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Announcements

MLS offers its condolences on the recent passing of Susan Roberts. Susan's leadership, mentoring, and experience throughout her career as a member of the Suburban Library System and the Metropolitan Library System will be missed. Her last efforts, participation in the SWAN Study Group is a legacy to her ability to work in a collaborative environment and gain a consensus from all the membership. A wake has been scheduled for Sunday, October 28, 2007 at 1:00 p.m. followed by a memorial service at 2:00 p.m. at the Tews Funeral Home in Homewood, IL.

Academic and Special Libraries should watch their e-mail in the next week for a link to an online **MLS Annual Report** form, which asks about collection, staffing, and contact information. The deadline for completion is December 1, 2007. School Libraries will receive an Annual Report link via e-mail the week of November 19, 2007 with a deadline of December 21, 2007. If you have questions about the Annual Report, contact the Consultants at consultants@mls.lib.il.us.

MLS is looking for a highly motivated, team-oriented **Library Services Consultant** to join the Consulting and Continuing Education Department. This position will be involved in all aspects of consulting on library related topics and in developing continuing education events for all types of libraries that we serve. For complete job description and to apply visit the MLS Career Central at <http://www.mls.lib.il.us/jobs/>.

The inaugural meeting of the **Academic Librarians Networking Group** is Thursday, November 29, 2007 from 10:00 a.m. – 12:00 p.m., in the MLS Chicago office. The meeting's topic will focus on accreditation, with three guest speakers who will share their recent experience with the process. Register at <http://www.mls.lib.il.us/calendar/CalendarManage.cfm?ID=2978>.

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Congratulations to the following MLS member **ILA Award Winners**: Rita Felton-Mitchell, Chicago State University, awarded the Sylvia Murphy Williams Award; Leighton Shell, Pritzker Military Library, awarded the Crosman Memorial Award; and Mary Adamowski, Orland Park Public Library, awarded the Davis Cup Award. For more information about awards visit <http://www.ila.org/membership/awards.htm>.
[Permalink]

Janet Kelenson, MLS Board President

Collaboration, shared resources, and reduced costs are MLS Board President Janet Kelenson's goals for the MLS Board in the upcoming year. Mindful of the strategic planning work already set in place by members and staff, she will draw from this plan to form key initiatives. A library leader in her own community of Oak Park, Janet hopes to use her leadership to foster an environment of increased member involvement.
[Permalink]

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http://www.mls.lib.il.us/announce/2007/01_19/mlsboardpresident.asp

Continuing Education Events

The [MLS Annual Meeting](#) will be held Friday, November 9, 2007, 9:30 a.m. - 12:00 p.m., Roosevelt University. An agenda is available at <http://www.mls.lib.il.us/calendar/Flyers/2695.pdf>.

[Starting and Maintaining a Teen, Youth or Adult Volunteers Program at Your Library](#), Tuesday, October 30, 2007, 9:30 a.m. – 12:30 p.m., MLS Burr Ridge

[HR Issues for Libraries](#), Eric Van Clevon, Tuesday, November 6, 2007, 9:30 a.m. – 12:00 p.m., MLS Burr Ridge

[Book Discussion Made Simple](#), Becky Spratford, Thursday, November 8, 2007, 2:00 p.m. – 5:00 p.m., MLS Burr Ridge

[Big 6 Information Literacy Model](#), Robert E. Berkowitz, Tuesday, December 4, 2007, 9:30 a.m. – 2:30 p.m., Off-site

For more info and to register, visit the MLS CE Calendar at <http://www.mls.lib.il.us/calendar/>. [Permalink]

Grants

The **Sara Jaffarian School Library Program Award** recognizes, promotes and supports excellence in humanities programming in elementary and middle school libraries that serve children K-8. The award consists of a \$4,000 cash award, a plaque, and the promotion of the winner as a model program for other school libraries. The deadline is December 1, 2007. For more information visit <http://www.ala.org/ala/ppo/jaffarianaward.htm>.

The **HW Wilson Library Staff Development Grant** is an annual award consisting of \$3,500 and a 24k gold-framed citation given to a library organization whose application demonstrates greatest merit for a program of staff development designed to further the goals and objectives of the

library organization. The deadline is December 1, 2007. For more information visit <http://www.ala.org/ala/awardsbucket/wilsongrant/wilsongrant.htm>.
[Permalink]

Library Law: Negative Comments about an Employee's Accent / Discrimination

In a nation as culturally and ethnically diverse as ours, libraries frequently employ persons from non-English speaking countries. Typically, these employees will speak with an accent reflecting their heritage. A recent decision of the Federal 6th Circuit Court of Appeals has held that negative comments about an employee's manner of speech provides direct, and not merely circumstantial, evidence of unlawful discrimination in denying the employee a promotion. [Permalink]

[Read full article](#)

http://www.mls.lib.il.us/enounce/2007/01_19/librarylaw_10_07.asp

Symposium on the Future of the Integrated Library System

In mid-September, the Lincoln Trail Libraries System hosted a three-day Symposium on the Future of the Integrated Library System. Over 200 attendees participated from around the country. Speakers included experts in ILS development, vendors, and front line library experience. Here are highlights from some of those presentations. [Permalink]

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http://www.mls.lib.il.us/enounce/2007/01_19/futureILS.asp

MLS Service: Resource Sharing

What's new in the Resource Sharing Office? They have a new space, surrounded by a 150 volume bibliographic collection. They are offering several new services including automated Reciprocal Borrowing office procedures, monitoring of delinquent reciprocal borrowers for collection agencies, and have several upcoming Best Practice workshops.

[Permalink]

[Read full article](#)

http://www.mls.lib.il.us/enounce/2007/01_19/resourcesharingnew.asp

Member Spotlight: Cooking and Hospitality Institute of Chicago

The Cooking and Hospitality Institute of Chicago Library supports the school's mission of "preparing students to fulfill their career aspirations and to meet the needs of the food-service industry" through both traditional library service and web 2.0 technologies. [Permalink]

[Read full article](#)

http://www.mls.lib.il.us/enounce/2007/01_19/cookinginstitutelibrary.asp

Next Issue

The next issue of *MLS E-nnounce* will appear November 7, 2007.

[Permalink]

Janet Kelenson, MLS Board President

by Christina Stoll, MLS

A library card holder for as long as she can remember, MLS Board President Janet Kelenson's dedicated work for libraries does not come as a surprise.

A lawyer by training, for many years Janet was an attorney with the Legal Assistance Foundation of Chicago. She represented low income clients in non-criminal matters. In 1991, Janet also began serving as a board member for the Oak Park Public Library (<http://www.oppl.org>). Her passion for libraries can be seen in how she came to join the Oak Park Public Library Board.

Prior to joining the board, Janet learned that one of the Oak Park Public Library branches was being threatened with closure. The branch being on the same block as her home, Janet led her neighbors in support of keeping it open. After a successful outcome, one of the current library board members encouraged Janet to run for election to the board. She has been a member ever since, having served as President several times.

Fast forward to the present day. The Oak Park Public Library continues to achieve great success. In 2003, a new main library building was opened, and both of its branches have also seen renovation during Janet's tenure on the Oak Park Board.

Janet joined the MLS Board in 2004, and was elected as the MLS Board President for the Fiscal Year 2008. Mindful of the strategic planning work that the MLS members and staff have completed, Janet will draw from the Strategic Plan to form key initiatives for the upcoming year.

Collaboration, Shared Resources, and Reduced Costs is Janet's theme for MLS and the MLS Board in the year ahead. Janet hopes to use her leadership to foster an environment of increased member involvement. As part of this effort, she will explore how other models of service and governance work, and how their practices would benefit MLS.

Practicing what she preaches, Janet herself recently took a page right out of the MLS Strategic Direction document, by focusing on the strategic initiatives of sharing knowledge and resources. At an ILA workshop, Janet and fellow Oak Park Public Library trustee Dee Leonard had connected with trustees from neighboring libraries. An outcome of that initial meeting has been the creation of an informal group of these trustees and their executive directors. They hope that by sharing their knowledge and expertise, they can create strategies that lead to more shared services, reduction of individual costs, and new opportunities.

Janet hopes this model of knowledge sharing will spread throughout the MLS membership.

"We have successfully come through the merger process and have also completed development of a strategic plan. As a way to follow up on our achievements and to further serve our multi-type membership, I am initiating an effort to save money without compromising service by promoting networking among neighboring libraries. While this initiative has started with public libraries, I would like to see academic, school, and special libraries benefit as well."

Janet Kelenson welcomes your comments and questions, which can be emailed to her at jllibrary@sbcglobal.net.



Janet Kelenson, MLS Board President at an MLS Board Meeting.

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Library Law: Employee's Accent / Evidence of Discrimination

Negative Comments about an Employee's Accent can be Evidence of Discrimination

by E. Kenneth Friker and James W. Fessler

In a nation as culturally and ethnically diverse as ours, libraries frequently employ persons from non-English speaking countries. Typically, these employees will speak with an accent reflecting their heritage. A recent decision of the Federal 6th Circuit Court of Appeals has held that negative comments about an employee's manner of speech provides direct, and not merely circumstantial, evidence of unlawful discrimination in denying the employee a promotion.

The case of In re Rodriguez, 487 F.3rd 109 (6th Cir. 2007), was brought by a FedEx employee who was denied a promotion to a supervisory position. The employee claimed that the denial of his promotion was the result of race-national origin discrimination and as evidence of such discrimination alleged that certain of his superiors made disparaging remarks about his accent. The plaintiff was told by a customer service manager that "...he would have hired Rodriguez but for Atkinson's (Rodriguez's supervisor) stated concern that Rodriguez's accent and speech pattern would adversely impact Rodriguez's ability to rise through the customer ranks." Further, it was alleged by Rodriguez that another FedEx manager told him (Rodriguez) that supervisor Atkinson stated he did not promote Rodriguez because of "how he speaks."

Based on prior case law, the trial judge ruled against Rodriguez on the denial of his promotion and granted summary judgment for FedEx. The judge held that, if proved, the negative comments about Rodriguez's accent were only "circumstantial" evidence of discrimination and that Rodriguez must first establish he was a member of a protected class which he was denied the promotion he was qualified for, and that employees who were not members of the protected class were treated more favorably. Only then does the employer bear the burden of demonstrating that failure to promote the employee was based on a legitimate non-discriminatory reason.

However, the 6th Circuit Court of Appeals, with jurisdiction in Kentucky, Michigan, Ohio and Tennessee, disagreed with the trial court and reversed the summary judgment for FedEx. The Court of Appeals held that the alleged negative statements about Rodriguez's accent constituted "direct" evidence of discrimination, not merely "circumstantial," which, if proved, demonstrates "...that unlawful discrimination was at least a motivating factor in the employer's actions." Once such "direct" evidence is presented, the burden is placed on the employer to prove that the adverse action on the employee's employment was based on legitimate reasons and was not merely a pretext to cover up discrimination. The Court of Appeals also pointed out that the Equal Employment Opportunity Commission ("EEOC") regulations provide that denial of an employment opportunity based on the employee's linguistic characteristics is evidence of national origin discrimination. Further, other EEOC regulations provide that the EEOC may scrutinize any employer job selection procedures based on the employee's accent or fluency in English, and that a requirement that the employee speak English at all times is evidence of national origin discrimination.

Clearly, if it can be demonstrated that proficiency in speaking English is a legitimate job requirement, the library cannot be liable for denying an employment opportunity to an employee not fluent in English. However, the key factor is whether or not the employee's speech characteristics are legitimately related to the employee's ability to perform the job for which the employee is being considered. If fluency in English is considered by the library to be a priority in making an employment or promotional decision, the library is well advised to make this requirement clear in its job description and employment criteria.

E. Kenneth Friker and James W. Fessler are partners with the law firm of Klein, Thorpe and Jenkins, Ltd., which is an Illinois law firm with offices in the Civic Opera Building at 20 North Wacker Drive in Chicago and at 15010 S. Ravinia, Orland Park. The firm concentrates in the representation of local libraries, Library districts and Library systems, as well as other local governmental units.

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Symposium on the Future of the Integrated Library System

by **Christina Stoll, MLS**

In Mid-September, the Lincoln Trail Libraries System (<http://www.lincolntail.info/>) hosted a three-day Symposium on the Future of the Integrated Library System. Over 200 attendees participated in the event from around the country, including 14 librarians from various parts of the world here with the Mortenson Center for International Library Programs (<http://www.library.uiuc.edu/mortenson/programs.htm>).

The speaker line-up included:

- . Marshall Breeding, Director for Innovative Technologies and Research, Vanderbilt University
- . Rob McGee, President of RMG Consultants, LTD.
- . Carl Grant, President of CARE Affiliates, Inc.
- . Elizabeth Garcia and Mike Rylander, Georgia PINES (Evergreen Open Source software)
- . Kate Sheehan, Danbury Public Library

Here are highlights from some of those presentations:

Marshall Breeding, Director for Innovative Technologies and Research at Vanderbilt University was the keynote speaker. His presentation focused on the Past, Present, and Future of ILS.

Starting with a brief historical trace of where the ILS started to its current state, Marshall's vision of the future of the ILS included:

- . Current ILS are based off library work flows of 25 years ago, when there was no concept of electronic content. Assumptions have changed and so have work flows. New library work patterns will dictate the future of ILS.
- . A library shouldn't be locked into what they get from their vendor. Your ILS needs to be flexible enough to evolve as your library services evolve, and should allow library staff programmatic access.
- . One point of management for each type of data that can be used in multiple places. For example, library hours can be displayed in several different places, but only have to be updated once.
- . Library catalogs that, in addition to being where they need to be, are searchable where users are, e.g. Facebook, MySpace.

Rob McGee, President of RMG Consultants, LTD. gave an IT perspective on how best to plan for the future of your ILS, particularly where to put your money and resources to ensure the best return on investment. His loud and clear message is to plan your ILS within the context of your library's larger technology plan, and that your technology plan should match the mission of your organization or library. He also warned against implementing any type of technology "just because you can, doesn't mean you should".

Carl Grant, President of CARE Affiliates, Inc. provided vendor insight to library staff during the selection process of a new ILS. His tips included:

- . Through the ILS selection process, get feedback from not only library staff, but bring your users in to look at the potential OPAC systems and provide an opportunity for them to give you input.
- . Libraries need to move past RFPs. Instead create a base line standard which fits any library's ILS needs and package this for vendors to meet upfront. This allows for more of the special features that are unique to your library.

Elizabeth Garcia, PINES Program Director, Georgia Public Library Service, and **Mike Rylander**, Vice President, Research and Design, Equinox, gave a wonderful presentation on their experience with creating an ILS, using Evergreen Open Source software.

Facts about Georgia PINES (ILS):

- . ILS for the entire state of Georgia, free to member libraries.
- . 46 public libraries, 270 buildings & bookmobiles, union database of 8.8 million books and 1.7 million cardholders.
- . One card which can be used at any PINES library and materials can be returned to any PINES library.
- . Created common policies, procedures, and file structure.
- . 1.6 million budget. Cost comparison if one of the libraries was to leave and operate their own ILS: 15 million.
- . 9 staff members created, and centrally administer and maintain PINES.

The George Public Library Service decided to leave their prior ILS due to both software limitations and the massive software upgrades that were being anticipated on their current system. Open Source offered the best solution. The project started in 2001 with the hiring of staff to build the Open Source ILS and with a go live date of 2006. The initial goal was to go live with the same level of service that the old system provided.

Lessons learned:

Good

- . The Open Source community really helped with the creation and troubleshooting.
- . The OPAC is the same for staff and patrons; one search screen for all.

Bad

- . On the day of their go live, due to staff being tired from prior weekend preparations, they weren't as fresh to handle the problems that appeared on the go live day.
- . ILS does not currently include AV, only books.

Future enhancements

- . Online bill paying for libraries.
- . Creating a ranking system for troubleshooting internally.

Kate Sheehan, Coordinator of Automation, Danbury (CT) Public Library gave an excellent demonstration of the opportunities available, particularly for public libraries, through LibraryThing (<http://www.librarything.com>). LibraryThing is a social web site for people who love books. LibraryThing for Libraries is described as a series of widgets, designed to enhance library catalogs with LibraryThing data and functionality. Danbury Public Library was the first library to incorporate LibraryThing for Libraries in its OPAC. Not only do the staff love it as a Reader's Advisory Tool, but their patrons are excited about it.

What's cool about LibraryThing?

- . Tagging created by readers, not publishers
- . Book reviews and discussions, based on what people read, not just buy
- . Creates a local folksonomy, which can be helpful in a smaller library community
- . Over 200,000 LibraryThing members and growing
- . ISBN driven, a simple copy-and-paste java script
- . LibraryThing staff are extremely helpful with troubleshooting
- . Allows public libraries to feel they are contributing to the current Web 2.0 trend in a simple, inexpensive way

For more information about the Speakers or Presentations mentioned in this article, please visit the Symposium web site at <http://www.lincolntrail.info/ilssymposium2007/intropage.html> or the Symposium Blog at <http://lincolntrail.typepad.com/ilssymposium>.

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MLS Service: Resource Sharing

by Christina Stoll, MLS and Kate Boyle, MLS

What's new in the Resource Sharing Service at MLS? (http://www.mls.lib.il.us/resource_sharing/index.asp)

Over the summer, the Resource Sharing staff moved to a new area within the MLS Burr Ridge office. Now located at the far end of the building, they are surrounded by their 150 volume bibliographic collection. The Resource Sharing office has at their fingertips the entire run of the National Union Catalog (NUC) and Cumulative Book Index (CBI) along with a comprehensive set of British bibliographics, in addition to an eclectic assortment of some unique bibliographies including: Bibliographic Guide to the Two World Wars, Horror Literature, Who Done It?, and Science Fiction and Fantasy Literature. Add to this the Reader's Guide to Periodical Literature (1890 -) and International Index to Periodicals (1907- 1955), this office is ready to assist member libraries with any esoteric request they send their way.

Since Reciprocal Borrowing became part of Interlibrary Loan in 2006, a number of changes have taken place, including the name change to Resource Sharing. One of the first changes was automating the Reciprocal Borrowing office procedures. All Reciprocal Borrowing transactions, including the reporting of debits and credits are now generated out of an MS Access database.

In addition, Resource Sharing now offers collection agency options to the MLS membership for monitoring of delinquent reciprocal borrowers. To assist SWAN libraries in pursuing delinquent in-house patrons, Resource Sharing will upon request query SWAN to generate and electronically transmit reports to Unique Management Service Inc. Contact Edlyn LeFevour at lefevoure@mls.lib.il.us to inquire about collection agency options for your library.

The Resource Sharing Service offers at least one CE event a month. Upcoming workshops for the rest of the month of October and in the month of November include:

- . [WorldCat Resource Sharing for the Novice \(Hands on\), Tuesday, October 30, 2007.](#)
- . [Advanced WorldCat Resource Sharing \(Hands on\), Tuesday, November 6, 2007.](#)
- . [Resource Sharing Best Practices for Non-SWAN Libraries, Tuesday, November 27, 2007.](#)

To register and for more information about these and other Resource Sharing workshops, visit the MLS Calendar at <http://www.mls.lib.il.us/calendar>.

Within the area of Interlibrary Loan, the five staff members of Resource Sharing want you to know that they go to the ends of the earth to borrow and lend materials for the MLS membership. Check out the number of International Interlibrary Loan requests in 2006 for the MLS Resource Sharing office at <http://www.communitywalk.com/MLSInternational2006>.

The MLS Resource Sharing office also recently revised the "Your Public Library Card" brochure to reflect the three service areas of the office: *Interlibrary Loan*, *the Union List of Serials project*, and *Reciprocal Borrowing*. In response to membership request, this brochure is now available in Spanish, Polish, and Arabic to support the diversity of our member library patrons. A library can request a supply of these brochures by contacting the Resource Sharing office or by completing an online form available at http://www.mls.lib.il.us/resource_sharing/supply_request.asp or calling the department at (630)734-5160.

For more information about the Resource Sharing Service, contact Kate Boyle at boylek@mls.lib.il.us or (630) 734-5162.



The Resource Sharing Department's new office.

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Member Spotlight: CHIC Library

by Christina Stoll, MLS

The Cooking and Hospitality Institute of Chicago (<http://www.chic.edu>), located at 361 West Chestnut in Chicago supports a mission “to prepare students to fulfill their career aspirations and to meet the needs of the food-service industry through quality culinary, pastry arts, hospitality and general education curriculums of higher education.”

The institute offers the following culinary arts programs:

- [Culinary Arts](#) - Associate of Applied Science in Le Cordon Bleu Culinary Arts
- [Pastry and Baking](#) - Associate of Applied Science in Le Cordon Bleu Pâtisserie & Baking
- [Culinary Arts](#) - Le Cordon Bleu Culinary Arts Certificate Program

Courses are offered in three and six week sessions throughout the calendar year. The entire program is 15 months long. During the program, students spend five days a week in both formal classroom settings as well as in the kitchen learning the theories and techniques of the profession from dedicated chef instructors. Students put their front and back of the house skills to work in their final course by splitting their time working the school's restaurant, Chataigne, as hosts, bartenders, wait staff, and chefs. Reservations for lunch or dinner can be made by contacting Chataigne at (312) 873-2032.

The school's library service, headed by librarian Debra Bacon, is housed in its Learning Resource Center. While initially considering a culinary career and getting a degree in Baking and Pastry Arts, Deb continued on to get her Library Science degree. She was pleased to be able to blend her two passions of food and libraries by coming to work for the Institute. While Deb is the librarian by title, her culinary background does come in handy for connecting with both faculty and students, who see her as “one of them.”

The library holds close to 7,000 volumes of 70% culinary works and 30% general education materials. Twenty-four computers within the library and a connected 20+ computer media room provide access to the Internet, Microsoft Office, the library's catalog and CECybrary, a collection of online resources that includes databases and electronic books. CECybrary resources are also accessible remotely.

Deb promotes the library's presence through her library blog <http://chiclibrary.wordpress.com>. Through the creation of a library wiki (<http://chiclibrary.pbwiki.com>), Deb offers citation guides, research strategies, and tip sheets. She schedules classroom visits, so she can personally share with students and faculty the services the library has to offer. She's found this approach to be most successful in that other faculty members hear about her visit and they want her to come to their class next.

The Learning Resource Center also houses the school's very busy Tutoring Center and serves as a proctor for test make-ups. Both individual students and classrooms visit the library to conduct research work. Often Deb opens the library early or stays after regular hours if she knows a faculty member will be sending students for a particular assignment.

Future library initiatives include weeding the entire collection, continued development of the library program such as expanding its support of information literacy, connecting with more faculty, and demonstrating the blog and wiki at upcoming faculty institute days.

For more information about the Cooking and Hospitality Institute of Chicago and its library, please contact Deb Bacon at dbacon@chicnet.org.



Part of the collection at the Cooking and Hospitality Institute of Chicago Library.



Students working on computers in the Cooking and Hospitality Institute of Chicago Library.

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