Welcome to the online supplement for Part I of the second edition of Information Services Today: An Introduction, edited by Sandra Hirsh. This online supplement contains additional information to extend your learning and understanding of the topics covered in this book. Specifically, you will find supplemental online resources, recommended readings, additional content that does not appear in the book, and other information. See also the webinars for this section at:
http://ischool.sjsu.edu/informationservicestoday/webinars

REPRESENTING CHAPTERS 1-5
Chapter 1 - The Transformative Information Landscape: What it Means to be an Information Professional Today

Online Resources

- Center for the Future of Libraries
- Dokk1
- IFLA Trends Report
- IFLA 2016 Update Report
- International Federation of Library Associations and Institutions (IFLA)

Recommended Readings


Chapter 2 - Communities, and Information: Two Centuries of Experience

Online Resources

- ALA, Office of Intellectual Freedom
Recommended Readings


**Chapter 3 - Librarianship: A Continuously Evolving Profession**

*Online Resources*

- [MarketingCharts](#)
- [OCLC Research](#)
- [Pew Research Internet Project](#)

*Online Resources: List of LIS Reports*

- [2016 top trends in academic libraries: A review of the trends and issues affecting academic libraries in higher education](#)
- [Horizon Report: Higher Ed Edition 2017](#)
- [Horizon Report: K-12 Edition 2017](#)
- [Horizon Report: Museum Edition](#)
- [Pew Internet and American Life Project – Libraries](#)

*Online Resources: Information Organizations that Break the Box*
Aarhus Dokk 1

Bike Library

Donkey Library

Little Free Library Movement

Vending Machine at Anaheim Public Library

Weapon of Mass Instruction in Uruguay

Words on Wheels

**Online Resources: Learning**

- Cengage Gale Courses
- Khan Academy
- Library box
- Lynda.com
- Tutor.com
- Universal Class

**Online Resources: Self-Publishing**

- Amazon Create Space
- Lulu.com
- Wattpad

**Online Resources: Statistical Datasets for Information Organizations**

There are several longitudinal datasets that survey libraries in the various sectors. These
include:

- ALA Public Library Association (PLA): PLDS: Public Library Data Service
- ALA Association of College and Research Libraries (ACRL) Academic Library Statistics
- Association of Research Libraries (ARL) Statistics and Assessment Surveys (Canada & US)
- Counting Opinions
- Institute of Museum and Library Services (IMLS) Surveys of public and state libraries and museums
- National Center for Education Statistics (NCES)
- PLDS and PLAmetrics

Recommended Readings


Recommended Readings (Blogs)

- Gizmodo
- Silicon Valley Business Insider
- Stephen’s Lighthouse
- TechCrunch
Chapter 4 - Diverse Information Needs

Online Resources

- Abraham Maslow - books, articles, audio-visual and personal papers
- Information Behavior Theories, The LIS Wiki
- Informationr.net
- Kuhlthau’s Information Search Process
- “Question-Negotiation and Information Seeking in Libraries.”

Recommended Readings


Maslow, Abraham H. “A Theory of Human Motivation.” *Psychological Review* 50 (1943): 370-

Beth St. Jean. “‘I Just Don’t Know What I Don’t Know!’: A Longitudinal Investigation of the Perceived Usefulness of Information to People with Type 2 Diabetes.” *Proceedings of the American Society for Information Science and Technology* 49, no. 1 (2012): 1-10.


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**Chapter 5 - Diversity, Equity of Access, and Social Justice**

*Online Resources: Associations that Promote Diversity Services*

- American Indian Library Association (AILA)
- Asian/Pacific American Librarians Association (APALA)
- Black Caucus of the American Library Association (BCALA)
- Chinese American Librarians Association (CALA)
- Intellectual Freedom: Issues and Resources (ALA)
- The National Association to Promote Library & Information Services to Latinos and the Spanish Speaking (REFORMA)

*Online Resources: Diversity Information Resources*

There is no shortage of formal and informal resources for better understanding diversity in
communities. No matter the information setting – a city or county, a college or university, a school or school district, or even a business or organization – there are likely resources available to help information professionals better understand the diversity of the population they serve.

- **The United States Census Bureau** provides information on both the economy and the population. The Census’ statistical information, collected through the decennial census and additional surveys, presents the population’s age, sex, ancestry, Hispanic origin, language use, race, and veteran status. Additionally, the Census compiles education information (educational attainment), families and living arrangements (families and households, same sex couples), health (disabilities), housing, and income and poverty.

- **The Census’ American Fact Finder** allows users to search Census and American Community Survey by state, county, city, town, or zip code.

- **The National Center for Education Statistics** collects data related to education, including demographic information for elementary and middle schools, high schools, school districts, colleges and universities, and more.

- **Pew Research Center** is a think tank that collects information on social issues, including religion, families, generational trends, race and ethnicity, education, immigration, gender, and more.

- In Canada, **Statistics Canada** provides valuable statistical information, including ethnic diversity, age, immigration, educational attainment, family composition, and income disparities.

- Internationally, the **United Nations UN Data** provides links to the United Nation’s databases, including information on population, gender, and education, and links to several nation’s data services.
Outreach and Partnership Resources: Formal Organizational Resources

- The United States Census Bureau
- The United States Census’ American Fact
- The United States Census Bureau
- National Center for Education Statistics
- Pew Research Center
- Statistics Canada
- United Nations UN Data

Outreach and Partnership Resources: Organizational Resources

- Admissions Offices
- Campus Centers
- Community-Based Organizations
- (CBOs)
- Disability Services Offices
- Diversity Committees or Advisory Boards
- Diversity, Inclusion, or Multicultural Affairs Offices
- Employee Resource Groups
- Faith-Based Organizations (FBOs)
- Human Resource Departments
● Local Chapters of National Diversity
● Organizations
● Multicultural Education Offices
● Student Groups and Student Life Organizations

Organizational Resources: Focused Departments and Organizations

Within specific communities or environments, there will likely be focused departments or organizations that can support an information organization’s diversity work.

In Cities and Municipalities

● Diversity committees or advisory boards may be formed under the mayor’s office or other government office.
● Human resource departments may collect data or share information on diversity in the community.
● Community-based organizations (CBO) and faith-based organizations (FBO) are nonprofit or religious organizations that operate within a single community (as opposed to national or regional organizations). CBOs and FBOs organize individuals around shared interests, life experiences, or efforts.
● Local chapters of national organizations promoting diversity can provide helpful information, connection to larger organizations, and opportunities for partnership.

On Academic Campuses

● The admissions office or a part of the admissions office likely collects and compiles
aggregate information on student demographics.

- Diversity and inclusion offices, equal opportunity and affirmative action offices, university-sponsored centers (women’s center, GLBTQ center, etc.), and disability services can all provide information about diversity on campus and can form a beginning pool of allies for diversity work.

- Student groups, organized under student life departments, can provide insight into diversity on campus and serve as partners in outreach efforts.

- Departments and programs – gender studies, ethnic studies, disability studies – and research centers focused on diversity issues can also provide information and collaborators.

In School Districts and Schools

- Multicultural education departments can provide insights into the diversity concerns of the school or district and can serve as allies.

- District offices focused on research, evaluation or assessment can provide data about student enrollment and achievement to help better understand the diverse characteristics of students.

- Human resource departments and recruitment offices can help better understand the diversity of staff and current diversity recruitment initiatives.

In Businesses and Non-profit Organizations

- Human resource departments may provide the most information on staff diversity and existing diversity efforts.
Employee resources groups or affinity groups, groups that bring together employees around shared characteristics or life experiences, can provide insights into diversity in the workplace and allies in diversity efforts.

Even with the range of formal and informal information resources available to professionals, it is important to remember that a community’s own self-perception and voice will be the most important factor in determining services, needs, and partnership opportunities. Information about a community is best researched from a number of resources – current demographic collections and studies, department and agencies, but always also the community itself.

Recommended Readings


American Library Association Council. “Policy B.2.3.1 Linguistic Pluralism.” American Library
