

## **READS Reference and Adult Services Section Award of Excellence Nomination Form**

**I nominate the following individual for the 2009 READS Award of Excellence:**

Name of Nominee      Pamela Smith  
Position Held         Head of Technical Services & Systems Librarian  
Library Name         Howe Library  
Street Address        13 South Street, Hanover, NH 03755  
Phone Number        603-640-3257  
E-Mail Address        pamela.smith@thehowe.org

**I can be contacted at:**

Name of Nominator    Mary H. White  
Position Held         Library Director  
Library Name         Howe Library  
Street Address        13 South Street, Hanover, NH 03755  
Phone Number        603-640-3251  
E-Mail Address        mary.h.white@thehowe.org

**Why do you feel this individual is a worthy recipient of this award?**

Pam has consistently placed public service as her highest priority and the patrons in this tech-savvy community greatly appreciate Howe Library's leadership in this field. Without Pam's extraordinary knowledge and guidance our public services would be severely handicapped. Her technical expertise helped the Howe to be one of the first libraries in the state to offer downloadable audiobooks, create a beautiful and dynamic website ([www.howelibrary.org](http://www.howelibrary.org)), and develop a shared catalog with Dartmouth College. These services and many more offer our patrons extraordinary public services.

It's a challenge to stay abreast of the rapid changes in technology, but Pam is always ahead of the curve and leads our public services staff to new levels. She attends numerous workshops to stay current – a total of 14 in FY09 -- including Innovative User Group meetings, Koha and Evergreen demonstrations, NELA conferences, PhotoShop workshops, JavaScript, HTML, and NH Library Association conferences.

Because Pam is the Howe Library's technology leader, she is consistently called upon by staff and patrons for assistance. She is interrupted dozens of times each day and she answers each question and troubleshoots each problem with poise and patience. A patron and former

software developer recently wrote about Pam, "You have demonstrated that Howe Library has technical expertise on its staff."

## Qualifications

*Please list the nominee's accomplishments and describe how you feel these accomplishments fulfill the criteria for this award.*

Pam obtained a B.A. in Political Science from the University of Vermont and her MLS from SUNY/Albany. Before coming to Howe Library, Pam was twice elected to the Vermont House of Representatives from Burlington and worked in the Acquisitions and Serials Departments at University of Vermont.

In her role as Howe Library's Head of Technical Services & Systems Librarian, Pam has been an outstanding leader for numerous library projects that directly benefit our patrons including:

- continuously training all library staff on the newest technologies including such things as OverDrive, RSS feeds and social networking tools;
- implementing a self-service checkout station for patrons (2006);
- being one of the first NH libraries to participate in the Overdrive downloadable books consortium (2006);
- purchasing six laptops for public use in-house (2006);
- working with community members to create Howe Library's long-range technology plan (2007) (*Attachment #1*);
- launching a digital audio collection of Hanover's history (2007);
- creating of a staff blog for all office communication (2007)
- collaborating with the Dartmouth College librarians to create a shared Dartmouth/Howe catalog (*Attachment #2*);
- creating wikis for technical services procedures, circulation desk procedures and trustee document storage and communication (2008);
- implementing our Amazon Kindle lending service (2008);
- persuading the Town of Hanover's IT Director to allow Howe Library to offer two Mac laptops for public use (2008);
- coordinating the redesign of the library's web site (2008) (*Attachment #3*);
- training all library staff on the content management system (CMS) used with this new web site (2008);
- implementing online meeting room booking and online museum pass booking (2008);
- publishing in *Computers in Libraries* ("Self-Check: A Lesson in Mistaken Assumptions"; 2008) (*Attachment #4*);
- presenting two sessions at the May 2009 NH Library Association conference ("Redesigning and Launching a New Website with a Content Management System" and "Implementing a Museum Pass Program with Plymouth Rocket, TixKeeper");
- instituting Howe Library's presence on Flickr and Twitter (2009);
- maintaining our 53 staff and public computers, both desktops and laptops;

- creating the RFP (2009) for the potential switch to an open source integrated library system (2010) and coordinating staff workshops to review our options.
- coordinating live demos of Koha/LibLime and Evergreen/Equinox for all librarians in New Hampshire and Vermont. The Koha/LibLime session was on July 23 and 57 library staff attended. (The Evergreen/Equinox session will be held mid-August.) (2009)

**How did you hear about the READS Award of Excellence?**

Please check all that apply.

- Web site  
 Previously won the READS Award  
 At a READS program or meeting  
 Know a previous READS Award winner  
 **XXXX** Newsletter/List-serv announcement  
 Other \_\_\_\_\_

**Agreement and Signature**

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that nominee and nominator may be contacted if the Award Selection Committee has questions about this application. I agree to allow READS or NHLA to post any part or all of my application on their respective Web pages for general information and reference uses.

Name (printed) \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Date \_\_\_\_\_

**How to Submit**

The completed nomination form must be postmarked by August 1, 2009. Please send this form to:

READS Award of Excellence (NHLA)  
 c/o LGC, P.O. Box 617,  
 Concord, NH 03302-0617  
 Vanstop: Concord, Local Government Center

For more information about the READS Award of Excellence, please visit  
<http://www.nhlibrarians.org/reads/award.html>

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