

FLLS Services Contacts Cheat Sheet

Updated July 2024

Main Number: 607-273-4074

Service	Primary Contact/Extension	Secondary Contact/Extension	Primary Email
Operator	Diana Leigh/x221		dleigh@flls.org
Annual Report	Jenny Shonk/x236	Sarah Glogowski/x222	jshonk@flls.org
Billing - Lost Items from FLLS Collection Questions	Jenny Shonk/x236	Heidi Eckerson/x227	jshonk@flls.org
Billing – Invoice Concerns/Payment	Carlos Pérez/x225	Diana Leigh/x221	cperez@flls.org
Bulletin	Jenny Shonk/x236		jshonk@flls.org
Cataloging	Deborah Geier/x233		dgeier@flls.org
Children/Teen Topics	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Collection Development (selecting, purchasing, weeding)	Jenny Shonk/x236	Heidi Eckerson/x227	jshonk@flls.org
Computer Equipment	Computer Network Services/x237		support@flls.org
Computer Support	Computer Network Services/x237		support@flls.org
Construction Grants	Sarah Glogowski/x222		sglogowski@flls.org
Continuing Education	Jenny Shonk/x236	Heidi Eckerson/x227	jshonk@flls.org
Databases	Heidi Eckerson/x227		heckerson@flls.org
Databases – Access Problems	Eric Franks/x235		efranks@flls.org

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Service	Primary Contact/Extension	Secondary Contact/Extension	Email
Delivery	Tom Smith/x239	Sarah Glogowski/x222	tsmith@flls.org
Directory	Diana Leigh/x221		dleigh@flls.org
Directors Meetings	Sarah Glogowski/x222	Heidi Eckerson/x227	sglogowski@flls.org
eContent – Access Problems	Eric Franks/x235		efranks@flls.org
eContent – Member Contributions/ Selection Committee	Heidi Eckerson/x227	Sarah Glogowski/x222	heckerson@flls.org
Email Distribution Lists Updates	Diana Leigh/x221		dleigh@flls.org
E-Rate	Carlos Pérez/x225	Wayne Stephenson/x240	cperez@flls.org
FALCONs	Wayne Stephenson/x240		wstephenson@flls.org
Grants and Funding	Sarah Glogowski/x222	Heidi Eckerson/x227	sglogowski@flls.org
Inclusion, Diversity, Equity, & Accessibility Committee	Jenny Shonk/x236	Heidi Eckerson/x227	jshonk@flls.org
Interlibrary Loan (outside the system)	Deborah Geier/x233		ILL@flls.org
Job Posts	Sarah Glogowski/x222		sglogowski@flls.org
Legislative Updates	Sarah Glogowski/x222		sglogowski@flls.org
Movie Licensing (Swank)	Heidi Eckerson/x227		heckerson@flls.org
Outreach: Services to Corrections	Jenny Shonk/x236		jshonk@flls.org
Outreach Agency Referral (Adult)	Jenny Shonk/x236	Sarah Glogowski/x222	jshonk@flls.org

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Outreach Agency Referral (Youth)	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Outreach: Talking Book and Braille Library Liaison	Jenny Shonk/x236		jshonk@flls.org
Promotional Materials (Bookmarks, Brochures, etc.)	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Outreach: TBBL Machine Exchange	Jenny Shonk/x236		jshonk@flls.org
Personnel Issues	Sarah Glogowski/x222		sglogowski@flls.org
Polaris – Custom Reports	Eric Franks/x235		efranks@flls.org
Polaris – Simply Reports	Eric Franks/x235		efranks@flls.org
Polaris – Training	Wayne Stephenson/x240		wstephenson@flls.org
Policies	Sarah Glogowski/x222	Heidi Eckerson/x227	sglogowski@flls.org
Processing Supplies (Barcodes/Spine Labels)	Computer Network Services/x237		support@flls.org
Programming (Adult)	Jenny Shonk/x236	Heidi Eckerson/x227	jshonk@flls.org
Programming (Youth)	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Reference Assistance	Jenny Shonk/x236	Sarah Glogowski/x222	jshonk@flls.org
Receipt Paper	Computer Network Services/x237		support@flls.org
Social Media	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Space Planning (General)	Heidi Eckerson/x227	Sarah Glogowski/x222	heckerson@flls.org

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Space Planning (Youth)	Heidi Eckerson/x227	Sarah Glogowski/x222	heckerson@flls.org
Storytime Resources	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
Summer Reading	Heidi Eckerson/x227	Jenny Shonk/x236	heckerson@flls.org
System Meetings	Jenny Shonk/x236	Sarah Glogowski/x222	jshonk@flls.org
Trustee Concerns	Sarah Glogowski/x222	Heidi Eckerson/x227	sglogowski@flls.org
Trustee Updates	Sarah Glogowski/x222	Heidi Eckerson/x227	sglogowski@flls.org
Website Questions	Eric Franks/x235		efranks@flls.org