应急管理和服务支持：伊州消防服务学院图书馆的实践

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摘要  伊州消防服务学院(IFSI)图书馆为该学院的教职员、学生、伊利诺伊州消防部门和消防员，以及其他与火灾/应急领域相关的用户提供消防和应急方面的信息帮助和服务，协助用户成功有效地完成工作。IFSI 图书馆是一个国际消防及应急图书馆联盟——inFIRE(国际消防信息和参考交流联络网)的成员，也是伊利诺伊州 Heartland 图书馆系统的成员。本文介绍了 IFSI 图书馆在消防、参考咨询服务和培训项目等方面支持应急管理和服务的实践。作为全州的领导者，IFSI 图书馆保存并共享火灾相关的历史资料，包括伊利诺伊州历史上重大火灾和紧急事故的档案。这些档案记录了伊利诺伊州历史上的灾难，同时旨在教育消防专业人员和公众有关这些事故的信息以及从中吸取的教训。除此之外还包括伊利诺伊州消防员因公殉职数字图像收集数据库——IFLODD(其中包括与 COVID-19 相关的三例殉职记录)，以及伊利诺伊州消防荣誉勋章和英勇勋章数据库。此外，图书馆还提供与应急人员相关的各种话题的数字专题指南，例如，“野外-城市过渡区消防”、“乙醇与消防服务”，并为图书馆员提供两年一次的图书馆员后恢复重建研讨会。IFSI 图书馆也与信息科学学院(伊利诺伊州的 iSchool)的图书馆建筑课程提供有关消防安全的资源。作为有广泛国际影响力的图书馆，IFSI 图书馆专门为提供国际外交服务设立了一个馆员职位，以支持 IFSI 在全球的服务。IFSI 图书馆也支持来自不同国家应急管理领域的访问学者。此外，IFSI 图书馆还为中国应急人员提供翻译，以支持 IFSI 向中国开展的各种消防应急培训项目。

关键词  应急管理;消防员;应急人员;档案;知识管理;元数据;数字图书馆;数据库;图书馆服务;专业图书馆;特殊馆藏


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Abstract  The Illinois Fire Service Institute (IFSI) Library provides fire and emergency library and information assistance and services to the Institute's instructional staff, students, Illinois fire departments and firefighters, and other fire/emergency-related users in the successful and effective performance of their jobs. It is a member of a worldwide consortium of fire and emergency libraries— inFIRE (international network for Fire Information and Reference Exchange), and a member of Illinois Heartland Library System. The paper introduces the IFSI Library's practices in supporting emergency management and services in the fields of fire service, reference service, and training programs. As a statewide leader, the IFSI Library preserves and shares fire history resources, including the archives of significant fires and emergencies in Illinois history, which summarizes disasters in Illinois history and is intended to educate both fire service professionals and the general public about these events and the lessons learned from them, IFLODD (the Illinois Firefighter Line of Duty Deaths Digital Image Collection Database) which includes three deaths related to COVID-19, and the Illinois Fire Medal of Honor and Medal of Valor Database. In addition, the library provides digital subject guides on various first responder-related topics, such as Wildland Urban
Interface Firefighting and Ethanol and the Fire Service, and offers the biennial Library Disaster Recovery Workshop for librarians. The IFSI Library also provides resources to the School of Information Sciences (The iSchool at Illinois) about fire safety for the library buildings course. As a world recognized library, the IFSI Library has created a librarian position for international outreach services to support IFSI’s services globally. The library supports visiting scholars from other countries to study in the field of emergency management. It also supports IFSI’s training programs delivered to China by providing translation assistance for Chinese first responders.

Keywords: Emergency Management; Firefighters; First Responders; Archives; Knowledge Management; Metadata; Digital Libraries; Databases; Library Services; Special Library; Special Collections

1 Introduction

The Illinois Fire Service Institute (IFSI) has been training Illinois firefighters since 1925 as the oldest fire training school in the United States and operates what is now the oldest continuous annual fire college in the United States. By 1980, the concerted efforts of the Illinois fire service led to the passage of the Illinois Fire Service Institute Act and the designation of IFSI as the Illinois State Fire Academy (Ehrenhart, 2014). Since then, IFSI has grown in both scale and diversity of programs.

In 1990, Librarian Lian Ruan established the Illinois Fire Service Institute Library as an in-house library for IFSI full-time staff and part-time field instructors. The library became a member of Illinois Library System in 1998 and a member of the Lincoln Trail Libraries System (LTLS) in November 1998 and made interlibrary loan services with public libraries part of its daily operations. Guided by the IFSI Library Advisory Committee, consisting of members from more than sixteen fire and industry organizations from throughout Illinois, the IFSI Library launched the Outreach Program in 1999 to provide no-cost fire emergency library and information assistance and services to both Illinois fire service personnel and Illinois citizens (Richardson, 2019). In Illinois, there are over 42,675 firefighters from 1,293 fire departments. Among them, 70% are volunteer firefighters (Ruan, 2011). The IFSI Library provides library and information access to all firefighters.

Following the inception of the Outreach Program, the IFSI Library experienced transformational changes aided by a series of Library Services and Technology Act (LSTA) grant awards, totaling more than $250,000, funded by the Illinois State Library, a Division of the Office of Secretary of State. Beginning in 2006, the IFSI Library staff answered more than 4,000 reference requests annually, a drastic change when compared to 836 in 1999. The library staffing level also jumped from a solo librarian to a team of librarians, an archivist, graduate student assistants, undergraduate students, and volunteers.

The IFSI Library joined inFIRE (the international network for Fire Information and Reference Exchange), a worldwide consortium of fire and emergency libraries, while also maintaining key partnerships with the Chicago Fire Academy, the Learning Resource Center at the National Fire Academy, the University of Illinois Library, and the University of Illinois School of Information Sciences. As the only fire emergency dedicated library in the state, and one of the three top fire academy libraries in the nation, the IFSI Library helps further IFSI’s mission of “Helping Firefighters Do Their Work Through Training, Education, Information, and Research.” (Illinois Fire Service Institute, n.d.).

Outside the University of Illinois library system, the IFSI Library is located on the southwest corner of the University of Illinois Urbana-Champaign (UIUC) campus and collaborates closely with the university Main Library and the School of Information Sciences (iSchool). The Head Librarian, Dr. Lian Ruan, is the Affiliate Research Faculty at iSchool. The IFSI Library operations have been divided into three functional areas. They are: 1) Reference and User Training Services, Collection Development, and Circulation; 2)
Knowledge Management and Preservation (Digital Libraries) in Technical Services, Metadata, and Archives; 3) International Outreach Services. They are all user-driven with timely and fine services provided by librarians and student teams.

2 Reference and User Training Services

Reference and user training are one of the library’s main operations. The IFSI Library is open 8 am to 5 pm, Monday through Friday as well as during special events held at the Fire Service Institute. In addition, the library provides 24/7 online services. Users can request IFSI library materials in person, via telephone or email, or using the “search and request materials” feature of the Online Public Access Catalog. The library’s webpage can also be accessed through the university Main Library webpage.

2.1 Holdings and Collection Development

The IFSI Library is the only fire service dedicated library in the state to make information available to the public and first responders (Ruan, 2005). The library builds collections based on users needs. It holds the largest fire and emergency response collection in Illinois, including the best audiovisual and periodical collections. The library’s collection contains approximately 73,000 items. The main topics of the materials are firefighting, hazardous materials, fire investigation, fire education, vehicle extrication, leadership, and emergency management, among many others. Patrons can access records for these items using the library online catalog, which has been in use in one form or another since 1999. Instructors whose classes lend themselves to research projects are able to make use of the library staff, facilities, and collection to help their students develop their own research skills. Fig. 1 shows the statistics of collection in FY2019.

![FY 2019 Titles in Collection](chart.png)

**Fig. 1 IFSI Library Collection Statistics FY2019**

For FY2019, because of the Illinois State budget holdup, the library had to freeze collection purchasing for the first half of the fiscal year. However, the library continued outreach to patrons for recommendations during that time, adding those recommended and new publications from emergency response publisher catalogs to a wish list from which the library began ordering as soon as funds were released. Many new titles were added from a reading list for the Leadership Development and Decision Making Program, and those are in a display in the library. In order to ensure the use of purchased materials, the library solicits users’ suggestions of materials they would like the library to purchase. In FY2019, the library purchased 90 new items, including 69 books, 6 DVDs, 12 audiobooks, and 3 eBooks. In addition, the library received 101 donations and a vanload of items from the Department of the State Fire Marshal.
At the suggestion of Advisory Committee Chairman Marvin Roderick, with the support of Peoria Fire Department Assistant Chief Chuck Lauss, the library created a distal collection of 47 items to be housed at and circulated through the Peoria Fire Department. Since its inception, the library has added 19 items. So far as of 2019, 66 IFSI Library collection items were housed at the Peoria Fire Department and 99 items were circulated.

2.2 Reference, Circulation, and Interlibrary Loan

Library and information literacy support is provided for both fire and emergency service personnel and the general public (Ruan, 2005). In FY2019, the library received 4,702 reference requests including 96 in-depth reference projects, 318 field staff/instructor requests, 165 research department requests, 117 curriculum department requests, 1,018 items loaned, and 723 items interlibrary loaned. As an international library providing services globally, the library also provides professional reference services to international users from all over the world, including Asia, Europe, and South America, including fire service organizations such as the Hong Kong Fire Services Department. In FY2019, the library received 254 international reference requests. Fig. 2 shows the statistics of reference in FY2019. From the chart, it is obvious that users prefer face-to-face consults more than other methods. In addition, the library serves IFSI Research, which carries out primary scientific studies on issues that have a direct impact on firefighters’ work, health and safety.

![Fig. 2 IFSI Library Reference Statistics FY2019](image)

Interlibrary loan remains a vital part of the library service, allowing the library to provide materials free of charge for firefighters throughout the state via public libraries and the Illinois State Library's interlibrary loan delivery service provided by the Illinois Heartland Library System.

In cooperation with the university Main Library in the provision of virtual resources, a category of new resources the library has continued to develop is the online subject guide, also known as a LibGuide. The university library provides the software for the IFSI Library to create these LibGuides and also provides the platform for the library to display them. The LibGuides are linked from the IFSI Library’s webpage and are also available directly from the university library’s website. The Major American Fires and the Significant Illinois Fires subject guides were created at the request of the Leadership Development and Decision Making program to be used in their classes and seminars. The IFSI Library provides many other subject guides, such as the Cancer and the Fire Service LibGuide, the Search and Rescue Dogs LibGuide, and the Women in the Fire Service LibGuide. In FY2019, 12 IFSI Library online subject guides were viewed 18,135 times, up from 8,030 views in FY2018.
2.3 User Training and Outreach

The IFSI Library provides both online tutorials and librarian-assisted training to users about the best methods for searching and accessing library materials. Some topics covered in user training includes using the library’s search options through the Online Public Access Catalog (OPAC), utilizing the interlibrary loan process, searching for specific sources of information, etc. In addition to the usual library workshops provided for IFSI classes, the library is also able via email to all IFSI staff members to educate IFSI employees and instructors on registering for a library account and on searching the library catalog. In FY2019, the library provided 28 training workshops, had 58 contacts to instructors, and 424 individuals were trained on site. In addition to the library-supported training classes, librarians are available to IFSI and UIUC programs, including Fire College, Fall Firefighter Academy, Winter Fire School, Spring Firefighter Academy, the Leadership Development and Decision Making Program, the Thermal Imaging Camera class, the Fire Prevention class, and the UIUC Main Library staff.

Outreach includes one-on-one contacts with patrons to solicit materials recommendations, to provide notification of new resources that a particular patron might find of interest, to help patrons become familiar with the use of new technology, and to present the library and its services at conferences, University of Illinois classes, and various IFSI venues (Ruan, 2004). In FY2019, the library had 363 outreach contacts to instructors, IFSI staff, field staff, students, and Illinois firefighters.

The library also uses its Facebook page as an outreach to Illinois firefighters and the general public. Through this use of social media, the library has connected with over 1700 people.

Continuing to serve firefighters during the COVID-19 outbreak, IFSI librarians have worked remotely, maintaining many services, including assisting patrons with information and research requests and creating new e-resources, such as the How to Use the IFSI Library: Information Literacy for Firefighters LibGuide (University Library, 2020). At the same time, new procedures and services were adopted, including curbside pickup for patrons borrowing physical materials and a major email outreach to Illinois fire departments. With the staff’s return to the library building, new COVID-19-related safety measures have been instituted, such as face coverings, social distancing and the quarantine of returned library materials.

![Reference and Training Librarian Diane at the IFSI Library Front Desk during COVID-19](Photo Courtesy of Lian Ruan)
3 Knowledge Organization and Preservation: Technical Services, Metadata, and Archives

To meet the growing needs of its statutory responsibilities for training, education, information, and research, IFSI dedicated a Learning Resource and Research Center (L. RRC) in January 2011. Among other facilities, it also includes the IFSI Library and a Firefighter Memorial Hall documenting firefighter fatalities and supporting tradition-based and values-based education, which is essential for firefighter development. The expanded IFSI Library provides space for increased collection storage, computer terminals, formal, informal study areas and an archival storage room.

The IFSI Library has the largest fire and emergency response collection in Illinois with over 21,000 physical items and over 72,000 titles. Additionally, the library houses IFSI archives and historical archival materials about IFSI and Illinois fire service community with over 63 cubic feet of paper records, over 17,000 photographic slides, and over 3,300 photographic prints.

The library is highly specialized and is the only fire service dedicated library in Illinois. Knowledge organization for the library is an ongoing process that requires describing very technical information in an efficient and accessible manner based upon users’ needs. For example, the library uses the structure of the teaching programs to organize archival records. Additionally, the library created and maintain a thesaurus of over 5,000 fire service terms named FireTalk, to make finding technical information easier for fire professionals.

The IFSI Library has long partnered with the Consortium of Academic and Research Libraries in Illinois (CARLI) to coordinate the “IFSI Burn Simulation and Recovery” workshop. With world-class instructors and facility and the largest fire service dedicated library in Illinois, IFSI is uniquely positioned to safely and effectively host this important event that teaches information professionals how to develop disaster plans for fires, see firsthand the damage fires inflict on collection materials, and how to conduct salvage operations. In 2019, for the first time, IFSI also trained all participants in the safe use of fire extinguishers.

The library’s partnership with the IFSI Curriculum and Testing Office to process, catalog, and distribute all publisher donations started in 2014 and continues to grow in scope. To date, over 376 books and other items cataloged and added to the library collection at no cost to IFSI. 89 new items were donated in FY2019. By routing all publisher donations through the library, we can better account for books year to year. This, in turn, induces the publishers to donate more books that the library does not have to purchase. Thousands of dollars’ worth of books are added to the library’s collection every year thanks to the publisher donation process. Previous to this system, IFSI lost many donated books every year due to a lack of accountability for the items.

A key collection within the archives is the Institutional Repository. With an essential partnership between the IFSI Curriculum and Testing Office and the IFSI Archives, the library actively preserves and provides access to curriculum materials of past courses, with some materials dating back to 1955. In this way, the library supports the creation of new knowledge and facilitates the sharing of past knowledge. IFSI Archives is the sole repository for outdated IFSI curricula items with a current collection size of approximately 36 cubic feet. The Institutional Repository has grown exponentially in recent years and now exceeds the size of all of the materials in the IFSI Archives Collection.

In addition, the IFSI Library collaborates in Illinois to digitize Illinois fire department history as part of a partnership between IFSI, the Illinois Digital Archives, and fire departments. Currently the library is working with the Springfield Fire Department on efforts to digitize historical slides/images and is also in talks with Bloomington Fire Department and will expand to other departments.

The Illinois Digital Environment for Access to Learning and Scholarship (IDEALS) is the digital repository for research and scholarship produced by the University of Illinois and one of the best ways to disseminate archives information. It has reached a milestone with over 180,000 downloads. Significant Fire
and Emergencies in Illinois History summaries are very popular downloads. For example, the library’s information about the McCormick Place Fire, has been downloaded over 15,000 times. IDEALS includes Illinois fire service history and IFSI research, marketing, and videos, which makes it the major way to increase the visibility of IFSI collections. 73 items were added in FY2019, which constituted a 150% increase. IDEALS continues to be a very strong growth area for the library archives, with almost 60,000 downloads in just the past 3 years.

Here are some archives reference highlights. The archives assisted a firefighter with finding information and resources about community risk reduction for his fire department to which the patron commented: “Thank you so much! I literally just came from our city building where I was coming up dry; for me, this stuff looks better than Christmas.” The archives assisted a fire department with a memorial ceremony held at IFSI for one of their fallen firefighters and created a memorial display and the fire department commented: “... the display that was setup in Memorial hall was excellent! ... As an employee of IFSI I am even more proud to be a part of such a wonderful team! I truly feel that everyone at IFSI went above and beyond on this!” The archives assisted an IFSI instructor with locating information about a former IFSI instructor who has passed away to which the instructor commented: “... You folks rock. Thank you so much for the information and how fast you got it to me.”

In response to the COVID-19 pandemic, the IFSI Archives created a number of different archival collections to properly document important documents while the event is still occurring. For example, the IFSI COVID-19 Archives Collection consists of operational documents and communications within IFSI in response to COVID-19, the Illinois Fire Service COVID-19 Archives Collection collects materials that document how fire service agencies across Illinois are handling the pandemic, and the IFSI Library and IFSI International Programs COVID-19 Archives Collections collect materials that document how both entities have responded to the pandemic. These collections not only preserve history but may also provide important guidance in the future should another pandemic arise.

In addition, the library has three highlighted digital databases meeting the dynamic needs of firefighters as part of the knowledge management program.

3.1 Firefighter Memorial

3.1.1 Illinois Firefighter Line of Duty Deaths Digital Image Collection Database (IFLODD)

Notable among the IFSI Library grant projects funded by the Illinois State Library was FY2007’s “IFLODD: The Illinois Firefighter Line of Duty Deaths Digital Image Collection Database” which memorializes more than nine hundred Illinois firefighters who have died in the line of duty since 1857 and supplies contemporary firefighters with valuable “lessons learned” from the incidents (Ruan, 2013). IFLODD was started with funds from a 2007 LSTA Grant and represents a major landmark in the efforts of the library to connect with users in a new way. IFLODD is truly about users and has been a major factor in the library’s acceptance into the fire service community. IFLODD has been highlighted in state and national publications. The Illinois Library Association cited the database as an exemplary Illinois State Library grant award recipient in the ILA Reporter. IFLODD has also been recognized by Scout Report and the Newberry Library Genealogy News.

To date, IFLODD has 902 records, 1,522 images, and 14 oral history interviews making it the most comprehensive source of information on Illinois firefighter line of duty deaths. The archives worked with Chicago Fire Department to add over 870 new photos for their firefighters, increasing the number of photos in IFLODD by over 230%. As of June 2020, there have been over 119,000 visitors to IFLODD. IFLODD continues to be an integral part of the archives.

3.1.2 Illinois Firefighter Medal of Honor/Medal of Valor

After the success of IFLODD, the IFSI Library created a digital database of the recipients of the Illinois Firefighter Medal of Honor and Medal of Valor. The Medal of Honor and Medal of Valor are awarded each
year in Springfield as part of the Illinois Fallen Firefighter Memorial and Firefighter Medal of Honor Awards Ceremony. Both medals are given for acts of bravery or heroism, and the Medal of Honor is the highest award given to an Illinois firefighter. The Illinois Firefighter Medal of Honor and Medal of Valor Database describes and documents the actions that each firefighter took to receive the award. The database includes the ability to search by agency, name, or other criteria. Almost 300 recipients of these awards are included in the database and over 90 percent of the recipients have taken classes at the Illinois Fire Service Institute.

3.1.3 IFSI Instructor Memorial

A relatively new archives project is the IFSI Instructor Memorial Exhibit. This is a digital exhibit displayed in Firefighter Memorial Hall that is meant to honor past IFSI Instructors who have died and details their fire service careers and their contributions to IFSI. So far, 30 instructors have been thoroughly researched and added to the exhibit to date, with an additional 14 being currently researched.

4 Training and Career Development of iSchool Graduate Students

Collaborating with the School of Information Sciences (The iSchool at Illinois), the IFSI Library reference team consists of one librarian and four graduate students from the iSchool. The Archives team consists of one librarian and two graduate students, also from the iSchool. The IFSI Library has trained more than 70 students in the past two decades. These students have gone on to attain careers in positions ranging from associate director for faculty services/administration for a state university law library to archivist at a major metropolitan public library to associate technical information specialist at a leading manufacturing corporation to director of the library of a liberal arts university in Central Asia, and many more.

In addition, the IFSI Archives is a partner with the UIUC iSchool Professional Mentor Program. The IFSI Archives provides semester-long mentorships to iSchool students, providing professional advice in an effort to give back to the University and the information sciences profession.

5 International Outreach Services

The library supports international outreach programs. IFSI has a history of reaching across state borders to train firefighters and other first responders. Now, and in recent years, IFSI’s reputation for providing exceptional training by highly respected instructors has added new meaning to the words “world-class training.” IFSI is working with fire departments, government organizations, and first responders in other countries to deliver training.

In Spring 2020, the library created a librarian position for international outreach services. The librarian collaborates with libraries and other related organizations on campus and beyond campus to design and develop outreach services to meet the needs of international users, and provides outreach services training to IFSI instructors, researchers, students, international users, and others in the use of resources and special libraries, and works in partnership with IFSI faculty, field instructors, and international partners to support IFSI international outreach programs.

The services include developing bilingual manual, curriculums, presentations, databases, websites, promotional materials, collections, and archives for the international outreach services operations, programs, activities, and training, providing cross-cultural training for instructors and reference support for instructors and international students. The library supports oversea delivery of training programs such as Hazmat Awareness and Operation, Hazmat Technician (Pic. 2.), and receives delegations of firefighters, officers, visitors from fire departments in other countries. The library also supports communication with firefighters, first responders, and visiting scholars in emergency management from other countries such as Brazil, China, South Korea and coordinate their training and study at IFSI.

The library builds unique collections to support international outreach services by developing bilingual library titles, archives collections, and digital databases. The library is building a searchable database for
global emergency incidents such as fire incidents, chemical, biological, and radiologic incidents and releases, chemicals for transportation and fixed facility incidents. The database collects incidents related pictures, videos, news, reports, etc.

In addition to serving firefighters and other emergency responders, IFSI staff and instructors, University of Illinois faculty and students, the library hosts visiting international scholars in emergency management field from China and other parts of the world, who use the library resources to conduct scholarly research, attend and give professional presentations at IFSI and UIUC and network with other professionals.

![Image](image.png)

**Pic. 2  IFSI Hazmat Awareness and Operation Training in Huizhou, China (2017)**
(Photo Courtesy of Lian Ruan)

6 Conclusion

With decades of hard efforts to serve firefighter and fire service community, the IFSI Library has been well-recognized in the community and LIS field. Among the major accomplishments of the IFSI Library in its history, a number of things stand out. In 2011, IFSI completed the building of a new facility for the library with the construction of the Learning Resource and Research Center (LRRC) (Pic. 3). The IFSI Library found its permanent home in the state-of-the-art building. It houses the IFSI Library Archives, with climate-controlled storage for historical records, photographs, and films that document more than 85 years of fire service training at the University of Illinois. In addition to eight computer terminals for IFSI Library patrons and workspace for individual and group study, the library contains a meeting room equipped with audio/visual presentation capability. The library space is utilized for many activities and events, such as the IFSI Winter Fire School, a Dale Carnegie course, and various IFSI classes. The general library area is used as a scenario space for IFSI students in courses such as Fire Prevention Principles (Richardson, 2019).

The IFSI Library was named as the Finalist for the 2015, 2016, and 2017 IMLS National Medal for Museum and Library Service (The National Medal is the nation’s highest honor given to museums and libraries for service to the community) (Illinois Fire Service Institute, n.d.). The library has received a series of grants from the Illinois State Library and other agencies to develop innovative services and robotic programs for firefighters (Richardson, 2019).

The important factors that made the IFSI Library become a well-developed and well designed library are the library’s user-based, team-based, evidence-based, and proactive approach. Dr. Ruan did research on users and users’ information behaviors in her dissertation (Ruan, 2011). The accomplishments of the IFSI Library’s Head Librarian, Dr. Lian Ruan, also stand out. She received awards and honors, including the University of Illinois Chancellor’s Academic Professional Excellence award, the SLA Diversity Leadership Development Program award, the Outstanding Contribution Award of the Association of University and
College Libraries, the Library Society of China, CALA President Recognition Award and Illinois Academic Librarian of the Year Award by the Illinois Library Association. Dr. Ruan was named as one of 150 for 150 (University of Illinois, n. d.). The 150 List highlights women who have made significant achievements as students, faculty members, staff, or alumni. She received the JCLC Advocacy Award at the 2018 3rd National Joint Conference of Librarians of Color in Albuquerque, New Mexico. She was also honored by the Illinois Firefighters Association (Richardson, 2019).

The pursuit of excellent service requires the constant commitment and dedication of the library staff. The IFSI librarians have given presentations at state, national, and international conferences to make the library’s resources and services known. The IFSI Library will continue to contribute in providing library and information access and services to users, supporting fire services, trainings and emergency management.

Notes


[3] Illinois Fire Service Institute, (n. d.). Who We Are. https://www.fsi.illinois.edu/content/about/


