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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. She has trained more than 10,000 professionals and paraprofessionals in over forty states.

Her clients for training include:

- Libraries, library systems, and library associations in 44 states
- American Library Association
- International Federation of Library Associations (IFLA)
- Public Library Association and other ALA divisions
- University of Michigan School of Library Science
- University of Washington School of Library Science
- Columbia University School of Library Science
- Kent State University School of Library Science
- Texas Women's University School of Library Science
- University of Wisconsin Extension
- State Libraries of CA, FL, IL, MA, MO, OR, PA, SC, SD, TX
- State Department of Corrections and/or Mental Health for MA, NY, IL, TX, and WI
- National Council on the Aging
- American Society on Aging
- American Psychiatric Association
- American Criminal Justice Institute

MAJOR TRAINING PROJECTS

Consultant and Trainer on Outcome-Based Evaluation for the New Jersey State Library, 2006-2011.

Consultant and Trainer on Outcome Measurement for the California State Library, 2000-2006.

Consultant and Trainer for "Planning Library Services for People with Disabilities" for the Massachusetts Board of Library Commissioners, 1999-2006.

Consultant and Trainer on Outcome-Based Evaluation for the Connecticut State Library, 2004-2006.

LAMA Institute of the Year 2002 Trainer. "The Impact of Services on Library Users: Measuring Outcomes." Workshops presented throughout the US.

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, 2002-2004.

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

Consultant and Trainer for “Planning for Results: A Public Library Transformation Process” One of six trainers selected by the Public Library Association. 1998.

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

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 and Trainer for “Grandparents and Books,” an intergenerational grant program of the California State Library. 1991.

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

Consultant and Trainer for Working With Older Adults, a grant program of the California State Library. 1987–1989.

Trainer 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 and Trainer for “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. pre-conference. Member of national Advisory Committee. Also co-authored the program manual. 1984–1986.

Library School Courses on Library Services to Older Adults/Intergenerational Services at University of Washington (1990) and Kent State University (1988, 1984).

Library School Courses on Bibliotherapy at University of Michigan, School of Information and Library Studies (1988), Kent State University, School of Library Science (1988, 1984, 1982, 1980, 1978), and Texas Woman’s University, School of Library

Science (1984).

Keynote Speaker and Training Team Member National Institute on Library Service to Jail Populations, for the National Institute on Corrections. March 1980.

RECENT TRAINING EXAMPLES (1998-2006)

“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.

“So What? Using Outcome-Based Evaluation to Assess the Impact of Library Programs.” Connecticut State Library. May 2004.

“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.

“Nothing About Me, Without Me: Planning Library Services for People with Disabilities.” Nassau County Library System (NY), November 2005 and March 2006.

“Nothing About Me, Without Me: Planning Library Services for People with Disabilities.” Connecticut State Library, April 2006 and July 2006.

“Usability and Disabilities” presentation at the Information Today annual conference, May 2003.

“Are We Making A Difference? Introduction to Outcome Measurement” at the Public Library Association conference, 2002.

LAMA Institute of the Year 2002. “So What? Using Outcome Measurement to Assess the Impact of Library Services on Users.” Workshops presented throughout the US, 2002-2004.

“Are We Making A Difference? Introduction to Outcome Measurement” for the California Library Association annual conference, 2002.

“Selecting Outcomes, Measures and Indicators” presentation at “How Libraries and Librarians Help: Putting Outcome Evaluation into Context” workshop, University of Washington, October 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, 2001-2002.

“Angry Customers: Prevention & Antidote” series for the Solano County Library (CA) January 2002.

“Planning Library Services for the Deaf Community” at the ASCLA Preconference to the American Library Association Annual Conference, June 2001.

“Managing Difficult Situations in the Library” series for the Nevada County Library System (CA) September 2001.

“Providing Excellent Customer Service to People with Disabilities” for two regional library systems in MA in 2000-2001.

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

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

“Coping with Difficult Behaviors in the Library” workshops for Laney Community College, Berkeley Public Library, and San Diego County Library (all California), 2000 – 2001.

“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.

“Positive and Proactive: Customer Service in Libraries” for the 49-99 Library System (CA). Series of 6 workshops, 1999.

“Planning for Results” for the Fresno County Library, 1999.

“Positive and Proactive: Customer Service in Libraries” for the Alameda County Library System (CA). Series of ten workshops, 1998-1999.

“Positive and Proactive: Customer Service in Libraries” for the Peninsula and Bay Area Library Systems (CA). Series of six workshops, 1998-1999.

“Defusing the Angry Patron” for the Chicago Public Library. Series of nine workshops, 1998-1999.

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

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

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

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

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

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

AMERICAN LIBRARY ASSOCIATION ACHIEVEMENTS

Chair, ASCLA Publications Committee, 2007 – 2009.

Chair, Accessibility Assembly (previously known as ADA Assembly), 1996–2002, 2004–2006.

ALA Standards Committee, 2002–2004.

Chair, Task Force to create ALA policy on serving people with disabilities, 1999–2001.

Advisory Committee, ALA Graphics, 1999–2001.

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.

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.

AWARDS

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.

Training and Development Organizations Directory (Gale).

Consultants and Consulting Organizations Directory (Gale).

Contemporary Authors (Gale).

LAMA Library Consultants Directory

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

Library HQ Speaker Source (www.libraryhq.com)

Kellogg Foundation Evaluation Consultants Database

Library Consultants' Organization (www.libraryconsultants.org)

*For more information, please see full consulting resume and
publications list.*