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Announcements

MLS congratulates the **Brookfield Zoo** and the **Newberry Library** for receiving the [IMLS National Medal for Museum and Library Service](#), the nation's highest honor for the extraordinary public service provided by these institutions.

The Illinois State Library announced that the **ILLINET Interlibrary Loan Traffic Form** for FY2007 will be available for data input and completion on January 14, 2008. Libraries need to report their Interlibrary Loan statistics annually for the period covering the fiscal year of July through June.

The new **Illinois Library Delivery Service (ILDS)** will begin on January 2, 2008. The Consortium of Academic and Research Libraries in Illinois (CARLI) has developed a new website with answers to questions you might have about the new services. To find the answers to your questions, visit <http://www.illinoisdelivers.net>. MLS will be hosting training sessions for ILDS on December 13th and 18th. For more information, visit the MLS calendar at <http://www.mls.lib.il.us/calendar>.

Proposals are being sought for the **2008 IACRL Conference** to be held March 27-28, 2008. Submission deadline is December 10, 2007. For more information, visit <http://iacrl.net/2008%20Conference/2008index.html>.

Did you know that the **Chicago Sun-Times** Centerstage website lists libraries? Submit your information to be entered into Centerstage at <http://www.centerstagechicago.com/venues/venuesuggest.cfm>.

Looking for a way to cut costs? The **Intergovernmental Purchasing Alliance** supports public agencies with discounts

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through a variety of master contracts which already have been bid and awarded. For more information, visit <http://www.nationalipa.org> . [\[Permalink\]](#)

MLS 2007 Annual Meeting and Awards

The MLS Annual Meeting was held on November 9, 2007. It was an opportunity to reflect on the past year, think about the future of library patrons and celebrate the successes of MLS member libraries. Read more about the state of MLS, the keynote speaker Mary Ellen Davis from ACRL, and the recipients of the MLS Awards. [\[Permalink\]](#)
[Read full article](#)
http://www.mls.lib.il.us/enounce/2007/01_21/mlsannual2007.asp

Continuing Education Events

[School Librarians' Holiday Program - The Curriculum Connection: How Museums Serve School Libraries](#), Friday, December 7, 2007, 2:00 p.m. - 5:00 p.m., Field Museum

[MLS Zone 5 Presents: Understanding the "Tax Cap."](#), Tuesday, December 11, 2007, 10:00 a.m. - 12:00 a.m., MLS Chicago

Supervisor's Series #6: Managing Up, Wednesday, December 12, 2007, 9:00 a.m. - 12:00 p.m. [MLS Burr Ridge](#) or 1:30 p.m. - 4:30 p.m. [MLS Chicago](#) [\[Permalink\]](#)

Grants

Your public library can grow its own librarians with a little help from PLA's pilot program, the "Grow Your Own @ your library" Institutional Scholarship. PLA will award nine public libraries with a lump sum of \$8,000 each to be distributed to as many of their employees as they choose for the purpose of working toward obtaining an MLS. Deadline for application is December 3, 2007. For more information, visit <http://pla.org/ala/pla/plaawards/growyourown.cfm>.

Submit an application today for the Samuel Lazerow Fellowship for Research in Collections and Technical Services in Academic and Research Libraries. The fellowship is a \$1,000 award designed to support a program pursuing advances in collections or technical services. Deadline for application is December 7, 2007. For more information, visit <http://www.ala.org/ala/acrl/acrlawards/samuellazerow.cfm> . [\[Permalink\]](#)

Library Law: Libraries and Pregnancy Leave

Pregnancy related medical conditions may or may not qualify a library or library system employee for leave under current law. Library administrators should be aware of which laws are to be considered when approached by an employee for such leave. In addition, hiring procedures, provision of healths insurance and distribution of fringe benefits can be affected by the law pertaining to pregnant applicants for employment and current employees. This article will explain how the law applies to these situations. [\[Permalink\]](#)
[Read full article](#)

SWAN Announces Ecommerce Feature

SWAN is pleased to announce the new Ecommerce platform for patrons. Beginning November 15, 2007, patrons can pay for fines, bills and manual charges via the WebPAC in the library or via any PC with an internet connection. Visa, MasterCard and Discover can be used for online payment and all patron and credit card information is secure. Once payment is accepted, the patron's library account is updated. SWAN members can receive more information and promotional materials at <http://www.mls.lib.il.us/swandoc/index.asp> (Login and password required). [[Permalink](#)] ([login and password required](#))

MLS Service: A week in the life of a consultant

It's Monday morning and Jeannie Dilger-Hill, Library Services Consultant at MLS, is organizing her tasks for the week. It promises to be busy. She glances over her calendar, answers a consulting question that came in over the weekend, and grabs her notebook for the department's daily 9:05 meeting. Over the next fifteen minutes, the consulting team briefly outlines major projects for the day and the outlook for the week. [[Permalink](#)]

[Read full article](#)

http://www.mls.lib.il.us/ennounce/2007/01_21/weekinthelife.asp

Member Spotlight: American Dental Association Library

The American Dental Association is a professional association of dentists committed to the public's oral health, ethics, science, and professional advancement. Formed in 1859, the ADA today has more than 155,000 dentist members. It is the largest and oldest national dental association in the world. The Association has more than 400 employees at its headquarters in Chicago and its office in Washington, D.C. [[Permalink](#)]

[Read full article](#)

http://www.mls.lib.il.us/ennounce/2007/01_21/adalibrary.asp

Next Issue

The next issue of *MLS E-nnounce* will appear December 12, 2007. [[Permalink](#)]

MLS 2007 Annual Meeting and Awards

A celebration of success and looking to the future

by Gretel Stock-Kupperman, MLS

The MLS Annual Meeting was held on November 9, 2007. It was an opportunity to reflect on the past year, think about the future of library patrons and celebrate the successes of MLS member libraries.

MLS Board Report and Financial Highlights

Janet Kelenson, MLS Board President, presented her annual report to the membership focused around MLS' Strategic Directions (http://www.mls.lib.il.us/pdf/MLS_strategic_2007_2009.pdf).

Under **Advocacy**, Janet highlighted the success of *MLS E-announce* (<http://www.mls.lib.il.us/announce/archives.asp>), the electronic newsletter launched in January 2007. She also praised MLS system and member participation in Illinois Legislative Day in Springfield, especially the legislator breakfast coordinated by Kathy McSwain, Director at Chicago Ridge Public Library (<http://chicagoridge.lib.il.us/>).

In the **Knowledge Sharing** area, Janet mentioned several initiatives. Numerous networking groups have been established over the past year, including groups by type, service area, and for public library trustees. Further networking initiatives are being pursued in the area of funding and sustainability for system services. In addition, MLS Consulting staff answered 1200 questions over the year, and SWAN staff answered 5000 questions regarding the system. A notable success in SWAN Software Support was the development and implementation of an online circulation manual. Janet also highlighted knowledge sharing in academia, showcased by the impact of Illinois AskAway to the successful accreditation of the American College of Education (<http://www.ace.edu/>).

In **Continuing Education**, Janet discussed the success of the two MLS six-month Continuing Education calendars and underlying planning process. Also mentioned was the receipt of a \$35,000 grant from Praxair Inc. (<http://www.praxair.com>) to enhance technology training tools in both MLS offices.



Plaque commemorating the Praxair Grant Funds

Under **Resource Sharing**, Janet praised the success of the SWAN Governance Group in addressing communication and organization issues. [was there more?]

For **Sustainability**, Janet called Susan Chenoweth, MLS Board Treasurer, to discuss the FY07 Financial

Report. Susan presented the executive summary of the official Financial Report, which can be found online at http://www.mls.lib.il.us/pdf/07_MLS_Audit_Final.pdf.

The full FY07 Finance and Annual reports are posted on the MLS website at <http://www.mls.lib.il.us/aboutus.asp>.

Beyond Espresso: Future Roles for Librarians

Mary Ellen Davis, Executive Director of the Association for College & Research Libraries (<http://www.ala.org/acrl>), presented a talk titled “Beyond Espresso: Future Roles for Librarians.” Her comments were centered around the changes in perceptions and needs of all library users, with an emphasis on practices in academic libraries that can be applied across the profession.



Mary Ellen Davis discusses the Future of Libraries.



A full house at Roosevelt University.

Mary Ellen, through several anecdotes and the results of the 2005 “Perceptions of Libraries and Information Services” report from OCLC (<http://www.oclc.org/reports/2005perceptions.htm>), discussed the changing perceptions of library users. Users feel libraries:

- . Make them wait for materials that should be available immediately,
- . Have materials that aren't current,
- . Don't have what they need,
- . Are difficult to access,
- . Have too much “stuff,”
- . Have unhelpful staff.

Mary Ellen described how users, administrators and funding sources are seeing the library as less relevant, but want them to be used. Because of the changing information landscape, users expect customized, fast, free experiences. They have migrated from users who are dependent on the library for information to consumers who use a variety of resources to meet their needs. The pace of change in technology is fundamentally affecting institutional boundaries and existing service models.

To meet and exceed expectations, Mary Ellen suggested several strategies. She highlighted the need for strong leadership in transitioning from print to electronic resources. She suggested we consider our services in a constant state of Beta in order to cultivate a culture of innovation in our institutions. Libraries need to get in the habit of “knowing your user, learn from new technologies, apply technologies, allow user access and market the tools.”

One of the key tools Mary Ellen suggested libraries use is ethnographic research, an observational method used in anthropology. Ethnographic research is a way to observe the real world to design products and services that users actually need. Once ethnographic data has been gathered, libraries apply it to their setting.

Mary Ellen cautioned that ethnographic research must be done on a local level, and that other organization's

observations may be opposite to what local libraries find. For an example of the application of ethnographic research, ACRL has published the University of Rochester's success using this type of research in revising their space and service to undergraduates (http://www.ala.org/ala/acrl/acrlpubs/downloadables/Foster-Gibbons_cmpd.pdf).

In conclusion, Mary Ellen suggested we consider several paths to keeping libraries relevant to their users:

- . Become partners in teaching and learning.
- . Be knowledge creators.
- . Become advisors on intellectual property.
- . Be advocates for the profession and users.
- . Become a partner in your community.
- . Embrace and innovate in technology.

MLS Awards

The purpose of the Metropolitan Library System awards is to recognize MLS member libraries, trustees, MLS staff, and government officials for their contribution to libraries and/or the field of librarianship. Alice Calabrese presented the awards to the winners with the help of Janet Kelenson. The award descriptions and recipients for the 2007 awards are listed below.

Janet Hayes Excellence in Customer Service Award: recognizes an MLS staff member who demonstrates excellent customer service skills. This award was named in honor of Janet Hayes, who had a strong sense of customer service and provided essential support to all MLS staff and members. Janet worked for the system for twenty-two years, and she demonstrated her dedication to the members by making everyone she came in contact with feel special.

The 2007 winner is **Kate Boyle**, Resource Sharing Manager at Metropolitan Library System



Kate Boyle receiving the Janet Hayes Award

Outstanding Government Official Award: recognizes a government official for support of MLS member libraries. This award will be given to two recipients: one who has staunchly supported a library over time, and one who has supported a library in a specific project or initiative. While only two officials will receive the awards, letters of recognition will be sent to all officials nominated.

The 2007 winner for Outstanding Government Official – Special Library Initiatives is **Senator Edward D. Maloney**.

The 2007 winner for Outstanding Government Official–Continual Support is **Representative Kevin A. McCarthy**.



Senator Edward Maloney accepting his award.

Trustee of the Year Award: recognizes an MLS member library trustee for outstanding achievement as a public service official.

The 2007 winner for Trustee of the Year is **Marian Krupika**, Indian Prairie Public Library District.



Marian Krupika receiving the Trustee of the Year Award

Outstanding Advocacy Award: recognizes an MLS member library employee for advocating for the library profession or for his or her library.

The 2007 winner for Outstanding Advocacy is **Kathleen McSwain**, Chicago Ridge Public Library



Kathy McSwain accepting her award.

Best Practices in a Library Award: recognizes an MLS member library for inventing or establishing a creative or effective process or program.

The 2007 winner for Best Practices in a Library is the **Richton Park Public Library District**.



Lisa Korajczyk and Pat Nevins accepting the Best Practices Award for Richton Park

Library Leadership Award: recognizes an MLS member library employee as a leader in the Metropolitan Library System or in the library community.

The 2007 winner for Library Leadership is the late **Susan Roberts**, Woodridge Public Library



Jane Schulten accepting the Library Leadership Award on behalf of the family of Susan Roberts.

MLS would like to thank the board, staff and members who contributed to the annual meeting. If you have any comments for future annual meetings, please send them to the Consulting Department at consultants@mls.lib.il.us.

Published **November 28, 2007** in vol. 1, iss. 21 [[View](#)]

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Library Law: Libraries and Pregnancy Leave

by Gerard E. Dempsey and Janet N. Petsche

Pregnancy related medical conditions may or may not qualify a library or library system employee for leave under current law. Library administrators should be aware of which laws are to be considered when approached by an employee for such leave. In addition, hiring procedures, provision of healths insurance and distribution of fringe benefits can be affected by the law pertaining to pregnant applicants for employment and current employees. This article will explain how the law applies to these situations.

Family and Medical Leave Act

All Illinois public libraries and library systems are covered by the federal Family and Medical Leave Act ("FMLA")¹ because they are "public agencies" within the meaning of the FMLA. However, not all Illinois public libraries or library systems are required to grant FMLA leave for pregnancy related or other health related reasons because FMLA leave is required *only*: for an eligible employee (a) who has worked for the library or library system in question for at least 12 months (not necessarily consecutive months) *and* (b) has worked for that employer at least 1,250 hours in the previous 12 months, *and* (c) works at or is assigned to a worksite that has 50 or more employees or that is within 75 miles of a worksite or worksites of the employing library or library system that, taken together, have a total of 50 or more employees.

If a pregnant library or library system employee meets the work time and workplace standards referred to above, she must then also meet the FMLA's "serious health condition" standard necessary to qualify for leave under FMLA.

However, even if the library or library system is *not* required to grant FMLA leave because the employee does not meet those standards, a pregnant employee might still have a right to a pregnancy leave under the federal Pregnancy Discrimination Act².

Pregnancy Discrimination Act

A. Discrimination Prohibited

The federal Pregnancy Discrimination Act ("PDA") is an amendment to Title VII of the federal Civil Rights Act of 1964. Discrimination on the basis of pregnancy, childbirth or related medical conditions constitutes unlawful sex discrimination under Title VII. Under the PDA, women affected by pregnancy or related conditions must be treated in the same manner as other applicants for employment or other employees with similar disabilities or limitations. In other words, since the focus of the PDA is on preventing discrimination, rather than mandating benefits, the PDA does not require covered employers to grant pregnancy leave. Rather, the PDA bars differential treatment of pregnant employees in comparison with the medical benefits and leave granted by the covered employer to other non-pregnant employees that have temporary medical conditions.

According to the regulations issued by the federal Equal Employment Opportunities Commission³, any employer policies relating to the commencement and duration of the leave, the availability of leave extensions, the accrual of seniority during leave and the accrual of other benefits and privileges, insurance coverage, and reinstatement after termination of leave, must apply equally between pregnant employees and other employees with temporary medical disabilities.

The PDA covers any Illinois public library or library system that has 15 and or more employees for each working day in each of twenty or more calendar weeks in the current or preceding calendar year.

B. Pregnancy and Maternity Leave

A library or library system may not single out pregnancy-related conditions for special procedures to determine an employee's ability to work, but under the PDA may use any procedure customarily used by the library or library system to screen other employees' ability to work. For example, if a library requires its employees to submit a doctor's statement concerning their inability to work, before granting leave or paying sick benefits, the

library may require employees affected by pregnancy related conditions to submit such statements.

If an employee is temporarily unable to perform her job due to pregnancy, the library or library system must treat her the same as any other temporarily disabled employee, for example, by providing modified tasks, alternative assignments, disability leave or leave without pay.

Pregnant employees must be permitted to work as long as they are able to perform their jobs. If an employee has been absent from work as a result of a pregnancy-related condition and recovers, the library or library system may not require her to remain on leave until the baby's birth. Nor may the library or library system have a rule which prohibits an employee from returning to work for a predetermined length of time after childbirth.

Under the PDA, the library or library system must hold open a job for a pregnancy-related absence the same length of time that jobs are held open for employees on other temporary sick or disability leave.

The PDA also affects the hiring practices, health insurance and fringe benefits provided by libraries and library systems.

C. Hiring

A library or library system cannot refuse to hire a woman because of her pregnancy-related condition as long as she is able to perform the essential functions of her job, nor may employment be denied on the basis of the prejudices of co-workers or library patrons.

D. Health Insurance

Any health insurance provided by the library or library system must cover expenses for pregnancy-related conditions on the same basis as costs for other medical conditions. Health insurance for expenses arising from abortion is not required, except where the life of the mother is endangered.

Pregnancy-related expenses should be reimbursed exactly as those incurred for other medical conditions, whether payment is on a fixed basis or a percentage of reasonable and customary charge basis. The amounts payable by the insurance provider can be limited only to the same extent as costs for other conditions. No additional, increased or larger deductible can be imposed.

The library or library system must provide the same level of health benefits for spouses of male employees as they do for spouses of female employees.

E. Fringe Benefits

Pregnancy related benefits cannot be limited to married employees. In an all-female workforce or job classification, benefits must be provided for pregnancy-related conditions if benefits are provided for other medical conditions. If a library or library system provides any benefits to workers on leave, the library or library system must provide the same benefits for those on leave for pregnancy-related conditions.

Finally, employees with pregnancy-related disabilities must be treated the same as other temporarily disabled employees for accrual and crediting of seniority, vacation calculation, pay increases and temporary disability benefits.

Gerard Dempsey and Janet Petsche are partners with the law firm of Klein, Thorpe & 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.

¹ 29 USC 2601 *et seq.*

² 42 USC 2000e(k)

³ 29 CFR 1604.10(b)

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Once the meeting ends, Jeannie digs into *MLS E-announce*, which is published by the department every two weeks, with responsibility for each issue rotating between the consultants. She has already visited members and conducted research, taken photos, written the articles, gathered content from other MLS departments and asked another consultant to proof the issue. Today she needs to load content into the newsletter software, put articles onto the website, and get everything set for publishing on Wednesday. Overall, about 30 hours of time have gone into this issue.

In the afternoon, the department has its bi-weekly meeting. This meeting kicks off planning for the next six-month continuing education calendar. Armed with requests from library members, ideas from conferences, and information from publications, Jeannie and the other consultants and CE staff brainstorm topics in numerous subject areas. Responsibilities for each topic are assigned, and Jeannie adds researching and contacting speakers to her to-do list.

Tuesday comes along, and Jeannie responds to some member questions on grants, school library per-capita requirements and trustee issues before tackling her major task for the morning, finalizing planning for a library's in-service day. She hammers out the final details just in time to meet with her fellow consultant Christina Stoll on two major events, the School Holiday Program and the Big Six Information Literacy workshop in early December.

That afternoon, Jeannie leaves the office to meet a librarian in the south suburbs regarding publicizing a member group of adult programmers. After developing a plan of action with the librarian, she confirms when the next meeting is so she can be sure to attend. Jeannie regularly attends several member group meetings to listen and contribute, including the Young Adult SIG, Public Library Administrators' Zone meetings, Chicago Public School Librarian Learning Communities, the Reader's Advisory SIG, and the Children's Librarian Association of the South Suburbs.

Later in the day, she visits a public library nearby. The youth services librarian needs some help in developing relationships with bi-lingual children and parents, and Jeannie provides advice, resources and suggests an upcoming CE session on the topic. Jeannie spends about half of her week out in the membership on site visits and at member meetings.

Wednesday is a full day of meetings, including the MLS Advisory meeting in the morning and an internal afternoon meeting on system standards. In-between, Jeannie finishes publishing *MLS E-announce*, sending it to over 4600 individual library staff members. She also has a brief phone call with the coordinators of WebJunction-Illinois (<http://il.webjunction.org>) to set up events at the system to showcase the one-stop shop for statewide and local library information.

Thursday morning, Jeannie makes final preparations for her afternoon in-service session and spends a couple hours working on her continuing education responsibilities. She gets in touch with one speaker and discusses a potential event in the spring. She leaves messages and makes future appointments with others. Before she leaves the office, she chats with her fellow consultant Gretel Stock-Kupperman about the evaluations from the Circulation Forum, a major event in October targeted to public and academic library circulation staff.

In the afternoon, Jeannie facilitates a team-building and communication skills session at a large library's in-service day. She works with over thirty staff members, guiding them through the material and engaging them

in discussion. After this session, she leads a conversation on communicating with youth and children, an area that the director asked her to address.

Friday finds Jeannie working in the Chicago office, a chance to catch up on the forty consulting questions she's gotten over the week. Some questions she's been able to answer immediately, but others require research and reflection. After addressing the questions she continues contacting speakers for future events and gathers additional ideas through reading. After finding a great new technology tool, she posts the information on the consulting department's blog (<http://consultingblog.mls.lib.il.us>). She also makes some notes on the Middle Managers networking group she is facilitating in a few weeks and sets up a site visit at a school near where the group will be meeting.

At the end of the week, Jeannie reviews where she will be next week and makes a few more notes on open to-dos and records her activities on the consulting statistics sheet that the State Library requires. While each week looks a little different, she always accomplishes her primary goal: provide services, resources, and continual learning opportunities to MLS members that meet their needs.

Want to know more about the consulting department? Visit the website at <http://www.mls.lib.il.us/consulting>, or email consultants@mls.lib.il.us.

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Member Spotlight: American Dental Association Library

by Jeannie Dilger-Hill, MLS

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The ADA Library (<http://www.ada.org/goto/library/>) was started in 1927, to provide resources and reference service to ADA members. The library's primary mission is to serve the information needs of ADA members and support the needs of ADA staff. The ADA Library contains an extensive collection of nearly 30,000 books and over 600 current journals, covering all areas of dentistry and oral health, including clinical, research, practice management and historical topics.

In addition to materials on dentistry and related medical fields, the library also collects materials on "practice management" to assist dentists in running their practice. This collection covers everything from hiring and training staff to dealing with financial issues like billing and insurance.

The library also includes an ADA archive, which includes rare artifacts and gifts to the ADA along with historical documents of the association. Archival items include a 19th-century foot-powered drill, a case of antique ivory dental instruments, dentures, and more.

The ADA library has a staff of fourteen, including five professional librarians and a professional archivist. The staff answers questions on all sorts of topics in dentistry, including:

- . the effects of obesity on oral health,
- . the relationship between dementia and tooth loss,
- . new techniques in dentistry,
- . fluoride and bottled water, and
- . the relationship between osteoporosis medications and necrosis of the jaw.

Because the majority of ADA members are outside the Chicago area, the library provides a whole host of services by mail, phone, fax, and web. For instance, journal articles are sent by PDF or mail for \$7 to ADA members, and in-depth research on a subject costs \$25. International dentists can join as ADA affiliate members, and many services are available for them as well, with additional shipping or fax charges. Almost all requests are filled within 3-days.

The library is also open to the public for on-site use on clinical topics. Reference questions are accepted by phone from the public only on the history of dentistry (e.g. "When was floss invented?"), and genealogy (e.g. "My ancestor was a dentist. Can you find him in any directories?").

Because of the historical depth of the collection, the library loans a lot of materials on interlibrary loan. Requests come frequently from hospital libraries and dental schools throughout the country.

The ADA Library is open to the public 8:30 a.m. to 5:00 p.m. Monday through Friday. You can visit the library on the sixth floor of the ADA Headquarters Building at 211 East Chicago Avenue in downtown Chicago. Or you can see the library online, through their video tour at http://www.ada.org/ada/about/tour/library_broadband.wmv. For more information about the ADA Library, visit <http://www.ada.org/prof/resources/library/>, call (800) 621-8099 extension 2653, or e-mail library@ada.org.



Resources at the ADA Library



Ivory antique dental instruments from the ADA archives.



Antique dentures from the ADA archives.

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