

topic that can be layered on most answers to the research questions and will appear throughout this chapter.

Due to the nature of library staff generally being well acquainted with library patrons and the general community through other social service programs, the library staff were able to act as proxy stakeholders during this iteration. Though the theme of dedicated people and time originally had more to do with making sure the library staff had specific people consistently associated with the project and were given paid time to work, it started to become clear that dedicated people and time had an alternative, and just as important, meaning. Because this specific innovation was targeted towards potential adopters who may not use the library or who may not consistently think to come to the library for social services, it became a challenge for the library staff to act as proxy for the stakeholders who were not present. It was also a challenge for library staff to empathize or imagine during some focus group exercises when they did not have a full understanding of a program or innovation themselves.

The importance of understanding information seeking behaviors, or the time and ability to have exercises dedicated to thinking about how a specific individual might try to locate free Wi-Fi was essential to the credible creation of a diffusion plan. McKenzie's model (2003) of information seeking behaviors outlined four practices. Two of those modes are highly applicable and similar to the efforts made by the library staff in this study. The first mode, non-directed monitoring, can be identified as an individual who serendipitously came across helpful information (for themselves or someone they know). McKenzie (2003) provides the example of chatting with acquaintances in her work which is exactly what the library staff discussed amplifying through social media or change agent promotional efforts. The second mode that is

applicable is by proxy which the library staff also discussed as ways to target non library users through other social service organizations.

As mentioned in chapter four, there was a consistent concern about terminology, both within library staff and with potential adopters. The staff could recognize the value in DOI theory in other programs, but because there was a looming worry about terminology, conversations often circled back to communication. Many public libraries do not have the budget to employ full time communications departments, so library staff are comfortable with communication, but that doesn't mean their efforts are effective or efficient. The very fact that the library staff in this study could recognize the value of DOI components as well as the importance of utilizing mass media in certain situations and seek to enhance interpersonal conversations in others was another step towards effective and efficient public library outreach.

Clear Directions and Definitions. Although it seems intuitive, the need for clear direction and shared definitions are necessary to make progress when developing a diffusion plan. Identifying stakeholders, tools, systems, and standards are key principles when designing diffusion (Brownson et al., 2013). Though much of the desire to have clear direction and shared definitions was born out of frustration due to communication breakdown and systematic issues, it is a valid point to consider when undertaking the design of a diffusion plan, especially in early stages.

The innovation being developed needs to have a reason for being pushed out, or there will be little buy in from anyone. The decision makers and implementers need to have a frank discussion that outlines the reasons for the innovation. The library staff clearly recognized a need, especially during the pandemic, that the community needed to have more options and locations to be able to connect online for school, work, health, or social reasons. Once clear

directions, tasks, roles, procedures, tools, and techniques have been clearly defined for the innovation during a preparation stage, the stakeholders involved with the early diffusion should consider and discuss who the audience is. Next, they should list possible community partners while keeping in mind why the innovation is necessary and who the library is trying to reach. Just as libraries create innovative solutions to their community's problems, they are also innovative when it comes to ways to communicate (Charles, 2012). The importance of utilizing various communication methods and community partnerships to help meet the audience can serve to increase the impact of the innovation itself (de Greef et al., 2020). The importance of interpersonal communication also helps impact the likelihood of adoption (Bonnici & Ma, 2019; Chatman, 1986; Katz & Lazarsfeld, 2017; Kreps, 2005; Malachowski, 2014; Morgan et al., 2016), which the library staff sought to do through social media as well as social services and well known and trusted individuals serving as change agents.

Sustainability. Sustainability does not often come up in the literature for diffusion design. In fact, widespread diffusion is not the typical outcome for most innovations (Dearing & Cox, 2018). The ability for the library staff in this study to consider the future during the development phase spoke to their loyalty to the library and the innovation. Despite the odds of many of the library staff likely being in a different position, perhaps in another library, within the next two years, there was an authentic consideration of how parking lot Wi-Fi hotspots could be better for this community. This type of compassion is likely why so many individuals have trust in their local libraries (Cabello & Butler, 2017; Costello & Keyser, 2016), which gives libraries the ability to attempt new and sometimes unlikely solutions to problems the staff recognizes in the community. Furthermore, the fact that this library already had partnerships with many community organizations works to strengthen the public's attitude toward libraries providing

social services or being a service point and work to build social capital (Johnson, 2012; Johnson, 2019). Dearing and Singhal (2020) noted how often implementation and sustainability factors are overlooked in diffusion design, but this study did include those factors to strengthen the diffusion plan.

An element that could have been more direct during this study is the focus on audience. Library staff were able to come up with many different groups of people who could potentially need to access free, public Wi-Fi but the discussion generally ended with naming the group. Although there was some consideration for the audience, the groups the library staff came up with have very different needs, information seeking behaviors, and communication preferences. Buchanan et al. (2018) and Chatman (1986) both highlighted the need to identify key communication channels or the target audience to increase the likelihood of diffusion and adoption. Buchanan et al. (2018) found that by focusing on the audience it also serves to minimize concerns of information literacy and misinformation. Although it was briefly mentioned at the start of the study, there was a lack of substantial consideration to a potential adopter group that is not typically marginalized, such as the “smart cousin” who pays for a subscription service instead of utilizing free library digital audiobooks.

Applicable Elements of DOI Theory

The more specific use of DOI as public library outreach and promotional efforts during this study echoed what Beaunoyer et al. (2020) found while trying to minimize digital inequities, especially in times of crisis. Beaunoyer et al.’s work highlighted that digital inequities do not just include access inequality, but also technical means, autonomy of use, social network support, and experience. Those inequities were of constant conversation and concern during the development of the parking lot Wi-Fi diffusion plan. That led the library staff to focus on the

DOI elements of complexity and relative advantage, which are two common focal points that affect adoption (Brooks et al., 2014; Valier et al., 2008).

The library staff were good community listeners. They often showed up to development meetings with new ideas and more information about the community. Sometimes their ideas came from attending an event and just listening, other times questions were born from a discussion with community partners or an informal analysis of sociological community data. Though not explicit, these are all behaviors that align with diffusion development (Dearing & Kreuter, 2010; Valier et al., 2008). In fact, Rogers (2003) stated that community behaviors, system norms, and social networks all play into the likelihood of adoption. The library staff's relational awareness of community needs helped drive the diffusion plan which should lead to a more successful implementation (de Greef et al., 2020). The library staff's focus on the community is a clear example of them targeting the relative advantage of public Wi-Fi in community parking lots.

The constant conversation about communication with attention placed on both internal and external issues highlights the desire to mitigate the complexities that arise when implementing technology with live support. Rogers (2003) posited that the naming and positions of an innovation can be viewed as a compatibility factor which the library staff brought up at almost every development session. The collaborative design of library staff from varied departments with different personalities, perspectives and experiences enhanced the diffusion plan. Hartzler (2015) found that this type of collaborative design also has a positive impact on implementation and effectiveness. Furthermore, as mentioned earlier, the explicit focus on an audience's interpersonal communication channels could have been more detailed to align with other DOI studies (Bonnici & Ma, 2019; Chatman, 1986; Katz & Lazarsfeld, 2017; Kreps, 2005;

Malachowski, 2014; Morgan et al., 2016). The library staff did acknowledge the importance and timing of both mass media and interpersonal communication and came to the conclusion that they constantly need to offer both as this particular innovation does not have a firm start and end date, so potential adopters could always be at the persuasion state of the innovation-decision process.

The diffusion plan that the library staff created is set to be implemented by the public library in the coming months. Most library staff agreed that this type of process and using a DOI template is easy to implement if time and clear direction are provided. Barriers can vary in different locations, but barriers regarding cost and community support are likely to be present in other locations. Systemic and structural issues, such as communication breakdowns and unclear workflows are known barriers to innovation in libraries (Zbiejczuk Suchá et al., 2021).

This study contributes to the field of instructional design and technology by providing an example of the process through which DOI theory can be applied to education-adjacent fields. The three-step process proved to be successful in providing layperson understanding, development, and implementation of an academic theory. As mentioned in the introduction, the ADDIE process could expand the research done in this study to further mitigate implementation challenges. In addition, this study expands DOI theory in a conceptual manner by applying DOI theory outside the communication field and in the field of librarianship. Furthermore, the application of DOI theory to public library outreach contributes to the field of librarianship by offering an alternative technique to expand library users and broaden the scope with which services and programs are currently benefiting. This technique could be applied with relative ease and little resource and financial commitment. Combined with the core function of libraries providing resources and cultivating relationships between community partners and individuals,

the additional layering of DOI components will strengthen library communication efforts and increase library outreach.

IDT in Public Library Programming. Librarians are generally not drawn to the field for fame and riches. Like many public facing and public serving positions in American society, it is a career that focuses on serving others by providing resources to enhance their lives at no cost. Public libraries are situated to be able to serve all community members and visitors, and many library staff have the experience and or training to be able to meet the needs of library patrons on the spot. One discernable implication from this study is that library staff are not only well equipped to recognize the needs of library users, sometimes even before the individual does, but they are prepared to assist to find a possible solution.

Libraries have struggled with minimal budgets, staff turnover, and extended needs in their communities for years (Howard, 2019). While their best efforts at communications, marketing, and other promotional strategies have skimmed the surface, in order to be as efficient as possible, public libraries need to strongly consider implementing theories, models and approaches rooted in the field of IDT. As the breadth of services and resources offered at local libraries continues to span a wide spectrum that includes educational, entertainment, and social services there needs to be a way to streamline communication and promotional efforts to reach as many potential library users as possible. The benefits of implementing IDT processes and theories into library systems would have an exponential impact not only on the communication and promotional efforts of public libraries, but on the creation and design of library programming. This study can be used a model for libraries to begin implementing DOI and ADDIE components.

Applying elements from DOI theory and the ADDIE process can not only reach more community members but can reach other community members who may be able to support the library in a variety of ways, including but not limited to financial and in-kind donations. Reaching more community members can also support libraries by creating a snowball effect on the way information about library programs and services are spread through interpersonal communication, reaching some of the more exclusive members of the community. At the heart of both librarianship and instructional design is learning. An important component of learning is communication. The principles of both learning and communication are not often, if at all, taught in library science programs in a way that aligns to the field of IDT. The depth that DOI theory and the ADDIE process could add to the field of librarianship through changes in outreach could have an expanding impact on individuals by making efforts more effective and efficient while highlighting other areas within the larger library staff workflow system that could be streamlined.

The systematic approach that is centered in IDT can be applied to realms outside academia (and often is applied to less structured environments). Libraries are central hubs for learning, whether the learning is an academic lens, or more informal, perhaps even unknowingly. Training library staff to use their knowledge of the needs of a learner to develop specific intervention to help the learner meet their end goal will result in a more efficient way for libraries, particularly those under tight budget and staff restraints, to run. It will also result in a more pleasing and successful learning opportunity for the library user.

Conclusion

The purpose of this study was to determine the possibility of non-DOI experts', in this case public library staff, ability to apply DOI theory components to promotional efforts, in this

case outreach for parking lot Wi-Fi hotspots. Public libraries have been known to respond to the needs of their patrons, well beyond academic or literary needs (Horrigan, 2016; Howard, 2019; Zalusky, 2020). Although public libraries have creatively come up with temporary and permanent solutions to problems faced by community members, not all community members are always aware. Some libraries have marketing teams and social media has helped democratize the ability to spread information, but still many libraries do not have a high percentage of community adoption for any program. It is important to note that some community members may not have a need or desire to participate in some programs, such as children's story time or a health screening as patrons may not have children or have other access to healthcare. Public libraries are sustained on the foundation of serving all members of society and that includes social services. As public libraries are generally trusted institutions (Howard, 2019; Zalusky, 2020), they are great community centers to provide not only educational and entertainment resources to their patrons, but also to provide social services such as tax preparation or internet access.

In an attempt to stretch already thin library budgets further, components of communication theory, DOI, can be applied to the communication efforts to enhance the diffusion of a public library program or initiative. Furthermore, DOI components can increase the likelihood of adoption. Although DOI has many complex nuances and academic implications, there are many elements that can be understood and adopted by individuals who are not familiar with DOI theory or may not have a subject matter expert available. This study focused on two elements and five characteristics that have been shown to increase the likelihood of adoption: (a) communication channels and promotional efforts, (b) relative advantage, (c) compatibility and complexity, (d) trialability and observability (Rogers, 2003). The important

ones to focus on during public library outreach and associated promotional efforts are relative advantage and complexity.

Many innovations fail to diffuse and even those that do diffuse are not widely adopted (Dearing & Kreuter, 2010). Although the goal of any library programming department is not to host one program that's perfect for everyone but to host a wide variety of programs that are individually perfect to some people, a more robust diffusion plan would allow for more opportunities for interpersonal communication to occur and target by proxy information seekers (McKenzie, 2003) creating an accelerated improvement on library promotional efforts as well as increasing the trust in libraries and general awareness of expanded services.

Even a small increase in diffusion of library services, programming, and innovations by aligning library outreach and promotional efforts with DOI theory can prove to have exponential impacts on many individuals' lives by providing vital information and services for free to individuals in need while also increasing the word-of-mouth communication about such services. Budget cuts, staff shortages, and other library challenges were mentioned many times in this dissertation, but these issues are not limited to just public libraries as many school libraries face similar challenges (Kachel & Lance, 2021). To exemplify the importance of effectively diffusing library services, programming and innovations can provide students who may attend school without a certified school librarian with resources to even the playing field for every student's educational journey. In current events, the trend of book challenges and censorship may restrict access to important resources, but many public libraries are responding with expanded offerings such as digital library cards for all teens (Shivaram, 2021).

Future Research

This study demonstrated that public library staff can implement DOI elements into their promotional efforts for a technological innovation. However, this study included a researcher who also played the role of participant-observer and subject matter expert. Additionally, this study focused on the design of a diffusion plan, not on the implementation or adoption of the innovation. Future research includes many avenues for perusal including replication of the study with a non-technological innovation, replication of the study without a subject matter expert, evaluation of the implementation of the diffusion plan, and of course, the adoption rate of the innovation.

Recommendations

First and foremost, this study ends with the development of a diffusion plan. It seems that the first next step would be to evaluate the implementation of the diffusion plan and to analyze the adoption rate of library patrons based on changes to the innovation and communication efforts. Initially, many DOI studies were focused on adoption rates so a study on patron adoption rates, likely tied to the individual's adoption categories, would not be difficult to design. The results of an adoption study would help solidify the impact DOI elements can have on public library outreach efforts, with or without a subject matter expert. Studies that include stakeholders like potential adopters would also serve to solidify the positive impact of DOI in public library outreach and promotional efforts.

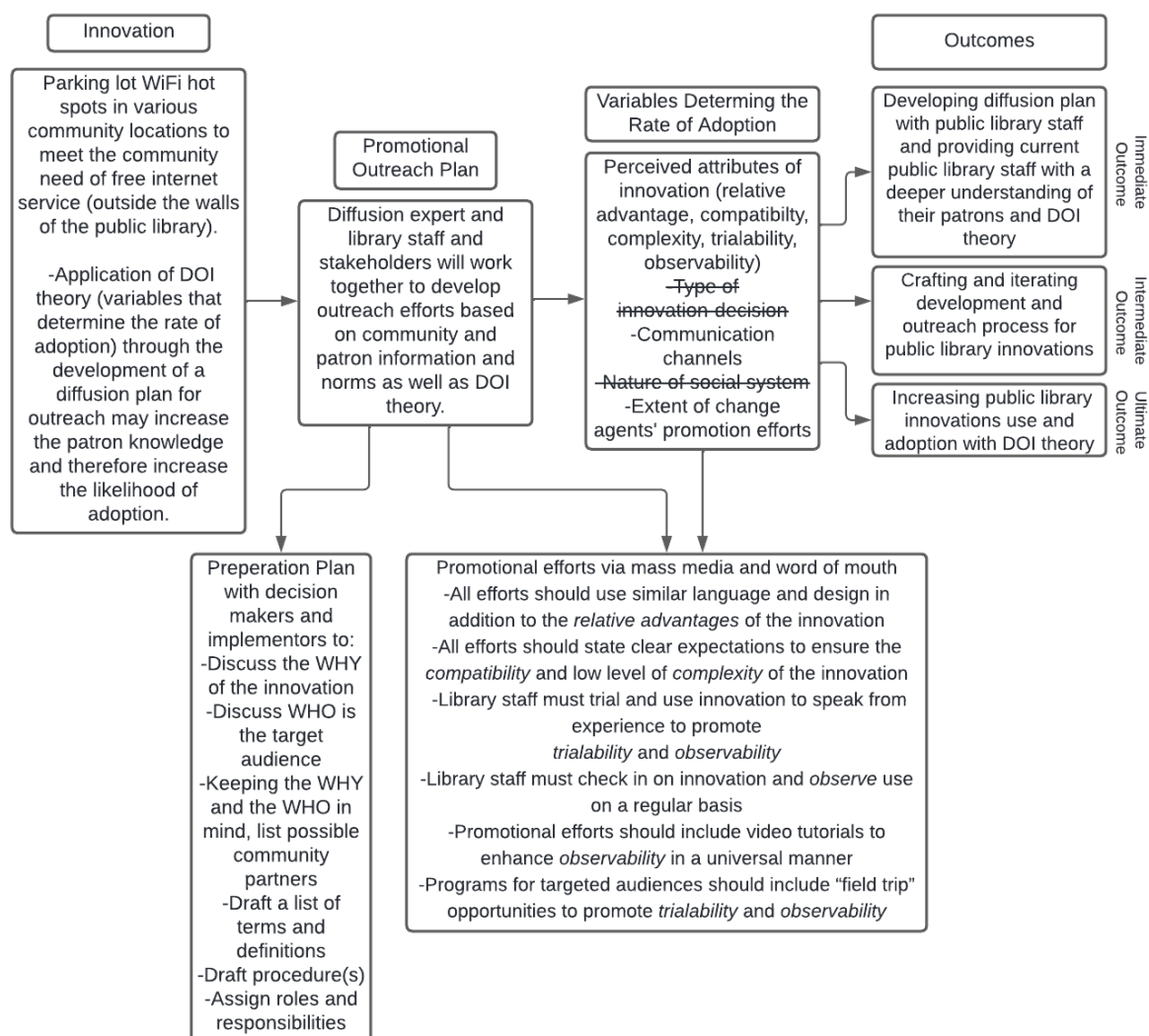
Logic Model

A logic model helps visually represent the process through which the library staff developed the diffusion plan for public parking lot Wi-Fi. While the logic model was initially developed as a form of analysis, the model now serves to illustrate the process of development

throughout the study. Figure 4 below extends the anticipated model to highlight the steps library staff perceived as necessary. The logic model was used in this study to highlight the process and provide a template for future studies or implementation.

Figure 4

Logic Model for Public Library Outreach with DOI



To further illustrate the impact of DOI elements in public library promotional efforts for initiatives and programs, additional research could focus on non-technological innovations and

innovations for varying target audiences. The nature of public libraries is to provide and as long as there is some type of funding, be it local taxes, federal grants, or generous donations, the public library system will continue to do what they can and prioritize offerings to best match the perceived needs and wants of their communities. In a world where needs, educational, social, vital, entertainment and otherwise, are increasingly not being met by traditional means, the library, a democratized and communal center of many towns and cities, can help meet those needs. So as to stretch budgets and staff time, implementing DOI elements in promotional efforts could be a small way to offer assistance and enrich many people's lives.

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APPENDIX A

INFORMATION SESSION HANDOUT

DIFFUSION OF INNOVATIONS THEORY

- Seeks to explore why, how and the rate at which new ideas or products spread through society
- Diffusion is the process of the innovation being communicated to society over time
- Five factors impact the rate of adoption: perceived attributes, type of innovation-decision, communication channels, nature of social system, and change agents promotion efforts
- Perceived attributes of an innovation include relative advantage, compatibility, complexity, trialability, and observability
- Public libraries and their resources and programs serve their communities, which can be made up of a wide range of potential adopters (in various categories)
- Using an already developed and available innovation, we will create an outreach plan together that highlight some of the innovation attributes:
 - communication channels
 - change agents' (library's) promotion efforts
 - relative advantage (improvement over current or previous offering)
 - compatibility (does it fit easily into user's lifestyle)
 - complexity (how complicated is it to use)
 - trialability (easy, low stakes, exploration without commitment)
 - observability (results or benefits are visible to other users)

**ROGER'S DIFFUSION OF INNOVATION THEORY AT WORK IN A
PUBLIC LIBRARY SETTING**

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APPENDIX B

HOTSPOT ADVERTISEMENT



HOTSPOT PARKING LOTS

Free wifi in parking lots throughout our community

Currently available at:

Bergstrasse Evangelical Lutheran Church
9 Hahnstown Rd., Ephrata

Holy Trinity Lutheran Church
167 E. Main St., Ephrata

Hope United Methodist Church
3474 Rothsville Rd., Ephrata

APPENDIX C

INFORMATIONAL INTERVIEW PROTOCOL

Warm up questions

What are some of the public library's new offerings? Programs, resources, etc.?

Where did the ideas for these innovations come from?

Do you ever try to target specific patron groups or community needs?

How do you learn about those community needs?

What silver linings have come from necessary shifts due to the pandemic?

What did you and your staff learn from those shifts?

RQ 1: How do public library staff develop a diffusion plan to implement parking lot Wi-Fi hotspots using DOI theory?

How do public library staff create innovations or new programs?

Are there specific staff assigned to these duties?

How do outreach staff promote new programs, initiatives, offerings?

What types of communication channels do you use?

How do you decide which/how many communication channels to use?

How have your communication/promotional tactics changed since the pandemic?

RQ 2: How do public library staff address stimulators when developing a diffusion plan to implement parking lot Wi-Fi hotspots using DOI theory?

RQ 3: How do public library staff address barriers when developing a diffusion plan to implement parking lot Wi-Fi hotspots using DOI theory?

What factors does the public library take into consideration when creating new programs or resources?

What factors do you wish the public library could take into account when creating new programs or resources?

What factors does the public library take into consideration when communicating about new programs or resources?

What factors do you wish the public library would take into consideration when communicating about new programs or resources?

APPENDIX D

HALFWAY INDIVIDUAL INTERVIEW PROTOCOL

What has been confusing so far?

What have you found helpful so far?

What would the ideal sign look like for parking lot Wi-Fi hotspots?

Do you feel like these topic specific exercises are fruitful? Why?

Can you see this type of development pattern be applied to other initiatives?

Is there something you would like to share here that you didn't get to in a group meeting (for whatever reason)?

APPENDIX E

FINAL INDIVIDUAL INTERVIEW PROTOCOL

Go over Diffusion Plan

What are your thoughts?

What is missing?

If you were director of the library, what concerns might you have when it comes to implementing this?

How can we make sure this works?

APPENDIX F

FINAL FOCUS GROUP AGENDA

In attendance: Kayla, Halee, LeAnne, Mya, Linda., Tori, Eliana

Welcome

Overview of work

- Introduction to Diffusion of Innovation Theory
- 4 sessions of discussion, focusing on components of DOI and their application to EPL and public Wi-Fi
- Two sets of individual interviews
- Culminated into this diffusion plan, specific to public Wi-Fi offered by EPL and available throughout the community
- A templated plan was also cultivated from this work to be used for other initiatives

Benefits

- Staff seemed to benefit from focused and consistent discussion
- Allowed staff to learn about other programs, initiatives other programs
- Allowed staff to view systemic procedures and protocols that could be updated or improved (communication, planning, etc.)

Detriments

- Time intensive, especially the first go around to learn components of DOI

The plan

- Knowing this initiative is already in place, through the discussion, questions arose about the functionality which lead to the discovery of some of the flaws of public Wi-Fi
 - o Not always on/working/available

- Bandwidth limitations
- Unclear instructions on sign (to sign on and/or where to park and/or the knowledge of the offering)
- Unclear Host/Partner responsibilities
- Unclear EPL responsibilities
- The plan addresses some of these flaws and offers solutions
- The plan provides an opportunity to “start over”
- The plan is not fixed and can/should be edited through the implementation process

Go over plan

Open to discussion

- Is this implementable? On what type of timeline?
- What are some of the edits we can/should make now?
- Homeschool--scrawls
- Whistlestop as other location/host (public plaza)
- Grater Park (pool + Eicher + EPAC)
- Promote with summer reading or back to school
- Make this a priority
- Won't be the programming team, will be Eliana, LeAnne, Kayla, Megan, Alice, Linda

Next steps:

- Sloane makes a list of tasks; LeAnne assigns who and timeline
- Tasks include procedures, new sites to reach out to

APPENDIX G

DIFFUSION PLAN TEMPLATE

Preparation: *Name all necessary decision makers and implementers, invite them to the table*

- Discuss the WHY of the innovation
- Discuss WHO is the target audience
- Keeping the WHY and the WHO in mind, list possible community partners
- Draft a list of terms and definitions
- Draft procedure(s)
- Assign roles and responsibilities

Diffusion Plan: Promotional efforts via mass media and word of mouth

- All efforts should use similar language and design in addition to the *relative advantages* of the innovation
- All efforts should state clear expectations to ensure the *compatibility* and low level of *complexity* of the innovation
- Library staff must trial and use innovation to speak from experience to promote *trialability* and *observability*
- Library staff must check in on innovation and *observe* use on a regular basis
- Promotional efforts should include video tutorials to enhance *observability* in a universal manner
- Programs for audiences should include “field trip” opportunities to promote *trialability* and *observability*

APPENDIX H

IMPLEMENTATION PLAN

- Create a list of terms and definitions related to Parking Lot Wi-Fi to include with every advertisement, post, etc.
- Draft procedure(s) for Parking Lot Wi-Fi hosts
- Reach out to other potential community partners and potential new sites for Wi-Fi
- Design “story walk” on walking trail to show how to connect, contact press
- Design login pages to look identical to Wi-Fi login page at EPL
- Add locations to Wi-Fi access page on EPL’s website
- Add FAQ page to website and update as patrons ask repeat questions
- Reach out to new borough manager and library board members for support, include data on numbers of community members experiencing homelessness
- Design promotional material to include advantages of Wi-Fi (various locations, quiet, 24/7, free/no purchase, no library card), locations & promote where target audience is most likely to see multiple times and phrases like “extension of Ephrata Public Library”
 - Design flyers specific to homeschool groups
 - Design flyers specific for summer reading program participants
 - “shareable” promotional material to increase word of mouth communication
- Create video tutorials that include someone getting to a host location, parking in the correct spot, correcting logging on, and browsing the internet
- Schedule time for staff to trial Wi-Fi to speak from experience
- Hold “field trip” programs for patrons to have assistance logging on
- Write more hotspots into collection budget

VITA

Samantha Laine Hull

Department of STEM & Professional Studies
Old Dominion University, Norfolk. VA

EDUCATIONAL BACKGROUND

- **Ph.D. in Instructional Design & Technology**, Old Dominion University, degree expected Summer 2022
- **Master of Science in Library Science**, Clarion University of Pennsylvania, Clarion, PA, 2014
- **Bachelor of Arts in English**, Lebanon Valley College, Annville, PA, 2010

LICENSURE

- **English Teacher 7-12**, Pennsylvania Department of Education
- **Library Media Specialist K-12**, Pennsylvania Department of Education
- **Supervisor Certificate: Curriculum & Instruction**, Pennsylvania Department of Education
- **Professional Librarian**, Pennsylvania Department of Education

PUBLICATIONS

- Bates, J., Fuhrman, C., Kern, E., Mackley, A., Pannebaker, S., Burrell, P., Perkins, R., Shenefiel, B., Tiger, B., Brackbill, D., Gustafson, K., Hall, C., Ward, L., Farrell, J., Hull, S., Lynch, D., Biagini, M., Boyer, B., Emerson, A., Kachel, D., Stolarski, E., Yutzey, S., Ziegenfuss, R., Zimmerman, K., Weiss, J. (2019). Guidelines for Pennsylvania school library programs. Harrisburg: Pennsylvania Department of Education

PROFESSIONAL EXPERIENCE

- Librarian, Ephrata Area School District, Ephrata, PA, 2014 to present
- Circulation Assistant, Ephrata Public Library, 2012 to present
- Teacher, Eastern Lebanon County School District, Myerstown, PA, 2012 to 2014

MEDIA & GOVERNMENT INTERACTIONS

- *Free Speech Under Attack: Book Bans and Academic Censorship: Hearings before the Civil Rights and Civil Liberties*, 117th Cong. (2022) (testimony of Samantha Hull).
- Lockwood, D. (2022, June 21). Forbidden words. *The Philadelphia Inquirer*.
- Natanson, H. (2022, March 22). Schools nationwide are quietly removing books from their libraries. *Washington Post*.

HONORS

- 2021 Ephrata Area Education Foundation Venture Grant Recipient: Applicable Escapes

- 2020 Leadership Institute for School Librarians Graduate, Pennsylvania School Librarians Association
- 2019 Ephrata Area Education Foundation Venture Grant Recipient: Virtual Reality Goggles
- 2017 Library Services and Technology Act Professional Development Grant Recipient
- 2017 Ephrata Area Education Foundation Venture Grant Recipient: A. S. King Author Visit
- 2017 Regional Leaders Academy for PA School Graduate, Pennsylvania School Librarians Association
- 2017 American Library Association Emerging Leader
- 2016 Elevating and Celebrating Effective Teaching and Teachers (ECET2) Conference Attendee via nomination
- 2015 Academy of Leadership Studies (PALS) Graduate, Pennsylvania Library Association
- 2015 Ephrata Area Education Foundation Venture Grant Recipient: Tiffany Schmidt Author Visit
- 2013 Professional Development Travel Scholarship: Peru, Education First

SERVICE ACTIVITIES

- Hosting Solutions and Library Consulting Board Member (2022-Present)
- Library of Congress Books That Shaped Me Contest Judge (2017)
- American Association for School Librarians Innovative Reading Grant Committee Chair (2018)
- Lancaster County Library Association Secretary (2015-2017)
- Pennsylvania School Librarian Association Regional Coordinator (2015-2018)
- Pennsylvania School Librarian Association Board Director (2020-Present)
- Intermediate Unit 13 Librarians' Collaborative Co-chair (2020-2022)
- Scholastic Writing Contest Judge (2012-2016)