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Since 1980, Rhea Joyce Rubin has been an independent library consultant specializing in extending traditional public library services. Her work includes planning, assessment, and evaluation studies, establishment of new library services, and training through presentations, workshops, and longer courses.

## **CONSULTANT REPRESENTATIVE EXAMPLES**

**Consultant on Outcome Measurement** of the Eureka! Leadership Institute. 2008-2011.

**Consultant on impact of the Programming Librarian website** of the American Library Association's Public Programs Office. 2008-2011.

**Consultant on Outcome Measurement** of an early literacy program of the Milwaukee Public Library. 2009.

**Consultant on restructuring of access services units** of the Free Library of Philadelphia. 2008-2009.

**Consultant on Outcome Measurement** for the California State Library, Library Development Services. 2000-2010.

**Consultant on Outcome Evaluation** for the New Jersey State Library. 2006-2010.

**Consultant and Trainer on Outcome-Based Evaluation** for the Massachusetts Board of Library Commissioners, 2002-2006.

**Consultant on Outcome-Based Evaluation** for the Connecticut State Library. 2003-2006.

**Consultant and Trainer for "Nothing About Me, Without Me..."** a two year project of planning and implementing library services for people with disabilities in 28 public libraries. For the California State Library. 2002-2005.

**Evaluation of library programs for the "Bill Moyers' On Our Own Terms" series.** For the Public Programs Office of the American Library Association. 2000-2001.

**Study of Access News**, a statewide pilot project bringing news via telephone to people who have low vision or are blind for the Braille and Talking Book Library of the California State Library including outcome measurement. 2000.

**Consultant and Trainer on “Planning for Services for People with Disabilities,”** a two-year project of the Massachusetts Board of Library Commissioners. 1999-2000.

**ADA Consultant for Libris,** an electronic program for planning library buildings, being created by the California State Library. 1999-2000.

**Consultant for long range planning using “Planning for Results”** for numerous public libraries and library systems in California and a public library in Massachusetts. 1998 through 2002.

**Study of State-Funded Library Services for the Blind** for the Massachusetts Board of Library Commissioners. 1997-98.

**Consultant and Writer for “The Library Book: A Guide to the Library for New Users”** a literacy project for the King County Library System (WA). 1997.

**Consultant and Trainer for “A Planning Process for Wisconsin Institutional Libraries”** for the Wisconsin Department of Corrections. 1996-1997.

**Statewide Legal Needs Assessment** for the Council of California County Law Librarians. 1996.

**Consultant to the California State Library on ADA Compliance** in California’s public libraries. Included an assessment of seven LSCA funded models, a statewide survey of public libraries, and development of a practical manual. 1994-1996.

**Evaluation of the Access Center concept and projects** for the Massachusetts Board of Library Commissioners. 1994.

**Consultant and Trainer for “Preparing for Tomorrow”** long range planning for the Massachusetts Department of Corrections. 1992.

**Consultant and Trainer for “School Age Children and Older Adults: Together in One Library”** for the Texas State Library. 1991–1992.

**Consultant for Adult Reading Clubs** initiative for American Library Association. 1991-1992.

**Consultant for “Grandparents and Books,”** a collection development grant program of the California State Library. 1991.

**Evaluation and Planning Document** for Ohio’s two regional libraries for the blind and physically handicapped. Users and staff were interviewed and analogous states surveyed as part of the process. 1990.

**Planning and Management Study** for the Washington State Library on future services for the print handicapped. Included were a needs assessment of clients, a survey of other service agencies, and a budget analysis. 1990.

**Consultant and Trainer for “Libraries for A Lifetime”** for the Oklahoma Department of Libraries. 1989.

**Consultant for “Working With Older Adults,”** a collection development grant program of the California State Library. 1987–1989.

**Assessment of Correctional Libraries** in the state of Oregon. Visited and evaluated the library services in 13 county jails and 5 state prisons. Developed recommendations and designed a workshop as result of the assessment. 1988.

**Short Studies** of Books-By-Mail (San Mateo County Library, CA), law library services to isolation inmates (San Quentin State Prison, CA), jail library funding alternatives (Peninsula Library System, CA). All in 1988.

**Development of Five Year Plan** for the client and staff libraries in the state mental hospitals and developmental centers of California. The planning document was based on an extensive needs assessment of staff and clients in the residential facilities as well as in the central and regional offices of the California Departments of Mental Health and Developmental Services. 1986–1987. Coordinated implementation of immediate objectives in 1987.

**Planner and Coordinator for “Forging Community Links: Libraries and Older Adults,”** a retreat workshop and planning project for public librarians and social service practitioners in California. 1986.

**Consultant to “Let’s Talk About It: Reading and Discussion Programs in America’s Libraries,”** a national project funded by the National Endowment for the Humanities and sponsored by the American Library Association. Provided training for librarians and humanists at national meetings and technical assistance in the participating states. Designed and coordinated an A.L.A. preconference. Member of national Advisory Committee. Also coauthored the program manual. 1984–1986.

**Evaluator of a model jail literacy project** in San Mateo County, California. Two county jails providing literacy, G.E.D., and ESL classes for inmates with inmate tutors were studied for implications for community-based literacy programs. 1986.

**Joint Assessment of Institutional Library Services** in Massachusetts. The Massachusetts Department of Corrections, in cooperation with the Massachusetts Board of Library Commissioners, commissioned this review of library services in all 22 of its state prisons and pre-release centers. 1986.

**Two studies of residential institutions** in Missouri. One is a confidential evaluation of the Missouri State Penitentiary libraries for the National Institute of Corrections. The other, for the Missouri State Library, evaluated the use of L.S.C.A. funding for all types of state residential facilities in the state. Both 1985.

**Consultant to Peninsula Library System** (San Mateo, CA), responsible for designing programs for small residential institutions, training staff and volunteers, and assisting with and evaluating a books-by-mail project. 1984–1987.

**Study of sub-regional libraries for the blind and physically handicapped** in Florida. Funded by an L.S.C.A. grant from the State Library of Florida, visited and interviewed at the eight libraries in the network, and prepared a report making recommendations for the local and state agencies involved. 1984.

**Design of two new courses** for the Kent State University Library School. As Adjunct Professor designed "Library Services for the Aging" and "Bibliotherapy II: Advanced Course for Practitioners." October 1984.

**Short evaluations of local jail library services** provided by public library systems (e.g. Montgomery County Public Library, MD and Peninsula Library System, CA) or correctional administrations (e.g. Essex County Jail, NJ), all in 1983.

**Evaluation of system-provided library service to state correctional centers** in Illinois. As Visiting Associate Professor, University of Illinois Library Research Center, with two assisting librarians, visited and interviewed at all 21 centers, and prepared a report with recommendations at the institution, system, and state levels. 1982–1983.

## **TRAINER and SPEAKER**

### **RECENT EXAMPLES**

**"Using Outcome Measurement"** webinar for Infopeople, 2010.

**Keynote Address on Accessibility and Usability** for the Los Angeles chapter of the American Society of Information Science and Technology. May 2009.

**"So What? Using Outcome Measurement to Assess the Impact of Library Programs."** PLA National Conference. 2008.

**"Painless Outcome-Based Evaluation."** New Jersey State Library. December 2007.

**"So What? An Introduction to Outcome-Based Evaluation."** New Jersey State Library. October 2006.

**"So What? Using Outcome Measurement in Your Library."** Indiana Cooperative Library Service Authority. July 2006.

**"So What? Using Outcome-Based Evaluation to Assess the Impact of Library Programs."** Connecticut State Library. May 2004, January 2005 and April 2006.

**"So What? Using Outcome-Based Evaluation to Assess the Impact of Library Programs."** Massachusetts Board of Library Commissioners. April 2003, July 2004 and July 2006.

**"Nothing About Me Without Me: Planning Library Services for People with Disabilities."** Connecticut State Library. April 2006 and July 2006.

**"Nothing About Me Without Me: Planning Library Services for**

**People with Disabilities.**” Nassau County Library System (NY). November 2005 and March 2006.

**“So What? Using Outcome Measurement to Assess the Impact of Library Programs.”** California State Library. December 2004, January and February 2005.

**“Managing Difficult Situations in the Library.”** Santa Maria Public Library (CA). March 2005.

**“Delivering Excellent Customer Service–Even on Very Bad Days.”** Nassau County Library System (NY). May 2004.

**“Serving Customers with Disabilities.”** South San Francisco Public Library (CA). February 2004.

**“Usability and Disabilities”** presentation at the InfoToday 2003 conference. May 2003.

**LAMA Institute of the Year 2002.** “The Impact of Library Services on Users: Measuring Outcomes.”

**“How Libraries and Librarians Help Workshop: Putting Outcome Evaluation Into Context .”** University of Washington. October 2002.

**“Are We Making A Difference? Introduction to Outcome Measurement.”** California Library Association. November 2002.

**“Planning Library Services for Patrons with Disabilities”** for the OLOS preconference to the American Library Association annual conference, June 2002.

**“Defusing Difficult Situations in the Library”** for the Thomas Crane Library (MA). April 2002.

**“Nothing About Us Without Us”** for the Public Library Association national conference, March 2002.

**“Outcome Measurement”** series for the California State Library, 2001-2005.

**“Coping with Difficult Behaviors in the Library”** workshops for Nevada County Library System, Solano County Library System, Berkeley Public Library, and San Diego County Library (all California), Thomas Crane Library (MA) 2000 - 2002.

**“Planning Library Services for the Deaf Community”** for a preconference to the American Library Association’s annual conference, June 2001.

**“Serving Patrons With Disabilities”** series for the Massachusetts Board of Library Commissioners in 1999 and for individual public libraries in MA in 2000-2001.

**“Managing Difficult Situations in the Library”** series of 9 workshops for InFoPeople, 1999-2000.

**“Intergenerational Library Programs”** for the Northwest Library District System (Ohio), April 2000.

**“Defusing Conflict: Responding to Difficult Situations”** for the Chicago Library System and the North Suburban Library System (both Illinois), April 2000.

**“Defusing the Angry Patron”** for the fifth annual Conference for Library Paraprofessionals in the Greater Bay Area, 1999.

**“Planning for Results”** for Staff Institute Day for Fresno County Library (CA), October 1999.

**“Intergenerational Programs”** for the Missouri State Library, May 1999.

**“Planning for Results”** for the Indiana State Library, May 1999.

**“Defusing the Angry Patron”** for Staff Institute Days for Marin County Library and Monterey Free Libraries (both CA), May 1999.

**“Positive and Proactive: Customer Service in Libraries”** series of ten workshops for the Alameda County Library (CA), 1999.

**“Positive and Proactive: Customer Service Libraries”** series of six workshops for the Bay Area Library System, Silicon Valley Library System, and Peninsula Library System (CA), February-March 1999.

**“Transforming Your Library: Planning for Results”** for the American Library Association, June 1998.

**“Defusing the Angry Patron”** series of nine workshops for the Chicago Public Library, 1998 and 1999.

**“Strategic Planning for Public Libraries”** for the California State Library, May 1998.

**“Customer Service to People with Disabilities”** for the Oakland Public Library (CA), May 1998.

**“Defusing the Angry Patron”** for Reaching Forward: Conference of Library Assistants, April 1998.

**“So You Need A Consultant: How to Select the Right Consultant and Ensure A Productive Relationship”** for SOLINET, April 1998.

**“Helping Others Transform Libraries”** for the Public Library Association (ALA), March 1998.

**“Project Management”** for the North Suburban Library System (IL) and the Chicago Library System, February 1998.

## **PREVIOUS PROFESSIONAL POSITIONS**

**Regional Director, Senior Centers Humanities Program,  
National Council on the Aging, Inc. (1978–80)**

Provided library liaison and technical assistance to senior centers,

nursing homes, and other aging agencies participating in the N.E.H.-funded "Self-Discovery Through the Humanities" program. Led discussion group leadership training workshops for librarians and volunteers in ten southwestern states. Also contributed to the study units (books to be discussed) and the discussion leaders' guide.

**Director, Regional Library for the Blind and Physically Handicapped, Oregon State Library (1977–78)**

Directed the Library of Congress' Regional Library for the Blind and Physically Handicapped for the state of Oregon, which was also a division of the Oregon State Library. Managed a staff of ten and a biennial budget of \$400,000. Established a textbook reading service done by volunteers and coordinated by staff; increased library responsiveness to patron requests; gave presentations to public libraries and civic groups throughout the state. As head of an Oregon State Library division, also served on management team for entire agency.

**Special Services Librarian, Pierce County Library System (Tacoma, WA.) (1977)**

Planned and implemented library programs for small institutions visited by the library van. With one assistant, provided library service to the county jail, 15 nursing homes, and 30 homebound individuals in the county area.

**Information and Referral Services, Berkeley Women's Health Collective (Berkeley, CA.) (1975–76)**

Organized the library and provided I&R services for a small, busy, women's health clinic and telephone information line. Worked as a professional volunteer while writing her first book.

**Director, Cook County Corrections Library Project, Chicago Public Library (1973–1975)**

Established six libraries (including two general, two school, one women's, and one law library) for the 50,000 inmates housed each year in the Cook County Corrections Complex. Hired and trained eight library assistants, most of whom were ex-offenders. Planned and provided diverse library programming, including art classes, poetry contests and publications, chess competitions, Swahili courses, and literacy tutoring. For first year, implemented an existing L.S.C.A. grant; for second year, wrote and received a grant for a total of \$138,724 for two years.

## **EDUCATION**

M.A. in Library Science, University of Wisconsin-Madison, June 1973. Advisor: Margaret E. Monroe

University of Vienna (Austria), 1970–1971.

B.A. in Psychology, University of Wisconsin-Madison, December 1972.

## **AMERICAN LIBRARY ASSOCIATION ACHIEVEMENTS**

Chair, ASCLA Publications Committee, 2007-2009.

Member, Notable Books Council, 2006-2008.

Chair, Accessibility Assembly (formerly known as the ADA Assembly), 1996 – 2000, 2002 – 2003, 2004-2006.

Chair, ALA Standards Committee, 2002-2004.

Chair, Task Force to create ALA policy on serving people with disabilities, 1999-2001. Resulted in first such policy, approved by the ALA Council in January 2001.

Advisory Committee, ALA Graphics, 1999 - 2001.

ADA Assembly, 2001-2003, 2004 - 2005.

Chair, ASCLA Awards Committee, 1999 - 2000.

Director-at-Large, Association of Specialized and Cooperative Library Agencies Board, 1997-1999.

Advisory Committee, Office for Literacy and Outreach Services, 1994-1996.

Director-at-Large, Continuing Library Education Network Round Table, 1991–1993.

Director-at-Large, Association of Specialized and Cooperative Library Agencies Board, 1989–1991.

Director-at-Large, Association of Specialized and Cooperative Library Agencies Board, 1982–1984.

Councilor–at-Large, 1978–1982.

Chair, A.L.A./American Correctional Assn. Joint Task Force on Jail Library Standards, 1977. Resulted in first national standards, approved by A.C.A. 1977 and A.L.A. 1978, and published 1981.

Chair, Bibliotherapy Committee, 1975–1979. Founded H.R.L.S.D. first discussion group, the bibliotherapy discussion group, 1976. Currently Chair, Bibliotherapy Forum.

Various chair appointments each year 1973–present.

## **AWARDS**

Best of Oakland Award (U.S. Commerce Association), 2009.

Service Award (from ASCLA/ALA), 2006.

Exceptional Service Award (from ASCLA/ALA), 1993.

Monroe Library Adult Services Award (from ALA), 1992.

Outstanding Reference Source (from ALA), 1984. [For *Challenge of Aging*.]

Second Start Literacy Project (Oakland Public Library). Citation, 1988 and 1985.

Ralph R. Shaw Award for Outstanding Contribution to the Literature of Librarianship (from ALA), 1980. [For *Using Bibliotherapy and Bibliotherapy Sourcebook*.]

National Federation of the Blind of Oregon. Citation, 1978.

Outstanding Young Woman of America, 1975.

Sigma Epsilon Sigma (honor sorority) award, 1969.

## **LISTINGS**

*Who's Who in the World*

*Who's Who in America*

*Who's Who of American Women*

*Who's Who of American Education*

*Contemporary Authors (Gale)*

*Training and Development Organizations Directory (Gale)*

*Consultants and Consulting Organizations Directory (Gale)*

*LAMA Library Consultants Directory*

*ASCLA Directory of Peer Consultants and Speakers: Experts from A to Z*

*Library HQ Speaker Source* ([www.libraryhq.com](http://www.libraryhq.com))

*Kellogg Foundation Evaluation Consultants Database*

*Library Consultants Organization* ([www.libraryconsultants.org/](http://www.libraryconsultants.org/))

## **PUBLICATIONS**

*Please see separate publications list.*