerships here and abroad.

"In addition, most students applying to college need to take two years of the same foreign language. Since Mango is available around the clock from any Internet-connected device, students with a Georgia library card will have new ways to practice and improve skills in their chosen language anytime."

To help residents get started, GALILEO is offering webinars for Georgia-based users. Details are online at [www.galileo.usg.edu](http://www.galileo.usg.edu). An archived "All about Mango" webinar is also available at [www.mangolanguages.com](http://www.mangolanguages.com). ■

## Courier

*Continued from page 3*  
dures, routes and workflows in early April and concluded in June. The service went live at all participating libraries on July 6.

Staff at pilot libraries saw a dramatic increase in speed of service, with average delivery times ranging between 3.4 and 4.2 days — less than half the average USPS average of 8.5 days.

"The process has really streamlined ILL service," Cornelisen said.

"Instead of having to package materials in mailing envelopes and spend time figuring out the correct postage, staff members just drop materials into zip-top-style courier bags that they use for transporting items from one public library to another; it's just a different color bag." ■

## NEWS IN BRIEF

The Brooks County Library board of trustees has selected **Scott Routsong** as the system's new director.

Routsong has more than 13 years of experience in Georgia's public and school libraries. He holds a bachelor's degree from Valdosta State University and a master's degree in Library and Information Studies from Florida State University.



Routsong

The board of trustees of the Catoosa County Library System has named **Richard Groves** as its new director.

Groves joins the system from the Williamson County Library System in Tennessee, where he served as manager of the Nolensville branch. He holds a bachelor's degree from George Washington University and a Master of Science in Library and Information Science degree from the Catholic University of America, both in Washington, D.C.



Groves

The Hall County Library board of trustees has named **Lisa MacKinney** as its new director.

MacKinney has served as the system's assistant director for 11 years and has worked in Georgia public libraries for more than 20 years. She holds a



MacKinney

bachelor's degree from Piedmont College in Demorest and a master's degree in Library Science from the University of Alabama. She is also a graduate and member of the inaugural class of GPLS's PINNACLE Institute (see page 1). MacKinney replaces **Adrian Mixson**, who retired in May.

The board of trustees of the Elbert County Library System has accepted the retirement announcement of library director

**Anne Grace**, who will remain with the system in a newly created part-time assistant director position through December, when she will retire. The trustees have named **Janet Burroughs** as interim director. Burroughs has served as the system's assistant director for more than five years and previously worked with the Athens Regional Library System for more than two decades.



Burroughs

**Brian Hart** has joined the Macon-based Middle Georgia Regional Library (MGRL) system as its assistant director. He has served in various capacities at three nationally recognized library systems, most recently as children's services manager at the Charlotte Mecklenburg Library in North Carolina. Hart earned his Master of Library and Information Science degree from University of South Carolina in Columbia. In 2014 he was designated an American Library Associa-



Hart

tion (ALA) Emerging Leader. MGRL has also promoted **Angelica Torres** to the position of young adult specialist. Torres has been with the system since 2002 as a reference assistant. She will be its first dedicated young adult specialist.

**Sally Carter** joined the Jesup-based Three Rivers Regional Library System (TRRLS) in June as its financial manager and outreach librarian. She worked at GPLS from 2001 to 2004, directing a project to implement new accounting software and hardware upgrades across the state. She was most recently an internal auditor for the University System of Georgia and for AT&T. **Erica Rainey** has also joined TRRLS as its regional youth services and programs coordinator. Rainey previously served as technical services librarian at North Greenville (S.C.) University. She holds a master's degree in Library and Information Science from Valdosta State University.

The Collaborative Summer Library Program (CSLP) in June named **Sherry Siclair** its first executive director. Siclair previously served as development director of the Atlanta-Fulton Public Library System and, most recently, as executive director for the nonprofit Decatur-based Center for Financial Independence and Innovation.



Siclair

At its May public meeting, the city of Calhoun formally recognized **Dr. Edward Weldon** for his contributions to community resources. Weldon has served 12 years on the

See [News](#), page 7

# GPLS staff leads the way at 2015 COMO conference

Once again GPLS staff will make a strong showing at the 27th Georgia Council of Media Organizations (COMO) conference, Oct. 7-9. Returning to the Classic Center in Athens, it will feature dozens of presentations, professional events, author appearances and formal discussions of issues concerning academic and public libraries.

On Wednesday, **Julie Walker**, state librarian; **Nathan Rall**, director of planning and construction; and Steve Schaefer, former director of the Uncle Remus Regional Library System, will lead a panel discussion called "Repurposing Library Spaces." **Emily Almond**, director of IT, will present "Tech Trends in Libraries and Tech Most Likely to Affect Libraries — What Do We Adopt? How Do We Adapt?" and **Tamika Strong**, IT program manager, will conduct "Help!! There's a Genealogist at the Desk: A Look at Genealogy Resources Available to Libraries."

A highlight of COMO is the annual Pat Carterette Memorial 5K Walk/Run, organized by PINES Program Director **Elizabeth McKinney**. Now in its fifth year, the event pays tribute to GPLS's former continuing education director, a celebrated and beloved trainer, leader and avid runner who succumbed to cancer in 2011. It will take place on Thursday and will lead into the keynote address by **Gene Ambaum** and **Bill Barnes**, writers of the popular library-based comic "Unshelved."

Educational sessions will follow, including several more by GPLS staff. Almond and **Daniel Zeiger**, system administrator, will lead "Retooling Tech With Our Head in the Cloud — Google Chrome and Other Cloud Solutions for Libraries," while **Elaine Hardy**, PINES and collabora-

tive projects manager, will participate in the panels "Parallels Converge — Delivery Services in Georgia's Public and Academic Libraries" and "GOLD Abides: New Adventures in Resource Sharing for Georgia."

Assistant State Librarian **Wendy Cornelisen** will lead "Creating Winning Partnerships" and "Steps for Successful Library Advocacy"; Strong returns with another session titled "Walk a Mile in My Shoes: Genealogy Crash Course for Librarians"; **Pat Herndon**, director of GLASS, will share in the discussion "Communication in the Workplace: Challenges and Strategies in Diverse Library Settings"; **Julia Huprich**, director of continuing education, will facilitate "Bite-Sized Staff Training: Transforming Staff Development for Busy Libraries"; and Walker will share the spotlight with **David Singleton**, director of libraries for Charlotte Mecklenburg (N.C.) Library, for the session "Leadership Training That Really Works."

On Friday, PINES Program Manager **Terran McCanna** will conduct "Getting the Most From the B4 Online Reading Logs" and "Create and Share Reading Lists in PINES"; Huprich will present the sessions "Training Unlimited: Enhance Your Public Library's Continuing Education Program With GLEAN!" and "STEM Programs for Girls: Planning Workshops That Rock"; **Beverly Williams**, AMLAS manager, and Stephanie Irvin, readers advisor, will co-helm "Update on Georgia's Talking Book Program: Getting the Word Out"; **Dawn Dale**, PINES helpdesk manager, will present "Is Your Library Customer Service Driven?"; and **Elaine Black**, youth services director, will moderate "Three Approaches to Early Literacy Outreach Programs." ■

## News

### *Continued from page 6*

Calhoun-Gordon County Library board of trustees with multiple terms as chairman and also has served several terms on the Northwest Georgia Regional Library System board of trustees, including two terms as its chairman.

The Institute of Museum and Library Services (IMLS) held its third stakeholder convening with library and archives professionals on June 2 at the Los Angeles Public Library.

The meeting examined successful community engagement program characteristics, including assessment, partnerships, communications, evaluation and sustainability. As part of the "Reassessing for Success: Evaluation and Sustainability" session, **Julie Walker**, Georgia's state librarian, spoke about the development of Evergreen, the open-source integrated library system software that powers the PINES network catalog; the 2012 Loblolly Development Conference hosted by

GPLS; and the agency's current B4 (Birth-to-4) early literacy initiative.

**Jo Ellen Ostendorf**, 63, passed away on May 24, following a brief illness. She retired as director of the LaGrange-based Troup-Harris Regional Library, which she led from 1997 through 2011. She was a former associate director (1992-1997) for Georgia Public Library Service and served as president of the Georgia Library Association in 2007. Memorial services were held June 27. ■



1800 Century Place, Suite 150  
Atlanta, GA 30345-4304

*A Unit of the University System of Georgia*

PRSR STD  
US POSTAGE  
PAID  
ATLANTA, GA  
PERMIT NO. 213



## CONTACT US

### Georgia Public Library Service

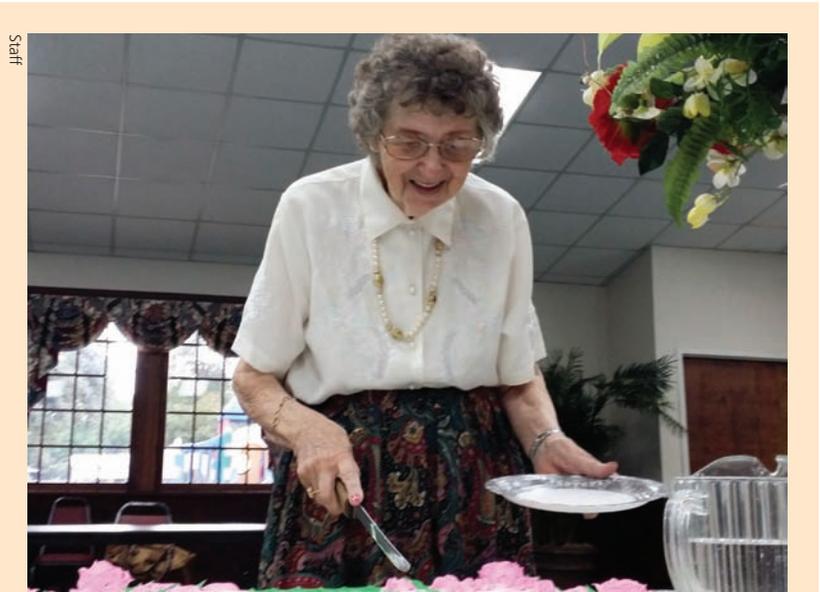
1800 Century Place, Suite 150  
Atlanta, GA 30345-4304  
404.235.7200  
404.235.7201 fax  
[www.georgialibraries.org](http://www.georgialibraries.org)

**Julie Walker**, state librarian  
**David Baker**, editor  
**Dustin Landrum**, assistant

*Georgia Public Library Service News* (ISSN 1546-511X) is published bimonthly by the Georgia Public Library Service, the state agency that supports public libraries and works with them to improve the quality and variety of library services available to Georgia citizens of all ages.

This publication is made possible by a grant from the U.S. Institute of Museum and Library Services to the Georgia Public Library Service under the provisions of the Library Services and Technology Act.

Information presented in this newsletter will be provided in alternative formats on request. For more information about Georgia's libraries and literary events, or to post an event, visit our online calendar at [www.georgialibraries.org](http://www.georgialibraries.org)



### *The icing on the cake*

*Alice Coleman, who has been formally recognized as "the oldest librarian in the state of Georgia," slices her retirement cake at a reception held in her honor on July 20. The 87-year-old retired last month, following 37 years of service as a library clerk for the Okefenokee Regional Library System's Appling County Public Library. The Friends of the Library hosted the reception.*