

This nomination is for the following award: **Lifetime Achievement Award**

First Name **Barbara**

Last Name **Stites**

Library Affiliation (if applicable) **Florida Gulf Coast University Library**

Title (if applicable) **Associate Dean**

Street Address **10501 FGCU Blvd. S.**

City, State, ZIP **Fort Myers, FL 33965-6501**

Telephone Number **239-410-0081**

E-mail Address [bstites@fgcu.edu](mailto:bstites@fgcu.edu)

Are you nominating an individual or a group/organization for this award? **Individual**

First Name **Susan**

Last Name **Dillinger**

Library Affiliation (if applicable) **New Port Richey Public Library**

Title (if applicable) **Library Director**

Street Address **3611 Richboro Drive**

City, State, ZIP **Holiday, FL 34691**

Telephone Number **(727) 417-6599**

E-mail Address [dillins@gmail.com](mailto:dillins@gmail.com)

For how many years total has the nominee been employed as a professional librarian? **41**

Will you be submitting any supporting documentation? **Yes**

If you would like us to review web pages in consideration of this application (including videos or other supporting materials that are stored online), please enter the Uniform Resource Locators (URLs) below.

[http://www.sptimes.com/2006/04/21/Pasco/New\\_Port\\_Richey\\_libra.shtml](http://www.sptimes.com/2006/04/21/Pasco/New_Port_Richey_libra.shtml)

<http://www.tbo.com/su/list/news-pasco/director-named-florida-librarian-of-the-year-20140530/>

<http://dos.myflorida.com/library-archives/services-for-libraries/florida-libraries-as/mental-nourishment/npr/seed/> <http://dos.myflorida.com/library-archives/services-for-libraries/florida-libraries-as/community-memory/new-port-richey/>

**Essay I am pleased to nominate Ms. Susan Dillinger for the Florida Library Association Lifetime Achievement Award. Susan has had a long and distinguished career touching many different aspects of librarianship and public service beginning in 1975 as an Assistant University Librarian at the University of South Florida in Tampa. After 15 years working with USF she became the Library Director of the New Port Richey Public Library, working tirelessly to provide quality library services to this West Central Florida community. In addition to her library work, she was also chosen to serve as the Interim City Manager of New Port Richey from 2012 to 2014. She held both positions simultaneously and worked indefatigably, managing an impossible schedule with her usual determination and willingness to help. Susan has taken on both formal and informal leadership positions in the Association, at her workplace and library organizations such as the American Library Association,**

Richey Suncoast Theatre, Rotary Club, Beacon Square Civic Association, Tampa Bay Library Consortium and many others. Susan's service to FLA, her commitment to the profession and her personal focus on continuous improvement make her a strong choice for this award. She is a longtime member of FLA who has provided a great deal of hard work and quality service to the organization. In fact, Susan has served in numerous leadership roles for the Association over the years, including Treasurer and Chair/Vice-Chair of both the Public Library Outcomes & Standards Committee and the Legislative Committee. She has been a member of the Board of Directors from 2001-2003 as well as serving from 2010-2013, and actively participated on the Public Library Standards, Citations & Awards, Continuing Education and Intellectual Freedom Committees. Susan has long been dedicated to service to the profession and her contributions to the Association are significant. While I was FLA's President and President-Elect, Susan was a trusted colleague who provided strong support and mentorship, which she has done for countless others over the years. She is also a longtime active member of the Women in Net-Working and the Pasco County Public Library Cooperative Board, lending her vibrant personality and encouraging nature to a whole new generation of librarians and other professionals. Susan has long been known for being an innovative early adopter, not just of technology but of creative approaches to providing services to her community. Her library was one of the first in the state to move from card catalog to an online system and implement public access to the Internet. Susan's work as Library Director and her recent administrative work for the City, has provided her with a perfect venue for lasting impact. She played an integral part as New Port Richey Library was engaged in establishing new and exciting programs such as the museum/theatre pass program, seed lending library, farmers market, Reading for Life Literacy and Books by Mail. She was instrumental in developing the library new collections of exercise weights, playaways and MP3books. Susan has made many outstanding contributions to the advancement of the stature of libraries within the State of Florida through risk taking over the course of their career. She frequently met with legislators, not only to advocate for funding but also to help legislators understand the critical role public libraries play in education and economic development. A publication, "A Librarian's Choice: The High Road of Social Responsibility and Ethics or Personal Expediency When Faced by a Devious Government.", authored with Dr. Kathleen McCook for the Social Responsibilities Round Table of the American Library Association is just one example of her keen ardor for change. Susan has also been an active scholar. She has presented a number of workshop and conference sessions, participated on panels and posts about libraries on social media sites. She has long been an articulate leader with a wide range of excellent communication and listening skills and an innovator who stimulates effective change and inspires a shared vision. Of particular note, is that in 2012 Dillinger was appointed as the Interim City Manager for New Port Richey. In honor of her service in this role for almost two years, an art exhibition wall in City Hall was named the Susan Dillinger Art Gallery and in 2014 the West Pasco Chamber of Commerce named her Public Servant of the Year. More recently, under Susan's leadership, the library was honored as the recipient of the Florida Library Association's 2016 "Library of the Year" award and "Librarian of the Year" award in 2014. In addition, Library Journal gave the New Port Richey Public Library a rating of 4 out of 5 stars in 2013 and was the only Florida library to earn a rating that year. In 2016, the library again received top-rank rating and was one of only three Florida libraries so honored. Susan Dillinger's career has spanned more than four decades and she has truly had a major impact on library services in Florida and lives of Floridians. Her willingness to take risks, be innovative and embrace change have provided her community with an extraordinary library and served as a model for others. I can think of no one more deserving of the Florida Library

## **Association Lifetime Achievement Award.**

**Summary Susan Dillinger's long and distinguished career has spanned more than four decades and has had a major impact on library services in Florida and lives of Floridians. After 15 years as an Assistant University Librarian at the University of South Florida in Tampa she became the Library Director of the New Port Richey Public Library, working tirelessly to provide quality library service to this west central Florida community. In addition to her library work, she was also chosen to serve as the Interim City Manager of New Port Richey from 2012 to 2014. Her willingness to take risks, be innovative and embrace change have provided her community with an extraordinary library and served as a model for countless others.**

This nomination is for the following award: **Lifetime Achievement Award**

First Name **Ann**

Last Name **Scott**

Library Affiliation (if applicable) **New Port Richey Public Library**

Title (if applicable) **Assistant Director**

Street Address **5939 Main Street**

City, State, ZIP **New Port Richey**

Telephone Number **7278531265**

E-mail Address [asstdir@nprlibrary.org](mailto:asstdir@nprlibrary.org)

Are you nominating an individual or a group/organization for this award? **Individual**

First Name **Susan**

Last Name **Dillinger**

Library Affiliation (if applicable) **NPR Public Library**

Title (if applicable) **Director**

Street Address **5939 Main Street**

City, State, ZIP **New Port Richey**

Telephone Number **7278531262**

E-mail Address [libdir@nprlibrary.org](mailto:libdir@nprlibrary.org)

For how many years total has the nominee been employed as a professional librarian? **35**

Will you be submitting any supporting documentation? **Yes**

If you would like us to review web pages in consideration of this application (including videos or other supporting materials that are stored online), please enter the Uniform Resource Locators (URLs) below.

Essay **Susan Dillinger's leadership of the New Port Richey Public Library for over 25 years, a portion of which she also served as acting City Manager, has led her to be the longest tenured Library Director in our community. She forged a new mission for the library to empower the community. With over 25% of our community living in poverty, Susan has led the way to help families displaced from their jobs. She has spearheaded a job lab where members may apply for jobs and assistance. Susan directs projects that lift up the roughly 51.9% of our city population that is female. She has inspired and supported her librarians to create educational opportunities, such as a five county wide literacy project, partnerships across the community that benefit all age levels, and a farmers market that provides incentives for EBT shoppers to learn how to keep their families healthier. Susan has always served as a role model, a powerful, intelligent woman who creates positive change. INITIATIVE: Susan's contributions to her community center around education. She strives to serve on boards and support local industry that help women achieve greatness. A longtime member of NOW and an advocate for equality for women, she has worked with educators, politicians and business owners in organizations such as Rotary, PACE Center for Girls in our local community. She also serves on many professional boards and recently helped pass new standards for libraries that further benefit our**

communities. Her many alliances led to our nomination for and receipt of FLA's First Library of the Year Award. **INSPIRATION:** Susan inspires with her passion. Even during bleak budget years, she never relents in her belief that we can make a change in the world. Her innovative ideas coupled with a high level of enthusiasm have kept our librarians focused on the future. She also has faith in what we can accomplish, and that is key to our success. Her love for libraries and what they mean to our community is contagious. Whenever she sees potential in someone, she tries to create work that will be meaningful for her. And she has inspired several of our non-librarians to go back to school to receive their Masters. She even developed a scholarship program through our Friends organization that pays for the first semester! **INVOLVMENT:** Susan earned her Master's in Library and Information Science from USF in 1981 and has been viewed by her peers as a leader in the field throughout Florida. In 2014, the Florida Library Association named her "Librarian of the Year" for her intrepid spirit, which served her well as she was both Library Director and acting City Manager of New Port Richey for over a year. Susan maintains close ties with instructors within the Library and Information Sciences program at USF and has made them proud to call her a USF Bull. Susan has hired many USF graduates, and her staff continues to bring innovative ideas that are currently being executed in New Port Richey back into the fold at USF.

**Summary** Susan Dillinger has been a stalwart of best practices in the public library community. She ardently believes in the power of public libraries to foster democracy, inspire innovation and empower the disenfranchised. Her optimism and willingness to stand up for library ethics has made her a champion within the library community. As she announces her retirement, effective Apr.1, our celebration of her gritty determination is also an acknowledgement of the library standards that she defends.



January 25, 2017

RE: FLA Lifetime Achievement Award Nomination: Susan Dillinger  
TO: FLA Awards Committee

It is a tremendous pleasure to write this letter in support of Susan Dillinger's nomination for the FLA Lifetime Achievement Award. I have known Susan since I came to work as a very green paraprofessional at the University of South Florida in 1981. Susan was a mentor and inspiration to me as I began my own journey to become a Florida academic librarian. Throughout the years I have enjoyed watching Susan's career—and her statewide renown—develop.

Susan's career has been devoted to Florida librarianship, working at both academic and public libraries in the state since 1975. Her leadership as the Library Director of the New Port Richey Public Library has been particularly innovative as she has inspired her staff to try out new and creative programming. Their work has gained both state and national recognition as they were named the FLA Library of the year, were designated as a 2016 Library Journal 5 Star Library and were nominated for the Best Small Library in America. Susan's individual leadership abilities were also recognized when she was asked to serve for two years as New Port Richey's Interim City Manager.

In addition to leading her library staff to state and national fame, Susan has always been a strong supporter of the profession through her work for FLA and other regional and national library organizations. She doesn't hesitate to take on leadership positions and is particularly involved in committees that work to improve all libraries as evidenced by her leadership on the Public Library Outcomes & Standards Committee, and the FLA Legislative Committee.

Susan's nomination has my enthusiastic support. She certainly fulfills the requirements of a lifetime of service to Florida librarians through innovative means. I can't think of another FLA member who would be more deserving of this honor.

Sincerely,

A handwritten signature in blue ink that reads "Tina Neville". The signature is written in a cursive, flowing style.

Tina Neville  
FLA Conference Planning Chair and incoming FLA Secretary  
Librarian  
University of South Florida St. Petersburg  
[neville@mail.usf.edu](mailto:neville@mail.usf.edu)  
727-873-4081

NELSON POYNTER MEMORIAL LIBRARY  
USF St. Petersburg • 140 USFSP Harborwalk Ave S., POY118 • St. Petersburg, FL 33701-5016  
(727) 873-4123 • Fax (727) 873-4196 • [www.nelson.usf.edu](http://www.nelson.usf.edu)



December 23, 2016

Dear Dr. Stites and FLA Awards Committee

I am honored to support the nomination of Ms. Susan D. Dillinger for the Florida Library Association Lifetime Achievement Award.

Ms. Dillinger is a multi-faceted woman who has achieved the highest awards in her profession—public librarianship; been City Manager of New Port Richey; and has inspired many to achieve meaningful careers in librarianship.

Ms. Dillinger is a native of Tampa Bay and earned the master's degree in librarianship in 1981 from the University of South Florida. Her working career has been academic—at the USF Library—and public administration as Director of the Public Library and City Manager of New Port Richey. In each position Ms. Dillinger has been a deeply committed professional taking on institutional governance and professional engagement in a variety of roles.

For example, there are over 400 public libraries in Florida—but only one is selected each year as the state's most outstanding for programming, service and excellence. Under Ms. Dillinger's watch the New Port Richey Library was selected in 2006 as Florida Library of the Year. It is to her astute management and creative programming that this honor may be attributed.

Ms. Dillinger has held leadership positions in the Florida Library Association and on its Executive Board and chaired the statewide committee that developed new standards for Public Libraries. She was selected from thousands of the state's librarians as Florida Librarian of the year in 2014 in recognition of her expertise in building a new library, developing personnel policies and establishing new statewide standards.

Additionally, Ms. Dillinger served as City Manager for New Port Richey. Among her many achievements in this position was her work to equalize pay for women city employees, She has been a vibrant member of the New Port Richey Community serving on the Board of the Richey Suncoast Theatre, on the West Pasco Chamber of Commerce, Chair of the Rotary Club, as well as other Board memberships throughout the region.

I know Ms. Dillinger as an alumna of the School of Information and as a role model for those doing graduate work in the information in the information professions. She has had a significant impact on library services in our state through the development of new standards and the day-to-day modelling of service with keen intellectual insight.

With great admiration for her career and personal commitment to community development I am proud to support the nomination of Ms. Susan Dillinger for the Florida Library Association Lifetime Achievement Award.

Sincerely,

Kathleen de la Peña McCook  
Distinguished University Professor

SCHOOL OF INFORMATION  
University of South Florida • 4202 East Fowler Avenue, CIS 1040 • Tampa, FL 33620-7800  
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**MIKE FASANO**  
**TAX COLLECTOR**  
PASCO COUNTY FLORIDA

POST OFFICE BOX 276 • DADE CITY, FLORIDA 33526-0276

January 19, 2017

Florida Library Association

In re: Nomination of Susan Dillinger for FLA Lifetime Achievement Award

Dear Nomination Committee:

I am writing on behalf of the nomination of Susan Dillinger for the Florida Library Association's Lifetime Achievement Award. I have known and worked with Ms. Dillinger for over twenty-years. She is a talented individual who has an extensive resume, a wealth of experience and a record of trailblazing and leadership locally and in the state of Florida. I am honored to prepare this letter of support on her behalf.

I first began working with Ms. Dillinger when I was elected to the Florida House of Representatives in 1994. Over the next nineteen years I served in both the Florida House and the Florida Senate and worked closely with Ms. Dillinger on numerous issues that pertained not only to libraries but also to municipal issues. In my current role as Pasco County's Tax Collector I continue to have contact with Ms. Dillinger and continue to be impressed with her breadth of knowledge and expertise.

During my legislative career I served as chairman of the appropriations committee that, among other issues, oversaw library funding in the state. Ms. Dillinger was a frequent and vocal advocate on behalf of not only the New Port Richey City Library, but libraries in general. Due to her good work we were able to increase library funding statewide. Ms. Dillinger did an excellent job vocalizing the importance of libraries to the growth and stability of communities all across Florida.

Ms. Dillinger has repeatedly demonstrated not only her commitment to furthering the mission of libraries, she has proven to be an effective leader in the library community. She has been an active leader in the Florida Library Association, the American Library Association, the Pasco County Public Library Cooperative Board and the Tampa Bay Library Consortium.

In addition to serving as New Port Richey's library director, Ms. Dillinger was tapped by the New Port Richey City Council to serve as interim city manager for nearly two years. She was the first woman to serve in this capacity and lead the way for the first woman to be named city manager, the individual who currently holds that position with the city.

During her time as interim city manager Ms. Dillinger was instrumental in creating the city's first pay plan that included a salary equity program that equalized pay for women

FOR YOUR CONVENIENCE:

EAST PASCO GOVERNMENT CENTER  
DADE CITY  
TELEPHONE 352.521.4360

CENTRAL PASCO GOVERNMENT CENTER  
LAND O'LAKES  
TELEPHONE 813.235.6020

WEST PASCO GOVERNMENT CENTER  
NEW PORT RICHEY  
TELEPHONE 727.847.8165

COMPARK 75 BUSINESS PARK  
WESLEY CHAPEL  
TELEPHONE 813.235.6020

TAX COLLECTOR BUILDING  
GULF HARBORS  
TELEPHONE 727.847.8165

in the city. Ms. Dillinger has distinguished herself as an educator in this field and serves as a guest speaker to other municipalities regarding pay equalization.

Ms. Dillinger's leadership qualities were also evident as she led the extremely sensitive union negotiations that periodically occur on behalf of the city police and fire departments. Ms. Dillinger also created the city's first department dedicated to economic development.

Ms. Dillinger is not only a "big picture" individual, she understands and grasps the needs of the community at the truly local level. She has created programs that involved the disenfranchised, particularly through partnerships with Metropolitan Ministries and other social service providers. She has encouraged marketing of locally grown produce and has sought and received grant funding to provide assistive technology to those with various physical and mental challenges. Additionally she holds or has held leadership positions with local organization such as the Richey Suncoast Theatre, the Beacon Square Civic Association, and the Rotary Club, just to name a few.

On a personal level Ms. Dillinger is an individual of honesty and integrity. She has always been someone who will tell you like it is, not what you want to hear. As a lawmaker and now as a constitutional officer, I have always respected those qualities. I can think of no one who is more qualified for this award than Susan Dillinger.

If you have any questions or need any additional information please do not hesitate to call me. Thank you for your consideration of Susan Dillinger for the prestigious Florida Library Association Lifetime Achievement Award.

Yours truly,



Mike Fasano  
Tax Collector

MF/gg





# CITY OF CLEARWATER

CLEARWATER PUBLIC LIBRARY SYSTEM,  
100 NORTH OSCEOLA AVENUE, CLEARWATER, FLORIDA 33755-4083  
TELEPHONE (727) 562-4970 FAX (727) 562-4977

January 18, 2017

FLA Awards Committee

Re: Susan Dillinger, Lifetime Achievement Award

Dear Committee Members:

It is my great pleasure to write in support of the nomination of Susan Dillinger for the FLA Lifetime Achievement Award. When I arrived in Florida in 2005, Susan was already well established as the Director of the New Port Richey Public Library, a neighbor to the north. She was always willing to help get me oriented and share her years of knowledge and experience in Florida. She introduced me to FLA, and encouraged my involvement. She did the same with TBLC. Our mutual experience in ALA and PLA helped forge a lasting bond.

Beyond the support Susan has provided to me, I want to particularly note the inspiration she provides to all those around her. In 2006, the New Port Richie Public Library won the FLA Library of the Year award. This doesn't just happen. Memorable things have to be happening and that requires leadership with the ability to take risks, stretch beyond the norm and inspire others. That describes Susan Dillinger and the legacy she will leave to the library world and to her community.

I remember attending a Gay and Lesbian Film Festival at the New Port Richie Public Library. In conservative Pasco County, this required real courage to implement in 2006, but it shows Susan's commitment to serving the entire community, open access to all and intellectual freedom rights. There are no more important principles in our profession. Susan has worked tirelessly for Intellectual Freedom with her participation in committees in FLA, PLA and ALA. She has worked to improve access for all including those with disabilities, and has been a strong supporter of literacy programs. Her belief that public libraries are lifelong learning centers for all of the public is not just lip service, it is a passion.

Susan's ability to operate effectively in the wider political realm has been a real service to both her community and the greater library world. I remember sharing a visit with former State Senator Mike Fasano with Susan. His assistance with library funding was absolutely essential and his passion for libraries had clearly been nurtured and supported by Susan over the years. He knew how important libraries could be because Susan had shared many of the programs and services her library was providing. That political acumen had to be necessary when she took on the position of Interim City

Doreen Caudell, Councilmember  
Dr. Bob Cundiiff, Councilmember

George N. Cretekos, Mayor



Bill Jonson, Councilmember  
Hoyt Hamilton, Councilmember

"Equal Employment and Affirmative Action Employer"

Manager. Few in the library field can step up to the broader realm of City Commissioners, union contracts, garbage haulers and Economic Development with the ease of Susan Dillinger. And even then, she held true to her own principles and pushed for pay equity and a pay plan and succeeded.

If I had to describe Susan Dillinger in just a couple of words, I would say driven and fearless. She has a goal, and that is to provide outstanding library service to her community. She lets nothing stand in her way, as evidenced by the FLA Library of the Year award and the more recent 5 star rating from Library Journal, the only 5 star library in the state. But her passion for providing great library service isn't limited to her own community, she shares it through her participation in FLA, PLA and ALA. She assisted in getting the Core Competencies updated, she fights for library funding, she serves within her community and on other Library Boards. She is fearless, standing up for what she believes is right and important. Many of the good things she has created had opposition, but she never let that stop her.

The Lifetime Achievement Award should honor both the past and the future, exemplifying a record of service within a community and the greater library world, but the true test is if the legacy supports a stronger future. Susan Dillinger's life and work have helped define a solid future direction that can be built upon by the next generation of librarians and library supporters. There can be no more worthy candidate for this award.

Respectfully yours,

A handwritten signature in cursive script, appearing to read "Barbara Pickell".

Barbara Pickell, Library Director

6 January 2017

**RE: Susan Dillinger, Nominee for the FLA Lifetime Achievement Award**

To Whom It May Concern:

It is my pleasure to write this letter of support for the nomination of Susan Dillinger to receive the FLA Lifetime Achievement Award. I have known Susan for more than 25 years, a period that generally coincides with her tenure as Director of the New Port Richey Public Library. Susan and I met as colleagues engaged in community education and lifelong learning. Our collegial relationship developed into a deep, lasting friendship. I admire Susan's intelligence, competence, skills, and moral character. It is no overstatement to say that she has become a living legend in the New Port Richey area for the myriad contributions she has made to the community, her visionary leadership and steadfast dedication to public service, and her high ethical standards. Susan's ethical standards exemplify passionate commitment to the library profession.

The scope of this letter is not broad enough to mention all of Susan's accomplishments. My choice is to focus on three particular positions where she has had a significant impact, demonstrated initiative, and inspired many through her personal involvement in projects that have improved the quality of life for women in the community. The three positions – **Library Director**, **Interim City Manager**, and **Community Education Partner** – are successively addressed in the following paragraphs.

As **Director of the New Port Richey Public Library** for more than two decades, Susan has provided exemplary leadership to an iconic local institution, often called "the jewel in the crown" of the city. Established in 1919, the NPR Public Library will celebrate its centennial in just three years. Ten years ago, in 2006, it won the first Library of the Year Award from the Florida Library Association (FLA).

The Library's recent history has been marked by growth and greater diversity of programs and services. Susan has proven her ability to work with elected officials, business people, disenfranchised individuals, special needs patrons, minorities, non-English-speakers, and people of all ages. This past year, the NPR Library engaged nearly 115,000 members in library classes, workshops and events. Close to half a million library visits resulted in approximately 734,000 materials borrowed and nearly 39,500 uses of the public computers. NPR Library resources can also be accessed from home or work via the Internet. Those who lack home internet access may now borrow a mobile hotspot with their membership card. Under Susan's leadership, the NPR Library continues a long history of supporting community members in their quest for better opportunities and fulfilling its role as the "People's University."

Besides traditional library services and digital access, Susan has fostered the Library's reputation as a local arts venue and an ecology resource. Live theater, musical performances, and film festivals, including the LGBT-themed REEL Pride event and Eco-film Discussions, have

become regular offerings. Most notable are the weekly Tasty Tuesdays organic farmers' market in the Library courtyard, the Library Seed Bank, and the Master Gardener Workshop Lecture Series. Susan is primarily responsible for the rich, diversified contributions of the NPR Library to the local West Pasco community.

Susan's exemplary leadership skills led to her selection, in October of 2012, as **New Port Richey's Interim City Manager**. For two years, she did "double duty" as leader of both the municipal library and City Hall while New Port Richey's search for a permanent City Manager continued. During those two years, Susan capably managed the human and financial resources of the entire city. She had already earned the respect of City Council and city employees. Her two years of service as Interim City Manager made a difference for women because it showed that a woman could do the job! It paved the way for the selection, in April of 2014, of Debbie Manns as City Manager, the first woman ever selected for the position. Of course Susan played a key role in helping Debbie adjust to her new position. Since 2014, the two women have worked together effectively, creating a dynamic duo of female leadership in the local community.

Susan Dillinger has also been a longstanding exemplary **Community Education Partner**, working with faculty and staff at Pasco Hernando State College (PHSC), formerly Pasco Hernando Community College (PHCC). With other community partners (the Richey Suncoast Theatre, Greater New Port Richey Main Street, the *St. Petersburg Times*, and more), the NPR Public Library created a spring festival, *Shakespeare by the River*, with indoor and outdoor events on the banks of the scenic Pitlachascotee River. PHCC faculty participated as presenters on topics such as the Elizabethan Theater and Shakespeare's Sonnets. College students were players and patrons.

In September of 2008, on the NPR campus of PHCC, Susan, another librarian from the Pasco County Libraries, and I did a Constitution Day program on the First Amendment's protection of intellectual freedom. We linked the presentation to the American Library Association's annual observance of Banned Books Week and called students' attention to the vital role played by public libraries in safeguarding Americans' liberty rights. In early September of 2009, the NPR Public Library hosted a standing-room-only event to launch the publication, by Yellowjacket Press in Tampa, of a PHCC professor's chapbook of poetry. Attending the event, the publisher commented that she had never seen such a huge crowd assembled for a poetry reading. The turnout surprised even author Dr. Richard Downing, a bit nervous about the publisher's scheduling the event on September 11, anniversary of the terrorist attacks on the United States in 2001. Those who know the track record of the NPR Public Library were confident that the event would be successful.

The NPR Public Library also provides Service Learning opportunities for PHSC students pursuing recognition as Citizen Scholars or business degrees. Several college students have gotten summer jobs in the public library's Summer Reading program for children. One student hired as Summer Reading Aide a few years ago went on to full-time employment at the NPR Public

Library. She still has the job, and she has been joined by other PHSC students employed there part time.

In March of 2014, Susan served as a panelist for a Women's History Month program on the newest PHSC campus in Wesley Chapel. The overall theme of the panel, Lean In, based on Sheryl Sandberg's best-selling book, provided participants and audience with an opportunity to discuss women at work. Dr. Susan MacManus, Distinguished USF Professor of Public Administration and Political Science, was one of the panelists. Susan gave an outstanding presentation that described many obstacles she had to overcome in her career as a public librarian and municipal administrator. She offered specific tips for success. She answered questions from students in the audience clearly and cogently. After the panel discussion, she reinforced to the dean her availability for similar events in the future, particularly events aimed at helping women.

In the above three positions – **Library Director, Interim City Manager, and Community Education Partner** – Susan Dillinger has had a powerful impact on the local community. Her initiative has compelled her to continue challenging herself and searching for ways to improve the quality of programs and services at the public library. She has been an inspiration to many, especially this writer. Susan's example moved me to earn a master's degree in Library and Information Science from USF in 2005 and work as an Evening Reference Librarian at PHSC. Like so many other women, my professional and personal life has been richer and more fulfilling, thanks to Susan Dillinger.

Susan Dillinger deserves recognition via the FLA Lifetime Achievement Award. In Pasco County, she has raised the status of the library profession, historically dominated by women. She is a virtuoso leader whose achievements and success have not diminished her empathy for those less fortunate. That is why she remains committed to service in a public library.

Thank you for your consideration of my letter of support.

Sincerely,  
Carmine J. Bell, Ph.D.  
Professor Emerita  
Pasco Hernando State College