

MORTENSON CENTER FOR INTERNATIONAL LIBRARY PROGRAMS

2012-2013 ANNUAL REPORT

Review of Major Activities and Accomplishments

The work of the Mortenson Center supports the Library's fifth strategic goal of sustaining partnerships and collaborations including identifying opportunities for international partnerships that inform long-term goals supporting international initiatives in the Library and on the Urbana campus.

This year we are reporting in chronological order on the major activities of the Mortenson Center and hope this will be helpful in understanding the work we do and what we have accomplished during the past year.

During the summer of 2012, the Center's staff was involved in a number of presentations in international settings. In July 2012 the Associate Director presented workshops at Nazarbayev University Library in Astana, Kazakhstan. She also participated in a Gates Foundation meeting in Rome on small grant projects. The Director gave presentations to two Chinese groups visiting Illinois and presented in an ALA/IFLA webinar. In August 2012 the Center Director was the keynote speaker at the "New Generation School Library" international conference in Vilnius, Lithuania. Center staff attended the International Federation of Library Associations and Institutions (IFLA) meeting in Helsinki, Finland. IFLA is an important venue for Mortenson Center staff since we meet with partners and find opportunities for new collaborations.

During the fall, Center staff worked on projects with partners such as the Gates Foundation and Beyond Access. In September, Mortenson staff traveled to Romania for the final visit of the Gates Foundation grant to support training for public librarians. As part of the visit they made presentations at the ANBPR (Romanian Library Association) conference. In October, Center staff traveled to Latvia for the final visit of the Gates grant. The final report for the 2009-2012 project can be found on the Center website.

In October 2012 Mortenson staff participated in the Beyond Access Conference (www.beyondaccess.net) in Washington, D.C. The Associate Director was invited to work with other library organizations on a curriculum called "Development 101" to help community libraries partner with development organizations. This led to the invitation to participate in the Beyond Access conference in Washington, D.C. and to present a "Development 101" workshop. 20 countries were selected to participate in the conference to discuss how libraries power development. The conference provided a networking opportunity for foundations to connect with libraries for the funding of future projects. The Associate Director will continue to work on the curriculum with other library organizations.

In October, Mortenson Center staff visited Russian public librarians in Kazan, Perm, and Moscow. Staff was also at the 90th anniversary celebration of the Library for Foreign Literature

which has been a long-time partner of the Mortenson Center. It was a successful visit and in July 2013, the Mortenson Center hosted a group of Russian public librarians. The Center began its work in 1995 with programs for Russian libraries and we are pleased to again be working with Russian libraries. This 2013 program focused on teen and young adult library services. The new commissioner of the Chicago Public Library is working with the Mortenson Center. The library provided special programming for the visiting Russian librarians.

The Director was invited to be the keynote speaker at the 5th Information Technology in Education conference, "Libraries as Community Education Centers," sponsored by the Hangzhou Public Library and Evergreen Education Foundation in Hangzhou, China in November 2012. She spoke about how libraries build inclusive knowledge societies by serving as community education centers. At the University, the Director gave another presentation to visiting Chinese executives at the request of the Chinese Executive Leadership program.

In December 2012 the Center director began her service on the University Librarian and Dean of Libraries Search Committee. This took a considerable amount of time during early 2013.

The Gates Foundation has provided support for the evaluation of the Mortenson Center's past programs. This will include the program's impact on the careers of the participants and wider library innovations set into motion by the experience at the Mortenson Center. The goal is to better understand what makes the Mortenson Center and its programs successful. Arabella Advisors, a consulting group, visited the Center in January to begin their initial assessment. We hope to finish the project with an evaluation model to use for projects in the future. Jen-chien Yu, Assessment Coordinator, has been very helpful with the project.

A final report on the 2009-2012 Mortenson Center project, "Leaders and Innovators Training Program", for public librarians from Latvia and Romania was prepared. The final report to the Bill & Melinda Gates Foundation was completed by the Associate Director in January 2013 and Center staff met with Gates Foundation staff in Seattle for a final review of the project. The report can be found at http://www.library.illinois.edu/mortenson/activities/reports/Mortenson_Report_to_Gates_no_Appen.pdf

Mortenson Center staff participated in the American Library Association conference and the Association for Library and Information Science Education conference in January.

The Gates Foundation funded a review of Mortenson Center promotional materials to be developed by Studio 2D. In order to compete on an international stage, the Center needs to maintain a public image, but has used the same logo and type of information materials for twenty years. Studio 2D will develop a new look and graphics package for promotions and informational materials. The Mortenson Center will provide the content. Work on this project began in February 2013. Heather Murphy, Advancement, has been very helpful in moving this project forward.

A new project with READ Global (<http://readglobal.org/>) began in February and March when Center staff visited Nepal, India, and Bhutan for an in-country evaluation of staff needs in community libraries. READ Global helps communities in these countries to set up community libraries and small businesses to fund them. Country directors from READ Global will be at the Mortenson Center from September 14-19, 2013 to discuss how best to strengthen these community libraries. In addition to participating in a training program, they will present a Mortenson Distinguished Lecture. A larger group of READ staff will attend a training program at the Mortenson Center in spring 2014. The plan is to have READ staff return to their countries with a training plan and curriculum for the READ Center libraries.

In April 2013 the Associate Director, a member of the planning committee for the Gates Foundation Peer Learning Meeting, participated in the event in South Africa. The 3-day meeting brought together Global Library teams from partner countries and the U.S. in order to compare different perspectives of shared challenges. The Associate Director presented workshops on libraries and development at the conference.

The Director was a leader in the launch of the new local UNESCO Center for Global Citizenship as part of her role as a member of the U.S. National Commission for UNESCO. There were radio and television interviews and the new organization is of great interest to the community and University.

In May 2013 the Associate Director continued her work with Beyond Access and developing curriculum on libraries and global development. This is a new partnership for the Mortenson Center and we are pleased to be working with strong organizations in the international library setting.

The 2013 Mortenson Associates Program drew librarians and information technology professionals from Brazil, Bulgaria, Colombia, Japan, Kenya, Korea, Kyrgyz, and Pakistan. They participated in programs at the Mortenson Center from May 29-June 26, 2013. The program focused on better understanding U.S. libraries; developing skills and techniques in management, leadership, and communication styles; better understanding fundraising, marketing, and advocacy; gaining additional knowledge in the stewardship of digital and print collections; learning about new library technologies; and developing a professional network of colleagues. The Associates visited OCLC in Ohio, ALA headquarters in Chicago, Chicago Public Library, Loyola University Library, Upshot Integrated Marketing Library, Illinois State Library, Eastern Illinois University Library, Ohio State University Library, Westerville Public Library, Parkland College Library in addition to the Urbana and Champaign Public libraries, the Prairie Research Institute Library, and various libraries at the University of Illinois.

In Springfield, they attended an Illinois Libraries Lead program with Susan Hildreth from IMLS and Anne Craig from the Illinois State Library. Associates also participated in a program with LAMP (LIS Access Midwest Program) Summer Institute Scholars which provided an opportunity to meet other librarians. The Altrusa Club of Champaign-Urbana hosted a Thanksgiving dinner

for the Associates which was a good exposure to American culture. The Friends program with staff at the University of Illinois library was popular and provided opportunity for individual interaction and learning. We thank everyone who helped make these programs successful! The Mortenson Center could not do the work we do without the support of our colleagues at the University and in the library community.

Review of Major Challenges

- Meeting the continuing education needs of Mortenson Associates once they have returned home
- Complexity of policies for payment to foreign nationals
- Difficulty in obtaining visas for some Associates
- Increasing costs for programs for visiting librarians

Significant Changes in Unit Operations, Personnel, Service Profile, or Service Programs

- A new classroom was developed in the Mortenson Center conference room which is now available for Center programs and general library use
- Working with Arabella Advisors and funded by the Bill & Melina Gates Foundation an expanded evaluation program is being developed for the Mortenson Center
- With the support of the Gates Foundation a new brochure and promotional materials were developed for the Center
- A temporary academic hourly and a graduate student were hired to assist with two summer Mortenson Center programs.

Unit and Members Contribution to Library-wide Programs

The two librarians in the Mortenson Center were involved in a number of library and university wide activities including service on library and campus committees. This year they served on the University Librarian and Dean of Libraries Search Committee, Services Advisory Committee, and Staff Development and Training Committee, among others. They were involved with planning and presenting a conference for LAMP students that also included Mortenson Associates as well as presenting a webinar for IFLA/OCLC Fellows. Librarians in the Center spoke to GSLIS classes and met with students interested in international issues and careers.

Speaking engagements on the campus, in the local community, and in the national and international professional community contributed to the Library's public engagement and the prominence of the Library of the University of Illinois at Urbana-Champaign. The Director is a member of the U.S. National Commission for UNESCO and the Associate Director works with the Gates Foundation in reviewing proposals and on their Peer Learning Meeting Planning Committee.

The University of Illinois' Office of Protocol contacts the Mortenson Center on a regular basis to meet with ambassadors and consul generals from various countries. The Mortenson Center continues to represent the University with outreach activities to Illinois librarians, including

visits to local public libraries and sessions at the Illinois Library Association. We have established a popular and collaborative program with OCLC.

Librarians at the University of Illinois provide educational sessions for international librarians and are essential to the success of the Mortenson Center programs. Libraries in central Illinois and Chicago provide valuable tours and presentations to visiting international librarians. We continue to look for opportunities to collaborate with other units and organizations at the local, state, national, and international level.

Progress on Unit Annual Goals for FY2013

- Complete work with the International and Area Studies Library and the Chinese American Librarians Association on the project “Think Globally, Act Globally: Developing Resources and Expertise through Communication, Collaboration, and Exchange between China and the United States.”
Progress: The final report was submitted and questions from IMLS were answered.
- Continue the Gates Foundation project by carrying out activities with public libraries in Latvia and Romania as they implement projects funded as part of the Mortenson Center program.
Progress: The projects in Latvia and Romania ended and the final report was submitted to the Gates Foundation. The report was well received and a debriefing was held at the Gates Foundation in Seattle in January.
- Offer the Mortenson Associates program in June 2013 with a focus on “Tools for the 21st Century Librarian.” This is the signature Mortenson Center program and many UIUC librarians and colleagues in the University Library around the state of Illinois assist in teaching and hosting the visitors.
Progress: A successful program for 11 librarians from 8 countries was held in June.
- Begin project with READ Global to train community library staff from Nepal, Bhutan, and India.
Progress: In the spring Mortenson staff spent one month visiting rural libraries and meeting with READ Global staff in Nepal, Bhutan, and India. Training for country directors will be held in fall 2013 and for Read Global staff in 2014.
- Develop new initiatives in Russia including an educational program for librarians interested in youth services.
Progress: In July, 27 Russian public librarians participated in a two-week program at the Mortenson Center focused on services for youth. This is a continuation of our partnership with the Russian Library for Foreign Literature and the All Russian State Youth Library.
- Look for funding for new projects that support training of international librarians.

Progress: Center staff continues to explore possibilities for funding programs.

- IFLA/OCLC fellows may also again visit the Center. Short term visitors will be welcomed and programmed for as requests arise.
Progress: Center staff participated in a webinar with the IFLA/OCLC fellows and is planning for a visit of Serbian librarians organized by the U.S. Department of State.
- Continue to develop and implement evaluative measures for Center programs, hopefully with the support of an external organization.
Progress: Center staff is working with Arabella Advisors to evaluate past programs of the Center and develop an evaluation mechanism that can be used in the future.
- Collaboration with library, campus units, and other organizations will continue to include a wide range of organizations from OCLC, UIUC's Office of International Engagement, Communication, and Protocol, the Department of State, and universities, library associations, and libraries in other countries. Center staff will continue to collaborate with the new head of the International and Area Studies Library.
Progress: Staff took the Mortenson Associates to OCLC, met on campus with the British Vice Counsel, and continued international, national, and campus collaborations essential for the success of the Mortenson program.
- Opportunities to promote and support the work of the Center will continue to be sought.
Progress: Several small donations were received to support the Mortenson Associates and Russian program.

Unit Goals for FY13

- Offer the Mortenson Associates program in June 2014. This is the signature Mortenson Center program and many UIUC librarians and colleagues in the University Library around the state of Illinois assist in teaching and hosting the visitors.
- Implement project with READ Global to train country directors and community library staff from Nepal, Bhutan, and India.
- Continue new initiatives in Russia including working with librarians interested in youth services.
- Look for funding for new projects that support training of international librarians.
- Develop programs for short-term visitors such as IFLA/OCLC fellows and U.S. Department of State delegations as requests are received.

- Work with Arabella Advisors to develop and implement evaluative measures for Center programs.
- Collaborate with library, campus units, and other organizations such as OCLC, UIUC's Office of International Engagement, Communication, and Protocol, the Department of State, and universities, library associations, and libraries in other countries.
- Seek opportunities to promote and support the work of the Center.
- Meet with the new Dean of Libraries to provide background on the work of the Mortenson Center.

Statistical Profile

Personnel

Barbara J. Ford (Faculty)

Susan Schnuer (Academic Professional)

Lindy Wheatley (Office Support Specialist)

Susan Harum (Academic Hourly, Program Coordinator, Part time), April-June

Stephanie Chung (Graduate Hourly), June

User Services

Number of presentations to groups	18
Number of participants in group presentations	625