

## MEMORANDUM

TO: NSLS Board of Directors  
FROM: Sarah Ann Long  
DATE: May 8, 2009  
RE: Self Nomination for Susan Morrison Garland

Name: Susan Morrison Garland  
Library Type: Public  
I am the representative of the Winnetka-Northfield Public Library District library

Email address: [s-boatman@sbcglobal.net](mailto:s-boatman@sbcglobal.net)

Occupation: Writer and Public Speaker

Winnetka, IL 60093-3912  
Home phone: 847 441 6366

Employer Name: Retired, AT&T

What community service activities have you been involved in?

Current Member, NSLS Board of Directors  
President, Winnetka-Northfield Board of Trustees  
Women's' Board, Rehabilitation Institute of Chicago  
Honorary Member, Chicago Youth Centers Board  
Junior League of Evanston-North Shore  
Chairman, Christ Church Winnetka Agency Funding Committee  
Volunteer, Chicago Botanic Gardens

What leadership roles have you held?

NSLS: 1) Public Outreach Program 2) Chairman of Nominating Committee

Winnetka-Northfield Library Board: 1) President 2) NSLS Representative 3) Facilities  
Chairman, Winnetka-Northfield Library Board

Women's' Board RIC 1) Patient Enrichment Program 2) 2006 Annual Appeal 2006  
Fundraiser (result - \$470,000)

Chairman, Christ Church Winnetka Centennial Gala, 2005

What activities have you been involved in relating to libraries and library services?  
Presenter of NSLS - Its history and its key, pivotal role in the operational success of our libraries. Talks given to Library Trustees, Rotary Clubs, and other groups in NSLS System area.

Initiated Needs Assessment (now well underway) for Winnetka-Northfield Public Library District. Interviewed and selected Needs Consultant. Interviewing suitable architectural firms, additional Needs Consultants, other consultants as needed.

Regular Presenter of the WNK Story to Village Town Meetings.

Supporter and donor to WNK Friends of the Library.

What advocacy efforts have you pursued on behalf of libraries?  
It has been my privilege to advocate in person before community organizations, citizens, and now legislators. My presentations are quite well received.

In my NSLS terms I have sent and still send letters (email, fax, and US Mail) to IL Legislators to advocate against Filters, for increased Library and System Funding, and other causes.

Our annual Legislative Breakfast has provided the perfect forum for me to seek approval for our causes with our individual legislators. It was particularly rewarding to visit with seven legislators in their Springfield offices on Illinois Library Day 4-23-09. I found that my talk was well heard and I found it easy to establish a fine rapport with these lawmakers. I look forward to the next opportunity.

How would you contribute to these roles?

One of the most important tasks before us is to raise public awareness of just what a System like NSLS does. Many citizens - and many lawmakers -are not fully aware of our Systems' role. They do not yet realize that the System is the backbone of library operations the public has come to expect. That Systems produce consortia, contracts, vendor agreements, policies, and more, each of benefit to each member library. That Systems make reciprocal borrowing happen.

Without NSLS, each of our libraries would be a standalone operation - as in an oasis.

My speaking and writing abilities facilitate my success in bringing these facts home to listeners and readers - along with how important it is to support NSLS. While legislators may be the main target, equally important is the raising of general public awareness, all the while establishing new professional friendships. That's a job I do well.

As a career executive with AT&T, I learned early on the importance of The Team. I realized the importance of identifying the "gifts" of each member and therefore

positioned each person in a place to capitalize on her/his individual gifts. Very importantly, regular positive feedback was key in making the Team run well.

As President of WNK and as Chairman of your Nominating Committee, I am using that training and experience. The Team is a mosaic of each partaker's talent. This leads to success.

On the slate presented by your Nominating Committee, I think you will see the positioning of the myriad talents each Executive Officer brings to the table. The Nominating Committee made sure that we will avail ourselves of individual "gifts" - thus making for a brilliant NSLS Executive Team.

Each NLSL Director's responsibility for financial stewardship is a paramount role.

Having said that, we are indeed blessed with an Executive Director and Staff who are complete professionals in this area. There have been and will be times when I will question a line item. I have always received satisfactory answers. Even so, it is incumbent on each Director to continue asking those questions and be ready to speak up to be sure that we are managing our money and funding responsibly.

In your opinion, what are the biggest challenges facing libraries today?

- 1) Money. Pure and simple - Money.
- 2) Raising awareness of our new role in today's society and economy.
- 3) Smoothly converting the local library to a "Destination Place".

We Directors must be major emissaries to our government and communities to demonstrate that Libraries are no longer just books. It's our job. And time has now proved that Libraries are not going to die at the hands of the Web. We must broadcast the fact that NSLS' existence is the very foundation of our libraries' continued successes.

Our libraries today have a multitude of jobless people flocking to our buildings. We help with job searches, employment sources, resumes, and even provide a soft shoulder and a willing ear.

This is not a short-term aberrance. Once those jobs are found and the economy improves, it will have been laid in stone that Libraries are a critical resource, no matter the need. We talked of becoming a "Third Place" in recent years. Now, sooner than we thought, we have arrived at that doorstep.

I have seen multiple NSLS libraries in my role as a Director, and I have seen the writing on the wall.

Which is that:

Our next step is to go beyond the "Third Place" to a "Destination Place". We will expect to have major - and current - new technologies, easy places for businesses, students, and patrons to convene, chess tables in use, multiple languages accommodated,

electronic media handling, expanded Youth areas, and more - all in a most hospitable setting.

And we cannot reach those goals without NSLS.

Which brings me back to point number 1: Money. We must act individually and as a Team to secure the expanded but immediately needed funding to accomplish our goal - to serve the Patron in today's new world.

How long have you served on your local Board?

Six years

When does your current term of office expire?

June, 2011

Thus ends my application. In closing, I ask that our new President place me on the Legislative Committee.

Thank you.

Susan M. Garland