



Among Michigan Friends

INFORMATION • SUPPORT • ADVOCACY

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Fall 2013

www.foml.org

Message from the FOML President: The Only Constant Is Change

Paul Snyder



Paul Snyder
FOML President

I hope everyone has had a healthy and productive summer working to keep Michigan Libraries the best they can be. As FOML enters another year, your board continues to work to provide higher value for its members. Beginning with a strategy session at Kettering University shortly after our annual meeting in April, many paths were explored that we believe will produce outstanding results on several fronts.

Gail Madziar, Executive Director of the Michigan Library Association joined our FOML strategy session bringing news of important library developments to help guide our efforts. She also renewed a spirit of cooperation between our two

organizations with a commitment to further strengthen our working relationship.

Taking advantage of new talent on our board, we are working to expand our cyber footprint by adding value to our website. In the not-too-distant future, members can count on a richer web content base exclusive to FOML members through the establishment of a password protected section of our website. Social media presence will be expanded to encourage members to share photo stories and event calendars with each other to encourage networking.

While these and other developments are explored, we encourage members to contact us with ideas that they think will make the FOML a more valuable resource for their Friends activities.

(Continued on page 2)

The Troublesome Trustee

by Charlaïne Ezell, author of *How to Be a Really Great Trustee: Responsible, Responsive Library Trustees*

It would be wonderful if every board member had a good understanding of what is involved in being on the board, but most trustees are plunged into the role without much preparation. They may get an orientation by the library director or the board chairperson. They may read the minutes of past board meetings. But these may be the only preparation they have for being on the board. Nevertheless, they bring their own personalities, behaviors and loyalties and sometimes their shortcomings with them to every board meeting.

The library directors know who are the troublesome trustees. Most of the other trustees know. About the only one who doesn't know is the troublemaker.

Understand, we are not talking about a trustee's illegal activities here, but rather those times when personalities rub each other the wrong way or when one person's way of working irritates another to the point that the business of the board is compromised. In general, a board can only remove a trustee for two reasons: failure to attend a specified number of board meetings or moving from the area served by the library. But there are ways to manage troublesome trustees so that at least some of the irritation disappears.

Face the problem maker directly:

The board chairperson and the rest of the board can influence or change the behavior of the troublesome trustee with firm diplomacy. "Look, Harry, when you are consistently late for the board meeting, it is rude to all those who made efforts to get here on time. Next month, please be here on time. Can you do that?"

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President's Message

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On a different note, I would be remiss were I not to mention some of the transitions we've witnessed over the past year. In the last issue you read that [Dr. Charles Hanson](#) would be stepping away from the Presidency of the FOML, but he has remained a valuable resource and mentor as the transition continues and for that he has my deepest gratitude. Longtime Grant Administrator [Betty Newton](#) has elected to retire from her position with the board after many years of dedicated service. She will be missed. And last, but by no means least, founding member of the FOML [Harriet Larson](#) has left the board. Her tireless dedication to the FOML and to her home library of Livonia, has provided an example of superior volunteerism and her outstanding contributions have boosted the cause of libraries everywhere.

The Troublesome Trustee (continued)

Let Mom help: Years ago, when I was working with a board, two of the trustees privately complained about the rudeness of one of the other trustees who casually but frequently interrupted his fellow trustees during board discussions. With some practice with me, these two enlisted the kindest, most motherly trustee on the board to casually approach the troublesome trustee and gently point out his bad behavior. She was so motherly, so loving, so kind that he couldn't take offense--but he did get the point.

"Press the sore spot": If, immediately after the troublemaking trustee does something truly insufferable, anyone on the board should stop the discussion, call the trustee's and the rest of the board's attention to the "misdemeanor," explain why it was unacceptable, ask for a specific and more acceptable behavior, and then go on with the meeting. (This works even better if, as the challenger is speaking, the rest of the trustees looks as though they are in total agreement with the person who dared to speak up.)

Handling the motor-mouth trustee: No matter that there is a written agenda, boundaries for discussion and somebody with a gavel, this trustee enjoys talking and does it frequently and inappropriately. In this case, anyone can deftly interrupt the talkative trustee and say, "Thanks, Ethel. You're right of course, but let's go back to Fred's point which was...." and steer the discussion back to the point before Ethel went off on her tangent.

The unprepared trustee: Despite the fact that we know of many trustees speed-read their board packets while driving to the board meeting, there are times when it is obvious that one or more trustees is unprepared for the discussion. They may sit it out and wait for whatever swings in debate occur and then vote with the majority or the person whom they admire on the board. Here, it helps if the board chairperson asks all the trustees why they chose to vote the way they did because every trustee will have to give some reason, even a weak one.

Rubberstamping the director: Some board members feel traitorous if they question the director, figuring that this person, being on the front lines, will be undermined by a negative vote. It isn't the board's job to love their director although, thank goodness, many do. But the best boards rely on their director to give them both the pros and cons of an issue. They encourage their fellow trustees to debate the issue, discuss its implications, and draft and eventually approve policies. One board whose members were of long-standing, met this challenge in an interesting fashion. When issues of debate arose, the secretary used a flipchart to record "pros" in one column and "cons" in another, and possibly a third alternative. The trustees, in their debates, assigned numbers, or weights to each of the points listed. The points were added up so that all the trustees could see which factors were most urgent or important. It leveled the playing field so that no single trustee dominated the rest and it forced all the trustees to think about their motivations.

Rehashing decisions and reviving old debates: The trustee who feels she "lost the argument" will often nurse a grudge and carry it along, waiting for the chance to bring it up at the next opportunity. In this instance, anyone on the board should say, "Yes, Fred, we discussed that in February. Perhaps you don't remember, but here was our decision." This lets Fred save face but still makes the point.

You can see that, for all of these tactics for handling troublesome trustees, courage and diplomacy are necessary by the board chairperson, or one or more trustees who dare to beard the lion. If this is you and you want to change the behavior of someone, you start by changing your own. Plan your strategy and consider the possible ways that your troublesome person will react—you can probably figure out most of them. Enlist the support of one or two others on the board who will publicly be "on your side" in any confrontation. Leave the person with his self-respect and his dignity by pointing out good things he brings to the meetings and ask for a change in behavior, not a change in personality. And, no matter how well or poorly your plan of attack succeeds, pat yourself on the back for trying--and keep trying. And remember Franklin Roosevelt's advice, *"You may have to fight a battle more than once to win it."*

Annual Meeting and Workshop

Along with the Annual Meeting in April of this year, several presentations were given to enlighten Friends who were able to attend. The Board and the Workshop Committee wishes to thank the Fremont Area District Library's Director Ray Arnett, and the Board of the Friends of the Library for their generous hospitality. Check out the [photo gallery](#) with more pictures!

All photos courtesy of Paul Snyder



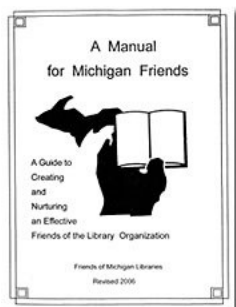
2013 Outstanding Michigan Friends of the Library Award

Did your Friends of the Library carry out an outstanding project or a number of successful activities in your community during 2013 that had a significant impact on your library's services to the community? The Friends of Michigan Libraries (FOML) invites Michigan Friends to apply for the 2013 Outstanding Michigan Friends of the Library award.

The award will be given to a Michigan Friends group for a specific project carried out in 2013 or based on the full scope of the group's activities during 2013. To be eligible for this award your Friends group must be a 2013 FOML member and completed the project or activities during the 2013 calendar year.

Applications must be postmarked by Friday, January 17, 2014, and the winner will be presented with the award at the FOML Annual Membership Meeting in 2014. Go to the FOML website (www.foml.org) and click on the "[FOML Merit Award](#)" link for more information about this award.

FOML Manual Announcement



Due to pending updates, our FOML Manual entitled "*A Manual for Michigan Friends: A Guide to Creating and Nurturing an Effective Friends of the Library Organization*" will not be available for order until further notice. When re-issued it will have the latest information we can find on issues affecting Friends groups throughout the state. We ask for your patience as we continue to improve our services to members. In the meantime, you can always check the [FOML website](#) for up-to-date information on Michigan Friends groups and helpful links.

Welcome FOML's Newest Board Members!



Gerald Furi earned his M.S.L.S. from Wayne State University in 1979. He worked at the Farmington Community Library for his entire active library career, retiring after 31 years in 2011. He served the FCL as the Assistant Director from 1985-2011 and worked 1993-2011 as Chief Technology Officer. Gerald spun up the first public library Gopher and Web Server at FCL in 1993 and also served as System Administrator of Metro Net Library Consortium, Inc. from 1995-2005. He is staying active in his retirement doing a bit of independent web design and consulting.

Jennifer Kundak, elected to serve on the FOML board in April this year, carries a passion for libraries as do all of our members. She continues as an active member of the Friends of Chelsea District Library, and has served in a number of volunteer roles there since the mid-nineties. Born in Detroit, Jennifer continues to be a strong advocate for the city and its rich cultural heritage. She attended Wayne State University and has partial completion of a Masters in Guidance and Counseling in Human Sexuality. Jennifer's professional background includes work with Planned Parenthood in Detroit, United Way of Metropolitan Detroit, WTVS-56 Public Television in Detroit, and extensive experience in a wide range of social service agencies and non-profit organizations. Her current volunteer activities include the American Red Cross, Chelsea Area Chamber of Commerce, Chelsea Area Garden Club, and weekly Reader's Theater with Chelsea elementary school students. A lifelong Ringo Starr and Beatles fan, Jennifer knows how well "I get by with a little help from my friends" applies to library advocacy!



Patricia Orr served as Director of Northville Public Library from 1986-1996. She moved to the Benson Ford Research Center at The Henry Ford in 1996, serving as the Manager of Library Services until 2003. From 2003 through June 2013, Pat managed firm-wide library services for the 12 office firm of Dykema Gossett, PLLC, retiring from Dykema at the end of June. Now, she is embarking on her next adventure: providing legal information services consulting to Michigan law firms. Pat is a member of the Friends of the Livonia Public Library and her hobbies include quilting and being a tried-and-true fan of the Detroit Tigers.

Fall FOML Workshops

The Clinton-Macomb Public Library



“Follow the Yellow Brick Road: New and Different Paths for Library Friends” Clinton-Macomb Public Library Thursday, October 3, 2013

SYNOPSIS: No one can deny that these are challenging times for libraries as they try to adapt to rapid changes in service, in large part because of the impact of technology. These changes are also having an impact on Friends. Friends may need to explore new and different kinds of fundraising activities as some traditional fundraisers – for example, book sales – are becoming less viable as revenue sources. What new and different paths might Friends follow to achieve their service goals?

“Embracing Change, Fostering Growth: What Can Trustees Do?” Clinton-Macomb Public Library Friday, October 4, 2013

SYNOPSIS: As Library Trustees, we live in challenging times. New directives are coming down from the state and national level while we face difficult financial challenges at the local level. We definitely have our work cut out for us. We need to deal with changing conditions while fostering growth in our Libraries. This workshop will focus on some of the challenges Trustees confront in the development of library services, now and in the future.

Registration information is available on page 8 or on the FOML website: www.foml.org

Agenda

FOML Workshop at the Clinton-Macomb Public Library

Thursday, October 3, 2013

“Follow the Yellow Brick Road: New and Different Paths for Library Friends”

- 8:30 a.m. Registration, breakfast refreshments, and attendee introductions
- 9:00 a.m. Welcome
Larry Neal, Director of the Clinton-Macomb Public Library
Mary Russo, President of the Friends of the Clinton-Macomb Public Library
Paul Snyder, President, Friends of Michigan Libraries
- 9:15 a.m. Eva Davis, Director of the Canton Public Library
LibraryAware - Canton Award
- 10:00 a.m. Morning Break
- 10:15 a.m. Larry Neal, Director, Clinton-Macomb Public Library and
Jamie Morris, Community Relations Specialist
“Library Management: Doing Things Differently and What Friends Can Do To Help”
- 11:45 a.m. Dale Parus, Chair of the MLA Legislative Affairs Committee
State Legislative Update
- 12:15 p.m. Lunch with Table Talks: Sharing Friends Stories
Library Tour - Friends of the Clinton-Macomb Public Library
- 1:15 p.m. Mike Corbin, Capacity Building Manager for the National Network for Arab American
Communities/Fundraising
- 1:45 p.m. Break (Table Talk)
- 2:00 p.m. Table Talk - Coordinated
- 2:45 p.m. Wrap-up & Workshop Evaluation
- 3:00 p.m. Adjournment

Agenda

FOML Trustee Alliance Workshop

Clinton-Macomb Public Library

Friday, October 4, 2013

“Embracing Change, Fostering Growth: What Can Trustees Do?”

- | | |
|------------|--|
| 8:30 a.m. | Registration, Refreshments, and Get Acquainted |
| 9:00 a.m. | Welcome
Paul Snyder, FOML President
Shirley Bruursema, FOML Trustee Alliance Representative
Larry Neal, Director, Clinton-Macomb Public Library |
| 9:15 a.m. | Brian Mortimore, Human Resources Director, Kent District Library
“Human Resources 101” |
| 10:00 a.m. | Morning Break |
| 10:15 a.m. | Lance Werner, Director, Kent District Library
“Open Meeting Act Demystified” |
| 11:15 a.m. | Lance Werner, Director, Kent District Library
“Keep it Secret, Keep it Safe: Library Privacy Considerations” |
| 12:00 p.m. | Lunch with Table Talks and a Time of Sharing |
| 12:45 p.m. | Shannon White, Continuing Education Coordinator, Library of Michigan
“The Quality Service Audit Checklist (QSAC) - How Statewide Measures Can Improve Public Library Service” |
| 1:15 p.m. | Jim Seidl, Director (retired), Woodlands Library Cooperative
“The Library Is the Community Information Center” |
| 2:00 p.m. | Afternoon Break |
| 2:10 p.m. | Larry Neal, Director, Clinton-Macomb Library
“What Can Trustees Do To Foster Growth and Embrace Change?” |
| 2:50 p.m. | Wrap-Up and Workshop Evaluation
Shirley Bruursema, Trustee, Kent District Library |
| 3:00 p.m. | Adjournment |



FOML Workshop Registration Form

Clinton-Macomb Public Library

40900 Romeo Plank Road
Clinton Township, MI 48038
(586) 226-5020

Friends Workshop

"Follow the Yellow Brick Road: New and Different
Paths for Library Friends"

Thursday, October 3, 2013, 8:30 to 3:00

	# Attending	Fee	Total
FOML Members	_____	x \$20 = \$ _____	
Non-members	_____	x \$30 = \$ _____	

Trustee Alliance Workshop

"Embracing Change, Fostering Growth,
What Can Trustees Do?"

Friday, October 4, 2013, 8:30 to 3:00

FOML Members	_____	x \$20 = \$ _____
Non-members	_____	x \$30 = \$ _____

Want to attend Both Workshops?

FOML Members	_____	x \$30 = \$ _____
Non-members	_____	x \$40 = \$ _____

Not a Member of FOML? Go [here!](#)

TOTAL CHECK AMOUNT \$ _____

Name(s) of those attending workshop: _____

Any dietary issues? (diabetic, vegetarian, etc.) _____

Contact name

Contact Phone #

Contact Address

Contact Email

Library Affiliation

Library Address

What issues would you like to discuss during "Table Talks"? (Use the back of this form, if necessary.)

Please send form and check made out to:
FOML
c/o Linda Pierce
Kettering University Library
1700 University Ave.
Flint, MI 48504

Questions or concerns:
Linda Pierce
Kettering University Library
(810) 762-9840
lpierce1@kettering.edu

Registration deadline is Friday, Sept 20, 2013 ~ No refunds after Sept 27, 2013

Friends Activities From Around the State

By Jennifer Kundak

- The Friends of the [Alden District Library](#) co-sponsored “Early Rapid City and the Ghost Town of Aarwood”, an enrichment program on March 10.
- Friends of [Chelsea District Library](#) enticed families and all ages to their Star Wars Day themed “May the 4th Be With You” event. Attendees enjoyed Star Wars games, activities, coloring pages, videos, snacks such as Wookie Cookies, and more. Several participants dressed in costume and all had fun!
- [Friends of the Library, Dearborn](#) have had an extremely successful year so far with their book sale revenues. For the May sale, feature of the month items were sports and recreation, drawing sports fans and outdoor enthusiasts. Also offered were magazines at \$1 per bag, plus \$1 mystery bags for the adventurous customers.
- Friends of [Hackley Public Library \(Muskegon\)](#) held their first annual Bling Thing party in February, at the Century Club Ballroom. After having collected jewelry for several months from generous Friends and their friends, they had an amazing amount of jewelry to sell. The first night they had wine plus chocolate and an advance sale for those willing to pay \$5. Women gathered around the tables laughing and chatting while they found new jewelry items. The next Bling Thing is planned for February 2014.
- Friends of the [Menominee County Library](#) held a Pajama Story Time on the evening of April 18. National Honor Society students read stories to students wearing pajamas who also brought their favorite stuffed animals. Snacks followed a round-robin event that proved to be a delightful celebration of literacy.
- Friends of the [Petoskey Public Library](#) held their Friends Book Drive 2013 on June 8. Volunteers waited to collect donated books in front of the library. For those who couldn’t bring donations that day, the option always is to bring them to the library anytime during regular hours.
- Friends of the [Rochester Hills Public Library](#) remind us to save the date for the annual Holiday Home Tour, Sunday November 17, 12-5pm. This spectacular tour is a major fundraiser and beautiful event. Please contact the Friends at 248-650-7176 (the events line) to leave a request for more information.
- Friends of the [Saint Clair Shores Public Library](#) sponsored Movies at the Library this year, as well as free poetry writing workshops with Wayne State professor and writer M.L. Liebler.

The range of impressive and innovative fundraising for libraries by Friends groups is commendable, and their role as advocates for libraries is constantly inspiring. Please let FOML know of news and activities from your Friends group so we can share all your efforts. Contact: LPierce1@kettering.edu

The Importance of Libraries

By Michelle Molnar, from the [Education Week](#) website, May 2, 2013

Even in an era when more parents than ever have easy access to information at home via technology, they find libraries to be important, according to a study by The Pew Research Center's Internet & American Life Project released May 1.

Pew researchers conducted interviews with 584 parents of children under 18 late last year, and found that:

- 94 percent say libraries are important for their children;
- 84 percent indicate a major reason is that libraries help inculcate their children's love of reading and books; and,
- 81 percent say libraries provide their children with information and resources not available at home.

Kathryn Zickuhr, research analyst at the Pew Internet Project, believes parents' connections to libraries are particularly impressive given parents' higher rates of ownership—compared to other adults—of techno-tools like smartphones, computers, and tablets. Still, libraries are relevant for information-gathering and different kinds of sources for children's homework. "Many parents said the atmosphere at the library, and having staff available to help with research, are other reasons they bring their children to the library," she said.

"Lower-income parents are more likely to say they've used the library's internet or computers than families with higher incomes," said Zickuhr, of her and her associates' findings in the study entitled, "Parents, Children, Libraries and Reading." Of the parents whose children went to the library in the past 12 months, 37 percent went to use the internet. Of those, 43 percent were ages 12-17.

In addition to borrowing books, which is the main reason children went to the library, more than half (55 percent) went to do schoolwork. Among children ages 12 to 17, that is the reason 77 percent went to the library.

Cleveland Plain Dealer reporter Margaret Bernstein [writes](#) that the rave reviews libraries receive suggest "that some parents respect the library even more than they do their child's school. And that puts libraries in a position of real influence, one they can wield to prod parents to get more involved in their child's academic success."

Zickuhr said that among those surveyed, "a big priority of parents [is that] libraries should definitely coordinate more with schools. In focus groups, parents said they wish the libraries would coordinate more with schools—to make sure enough copies of books on required reading lists are available, or for homework, and so tutors could help with what students are studying,"

For its part, the American Library Association, through its Association for Library Service to Children, offers [an online repository](#) of successful cooperative partnerships between school and public libraries.

Pew's full study is available [here](#).



Looking for Answers? Here's Where to Turn

Are you starting (or re-energizing) a Friends' group?
Looking for answers to your questions, or a solution to a
long standing problem? Try these for a start:

[Libraries Need Friends: A Toolkit to Create Friends
Groups or to Revitalize the One You Have](#) ALA: United
for Libraries: Association of Library Trustees, Friends
and Foundations.

[Friends Policy](#) MCLS Links to guidelines for
establishing operations policies for your Friends group.

FOML has compiled several helpful resources on
foml.org to guide your groups:

[Frequently Asked Questions](#)

[Resources](#)

And of course, you can always talk with a FOML Board
Member. [Contact Us!](#)

Friends of Michigan Libraries (FOML) Board of Directors

President: Paul Snyder, Northville District Library
Vice-President: Linda Sickles, Orion Township Public Library
Director/Secretary: Ann Ingles, Petoskey District Library
Director/Treasurer: Sandra Brown Gellis, Flushing Area Library
Director/Archivist: Jim Doyle, Livonia Civic Center Library
Director/Past President: Charles Hanson, Kettering University Library
and United for Libraries Representative
Trustee Alliance Rep.: Shirley A. Bruursema, Kent District Library
Director: Claudia Diaz, Albion College
Director: Charlaïne Ezell, The Extra Edge
Director: Gerald Furi, Farmington Community Library (Ret.)
Director: Shelley Gach-Droz, Huntington Woods Public Library
Director: Denise Hooks, Mideastern Michigan Library Cooperative
Director: Roger Mendel, Director, Northland Library Cooperative
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Graphic Layout: Linda Pierce, Kettering University Library



Among Michigan Friends

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a year as part of
membership in the
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Administrative
questions and editorial
contributions may be
directed to Charles
Hanson, Kettering
University Library, at:
chanson@kettering.edu



Friends of Michigan Libraries

c/o Dr. Charles Hanson
Kettering University Library
1700 University Ave.
Flint, MI 48504-9974

FOML members are reminded to check the FOML website (www.foml.org) for the latest postings about Michigan (and other) library news and for FOML activities and events. On the website you will also find information about grants, the Trustee Alliance, contact information, and photo galleries. You can help build this website by sending us a photo of your library for inclusion on the website.

FOML MISSION STATEMENT

The mission of the Friends of Michigan Libraries (FOML) is to support Friends working on behalf of Michigan libraries, to serve as an information resource for Friends groups, and to be advocates for libraries at the state level.

FOML thanks...

GaleCengage Learning

for their generous grant.

We appreciate your ongoing support of Michigan Friends!

The Smartest Card
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Celebrate Library Card Sign-up Month in September

Mark Your Calendar!

Monday, September 30, 2013

Wednesday, October 2, 2013

Thursday, October 3, 2013

Friday, October 4, 2013

Wednesday, November 6, 2013

Deadline for receipt of Fall FOML Grant applications

FOML Board Meeting

FOML Friends Workshop, Clinton-Macomb Public Library

FOML Trustee Alliance Workshop,

Clinton-Macomb Public Library

FOML Board Meeting

NOTE: FOML Board meetings are conference call meetings and are held the first Wednesday of the month at 10:00 a.m. Any FOML member who wishes to participate in these meetings should send an email to the FOML President requesting conference call information.