



Bridges and Walls

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“Alki,” a Native American word meaning “by and by,” was suggested by Nancy Pryor, Special Collections at Washington State Library, as the title for the Washington Library Association’s journal. “Alki” is also the state motto, signifying a focus on the future.

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Alki’s purpose is to communicate philosophical and substantive analyses of current and enduring issues for and about Washington libraries, personnel, and advocates, and to facilitate the exchange of research, opinion, and information.

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“Three Young Authors with Baro Af-Soomaali,”
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Craig Seasholes

Plank by Plank: As individuals and as a profession, bridge building is in our DNA

by Craig Seasholes

OK. Let me be up front about this: as association president, I'm happiest thinking about bridges.

As a bike commuter, bridges sometimes smooth the worst ups and downs and leave me energy to get where I need to go. As a cautious climber, snow bridges have (thus far) held me as I've crossed a maze of crevasses in search of natural splendor. Bridges shorten travel across waters salty and fresh. And that's the point: when we need 'em, we're sure glad we've got 'em.

A civil engineer friend returned from Nepal recently. Thirty years ago, his focus was on individual bridge building projects in challenging landscapes where there were often none. His group worked to take advantage of local, community-based knowledge, identifying both needs for better connections and available community resources that could make bridges happen locally.

We're talking wire-and-plank suspension bridges connecting communities isolated by rivers and gorges, not the grand concrete and steel bridges made possible by roadbuilders and international donors. On his recent trip, my just-returned friend saw hundreds of new community-built bridges crisscrossing valleys. Life is better with bridges.

As librarians we serve a bridge building role all day long: patron by patron, question by question, helping forge new links to ideas, information and resources that strengthen our communities. Whether by collecting or sharing, teaching or serving, bridge building is in our librarian DNA.

We do it by association, too. I love to think WLA as serving that sort of role, in improving communities by helping build bridges toward a greater good. Our association is a professional bridge, offering multiple connections and opportunities to widen the scope of our individual interests, talents and efforts. Together we are

better able see wider patterns of common needs and to strengthen our endeavors with the examples and effort of others working to a common goal.

That's exactly what our Mission & Vision team led by Alpha DeLap and Brian Hulsey have done by mustering community input to rearticulate our WLA mission statement into this one simple, elegant line that somehow manages to span all that we do:

The Washington Library Association leads, advocates, educates, and connects.

We're closing in on completion of a corollary vision statement that will serve as a bridge to the future of our association. Where do we see WLA in 5 or 10 years? I think we see a library landscape rich in bridges, each helping to improve our communities in many meaningful ways.

“ As librarians we serve a bridge building role all day long: patron by patron, question by question, helping forge new links to ideas, information and resources that strengthen our communities.”

Even now, I see library bridges being built in all sorts of ways. The recent ALA Advocacy Bootcamp on Feb 28th connected our national association efforts to Legislative Day in Olympia on March 1st. EveryLibrary has helped mount support campaigns for various WA library systems as well as for our current “School Library Funding” bill rapidly working its way through this short legislative session. WLA is engaging with the Northwest Center for Computers in Education (NCCE) Conference in another bit of bridge building that I'm happy to see WLA put effort into. And that's in addition to the many school and public library collaborations now dotting our state.

I know there's more. I want to hear your stories and help share the news.

Here's a form, now tell me:
(<https://goo.gl/forms/YZdhhgnZQOk661lk2>)

Craig Seasholes is the president of WLA and a teacher-librarian in Seattle



Sheri Boggs

Bridges and Walls

by Sheri Boggs

It's a tradition at every WLA conference for the Alki Editorial Committee to meet and brainstorm upcoming issue themes. This past November, over croissant sandwiches and some iffy wi-fi, somebody suggested "Bridges and Walls." I confess we all might have become a little giddy. After all, bridges and walls are fantastic metaphors for so much of what happens in libraries. Libraries, like bridges, seek to form connections -- between people and resources, readers and collections, and communities and programs. Our walls form a necessary "third place" where people can come to borrow materials, introduce their kids to storytime, or use our meeting rooms. But sometimes our policies and procedures (think overdue fines) put up walls, making barriers to access or prohibiting use by the people who need us most. Even literally speaking, bridges and walls give us a lot to talk about when we talk about libraries. There are a number of libraries in Washington State that are only reachable by bridge. As for walls, libraries have fascinating stories to tell, whether it's the history of your own home or a multi-million dollar capital campaign renovation.

Welcome to the Spring issue of Alki. Incoming WLA President Craig Seasholes points out that "as librarians we serve a bridge-building role all day long: patron by patron, question by question," and in doing so we help strengthen our communities (pg. 3). Sometimes our communities help strengthen us, as in the case of the Seattle Public Library, who worked with local Somali families, several community organizations, and a book distributor and publisher to produce a much-needed Somali language board book (pg. 5)

Building a bridge to homeless populations is very much on our minds. The Bellingham Public Library, with guidance from the mayor and the City of Bellingham, is embracing the challenges of working with homeless patrons (pg. 8). In a similar vein, the Spokane Valley Library is putting philosophy into practice in the way they approach their users experiencing homelessness (pg. 11)

More than 8,000 people are released from incarceration each year in Washington State, and for many of these former prisoners, the reentry process can be daunting. The Washington State Library, in collaboration with the Seattle Public Library, the Spokane Public Library and other state libraries, hopes to ease that process by issuing library cards to inmates prior to their release from prison.

(pg. 13) And for anyone seeking to better understand Washington State law, Kelsey Smith interviews state law librarian Rob Mead and Barbara Engstrom, director of the Public Law Library of King County about the state's various free and low-cost legal resources (p. 15).

Walls, of course, can be literal and the stories of what transpired within yours could be found at the Everett Public Library's Northwest Room (p. 18), or via digitization made possible by the partnership between the WSU Vancouver Library and the Clark County History Museum (p. 20). Sometimes walls get new life when they become an exciting new performance space, as in the Community Lens at the Spokane Public Library (p. 22). And sometimes we build bridges to new patrons by moving beyond our traditional walls entirely, as with the Spokane County Library District's BookEnd at the Spokane Valley Mall (p. 23).

The University of Washington Libraries recently launched an internship program for high school students that also provides an introduction to both campus life and the wealth of resources available at the UW Libraries (p. 24), while Jefferson County Library finds that their sometimes challenging geography is no match for their commitment to bringing important cultural and entertainment opportunities to their patrons (p. 28).

I'd Rather Be Reading (p. 33) takes a look at six recent high interest titles by Washington authors, and Read This Book (p. 31) profiles recent releases that encourage students to build their own bridges.

The issue wraps up with something a bit on the more humorous side as Jared Criswell is surprised to find that neighborhood social media forums are library publicity machines waiting to happen (p. 29), and Dispatches from Swellville offers an Alki first -- a little advice from the stars (pg. 35).

Finally, it's never too early to start thinking about the next issue. We're pretty excited about the theme for July -- "What Nobody Tells You About Working in Libraries" -- and hope this plants the seed for thought-provoking, funny, or substantive article ideas now.



Sheri

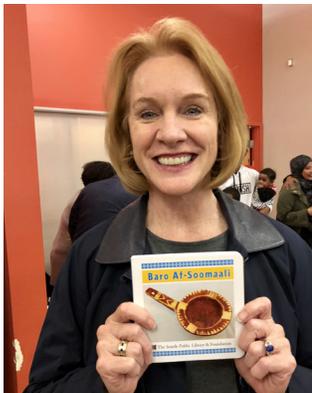
Sheri Boggs is the Youth Collection Development Librarian for the Spokane County Library District and editor of Alki.

No Ordinary Book: *Baro Af-Soomaali* Is a Board Book Like No Other

by Frank Brasile

"That's my mom! That's my mom up there!"

These words rang out joyfully above the din of more than 300 people packed in the NewHolly Gathering Hall this past February. Located just steps away from the Seattle Public Library's (SPL) NewHolly branch, most of those assembled were members of Seattle's large Somali community, including dozens of children. There were also leaders and staff from SPL, Seattle Housing Authority (SHA) and the Seattle Public Schools (SPS). And there was Seattle's new mayor, Jenny Durkan.



Mayor Jenny Durkan with book
Credit: Amy Twito

himself but proudly proclaim to everyone in the hall, "that's my mom up there!"

Seattle's Soomaali Community

Seattle is home to 39,000 East Africans, one of the largest populations in the United States. Ethiopians and Somalis make up the majority of the East African population, along with those from

“ This book sends the message to children that they can walk into their school building and bring their whole selves rather than check their culture and language at the door. ”

**– Kathlyn Paanane,
Seattle Public Schools**

The event was a celebration of *Baro Af-Soomaali* ("learn Somali" in English), a board book in the Somali language. No ordinary book, it's the product of a partnership between several public and community organizations, a publisher and book distributor, and the Somali community. Perhaps the first of its kind.

So when Mayor Durkan posed for photographs with the families who helped bring this book to life, a Somali teen couldn't help

Djibouti, Eritrea, Sudan and other nations part of, or adjacent to, the Horn of Africa. More than a million Somalis have fled Somalia since the start of the civil war, which began in 1991.¹

According to SPS, there are 1,700 students in the school system who speak Somali at home; another 1,400 students speak Amharic, Oromo and Tigrinya, three other languages from the region.² The majority of Seattle's East Africans live in Rainier Valley in the southeast section of the city. It's also affectionately known as "the

98118" -- where 59 different languages are spoken, in an area just five miles south of the city's core.³

Rainier Valley is also home to NewHolly, a collection of 1,400 affordable housing units that were redeveloped by SHA, along with the NewHolly branch library, social service and nonprofit agencies, parks and other facilities.⁴ Somali families represent a large and vibrant part of the NewHolly neighborhood. Together, SPS and SHA -- who formally partnered to strengthen the needs of shared students across the city -- were already committed to support and engage a community whose challenges were well known.

One of NewHolly's most notable nonprofits is the Somali Family Safety Task Force (SFSTF), which serves immigrant and refugee women and children from Somali and East Africa. And the founder of SFSTF, Farhiya Mohamed -- who fled Somalia in 1994, to go on to earn an MSW from the University of Washington and serves as the founder and Executive Director of SFSTF1,⁵ -- proved to be yet another crucial partner in the development of *Baro Af-Soomaali*.

Lack of Material

SPL has worked closely with the Somali community for years, through a variety of community engagement and outreach programs. Amy Twito and CiKeithia Pugh, SPL's Informal and Early Learning Program Managers respectively, knew that the need for books in Somali -- particularly for children -- was high, yet the library's collection did not have much to offer. The library's collection of Somali language books is tiny -- just 200 books or so.

Frank Brasile is a Selection Services Librarian with the Seattle Public Library and a reviewer for Shelf Awareness. He is currently the chair of the Alki editorial committee.

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Somali mother and girls working on letter examples. Credit: Melissa Ponder

Less than half of those are children's books, and an even smaller number are board books. Small in size, with sturdy pages and simple text, board books are ideal for the very youngest readers, and there is precious little available in Somali in this format.

SPL librarians are always looking for more -- any, really -- Somali language material. Rachel Martin, who selects world language materials for SPL, is keenly aware of the need to "offer culturally relevant materials in languages spoken in our communities." And the lack of material to acquire in Somali was a point of ongoing frustration.

Kathlyn Paanane, Housing & Education Manager for SPS, also recognized that "Somali families faced challenges connecting with their school and navigating the barriers between language and culture." Surely the lack of Somali books for early learners contributed to the potential disconnect they faced in school.

While working with Somali families, Amy Twito had an idea -- if the books aren't available, why not make one ourselves? In fact, who is in a better position than the library to meet the needs of the community than the community itself?

SPL and its partners established four goals for the project: develop a community-based project that supports culturally sensitive family learning; pilot a small project that could be scaled up; work with Somali families and ensure their interests and needs are met; and

produce a product that can be used by SPL, SPS and SHA. Six objectives were also established: help parents support student learning and the joy of reading at home; help families gain early literacy skills; improve school attendance; develop community connections; generate intergenerational conversations about culture and identity; and engage partnerships across multiple agencies.

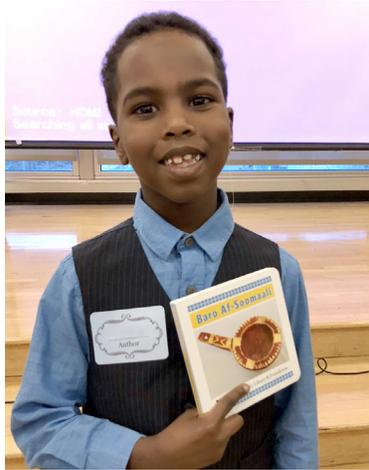
Getting to Work

After several community partner planning meetings, four workshops were developed in the summer of 2017. The idea for a book focused on the most essential need for early learners -- the alphabet. Five Somali mothers and 13 children participated in the workshops. Over Somali meals and tea, each family was assigned a series of letters and created artwork for each letter of the alphabet, sometimes using items from home, particularly those that are unique and immediately identifiable to Somali children. Farhiya from SFSTF and Mohamed Shidane, a local Somali artist and poet, facilitated the workshops.

Participants were thrilled with the experience. According to a survey administered at the end of the project, a majority of the families felt it was extremely collaborative, supportive of family learning and inclusive. "It helped talk about our language," one participant said. "It made me feel a sense of community." Another participant was excited because "the children were very involved and were very creative." A third participant found the whole experience

continued on next page

very motivational and proud to be bilingual. "It made me feel happy." Meanwhile, at an otherwise routine meeting with Ingram, a leading distributor of books to libraries and retailers, Rachel Martin and SPL's Assistant Director of Technical Services Andrew Harbison brought up the lack of board books in Somali and SPL's proactive response to it. From there, a new idea emerged. What if Ingram found a publishing partner for SPL to not only print the board book, but distribute it as well? If Seattle identified a desire for more Somali language materials, surely libraries and booksellers in other cities with large Somali populations like Minneapolis, Columbus, Ohio and Atlanta would be interested in this book as well?



*Young author with Baro Af-Soomaali.
Credit: Amy Twito*

Ingram identified Applewood Books as an ideal partner to co-brand and distribute *Baro Af-Soomaali*. Applewood has been a partner with Ingram Publisher Services since 2005 and, with a reputation for producing high-quality material, was identified as the way to go. At that point, the Seattle Public Library Foundation agreed to help fund the printing of 1,000 copies of the book to be used by SPL, SPS and SHA. An electronic version will be available on the library's website this spring. Royalties from the book will go to the Seattle Public Library Foundation and SFSTF.

The book has already had an impact on one young boy's life. SPS's Special Education Ombudsperson Margo Seigenthaler showed a copy of *Baro Af-Soomaali* to a Somali family with a 4-year-old boy with limited speech, and he immediately began talking and pointing to pictures in the book -- to everyone's delight. Just think of the impact SPS can have with Somali children once they receive hundreds of copies!

And this doesn't have to be the end. Discussions are underway to do a second board book for numbers. Perhaps a third book for colors could follow. And who knows? If *Baro Af-Soomaali* is successful, why not extend it to Amharic, Oromo and Tigrinya? It's too early to say whether it's viable or sustainable, but with enthusiastic contributors and partners like these, it may just happen.

Celebration!

On February 9th, the NewHolly Gathering Hall was filled with excitement. Partners expressed their sincere appreciation for being involved with the project.

SPS's Kathlyn Paanane hopes "this book sends the message to children that they can walk into their school building and bring their whole selves rather than check their culture and language at the door." As someone who has lost her family's native language

(Tagalog), she is excited that children feel proud to speak Somali.

SFSTF's Farhiya Mohamed thanked the families, noting that without this kind of dedication, Somalis, particularly children, are at risk of "losing our language and our culture." Thanks to the commitment from the community, "my dreams have come true."

And to raucous applause, Mayor Jenny Durkan proclaimed February 9th "Baro Af-Soomaali Day" in Seattle! The book "reflects the hard work of putting this together but more importantly it reflects the richness of the community that knows it matters, that knows the heart and soul of any community is the children, and binding children to you and to culture is such an important part of it."

As Mayor Durkan, Farhiya, Kathlyn, Schools Superintendent Larry Nyland and SPL Library Programs and Services Director Tom Fay took pictures with each of the five families of mothers and young children who contributed to *Baro Af-Soomaali*, some of their older siblings couldn't contain their excitement any longer.

"That's my mom! That's my mom up there!" 📖

NOTES

1 Horn of Africa Services, "East Africans in Seattle," 2018, accessed Feb 10, 2018. <http://www.hoas.org/east-african-community-in-seattle/>.

2 Seattle Public Schools, "Languages Spoken in the Home by SPS Students," Seattle Public Schools. n.d.

3 Staff, Seattle Times, "Seattle's Rainier Valley, one of America's 'Dynamic Neighborhoods,'" June 20, 2010. Accessed February 2, 2018.

4 Seattle Housing Authority, NewHolly redevelopment. 2018, accessed February 10, 2018. <https://www.seattlehousing.org/about-us/redevelopment/newholly-redevelopment>. <https://www.seattletimes.com/opinion/seattles-rainier-valley-one-of-americas-dynamic-neighborhoods/>.

5 Power-Drutis, Tamara, "Farhiya's Story," May 3, 2018, accessed February 10, 2018. <http://www.somalifamilysafetytaskforce.org/farhiyas-story/>.

Bridging the Gap: The Bellingham Public Library Reaches Out to Patrons Experiencing Homelessness

by Suzanne Carlson-Prandini

"I am so ashamed."

Taken aback, I look up from entering a library card number into the computer reservation system for the woman who has just spoken. I try to catch her eye, but she focuses on the ground. She's agitated and I'm not sure where the interaction is going.

"Sorry to hear that," I reply. "Did I do something?"

"No, I'm just so embarrassed," she answers.

She shares that she's ashamed of her past behavior in the library, her mistakes. I assure her that she's welcome and that we're glad to see her. It's only then that her eyes dart to mine for a moment, and then she nods her head. Her body quiets and she moves to her internet station. I breathe out with relief, grateful as this moment de-escalates. I'm aware that the patrons around us have shifted their attention back to their computer screens.

What mistakes had she made? Multiple incidents over the years had resulted in a number of trespasses from the library. She struggles with chronic homelessness, mental illness and addiction. Her situation exemplifies how unsatisfactory it is to call 911 for a disruptive patron who doesn't need police attention but rather a complement of social and health services.

Staff who regularly work the public service desk understand the struggle to strike the right balance of compassion, fairness, inclusivity, and safety. Libraries should be open for everyone, but libraries also need to feel safe and inviting for a wide range of users. Tensions arise when cultures clash between various user groups. The director of the Bellingham Public Library, Nancy Kerr, acknowledges that tension stating, "there are two very distinct populations that use this library...a highly educated, reading public who really uses this library in a more traditional sense...and then

“Homelessness is not the result of extreme poverty, it is an extreme form of poverty brought about by both financial and relational poverty.”

– Ryan Dowd, author of *The Librarian's Guide to Homelessness*

there is the other population... some days it's about half and half and some days...it tips over into social services rather than library services".¹ That other population is severely marginalized and has complex needs compounded by extreme poverty.² One approach to reducing tensions in the building is to better understand the causes of the conflicts. This means developing a better understanding of patrons experiencing homeless and what they need and want.

Patrons who are homeless are not new users in libraries. However, the number of such patrons and the challenges they face have intensified, impacting many aspects of public life, libraries included.^{3,4} Ryan Dowd, an experienced shelter manager, trainer, and author of the book *The Librarian's Guide to Homelessness*, recently wrote, "homelessness is not the result of extreme poverty, it is an extreme form of poverty brought about by both financial and relational poverty."⁵

Libraries offer services to connect patrons with traditional resources that address obvious needs like shelter, meals, and access to medical and social services professionals. These services remain vital, but various discussions with patrons who are homeless reveal an additional need, an experience that's hard to quantify. One patron shared, "every time I got a library card...I felt like a member of society."⁶ Belonging matters and libraries, especially libraries that enact inclusive policies and customer service, offer the opportunity to belong. For individuals who are used to "not being seen as people"⁷, access to resources is important, but face-to-face contact and being treated with respect is paramount as it is so often denied to individuals living on the street.⁸

Libraries in Community

While homelessness affects libraries, changing the dynamic in the building for both staff and patrons, it's not an issue that libraries can successfully engage in isolation. This larger societal struggle plays out across multiple public venues. Other organizations in our communities are struggling to address the challenges

Suzanne Carlson-Prandini is a Public Services Librarian for the Bellingham Public Library and a librarian with the Whatcom Community College Library.

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of homelessness. Seeking out and partnering with these other organizations strengthens how a library can serve its community.

As a department of the City of Bellingham, the Bellingham Public Library recently contributed to an inter-departmental presentation on how the city is addressing homelessness. In response to this and other presentations, city council members passed an emergency ordinance that creates a process allowing faith-based organizations to help fill the housing gaps via temporary tent communities. One city council member explains, "I do not think that tent encampments are a good long-term solution, but it may be what we need to do in the short term."⁹ He acknowledges that while brick and mortar solutions last into the future, they do nothing to diminish the pressing housing needs that exist now.

Our current mayor actively engages with representatives of the homeless community believing that, "there's not one solution to this problem, there are many solutions. I don't think there's one perfect way to do things."¹⁰ She also struggles to balance long term solutions against immediate need. However, she recognizes that libraries have a role to play stating, "I want [the library] to be the information hub...partnering to bring services...it's an extremely relevant, practical, and appropriate solution...you're doing lots of things that nobody else is doing."¹¹ For example, the Homeless Outreach Team, or HOT, is a team of professionals that travel to individuals who are homeless. They carry food, water, articles of clothing, and plug people into existing services. Library staff are a natural bridge between people living on the street and the HOT team. In order for this to occur, however, staff need to be aware of the service and empowered to call on behalf of patrons.

Training

What other unique actions are occurring? First, Bellingham Public Library administration supported an all staff training on how to work effectively with the homeless population. Given how short-staffed the library is, this is an impressive commitment. All pages, clerks, security staff, librarians, and managers participated in a single 3-hour training session. Some board members attended. Multiple sessions took place over several months allowing for desk coverage and for small group discussion. The training helped staff unpack and examine cultural assumptions around homelessness. In addition, it covered some theory and background information as well as offered practical engagement and de-escalation techniques for common conflicts that library staff members experience when working with patrons who are homeless.

Future steps involve evaluation of existing library policies. Given a new shared understanding of the barriers that patrons who are homeless face, library staff will assess how library policies help or hinder these patrons. Staff will determine if any policy changes need to be proposed to the library board.

Outreach

Following the all staff training on working effectively with the homeless population, librarians initiated outreach at a local low barrier shelter in February 2017. Targeted outreach creates opportunity to gather information as well as share it. The low barrier shelter houses the least stable segment of the homeless population and was chosen because the people who shelter there tend to be the patrons who struggle the most in the library. The hope was that increased staff contact in a non-library setting would improve staff and patron interactions. By building trust through positive engagement, staff hoped to learn more about the unmet needs of these patrons and thus provide a better level of service.

In September of 2017, the pilot project transitioned into an ongoing outreach program. Two librarians take turns visiting the shelter twice a month for an hour at a time. During that hour, the visiting librarian shares donated books, coloring sheets, crayons, pens, scratch pads, takes reading requests, engages in Reader's Advisory, and offers community resource information.

Current library policy prevents people without a permanent address to borrow library materials. Librarians have worked with shelter staff to establish a collection of books and magazines at the shelter, increasing ongoing access to materials. Materials are selected from donations made to the library and are not cataloged. Other than materials, librarians participating in the program have observed that a large part of the experience is listening to what patrons talk about either with the librarian or each other. As a gesture of thanks for letting library staff share what is essentially their living room, librarians always bring a little snack, whether it's donuts, cookies, tangerines, or bagels.

Changes have occurred over time. Patrons now chat with the visiting librarian and make reading requests where initially conversations were limited. They greet library staff they recognize when they enter the library where before there was minimal engagement. Librarians have been able to update patrons on current policy. People who thought they couldn't use library services due to fines are now coming back into the building and accessing services. Through casual conversations librarians have learned that bringing items to the shelter is most helpful as people don't want to carry books with them all over town. Patrons don't have any way to store their possessions when they are not at the shelter. Finally, librarians worked with the local YMCA so that the library now receives YMCA shower passes rather referring patrons to a third location. Mobility and transportation can be extremely challenging. If library staff have to exclude a patron due to body odor, a shower pass can be offered in addition to an invitation back to the building after the issue is resolved.

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Conclusions

Understanding the challenges that our homeless patrons face increases the likelihood of providing services that support their needs. Investing time in understanding patron needs allows staff to better assess current services and policies. When needs between user groups come into conflict, staff are then positioned to facilitate proactive engagement, resulting in better outcomes for all parties.

Multiple interviewees expressed the importance of library as a unique and essential public space. In wrestling with the role of library, I return to our library's mission: Connecting people to each other and the world. Our mayor said, "...the library shouldn't take the place of social services"¹². Agreed, the skills and mission of library staff and those of social workers differ. Libraries can, however, continue to uphold democratic principles through courtesy and access. Libraries are uniquely positioned to provide engagement opportunities across the social spectrum, helping to normalize those interactions. We are most in danger of increasing isolation and anger when we see someone else as being the other; respectful engagement confers dignity on all participants and supports positive outcomes. This is how libraries can impact an existing negative reinforcement loop and transform it into a positive reinforcement loop.

Last week a gentleman attempted to speak with me. His sentences were fragmented and after a few moments of what felt like failed attempts, he abruptly turned and walked away. I watched him as he slowly circled back to the desk. Crystal clear, he carefully said, "This is the most I've talked with another human being for over a week, thank you." And then he left. Humbled, I reflected on how little is required in order to establish a connection of value.

NOTES

1 Nancy Kerr, in discussion with the author, February, 2018

2 Ryan Dowd, "Practical Tips for Difficult Homeless Patrons," (online lecture, nicheacademy.com, 2017).

3 Scott Greenstone, "Puget Sound's Homeless Crisis Pushes 911 Beyond Its Design," The Seattle Times, January, 29, 2018.

4 Nancy Kerr, in discussion with the author, February, 2018

5 Ryan Dowd, 'Homeless Tip: No, homelessness can't happen to anyone', email, 2018

6 Deborah, in discussion with the author, April 29, 2014

7 Jennifer, "This Homeless Woman Lost Her House and Now Lives in Seattle's Tent City 5", Invisible People (vlog), Mark

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Other Faces: Humanity for the Homeless

by Sarah O'Hare

We meet the faces of others every day. This is an experience so fundamental in human relations that it seems hardly noteworthy in everyday discussion. Though in considering our position as library staff, we all have a special ethical responsibility to bear when we meet the faces of others in our libraries. As an enduring institution, not necessarily bound to a monetary transaction with a visitor, libraries provide a bridge of open access where our interactions with others have not only the freedom but the responsibility to do and be more for people in that moment.

Faces In Theory

In order to be closer to my late mother's legacy of library work, I recently joined the brave and knowledgeable ranks at the Spokane County Library District (SCLD). In my training it was made clear that SCLD has important service expectations. One key practice stood out: "Always meet eyes while greeting or interacting with someone." Though it may seem like common sense, this request might be asking more from us as staff members than you might suppose.

I am reminded of Emmanuel Levinas, the French philosopher, and his writing on face-to-face relations. For Levinas, "Meaning is the face of the Other,"¹ and there is an ethical responsibility at play in bearing witness to another face. When someone faces you, they are making an appeal to be heard, and our first responsibility is to welcome. If the public library functions as a community living room, and if, as a staff member, the library is "my house," why shouldn't each face found there be treated first with the dignity and respect of a family member? Short of highlighting that we are all human and everyone eventually dies, each of us has a powerful social and epistemic responsibility to meet each face with compassion, respect, and curiosity.

“It feels awkward to ask a person, with all of their worldly possessions in a backpack, 'How are you?'”

– Aileen Luppert, Managing Librarian of the Spokane Valley Library, on volunteering with an organization that provides meals to those experiencing homelessness.

Faces In Practice

Many of the faces we encounter in the library are experiencing homelessness or are needing other vital health assistance. For individuals who have been marginalized from society, basic human interactions become very important for building trust: (i.e. shaking hands, meeting eyes). These signals from staff to the visitor reveal that we are not disturbed by their presence, but convey that they are visible to us, that we care about their

well-being, and that we have the tools to help. Writing and sharing thoughts about the genuine meeting of eyes can help spread the confidence for others in our community of library staff to do the same, particularly during those tough conversations with people who are experiencing homelessness. Getting this particular moment right is so important for us.

One part of SCLD's overall mission is to create more opportunities for people, not fewer; to create a space that makes people's lives easier, not more difficult. This mission in itself seeks to eliminate social and institutional walls, and to build more bridges for community members. Libraries can save lives, as we did for one patron who wrote to thank us: "I would like to take this time to thank all the staff at this library for helping me physically and mentally through the process of getting better and healthier. . . I would like to thank all of the library staff for understanding my issues and the compassion of understanding."

SCLD staff are building connections with local organizations by actively meeting the faces of others with compassion and intent. Every year, the Spokane Homeless Coalition holds "Homeless Connect," a one-day event where a variety of services are available to unhoused community members. The Spokane County Library District and Spokane Public Library participated in the 2018 event to share information resources and forgive library fines. Next year's 8th annual Homeless Connect is expected to outgrow their usual Salvation Army venue due to increasing need.

Aileen Luppert, Managing Librarian at the Spokane Valley Library, is the Chair of the Leadership Team for the Greater Spokane Valley

Sarah O'Hare is a Public Services Specialist with the Spokane County Library District.

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Gina Rice (left) and Kathy Tilleman (right) run the Spokane County Library District table at the Spokane Homeless Coalition's 2018 "Homeless Connect," providing information about library resources and forgiving library fines. Together they were able to forgive \$413.60 in fines and signed 15 people up for "Limited Cards." These cards are specifically available for patrons who are experiencing housing uncertainty.

Support Network. After being involved with Homeless Connect, she is working to organize a similar Homeless Connect event in September for the Spokane Valley. The Valley area is unique from Spokane proper in the way that there are no local warming centers or homeless shelters, and without a place to go many people come to the library to escape the elements. Spokane Valley Partners offers a food bank, but this can only be attended once per month. From a youth perspective too, looking in on local statistics from three Spokane Valley schools, 597 students were classed as unhoused according to Heart (Homeless Education and Resource Team). From what I have witnessed so far here, the SCLD is continuing to rapidly respond to the need in our area.



Aileen Luppert, Managing Librarian, Spokane Valley Library

Aileen knows, particularly with face to face relations, how vital the experience of meeting faces can build our confidence to help others: "I volunteered for an organization that serves meals to people experiencing homelessness. The volunteers walk through the food line with the person and carry their tray to a table. It feels awkward to ask a person, with all of their worldly possessions in a backpack, "How are you?" But, over time I saw how a smile and eye contact can relax a person. You can almost see their shoulders drop as they exhale. It is such a small thing to do, but I think it is a long series of events that lead a person to homelessness. Maybe a new series of events, even really small ones, can help lead them back

to stability." It takes real experience like Aileen's to really feel and appreciate a theory in practice.

From attending meetings with the Homeless Coalition, Aileen recently partnered with Ellen Peters from Spokane Public's South Hill Library to build a special outreach Storytime program for Open Doors. A 24-hour facility specifically for families experiencing homelessness, Open Doors is run by the non-profit Family Promise of Spokane. While the Spokane Public Library has already begun piloting their program on Saturdays, SCLD will begin to pilot a special bedtime Storytime in February.

We all have the responsibility to be asking ourselves really tough, humanizing questions about how we are going to bridge the many gaps between the patron and the self, the staff member. These are challenging questions about what working in public service means for you, and about what your heart can and cannot allow to continue in our community. In this way we can better assess: What are we doing for others? How can we do better for others? If you are still searching for a more philosophical library goal for the 2018 work year, challenge yourself to exemplify exactly how thick social and cognitive barriers can be broken down for everyone; walls removed on the side of the person in need, and a bridge bravely crossed by the staff member on duty. 📖

NOTES

1 Levinas, Emmanuel. Totality and Infinity. The Netherlands: AA Dordrecht, 1991. 206.

Prison Walls, Library Doorways: Improving library access for releasing inmates

by Bo Kinney, Laura Sherbo, and Thomas Herrlinger

Each year over 8,000 people are released from incarceration in Washington State. For many of these individuals, the reentry process can be overwhelming. People with criminal records face multiple barriers to successful reentry, including financial instability; lack of access to ID, reliable transportation, and housing; and limited awareness of available resources.

Ironically, while public libraries provide many resources that released inmates might not otherwise have access to, and which can help support their reentry, the same barriers that create challenges for reentry in general can also be barriers to accessing library services. Formerly incarcerated patrons may not have easy access to the ID they need to register for a library card, or may only have a prison ID, which carries a stigma. Old library fines may make it difficult to regain full access to library services. And many patrons may simply not realize what the library has to offer them.

The Washington State Library (WSL) has a long established Institutional Library Services program to provide library services to inmates in state hospitals and correctional facilities. Through a new partnership with public libraries in Washington, WSL is able to further support individuals in their transition by registering them for library cards with their local libraries before they are released. This partnership aims to address some of the barriers faced by newly released patrons.

“ For maximum success, reentry needs to involve not just the individual, but the entire community, including the library.”

– Seattle Action Team, Final Report

Instead of feeling the scrutiny of announcing at the library counter that they’ve just gotten out of prison, former inmates can now confidently and confidentially access innumerable resources to help with their transition.

This idea of issuing public library cards to inmates prior to release is something that had been considered by WSL for many years, but it always got buried

under more urgent priorities. Then in 2016, Governor Inslee began a [statewide push](#) to increase collaboration between state and local agencies supporting reentry and improve outcomes for individuals

re-entering the community. The State Department of Corrections invited WSL to collaborate in reentry planning, and our amazing new State Librarian Cindy Aden became a great advocate for Institutional Library Services and connected WSL with the right people at the Seattle Public Library. A subsequent meeting with staff from the Spokane Public Library resulted in their interest to join in on the project. WSL is currently in conversation with the Timberland Regional Library and the Pierce County Library System, and is interested in partnering with other public libraries in Washington.

Both the Seattle and Spokane libraries were very interested in collaborating with WSL on this project because they recognized that they shared common goals with WSL in providing access to informational and

educational resources as an essential tool to help released inmates successfully reenter society.

The Seattle Public Library was particularly interested in this partnership because it ties in with a current library focus on criminal justice and an ongoing initiative to improve services to formerly incarcerated and court-involved patrons. In 2017, Seattle Public convened an Action Team composed of staff from around



A woman leaving the Washington Corrections Center for Women in Gig Harbor is returning to Spokane with a brand new library card.

Bo Kinney is the Circulation Services Manager at the Seattle Public Library. Laura Sherbo is the Branch Library Services Program Manager at Washington State Library. Thomas Herrlinger is the Customer Experience Manager at Spokane Public Library. Other libraries interested in partnering with WSL on this program can contact Laura Sherbo at laura.sherbo@sos.wa.gov.

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the library system to conduct listening sessions with agencies working with this population in Seattle, to look for ways to improve service to court-involved patrons and their families, to center voices of formerly incarcerated people, and to inform and engage with the public around issues of criminal justice.

The partnership with WSL is a way of acting on one of the conclusions of the Seattle Action Team's final report: "For maximum success, reentry needs to involve not just the individual, but the entire community, including the library."

In addition to this partnership, other recent work of Seattle's Formerly Incarcerated/Court-Involved Action Team includes the creation of a [landing page](#) on the library's website highlighting regional post-incarceration resources, public programs including a screening of the film *Beyond the Wall* (hosted in collaboration with Pioneer Human Services) and a reentry simulation demonstrating challenges faced by formerly incarcerated people (hosted in collaboration with Columbia Legal Services), and planning and scheduling of two forums for library staff featuring the voices of court-involved community members.

How it works

In December 2017, the Spokane and Seattle Public Libraries began partnering with WSL to issue library cards to inmates releasing to their service areas. Both libraries have set up similar processes for registering new patrons.

The two public libraries have provided WSL with a supply of physical library cards which WSL staff can give to the patrons they are registering. WSL employees have access to a Department of Corrections database which allows them to verify patrons' names, birthdates, and the county they are releasing to. In some cases, inmates have an exact address, but often they only know a county, and many are releasing homeless. Like most libraries, Seattle and Spokane generally require an address for registration, but can



An inmate at Washington Corrections Center in Shelton receives a Seattle Public Library card prior to his release.

make exceptions for patrons who have no residence address due to homelessness, so WSL staff are following the local libraries' existing procedures for this scenario: using a "care of" address, shelter address, or general delivery as the patron's address.

WSL staff enter the patron's information into the local library's online registration form and give the patron a physical library card. They correspond with the local library by email, and then local library staff review the account information, compare it against the patron database to see if it matches an existing account, and update it with the new physical library card info. The card is activated before the patron's release date so that the patron is able to use it immediately upon release, without needing to contact or visit the library in person to get their account set up.

Many patrons do already have a library account from before their incarceration, and many of these old accounts have unpaid fines and fees. At this point in the partnership, the two local libraries are handling old fees slightly differently. For Spokane, existing accounts in good standing are updated with the information supplied by WSL regardless of monies owed, and are waiving charges, excluding lost item fees, for accounts that have not gone into a debt collection status. Accounts in debt collection are also renewed but given only online privileges.



Screenshot of the Seattle Public Library's web page on post-incarceration resources

or debt collection status, given the knowledge that inmates are often released with financial burdens and no source of income, so the need to resolve old charges would likely be a financial hardship for patrons and might make it impossible for them to access library resources with their new cards. However, there have only been a small number of registrations so far, so the waiver protocols will be evaluated as time goes on.

Seattle has been waiving all old charges on patron accounts, regardless of the amount or debt collection status, given the knowledge that inmates are often released with financial burdens and no source of income, so the need to resolve old charges would likely be a financial hardship for patrons and might make it impossible for them to access library resources with their new cards. However, there have only been a small number of registrations so far, so the waiver protocols will be evaluated as time goes on.

In addition to signing patrons up for library cards, WSL staff provide information to their patrons about specific programs and services provided by their new local library. Both local libraries offer essential



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Legal Access for All: A day in the life of two Washington State law librarians

by Kelsey Smith

We live in a time where access to low cost or free legal resources poses a huge challenge for our communities, even as the need for legal assistance increases. Fortunately, the citizens of Washington State have more than 30 law libraries that are open to the public. Many of these libraries operate as part of the court system, with the majority being housed in county courthouses. These libraries provide primary resources for legal professionals and laypeople alike, including digital and print access to statutes, case law, regulations, reference materials, legal forms, and self-help books.

Two of the intrepid and hard-working law librarians that serve this state are State Law Librarian Rob Mead from the Washington State Law Library and Barbara Engstrom, Executive Director of the Public Law Library of King County. I recently had the pleasure of interviewing Rob and Barbara about their jobs and their libraries.

Rob holds a Juris Doctor from the University of New Mexico School of Law and an MLIS from Emporia State University School of Library and Information Management. He became the Washington State Law Librarian in 2016. Prior to that, he worked as the Law Librarian for the New Mexico Supreme Court and as the Deputy Chief Public Defender for New Mexico. Rob has also served as a disability rights attorney and as the director of the Legal Information Management program at Emporia State University. Barbara holds a Juris Doctor from the University of Wyoming College of Law and an MLIS from the University of Washington Information School. She has over 17 years of experience in law librarianship including working as a librarian and professor at the Seattle University School of Law. She became the Executive Director of the Public Law Library of King County in 2016.

The Washington State Law Library (WSLL) operates out of the beautiful Temple of Justice building on Olympia's Capitol Campus and has a total of 8.5 staff. Library staff are available to answer basic questions, locate materials and provide assistance with using the library's digital and physical resources. The Public Law Library of King County (PLLKC) operates two library branches, one in Seattle's Third Avenue courthouse and one in the Maleng Regional Justice Center in Kent. PLLKC has a total of six staff that work across these two libraries, providing reference services, document

delivery, conference rooms, and special paid services for law professionals. Many of the staff at all three libraries hold dual MLIS and law degrees and have years of experience providing people with expert legal reference services.

WSLL receives the majority of their operating budget from the legislature's general fund. WSLL received a 40% cut in funding during the recession, but their budget has been fairly stable since then. In contrast, PLLKC is not a King County department. It operates, instead, as an independent municipal entity. Roughly 65% of funding for PLLKC comes from a small portion of paid civil filing fees from King County Superior and District Court. Because court filing fees have been declining over the last decade and are not sufficient to cover the cost of running both branches of the law library, PLLKC also has to pursue funding through a variety of sources. Historically, PLLKC has received ongoing support from biennial requests to King County's general fund for about 15% of operating costs. The remainder of the PLLKC funding comes from fee based services including an annual subscription program for attorneys, photocopies, prints, continuing legal education classes (CLEs), and meeting room rentals.

When asked about challenges that they experience in their jobs, both Barbara and Rob mentioned the ubiquity of the Internet and the incorrect idea that anyone can find anything online. The concept of paywalls is something that still comes as a surprise to most inexperienced researchers. There is a great deal of education that comes along with explaining the concept of library databases. PLLKC and WSLL both have access to an impressive array of legal databases that people can use in the libraries, including Westlaw, HeinOnline, CCH, Casemaker Libra, Support Calc and Gale Legal Forms. Library reference staff have access to Lexis Nexis as well. Another big challenge is the complexity of navigating the legal system for people who are not experts. In particular, law is very jurisdiction specific, so it's possible to find different answers depending on location.

Marketing and outreach also prove challenging for these libraries. Minimal staffing often means that maintaining basic services for the public leaves little time for anything else. Barbara's constituents are primarily members of the public and members of the bar. She has found that many lawyers who aren't part of a larger firm or aren't members of the King County Law Association Bar are unaware of the great fee-based services that her library offers. Anyone can become a member of PLLKC for an affordable \$78.50 per year.

Kelsey Smith is an Adult Services Librarian, Senior, at the Lacey Timberland Library. In her free time she is a letterpress printer, zine writer, and co-organizer of the annual Olympia Zine Fest.

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Benefits include extended Westlaw access, discounted document delivery, in depth research for \$100 per hour billed in 15-minute increments, discounted access to meeting rooms, and discounted access to continuing legal education classes. These services are tailor made for smaller firms and independent lawyers. Rob is exploring ways to market the state law library's services to the citizenry of Washington, as the library is a valuable resource and receives money from the state general fund for public services.

Both Barbara and Rob are making a dedicated effort to bridge the gap and increase access to their services through partnerships and increased collaboration. PLLKC recently started a partnership with the King County Library System to present an evening workshop on the basics of civil litigation for the general public at KCLS's Kent branch. Barbara is hoping to pursue a similar partnership with Seattle Public Library in the future. Her long-term goal is to create a series of "workshop in a box" templates to share with other law libraries across the state. PLLKC also partners with the King County Bar Association's Young Lawyers' Division Walk-In Clinic and Neighborhood Legal Clinic, Columbia Legal Services' Re-Entry Clinic and the Northwest Justice Project's Debt Collection Defense Clinic to offer access to legal advice from attorneys in the law library four days per week. Rob is in the process of pursuing similar partnerships with the Timberland Regional Library and the Washington State Library. He recently created a workshop on writing a simple will and testament and presented it at two branches of the Spokane County Library District and the Spokane Public Library. Both libraries continue to work closely with other law libraries in Washington state through the Washington Association of County Law Libraries.

When asked about other innovative projects working to improve legal access and support underserved and at-risk populations in Washington state, both Barbara and Rob spoke highly of the WashingtonLawHelp.org website and the Northwest Justice Project. Rob and Barbara are also extremely busy participating in a number of innovative projects themselves, in addition to the high volumes of direct reference support they provide at their libraries every day. Rob serves on the Washington Pattern Forms Committee, which is a legislatively mandated committee that works on organizing, drafting, and standardizing court forms in the state of Washington. Rob also supports the work of the Washington State Courts Gender and Justice Commission and the Minority and Justice Commission. Both commissions have embedded librarians that work with those commissions to ensure equity. Rob is also a member of the Washington State Public Trust and Confidence Committee, which works to ensure that the courts are being fair and following the rule of the law. Barbara was recently approached to participate in a "hackathon" with the Perkins Coie law firm, with the ultimate goal of creating a geo-located "Uber style" phone app that connects those in need of legal services to get matched with the closest, most appropriate legal clinic in King County. This project is in the very early stages, but the goal is to create it and then push

the documentation out to other counties so that they don't have to reinvent the wheel.

The Public Law Library of King County's mission statement is "without access to information, there is no justice." Law libraries navigate a fine line of providing access to legal resources and explaining the complexities of the legal system without giving legal advice. They serve the unique and highly divergent legal needs of members of the legal profession, state agencies, and the general public every day with minimal staffing and a consistently limited budget. They are, simply put, unsung research heroes and advocates for justice in the world of libraries. 📖

RESOURCES

Washington State Law Library

<https://www.courts.wa.gov/library/>

Location: Temple of Justice on the Capitol Campus in Olympia, Washington, at 415 12th Ave. SW, Olympia, WA 98501

Hours: Monday-Friday, 8 am-5 pm. Closed on legal holidays.

Phone: (360) 357-2136

Email: library.requests@courts.wa.gov

Public Law Library of King County

<http://www.plk.org/wp/>

"Without access to information, there is no justice."

Seattle Library branch

Location: King County Courthouse

516 3rd Ave., Suite W621

Seattle, WA 98104

Hours: Monday – Friday 8:00am – 5:00pm

Saturday & Sunday: Closed

Phone: (206) 477-1305

Email: Help@Plk.org

MRJC Library branch

Location: Maleng Regional Justice Center

401 Fourth Ave. N, Room 1N

Kent, WA 98032-2905

Hours: Starting March 1, 2018, Monday – Friday 8:00 am-4:30 pm; closed for lunch from 2:00pm – 3:00pm

Saturday – Sunday: Closed

Phone: (206) 477-1316

Email: Help@Plk.org

Referenced Organizations

King County Bar Association

<https://www.kcba.org/>

King County Bar Association Neighborhood Legal Clinics
<http://www.kcba.org/For-the-Public/Free-Legal-Assistance/Neighborhood-Legal-Clinics>

Northwest Justice Project
<https://nwjustice.org/>

Perkins Coie LLP
<https://www.perkinscoie.com/>

Washington Law Help
<https://www.washingtonlawhelp.org/>

Washington State County Law Libraries
<http://wacll.weebly.com/>

Washington State Courts Public Trust and Confidence Committee
https://www.courts.wa.gov/programs_orgs/pos_bja/?fa=pos_bja_ptc

Washington State Minority and Justice Commission
<https://www.courts.wa.gov/?fa=home.sub&org=mjc>

Washington State Supreme Court Gender and Justice Commission
http://www.courts.wa.gov/programs_orgs/gjc/

resources for newly released patrons, such as job searching assistance and Internet access. Many core library services such as reading recommendations, music and movies, and family programs are also of high interest to this patron group. The Seattle Public Library also offers some more targeted services such as 1-on-1 tech help and tutoring, classes on applying for jobs with a conviction history, and *Your Next Skill*, a librarian-led service for helping patrons learn new skills. And of course, in addition to their own offerings, local libraries are knowledgeable about other resources available in the community. Each local library has shared information about its offerings with WSL, and WSL staff are able to recommend specific resources to meet individual patrons' needs and interests.

All three library partners are strongly committed to maintaining patron confidentiality throughout this process, and to removing the stigma of having been incarcerated when using the library. Minimal personal information is shared between the local library and WSL, and the accounts have no special designation within the libraries' integrated library systems.

Outcomes and evaluation

"This groundbreaking arrangement has multiple positive outcomes," says State Librarian Cindy Aden. "Inmates with easier access to resources have a lower risk of returning to the lifestyle that got them locked up in the first place, giving them a better chance at successful reintegration while also keeping our communities safer."

The partnership is still in its very early stages. As of the beginning of February, 2018 (a little over a month into the partnership), Spokane has activated five patron cards and Seattle has activated nine. Seattle has set up a system to track measurable library use by this patron group (physical and digital checkouts, e-resource use, fines and fees accrued, etc.) in a way that maintains individual patrons' confidentiality.

All three of us are excited to be testing this new approach to access. We are hopeful that it will help address some of the obstacles faced by individuals as they leave incarceration and return to community life, and perhaps that it may provide a model for other similar partnerships to improve library card access for patrons with similar barriers.

"Getting Library cards into the hands of people before they are released will provide that first tool that connects them with the library and welcomes them back into our communities," says Deborah Sandler, a librarian at the Seattle Public Library and member of the library's Action Team for Formerly Incarcerated/ Court-Involved patrons. "Whether they need help navigating resources and building skills, or if they are interested in using library collections and programs as job-seekers, parents, scholars, students and lifelong learners, we look forward to starting a relationship with these community members and being part of their support system."



If These Walls Could Talk: Researching house history at the Everett Public Library

by Mindy Van Wingen

In April 1902, 25-year-old Pamela Bucey killed her husband in the kitchen of their Everett home. She then dragged her four-year-old son into the parlor and shot him through the head before turning the gun on herself. Bullets lodged in the wall, which was smeared with the boy's bloody handprints.

If those walls could talk, imagine the stories of heartbreak and tragedy they would tell. But those walls can't talk. In fact, those walls are long since gone, and an apartment building now stands on the site. There are no visible scars reminding the community of the violence there. However, the Everett Daily Herald's coverage of the crime at the "house of death" is filed away in the archives in the Northwest Room at the Everett Public Library, just two blocks away.

The Northwest Room is a trusted repository for the community's history and collective memory. Its resources—such as the Sanborn Fire Insurance maps, Polk's city directories, newspaper archives, high school yearbooks, photographs, vertical files, and the Ancestry Library database—help Northwest Room visitors connect with the history of their homes, their community, and each other. The Northwest Room has been staffed by two full-time history specialists since it opened in 1977. Lisa Labovitch and I currently fill those roles, and we work with an average of ten house history visitors each week.

Labovitch attributes a recent uptick in house history researchers to the housing market. "Compared to Seattle, Everett is still relatively affordable," she says. "We see a lot of new home owners moving to the city and wanting to learn more."

Mindy Van Wingen is a local history specialist in the Northwest Room at the Everett Public Library and an ALKI editorial committee member

“ I’m someone who is content to sit in a room and read about dead people all day. My friend nerding out with me in the library made it feel less strange. ”

– Amanda Williams, researching the history of her 1901 home in the Northwest Room at the Everett Public Library

People are drawn to the Northwest Room to do house history for a variety of reasons. Some believe their homes may be haunted and are hoping to uncover a grisly tale like the Bucey murders. Others come in pursuit of architectural information and structural details — the kind of information that helps inform remodeling decisions and resolve disputes over zoning or nonconforming building use.

The majority of researchers, like Amanda Williams, come because they are simply curious about their home and its place in the

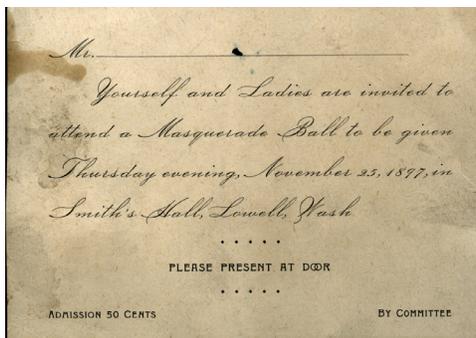
community. Williams lives with her family in a Victorian bungalow in Lowell, Everett's oldest neighborhood. When they bought their home in 2016, Williams was curious about what her home looked like when it was built in 1901. She found clues in the pantry, where the original floral wallpaper is still pasted on plaster.

But the stairs were what really inspired Williams's house history research and sparked her interest. "We go up and down those stairs at least twenty times a day," Williams says. "I started to wonder. How many other people have gone up and down my stairs?" She wanted to know if people had been born in her home, or if they had died there, and what their lives were like living between those walls.

Williams's friend encouraged her to satisfy her curiosity at the Everett Public Library.

Together, they visited the Northwest Room and spent an afternoon immersed in directories, yearbooks, maps, and databases. "I'm someone who is content to sit in a room and read about dead people all day," Williams admits. "My friend nerding out with me in the library made it feel less strange."

In the Northwest Room, Williams built her home's family tree and



1897 party invitation found in Amanda Williams's chimney, courtesy of Gail Chism]

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Northwest Room at Everett Public Library

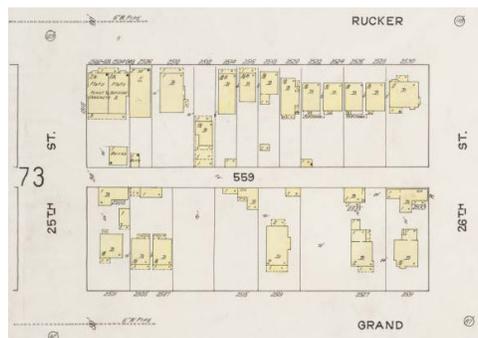
found evidence of its earliest design. The first owners were Norwegian immigrants who worked in a nearby paper mill. Williams became fascinated by her neighborhood's immigrant roots and the now unusual jobs people held, like papermaker, casket maker, and tugboat operator. When she learned that a widow with two sons lived in the home during the Great Depression, she wondered how they coped with economic and personal hardships. "How many tears were shed and how much stress was in my house?"

Williams has found photos of many of her home's former occupants at the library. She plans to add the photos to a gallery wall of her own family photos to honor their connection. "Looking at their pictures and realizing you're living in their house makes you feel more connected to them," William reflects.

But the most pleasant surprise for Williams, and for many of the Northwest Room's most diligent house history researchers, has nothing do with a specific home. Instead, it's the community connections they develop here. Williams has discovered new uses



Petersen family photo, circa 1900, Northwest Room, Everett Public Library



Sanborn Fire Insurance Map, 1914, showing the location of the Bucey murder, Northwest Room, Everett Public Library]

for the public library, found information about local history, and made friends with neighbors she hadn't previously known. Williams's research led her to Gail Chism, an expert on Lowell neighborhood history and a Northwest Room regular. Chism showed Williams an invitation to an 1897 masquerade ball that had been recovered from Williams's chimney during a 1990s remodel and she shared her own memories of past homeowners.

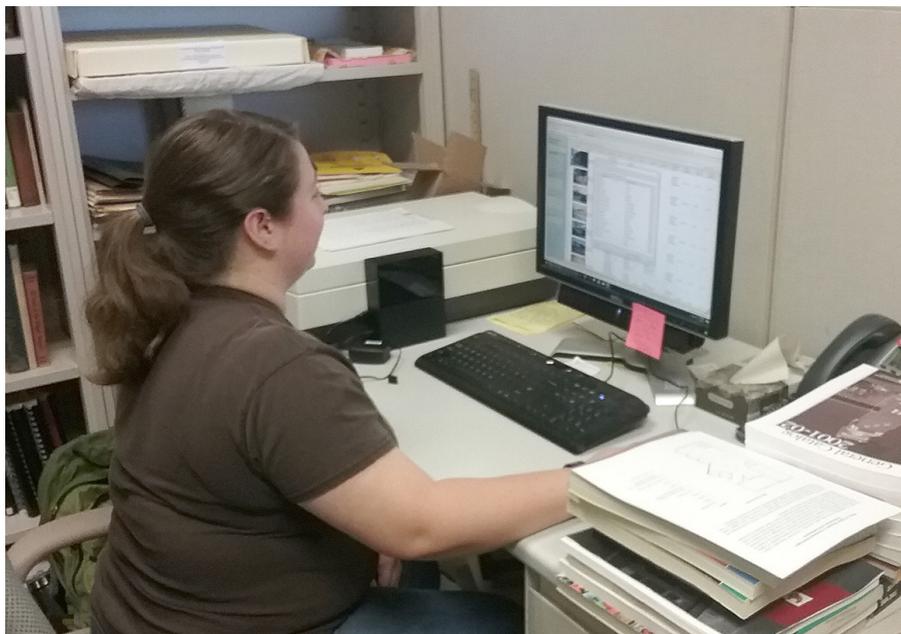
At a recent Northwest Room program, 15 adults gathered to learn how to search for local and house history information using e-resources, like Ancestry Library database and the City of Everett's newly digitized database of building permit records. While library staff provided instruction, the participants shared their research interests and ideas with each other. A few even exchanged names and phone numbers to continue their conversations. Nobody in the workshop uncovered a murder or any other shocking history. But like Amanda Williams, they each left the library with more information, questions, and connections. 📖

Hidden Collections Revealed Through the Power of Partnerships

by Robert J. Schimelpfenig, Ph.D.

In the forgotten corners of local historical museums and archives are some of the most amazing stories, powerful images and splendid objects to behold. This is a narrative I follow when thinking about the goal of liberating hidden collections.¹ I am admittedly sold on the romanticism that access to historical treasures serve to stir curiosity and the imagination. Collections of papers, photos and artifacts from our cultural heritage centers are like portals for time travel to bygone eras. I am a firm believer that even tacit encounters with “old stuff” are transformative. Access to materials that retain the past bring an opportunity to change perceptions of the present toward a new orientation of the future.² Revealing hidden collections online only increases this likelihood for discovery and transformation. Therefore, when entering the Clark County Historical Museum (CCHM) on Vancouver’s Main Street, there is enthusiasm and excitement over the prospect of releasing objects from their enclosures and into the digital medium. As an archivist for the WSU Vancouver Library, I am on a joint mission with the dedicated museum staff to make the hidden treasures of Clark County’s history digitally accessible for researchers and the public at large.

This effort began in 2008 with selections from the museum’s Vancouver Branch of the NAACP Collection. At the time, the museum had no digital program, no technology or infrastructure to manage digital assets, a part-time staff and a handful of



Sam Rintoul, former student of WSU Vancouver, works on a 2016 project digitizing CCHM photographs. Sam has since enrolled in a Master of Archives & Records Administration program at San Jose State University.

volunteers with no formal training. The library’s interest in collaborating emerged from a commitment over previous years to build a regional digital ethnic history archive.³ Having participated in a multi-state project funded by IMLS in 2003, the library retained expertise and technology to continue its digital initiative. This included the use of CONTENTdm through its relationship with the WSU Libraries system. The initiative evolved as part of an overall mission to partner with organizations like CCHM to facilitate

online access to local archival collections for faculty and student research. Over the years, joint projects have included digitizing photographs from the museum’s collections as well as issues of the Vancouver Independent newspaper, maps and oral histories. One decade and over 30,000 objects later, the mission continues with our ninth grant-funded project, totaling \$100,000 over the years. In 2018 we are poised to digitize land plats and aerial photographs documenting Clark County’s landscape prior to the construction of Interstate 5.

For the participants, this ongoing collaboration between CCHM and the WSU Vancouver Library is recognized as unique with each project like a stepping stone towards a more enduring partnership. Thus far, this arrangement has avoided many of the complexities that can develop with external partnerships.⁴ From the very beginnings the benefits of cooperation were obvious. The library expanded availability to local historical content online to researchers through digitizing museum assets while providing students with opportunities and training to work in an archival environment. Students engaged with materials for their class

Robert J. Schimelpfenig is Archivist for the WSU Vancouver Library, Archives & Special Collections.

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research projects as they learned about processing and digitizing archival collections. The museum benefited through the digital preservation of its items, fully processed collections and the accessibility of contents online. Shared technical knowledge and equipment, which CCHM has since acquired, was also a result of initial partnership exchanges. The reciprocity and fulfillment of these kinds of complementary interests have inspired a welcoming continuation of the partnership.

Nevertheless, beyond these reciprocal aspects, CCHM and the WSU Vancouver Library have also worked cooperatively to address real preservation concerns, seeking solutions through digital innovations. In 2015, a project team was assembled to find a low-cost option for scanning hundreds of fragile bound volumes. Flatbed scanning for these vulnerable objects was out of the question and at the time neither institution had the budget for the purchase of a commercial book scanner. Considering the success that some organizations expressed with the in-house manufacture of their own book scanners, the project team was inspired to design its own DIY technology.⁵ The team met monthly sharing ideas gathered from YouTube videos and websites featuring open source products. They conducted research on book cradle systems, cameras and lighting. Working with a volunteer who was also a professional union carpenter, designs were adapted to make the apparatus mobile. The final product resulted in a functioning book scanner that could accommodate the fragile volumes and demonstrate an ease of use. The cost of the scanner with donated labor, excluding the double mounted cameras, totaled \$230.00.

As CCHM and the WSU Vancouver Library enters year ten of its partnership, the objective of making Clark County's historic collections digitally accessible continues. Recognizing that for

What makes partnerships successful when initiating a digital program?

Here are some of the qualities that have made the partnership between the Clark County Historical Museum and the WSU Vancouver Library successful as identified by Robert Schimelpfenig, Archivist for WSU Vancouver Library.

- Open and forthright communication.
- Being sensitive and respectful of one another's territories. Learning internal procedures and policies of the partner's institution before proceeding with access to collections.
- Consultation between partners before commitments are made.
- Identifying the roles of project members early on so that responsibilities and expectations are clearly framed.
- Acknowledging the interests that each partner serves as well as making sure that projects stay consistent with mutual objectives.
- Conducting routine meetings to assure mutual objectives or met and to address an issues that emerge.

many small organizations in the county a lack of resources prevents similar initiatives to occur, the partnership is now working toward building multi-institutional collaborations. At the forefront of this is the idea of extending the digital program through resource sharing. The first opportunity for such outreach coincided with the development of the DIY book scanner. In 2016, the Clark County Genealogical Society (CCGS) consulted with the Library on the digitization of two bound tax ledgers from the 1800s. With encouragement, the Library facilitated a partnership between CCGS and CCHM through use of the book scanner and CONTENTdm. This collaboration ultimately resulted in a proposal for a small-scale project that included an application for local grant funding through the county. In 2017, CCGS received its request for \$2,500, which covered the cost of two cameras to mount on the scanner, and thus the first full fledged book scanning project was initiated. The

success of this endeavor has sparked interest in working together on future projects and the arrangement to share resources between the institutions for digitization purposes is likely to continue. The cooperation behind the manufacture and use of the book scanner has become more than an innovation, it is now seen as a tool that can potentially be used in partnerships with other small organizations looking to digitally preserve bound volumes of historical materials.

In the pursuit towards building these kinds of partnerships, CCHM and the WSU Vancouver Library have shared their previous successes as opportunities to share knowledge with other historical organizations in Clark County. Annual workshops and presentations sponsored by CCHM have encouraged the participation of neighboring institutions to learn about one another's collections. During these gatherings, project ideas, digital standards, preservation and archival practices are discussed.

Lens is More: Spokane Public Library's new Community Lens hosts everything from poetry to a late night talk show

by Jason Johnson

If you haven't set foot inside the Downtown branch of the Spokane Public Library in the last few months, you're in for quite a shock. We are venturing into territories unknown - in both services and spaces -- the newest and most dramatic of which is the newly opened Community Lens event space on the 3rd floor. The space features a state of the art performance stage, equipped with a top end sound system, stage lights and dramatic views of the iconic Spokane Falls. Since opening in October 2017, the Community Lens has played host to more than 50 events and attracted over 1,500 attendees.

When approached about writing this piece, I was asked to discuss how I got the buy-in necessary from administration, the board, and staff to make something of this scale happen. The truth is it wasn't difficult at all. In fact, there was hardly any buy-in to solicit. Spokane Public Library is bought in.

The thing I like most about working for Spokane Public Library is the culture of risk-taking that is embraced by everyone, from administration to page staff. We aren't afraid to try big, new, scary things. We aren't afraid to fail. Spokane Public Library wants to expand the possibilities of what a library can be. When I pitched the idea of the Community Lens, I received the full support of



*The Community Lens overlooks the iconic Spokane Falls and the Monroe Street Bridge.
Credit: Caris O'Malley Johnson*

“The space allows the library to be the platform for artists, musicians, writers, poets, community groups, and non-profits to share their talents and passions with their community.”

administration and the board of trustees. The entire organization got behind the vision and worked to make it happen in a matter of months. We shifted collections (without eliminating a single item), moved furniture, reconfigured our Internet stations, built a stage, installed equipment, and installed new carpet - all while never interrupting day to day operations and sticking to a very modest budget.

I came to the Spokane Public Library two years ago and quickly developed a personal mission to position the Downtown Library as a cultural anchor and community destination. The creation of the Community Lens is a major piece of that puzzle and has allowed us to take a huge step forward in fulfilling this mission. The space allows the library to be the platform for artists, musicians, writers, poets, community groups, and non-profits to share their talents and passions with their

community. It enables Spokane Public Library to partner with local people and organizations in new and exciting ways. It also allows staff the space to dream up the next big thing.

The flagship event for the new space is Lilac City Live, a monthly late-night talk show that aims to showcase people doing great things in Spokane. The first two episodes of the show brought in a crowd of more than 500 people and allowed us to reach an audience that hasn't been in the Downtown Library for years (if ever). Spokane has such a vibrant arts, music and comedy scene, and I wanted to find a way to really highlight that aspect of our

Jason Johnson is the Community Engagement Manager for the Spokane Public Library.



The performance space hosts Lilac City Live, poetry readings, film screenings, live music, community events, and more. Credit: Caris O'Malley

city in a fun and entertaining package. Lilac City Live gives these local creatives a chance to shine in front of a large, engaged, and supportive audience. Did I mention that the Spokane Public Library Foundation also runs a bar at the event featuring local breweries and wineries?

In addition to Lilac City Live, we host monthly First Friday events that feature local visual artists, musicians, and interactive art experiences for customers of all ages. We played host to the Individual World Poetry Slam Championships, live streamed the sold-out TEDxSpokane event on the space's giant foot projection screen, offered virtual reality events hosted by our Community Technology staff, celebrated Native American Heritage Month events all November, partnered with First Night Spokane to host "Singing in the New Year," and screened a locally-made documentary -- and we're just getting started. On deck, we have the Inland Northwest's premiere literary event, the Get Lit Festival, the Spokane Public Library Foundation's Citizen Hall of Fame benefit, and a reading by author Kate DiCamillo.

I am extremely proud of the Community Lens and the possibilities that it opens up for Spokane Public Library. It is a big step forward for our community engagement efforts. We are excited to continue to position ourselves as the platform to showcase Spokane. 📖

The outreach has been effective in creating interest in digitizing historical materials not only among organizations but also individuals. Occasional events hosted by CCHM and the WSU Vancouver Library have invited community members to learn about the importance of donating family records to the museum for the preservation of Clark County's history. Such interest has led to events where the community has had the opportunity to donate family photographs in exchange for digital copies.

With the steady partnership between CCHM and WSU Vancouver Library, its joint digital program and the desire to expand further collaboration with neighboring institutions, the prospect for more hidden collections of Clark County to see the light of a computer screen in the coming years is a real possibility. Despite the limited resources that can prevent individual organizations from stepping into a digital initiative, such partnerships demonstrate that with cooperation and resource sharing the mission to make historic treasures accessible is achievable and beneficial for all parties involved. As CCHM and the WSU Vancouver Library can attest, partnerships are an investment that takes patience. Nevertheless, the rewards for perseverance include not only successes of projects for the short-term but also the fulfillment of long-term objectives that expand the range of access to a community's history. 📖

NOTES

1 This is a narrative inspired by the Council on Library and Information Resources (CLIR) in its initiative outline in "Cataloging Hidden Special Collections and Archives: Building a New Research Environment," CLIR, 2008, <https://www.clir.org/wp-content/uploads/sites/6/2008HiddenCollectionsProposal.pdf>

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Building Bridges at the Mall: An experiment in boutique librarianship takes off at the Spokane Valley Mall

by David Wyatt

“There’s a library in the mall!” punctuated the ubiquitous holiday music last December outside the Spokane County Library District’s newest location, The BookEnd at Spokane Valley Mall.

Starting in January of 2017, we started planning our boutique mall library. As this was a completely new location for the district, every department was involved from Collection Services to Communication; Public Services to IT and Facilities, under the guidance of our soon-to-be-new executive director, Patrick Roewe. While we had previously located libraries in retail settings like strip malls (which eventually transitioned into new libraries of their own), this was the first time the district located a library inside an enclosed mall hoping to capitalize on existing foot traffic. The Spokane Valley is the district’s largest service area, and home to one of our busiest locations, where expanding service continues to be a top priority. This small and relatively inexpensive service model seemed perfect for supplementing service in the Valley. The location in the Spokane Valley Mall is taking library services to where the people are.

Boutique has become a popular catch phrase in retail, but what does that look like for libraries? Think of your favorite bookstore, with plenty of new or interesting titles faced out and ready to browse. Most of the items at The BookEnd are new, and cannot be put on ‘hold’ through the library’s online catalog. This means that books and DVDs that are on a waiting list online are often available at The BookEnd.

“It is easy to forget how much people love libraries until you show up where your customers least expect..”

It’s a small collection of roughly 6,500 popular titles picked by our collection services team and merchandised by our public services staff. Its small footprint (3,000 square feet), long hours (73 open hours per week), flexible staffing (5.25 FTE), and a collection purchased from our

existing materials budget; allow us to be responsive in our customer service and to the district’s financial needs. The abundance of merchandised displays leads future customers to mistake us for a book store before signing up for or renewing long-neglected accounts. This new location is turning into an effective introduction to our library system and what libraries can provide communities.



The BookEnd at the Spokane Valley Mall



Interior, The BookEnd at the Spokane Valley Mall

This introduction to contemporary library service has driven our experience in this new location; reaching new customers and adding value for existing library customers. On Halloween, there were more than 700 children with parents in tow through our doors. The parents, excited more for books than candy, almost quit trick-or-treating to check out books immediately. The further we ventured into the holiday season, the more shoppers found us. The door count between December 17 and 23 was twice the average. January 2018 has been our highest circulation month thus far, despite lower foot traffic at BookEnd and the mall in general. I credit this to newly discovered customers from the holiday season beginning to utilize us as their go-to library.

My favorite anecdote is not from hordes of people and statistics, but from a holiday storytime in the mall. This was a special storytime put on in conjunction with the mall Santa setup for photos. A big family unit of kids, parents, and possibly aunts

David Wyatt is the Library Supervisor of the Otis Orchard Library and the BookEnd at the Spokane Valley Mall.

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From Students to Interns: UW Libraries' experiment with student internships bridges the gap between high school and university library success

by Kian Flynn and Elliott Stevens

"Why don't we have a high-school internship?"

The University of Washington is a large institution with many libraries and hundreds of librarians, so even when we meet as a division, we still fill a room. In the summer of 2016, we were in one such packed space. For close to two hours, we worked through our meeting's agenda, and it was only at the end, when the floor suddenly opened up to new subjects or questions not on the agenda, that a librarian way at the end of the conference table asked, "Why don't we have a high-school internship in the Libraries?"

The person who asked this often wore Hawaiian shirts, and today's was mostly orange and red with birds. It was Glenda Pearson, Head of Government Documents, Maps, Microforms, and Newspapers. She was also the Human Rights and Animal Studies Librarian -- and about a couple of weeks away from retirement.

A few other librarians in the room either echoed Glenda or said that a high-school internship was a great idea. Soon the meeting was over, and everyone streamed out of the room, wading back into their busy schedules.

In that conference room that day, the two of us do not recall saying anything, but after the meeting we could not stop thinking about the possibility of an internship for high-school students in the UW Libraries. Before going to library school, both of us had experience working with young people and teaching in high-school programs, so *why don't we have an internship?* seemed like the kind of question we should be asking ourselves, given our backgrounds.

We were also curious about whether or not other libraries were offering paid internships to high-school students.

Internships and programs in libraries. But where are the high-school students?

An initial Googling of "high school internship library site:.edu" did not yield anything related to what we were looking for. For

Kian Flynn is the Geography & Global Studies Librarian and Elliott Stevens is the English Studies & Research Commons Librarian at the University of Washington Libraries in Seattle.

example, the Smithsonian Libraries offer an internship, but it is for graduate students and undergraduates. No mention is made of high-school students.¹ Cal State Northridge offers an internship with a stipend, but it is for grad students only as does CUNY Brooklyn.^{2,3}

When we did a quick review of library literature, we found many articles dealing with academic libraries and outreach -- and some of these articles make mention of high-school students -- but nothing focused on paid internships. For instance, Tina Schneider, in a review for *The Reference Librarian* of how academic libraries conduct outreach, does briefly write about high-school students, but it is only to show that some institutions allow them to have a borrower's card or use their spaces.⁴

In a 2009 article, "Warning: Children in the Library! Welcoming Children and Families into the Academic Library," K. Tvaruzka starts by not just describing an absence of programming for young people but also a hesitancy. Tvaruzka reached out to academic librarians who expressed an interest in programming for primary and secondary school students but were concerned that such programs would not "fall within the purview of their institution's mission or strategic plan."⁵ High-school students appear to be absent in this discussion, and there is no mention of a paid internship for them.

In a more recent article -- one that also uses the idea of "building bridges" as a theme -- the writer looks at ways libraries in Canada, the U.S., and China have worked with public communities. Public access to academic resources is mentioned as well as scholarly talks open to the public and information literacy programs for adults and youth, but there are no instances of internships designed for first-in-family college students or those grossly underrepresented in higher learning.⁶

Though we surely haven't exhausted the literature about academic libraries and outreach to high-school students, we have nevertheless found only a scarcity of information about programs like internships for them. In fact, the only other program that we discovered that is somewhat similar to what we ultimately did is at the Ohio State University in Columbus. We will return to it later.

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Not so much building bridges but finding them

We knew a high-school internship had never been done in our library system before, and at the time we did not have any models from librarianship to follow, but we did know that without high-school students there would be no internship, so we searched our university's website for some department or group or program that could potentially help us. In this way, we were not so much building a bridge but looking for one that people had already thoughtfully constructed, and we found such a connection at the Dream Project.

The Dream Project is a program where undergraduates can serve as mentors to high-schoolers who are potential first-in-family college students or from low-income backgrounds.⁷ Our hope was that the coordinators of the program would be able to help us with our internship idea, and sure enough, seeing a library connection, they put us into contact with Nancy Garrett, a youth services librarian at the Lake City Branch of the Seattle Public Libraries.

Right from our first email exchange with Nancy, she assured us that she was in regular contact with more than fifty high-school students, and she was confident that at least a quarter of them would be interested in an internship at an institution like the University of Washington. Furthermore, in these initial exchanges, Nancy gave us invaluable insights into the lives of these students, noting that they are very busy participating in programs and jobs in their high school and community. She stressed that a stipend would likely be the difference in whether or not they would apply. One reason for this, Nancy explained, was simply the cost of bus transportation. She made it clear, however, that if we were to put together such a program and get funding for it, then she was confident we would be able to find at least one student who would be willing to participate.

What we put together

In our work as librarians, we had experience with teaching digital storytelling and information literacy skills, so we thought we could design the internship around projects related to those topics. Our thinking was that it would be fun if the students were to make two digital stories and get first-hand experience searching in our databases. For a timeframe for the internship, we chose twenty hours of meeting times -- often three hours at a stretch -- over three weeks in July 2017. We felt that \$500 would be a fair amount for a stipend.

When we reached out to UW Libraries administration about the idea of a high-school internship at the UW Libraries, we were surprised by the enthusiastic response. Betsy Wilson, Dean of the UW Libraries, quickly recommended that we recruit three interns rather than just one. Now we had the potential for a

collaborative team of interns rather than just a solitary student. We were fortunate to be able to offer internship opportunities to three students because once Nancy Garrett put out the word to Lake City's high school students, applications started pouring in. We received twenty applications in total and, after interviewing six students at the Lake City library, had difficulty narrowing the talented pool of applicants down to the three.

The three interns arrived on campus in early July for the start of the internship. With our tight time frame of twenty hours spread out over three weeks, the students immediately dove into creating their digital stories. The first story was a "Digital Self Portrait," and its purpose was to acquaint students with the basics of the video editing program we were using, WeVideo, and provide the students an opportunity to introduce themselves. To compose their scripts, they responded to sentence-starting prompts like "I am...", "I remember...", "What I want you to know about me is...", and "I disagree with the idea that..." They found visuals to pair with their words and recorded voice-overs with Creative-Commons images and their own photos. The results were engaging compositions that read like poems and looked like cinematic collages. One intern, who ran for his high school's cross-country team, declared "I am a runner," while another compared herself to a butterfly as "a symbol of evolution, of change, of beauty, of grace, of nature, and of life itself."

The interns were inspired by this creative process, and notwithstanding some frustrations with the video editing software, eagerly began working on their second story, which was based on a 250-word story on a topic of their choice. One student, worried about writing a carefully edited page of double-spaced writing, initially said he didn't think he'd be able to write a script that long. But in the library space we were working in that day, we found a rolling whiteboard and red, blue, and green markers and went to work brainstorming. Before he knew it, this student had an outline, and he went on to produce an 800-word draft, which represented a triumph for him because he said he usually finds the writing process frustrating. To make his final script, he had to cut his draft by over half. "I had never done something like that before," he said.

One of the most valuable parts of the internship for the students was the opportunity to see a large university campus firsthand, and one student remarked that taking "tours around the library, walking around the campus, and thinking that is going to be me in a few years walking around the campus" was one of their favorite parts of the internship.

In planning the internship, we wanted the students to have several opportunities to interact with librarians on campus and get a sense of the work that they do. The students had an opportunity to chat with the Dean of the Libraries and the Director of the Odegaard

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Undergraduate Library, listen in on a tutorial on recording strong voice over narration from the Libraries Communication Officer, and learn about how to use the various research and statistical databases that the UW Libraries subscribe to.

In part this was to introduce the students to the many varied careers that are available in librarianship and perhaps spark their interest in such a career. One student remarked that librarians were “different than the image of librarians in my head.” These interactions also provided the students with exposure to the different services and resources that college libraries provide, and we hope this awareness will prove helpful once they are college students themselves. “Libraries,” one student realized during the internship, “are not just about books.”

At the conclusion of the internship, the students presented their digital stories to a room full of library staff and librarians. Though nervous and quiet at first, the students quickly perked up as librarians gave their stories a warm reception. Their grace and thoughtfulness were on full display as they recounted their experiences in the internship and the creative decisions they made in creating their stories.

“I go by ‘Q.’”

As we had mentioned earlier, when we were first putting together this internship, we were not aware of any other librarians in academic libraries who were working on high-school internships. It was only when our internship was coming to a close that we learned of a program at the Ohio State University. For this internship, local high-schoolers who were potential first-in-family college students and from groups underrepresented in higher education spent nine weeks last summer working in libraries at Ohio State.⁸ We were curious to learn more about this program, so we contacted one of its organizers, Quanetta Batts, who immediately displayed an infectious energy when talking about the internship program.

“I go by ‘Q.’” she said to us before launching into the success of the program she worked to design. Similar to ours, the Ohio State internship’s inaugural run was last summer, and in the program five students got experience working in branch libraries, working on re-shelving as well as digital scanning and assisting in communications. This program was far more expansive than ours, and over nine weeks, the students were assigned a librarian mentor and would meet with them once a week. The students also got together on Wednesday mornings for a couple hours to take tours of the university, speak with a panel of undergraduate workers, and consult with specialists from financial aid.

Q. mentioned one student who was particularly quiet and shy at the beginning of the program. “I wish I could have recorded her

on Day One!” Q. said because as the weeks unfolded, this student became more and more confident and began to express an interest in librarianship. “I think we’ve got a librarian here,” Q. said. “I was telling my colleagues, ‘Can we hire her for real?’”

Q. went on to say that this upcoming summer, they are planning to expand the program from five students to ten. “Five of the students will be the ones from last year,” she said. “They all wanted to come back.”

Looking Ahead

As we look ahead to the future of the UW Libraries High School Internship program, we want to continue to reach out to new community partners and strengthen the program’s ties with the community. After the end of the internship, we reached out to SPL and Seattle Public Schools librarians to gauge their interest in collaborating with the UW Libraries going forward. Deb Gallaher, the school librarian at Nathan Hale High School, expressed a desire to see more of an “alliance” between high schools and the UW because Seattle students would benefit from that partnership. She noted that some students have a hard time “seeing themselves in the role of a college student” and that the program helps students from diverse backgrounds feel like they belong on a college campus. Nancy Garrett, of SPL, sees an opportunity with these internships to attract a wider range of students to careers in library and information science and sees SPL branches as being spaces where students can share their work from the internship with a wider community.

In the spirit of strengthening these partnerships with the greater Seattle community, we want to start more directly reaching out to the students’ communities through this internship. We have plans in the coming years to host student showcase events at the students’ high-school and local public libraries, which we hope will make the events more accessible to the students’ peers, parents, and family members who aren’t able to make it to UW in the middle of the workweek.

The students from our first class of interns are already excited to help spread the word to their communities. At the conclusion of the internship last summer, one of the students volunteered to help promote and speak about the internship to potentially interested students. And in the end, that’s how we see this program flourishing: one student speaking highly of the program to a classmate, a guardian of a student mentioning the UW library high school internship to another student’s guardians, or two librarians sharing their experiences building a high school internship program with other librarians. Over time, as more and more students take part in similar programs, these students’ comfort with and awareness of the academic library will grow. And, just

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maybe, one day some of those students might want to become librarians themselves.

“To learn more about the UW Libraries high school internship and view the students’ digital stories, visit www.lib.washington.edu/commons/programs/intern.” 📖

NOTES

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4 Tina Schneider, “Outreach,” *The Reference Librarian*, vol. 39, no. 82, 2003: 199–213.

5 K. Tvaruzka, “Warning: Children in the Library! Welcoming Children and Families into the Academic Library,” *Education Libraries*, vol. 32, no. 2, 2009: 21.

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7 “Whom We Serve.” (n.d.), retrieved from <https://www.washington.edu/dreamproject/about/who/>.

8 L. Allen, “Libraries, Expanding Visions Foundation, Broadening Partnership,” Feb. 16, 2017, retrieved from <https://library.osu.edu/blogs/osulstaff/2017/02/16/libraries-expanding-visions-foundation-broadening-partnership/>.

or uncles came by after I had talked with them a bit while they waited for pictures with Santa. The man I talked with in the group was gruff, bearded, and wearing a Fugazi t-shirt. He was definitely trying to gauge what this library guy was getting out of stories in the mall. I was certain that after their photos they would go on their way, shopping and visiting the food court. To my surprise the whole family came by and the kids were ecstatic with our storyteller’s reading of *Tyrannoclaus* and *Pete the Cat Saves Christmas*. Afterward, our storyteller was chatting with the family and the gruff man from earlier tried to give him a \$20 tip! At which point our staff member obviously refused, and suggested they get library cards instead. That made it clear we were reaching people new to libraries.

Several classes from InTec, a local project-based learning high school, visited The BookEnd because of our location in the Spokane Valley Mall. On a visit to the school just days before, a librarian and I presented digital resources and handed out temporary library cards. Teachers had been struggling to get students to sign up on their own time so they could access our digital content in the classroom. Since The BookEnd was within walking distance of their school, by the end of the week they made a field trip out of it and everyone got full access accounts. Since this new physical location made us more accessible, students were able to access reliable digital content that supported their education.

In recent years community outreach has become increasingly robust in our library system, as it has in many other public library systems. The BookEnd melds that community outreach component with the brick-and-mortar library to provide a new model of service and a unique location for our customers. It is easy to forget how much people love libraries until you show up where your customers least expect. That ability to surprise our customers has been a great opportunity to facilitate building new connections and revitalize those that already exist. 📖

Crossing Bridges in Jefferson County

by Kris Becker

With the theme of “Bridges and Walls,” I immediately think about walls in a house. I was a house painter before my stint as a librarian, and I’ve seen walls of all colors, construction and material. There are walls I hate to paint (think lifelong smokers who didn’t open windows) and ones that have been pure joy (think real colors, stencils and fun finishes), but not until we were discussing the theme for the next issue of *Alki* did I see them as barriers. Barrier to wind, rain and snow. Barrier to the outside world and things that annoy or frustrate us. Barrier to things that might want to harm us. In these ways, walls are useful, protective and appreciated for the purposes they serve.

In the library, we have walls and then there are walls. The first set of walls provides barriers to weather, the outside world and also helps keep us safe. The second set of walls builds barriers to services, information and the rest of the world. I’d prefer to keep the first set of walls in place. Especially on a day like today, the rain is coming down, the books come in with little water droplets on the covers, and patrons comment on the warmth of the library. But the second kind of wall, we have the opportunity as librarians to pull down, and make them crumble. For example, it never occurred to me early on in my career what a barrier it could be to charge fines. I worked at a library that charged for everything, sent people to collection and charged for a library card (if living outside a library taxing district) based upon a complicated formula which usually ran between \$120 and \$180 a year per family. But even if you were lucky enough to live in the library taxing district there were fines for all items that were overdue. A quarter a day per item adds up and if you add on top of that no limit until you hit the price of the book, it can be a pricey venture to go to the library. Just recently, the Jefferson County Library and Port Townsend Library decided to eliminate fines at our libraries. I’ve seen a few smiles when patrons are told their fines have been wiped out and I know we aren’t the only ones in the state who have been able to do something like this. Has your library been able to eliminate fines in other ways? Waive them for canned goods? Reduce them for time spent reading?

As for bridges, it might seem simple enough to get to Jefferson County -- one just has to drive over the Hood Canal Bridge. Visitors can get a sense of why people might want to live here when they see the water all around with the backdrop of the Olympic

Mountains. It can take your breath away. (I don’t think it’s just because I grew up in the Midwest either.) But while Jefferson County is surrounded by natural beauty and wonder, it’s also, as a result, remote. At the library, we try to bring an assortment of programs to our patrons that will excite, delight and spark conversations.

I work most Wednesday nights when many of our adult programs are scheduled. The first time we had the Seattle Opera visit for a preview, I really thought it would be a lecture about the upcoming opera. It wasn’t until I heard the first notes of *La Traviata*, I realized just how wrong I was. It sounded amazing and this was listening to it from the information desk! I don’t think I was the only one shocked to learn opera singers and an accompanist were going to sing parts of the opera. We’ve had them back several times over the last year and the audience continues to fill our room. (Sad news though, last I heard the funding for this program was being cut and it wasn’t certain if it would continue.)

Although the Seattle Opera came to the Jefferson County Library, for some of our patrons, a drive to their nearest library can be too far to travel. With just a tripod, an iPad mini, and the Zoom app, Jefferson County Library has begun experimenting with streaming programs for patrons to watch from the comfort of their homes. It’s still in the trial and error phase, but the early results are promising. Maybe someday we can have our events recorded for viewing at anytime, much like Nashville’s popular Salon@615 event recordings.

After working on his album, *Walls and Bridges*, John Lennon said, “Walls keep you in either protectively or otherwise, and bridges get you somewhere else.”¹ I hope we continue to whisk our patrons to somewhere else, anywhere they choose to go. 📖

NOTES

1 Lobo, Joy, “40 Years Ago: Walls and Bridges,” Accessed February 08, 2018. <http://thebeatlesrecall.blogspot.com/2014/09/40-years-ago-and-bridges.html>.

Kris Becker is an Acquisitions Librarian for the Jefferson County Library.

Peas in a Pod: Libraries and Community Facebook Groups

by Jared Criswell

Remember the eleventh biblical plague of painted rocks that infested libraries and other public places statewide a year or so ago? (I mean that in the nicest way possible.) Well, that was a real-life manifestation unleashed by a bunch of community Facebook groups, and, in my experience, they're fantastic places to advertise library programs!

I found this out at one of our rural branches in the Timberland Regional Library system after a particularly successful youth program. A patron approached me and said the program was so well attended because he had advertised it on his community Facebook group. When I checked it out (after my hurt feelings went away), it turned out to be a Neighborhood Watch group. We immediately joined it and started sharing events to great acclaim.

Since we met with success in the Neighborhood Watch group, we also did some sleuthing to find other groups. In the meantime, our rural branch experienced a jump in Summer Reading Program event attendance from 52 in 2016 to 275 in 2017. (Disclaimer: due to the nebulousness of social media statistics as they relate to reality, and the natural ebb and flow of program success, I'm hesitant to say that our attendance boost was directly caused by our involvement with these groups, but it would probably be a stranger coincidence if that wasn't the case here.)

At first, I was surprised that a Neighborhood Watch group would be so engaged with library programs. But the more I thought about it, the more it became evident that members of these groups are exactly the right people to try to reach.

Community Facebook groups and pages offer an extremely easy way to become civically engaged, and they're run and populated by some of the most motivated people around. In the Neighborhood Watch group, for example, the entire town gets involved in reporting on trends in car prowling and burglaries. They band together and start a GoFundMe fundraiser if a community member's house burns down. So, it's no surprise that they would also spread free public library events far and wide, because we're interested in doing great things for our communities, too!

People also go to these groups for literally everything. I've seen threads recommending traveling dog nail-cutting services, and I've

seen people harangue the town mayor over manholes that bubble too much when it rains. These are particularly weird examples (maybe not if you work in a public library), but it's more common to see people asking for mundane things like recommendations for fax services, scanning, printing, family events, etc. Those are great opportunities for library staff to jump in and inform people about what their library can do for them while getting the library a lot of exposure in the process.

If this surprised you and piqued your interest (like it did mine), here are a few common archetypes of community groups to reach out to:

- Rock painting/random act of kindness groups
- PTOs
- Neighborhood Watch groups
- Police scanner groups
- Community initiatives
- Homeschooling groups
- Job seeking groups
- Nextdoor (a non-Facebook app for iOS and Android)

If you decide to get involved with these groups, be sure to revisit your organization's publicity and social media guidelines. There can be gray area/overlap between Facebook admins and your Communications department (or equivalent) so it can't hurt. You should also read each community group's rules and save their precious feed real estate for your "darling" programs. We stick to posting one or two programs every three months, which fits neatly with our program planning schedule anyway.

If you get good results, you can also look into more intentional ways to advertise on these groups. Some even offer the option of "sponsoring" posts for a day. If you have an upcoming seasonal initiative or campaign, it might be worth a try.

Questions or comments? Feel free to email me at jcriswell@trl.org, or contact the editor at alkieditor@wla.org. Successes, failures, and unconventional strategies are equally welcome! 📖

Jared Criswell is a Library Associate at the Amanda Park, Westport, and Amanda Park Timberland Libraries.

Milestones

Milestones focuses on significant moments for libraries statewide – recognizing notable new hires, transitions, expansions and retirements, as well as remembrances of those who have passed. We're looking for submissions, of approximately 250 words, that highlight notable accomplishments in the careers of those profiled. Photographs are encouraged. Please send information to alkieditor@wla.org.

ADVANCEMENTS

Kate Larsen became the Director of the Tacoma Public Library on January 2, 2018. Larsen was most recently the assistant director of the Everett Public Library, where she served for over 10 years. She is a graduate of the University of New Mexico and the Pratt Institute in Brooklyn, New York. Before relocating to Washington State in 2007, Kate worked for New York Public Library and Washoe County Public Library System. She brings nearly 20 years of experience in public library management to her work at Tacoma Public Library. As a library administrator, she emphasizes community engagement and works to improve standard operations and public services, to improve internal and external communication, engage staff strengths, and move libraries forward through the use of technology. At the Everett Public Library she worked across City departments and established key partnerships, helping to build the stable, responsive, community-centered library that Everett Public Library is today. Since 2013 Kate has served on the Board of Directors for Cocoon House, a Snohomish County non-profit working to end youth homelessness through its outreach, prevention, and housing programs.



*Tacoma Public Library Director
Kate Larsen*

–Mindy Van Wingen

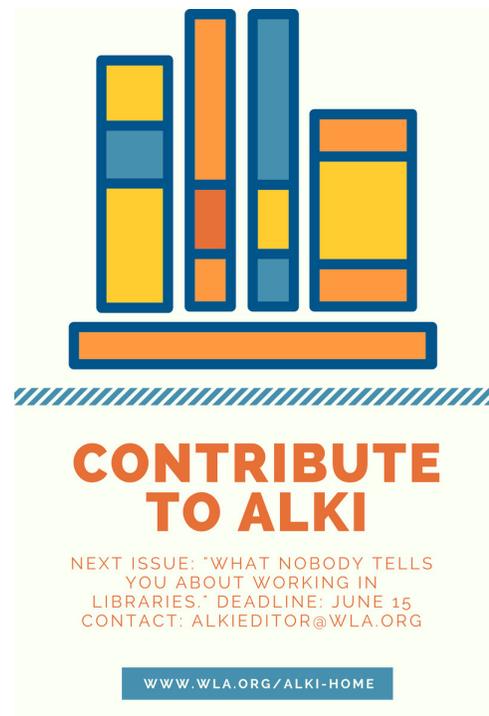
King County Library System (KCLS) welcomed its new Director, **Lisa Rosenblum**, on Jan. 16, 2018. Rosenblum previously served as the Director and Chief Librarian for Brooklyn Public Library in New York City, the fifth-largest library system in the country. While there she oversaw a \$120 million budget, as well as planning, leading, and developing BPL operations. Before working at BPL, Rosenblum was a library leader in California: Director of Library and Community Services for the City of Sunnyvale, Director of Library and Neighborhood Services for the City of Hayward, and a Division Manager of the Dr. Martin Luther King, Jr. Library

in San Jose. Over the course of her career, Rosenblum has championed innovative technologies, significantly increased circulation, and emphasized effective service to diverse communities. Rosenblum has also been a visiting professor and lecturer at the Pratt Institute School of Information and San Jose State University's School of Library and Information Science. Upon joining KCLS, Rosenblum will oversee 49 libraries, the completion of a \$172 million Capital Improvement Plan, and implementation of a five-year Strategic Focus. 📖



*King County Library System Director
Lisa Rosenblum*

–Sheri Boggs



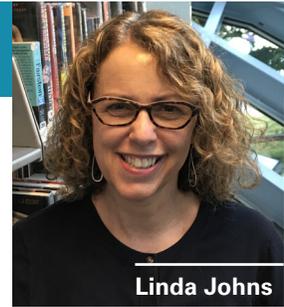
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I'd Rather Be Reading

by Linda Johns



Linda Johns

Two years ago a great literary tradition began at the Washington Library Association conference: a presentation called “WA Do I Read Next?,” in which a team of librarians shared some of their favorite books by Washington authors. There are simply too many terrific authors in our state to wait until the 2018 conference, so we asked six librarians to share a recent favorite novel or memoir they think your patrons will love. Here’s to Washington’s rich literary landscape, to the bridges, streams, fields, and mountains, and to a continuous supply of books by local authors.

Looking for Betty MacDonald: *The Egg, the Plague, Mrs. Piggle-Wiggle and I* by Paula Becker (memoir)

Betty MacDonald first entered my life through the *Mrs. Piggle Wiggle* books. Who could ever forget “The Radish Cure” for children who won’t take a bath, or the “Picky Eater cure” which magically transforms all food into bland white noodles? Paula Becker’s memoir of MacDonald opened my eyes to a more complex person. Betty was raised and spent most of her adult life in Washington state. Her books, frequently based on her own life, are full of an offbeat, though often barbed, sense of humor. But they also tell a story of hardship. *The Egg and I*, which launched her to fame, has a backstory that is anything but funny. *The Plague and I*, recounts Betty’s time in a Tuberculosis hospital, and *Anybody Can Do Anything* describes her survival as a single mother trying to keep food on the table during the Great Depression. She had the gift of making us laugh, but life was rarely easy for Betty. In the vein of Peg Bracken or Erma Bombeck, she managed to capture her times and experiences with a humor that resonated with her audience. This book not only provides a snapshot of Washington in the early to mid-20th Century but it paints a more complex and sympathetic portrait of a beloved American author.

~ Nono Burling, *Washington Center for the Book*

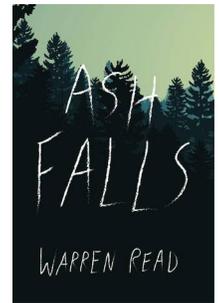


Ash Falls by Warren Read (fiction)

This literary novel is set in an impoverished fictional town in the North Cascades in the 1980s. During a routine prison transfer, the guard driving the transport car has a heart attack and the prisoner escapes. News of his disappearance sets the town of Ash Falls, where he committed a horrifying crime a decade earlier, on edge. The novel follows the prisoner's wife and son and other people touched by the crime: a retired school teacher, a friend of the victim, and others.

This is a very quiet book; it's light on plot but keenly observed and skillfully written. Read carefully unravels the complicated ties that weave the residents of Ash Falls together, treating all of his characters with tenderness and sympathy.

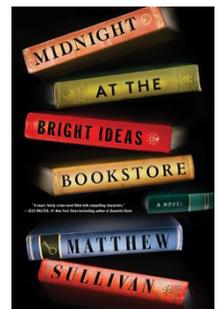
~ Emily Calkins, *King County Library System*



Midnight at the Bright Ideas Bookstore by Matthew Sullivan

Lydia has her life in order: she works as a bookseller in Denver, she has a boyfriend – and she does not think about a night when she was 10 that changed her life forever. Then she finds Joey, one of the bookstore regulars, who has hanged himself in the philosophy section. Joey’s left Lydia his few belongings, including a crate of books with little bits cut out which she realizes form a message for her. As Lydia follows these messages and clues, she’s drawn back into thinking about her past and the way it irrevocably interacts with her present. I found this to be a great read. Sullivan evokes Denver of the 1990s, a city in transition as new buildings pushed out the dark corners. He also effortlessly weaves together the stories of Lydia’s childhood and the present, teasing out details that make you keep turning the pages. Sullivan teaches at Big Bend Community College in Moses Lake.

~ Andrea Gough, *Seattle Public Library*



Linda Johns is a Reader Services Librarian at the Central Branch of the Seattle Public Library and the Coordinator of the Washington Center for the Book.

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Read This Book

Challenging Readers to Build Their Own Bridges

by Brooke Shirts and the Puget Sound Council for the Review of Children's and Young Adult Literature

In 2016, author and illustrator Gene Luen Yang was named the National Ambassador of Young People's literature by the Library of Congress. In response to the honor, Yang created one of the best-known reading popular reading initiatives in recent years: the Reading Without Walls Challenge. Young people were encouraged to do three simple reading challenges: read a book about a topic unknown by the reader; read a book in an unfamiliar format; and lastly, read a book with a protagonist who does not live or look like the reader.

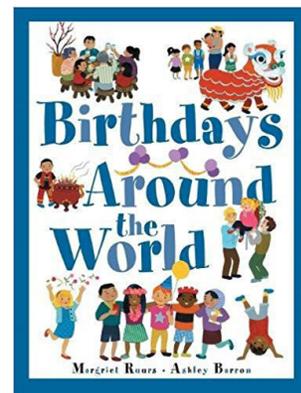
That last requirement remains the most prescient today; books are still one of best methods of building bridges and tearing down walls between cultures. What better road map to give students than a classroom full of books featuring the rich, diverse world they inhabit, and the full spectrum of people they may meet someday -- or better yet -- be inspired to emulate? Be inspired to build bridges yourself -- Read This Book!



All the Way to Havana. Engle, Margarita. Illus. Mike Curato. Henry Holt & Company, 2017. ISBN: 9781627796422. Grades K-3. Reviewed by Eve Datisman, Retired Teacher-Librarian Port Angeles High School, Port Angeles School District.

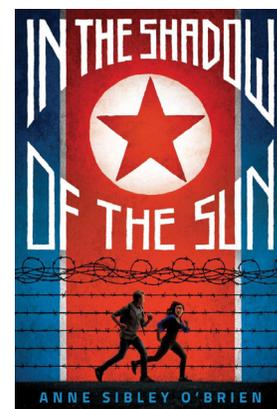
In this story poem, a young boy and his father work on their old '53 Chevy, Cara Cara, to keep her running. Then they and the rest of family take a trip to Havana. Along the way they experience the sights and sounds of the country and the streets. They see musicians, people in the streets and lots of old, colorful cars. It's a glimpse into the lives of ordinary Cubans, whose horse carts and old cars are key modes of transportation. Good for connections to social studies for culture, effects of the US embargo and the resilience and resourcefulness of people in the face of adversity are detailed in the author's note. Mike Curato's note tells how his photos of a trip to Cuba to do research were transformed into the book's illustrations. Cara Cara is the name of the car that his hosts drove. A good resource to provide context in upper grades.

Birthdays Around the World. Rurrs, Margriet. Illus. Ashley Barron. Kids Can Press, 2017. ISBN: 9781771386241. Grades K-3. Reviewed by Teresa Wittmann, Teacher-Librarian, Westgate Elementary, Edmonds School District.



Learn about how birthdays are celebrated in fourteen countries around the world through the "stories" of children. After an introduction about birthdays in general, there is a two-page map with the countries featured and the first names of the children with their picture. The information in the book is based on interviews with real people so the realistic cut-paper illustrations on a white background work perfectly. The birthday customs of the children are each presented on large two-page spreads to introduce the child and location plus a birthday greeting in that language. ("Ninoshka lives in Koipur, India. Janam din mubarak!") Four short sections of text cover customs such as food, games, and activities from the child's point of view with several large and small cut-paper illustrations to give details. Several countries don't celebrate birthdays so the focus is on a related special day, such as Pro Kok Kun when a baby turns one month old. The book ends with questions for the reader about birthdays and traditions, five activities, plus a glossary of the featured birthday greetings and words in other languages in the text. This is a great resource for world culture studies.

In the Shadow of the Sun. O'Brien, Anne Sibley. Arthur A. Levine Books, 2017. ISBN: 9780545905749. Grades 5-8. Reviewed by Marilyn Tucker, Teacher-Librarian, St. Joseph School, Seattle.



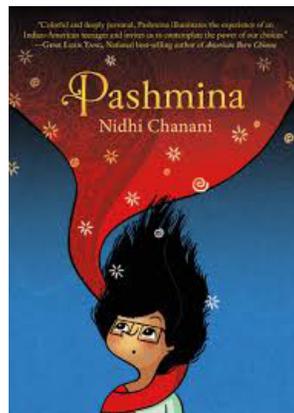
Mia, a middle schooler and Korean adoptee, and her brother Simon, a high school student, are taken on a vacation to North Korea. This may sound far-fetched until the reader learns that Mr. Andrews works for an organization called Food for the

Brooke Shirts is the Chairperson of the Puget Sound Council for the Review of Children's and Young Adult Literature.

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World and wants his children to see firsthand what North Korea is like. When Mr. Andrews is suddenly abducted by the authorities, Mia and Simon, in possession of contraband photos that would have ruined their father's chance of ever being released, run for their lives toward the Chinese border, one hundred and twenty miles away. Their journey, plagued by fear, hunger, thirst, and exhaustion is terrifying, but it does bring Mia and Simon closer than they have been in years; their trial puts life in perspective about what is important and what is not. This is O'Brien's first novel and it is worth having on middle school library shelves. The portrayal of North Korea (which O'Brien researched more than 10 years), the subject of Korean-American adoptees and their assimilation into white culture in America, and the currency of this novel amidst our country's interaction with the Democratic People's Republic of Korea, all make this a book I will recommend to 5th to 8th grade students.

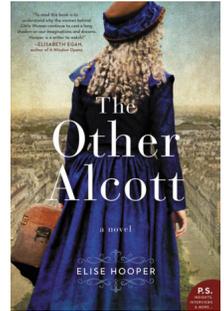
Pashmina. Chanani, Nidhi. First Second, 2017. 9781626720886. Grades 6-12. Reviewed by Anne Dame, Teacher-Librarian, Einstein Middle School, Shoreline School District.



Priyanka is an Indian-American teen who struggles with things that many teens can also identify with - learning to drive, self-esteem, etc. For Pri, this is exacerbated by the fact that her mom refuses to talk about the past. And then, when her favorite uncle and his wife are going to have a baby, Pri feels even more adrift. When she finds a pashmina that magically transports her to India, she begins to learn a bit about her heritage. She begins asking her mom questions and starts pushing for a trip to India so she can learn more about herself and her family. Beautifully illustrated by the author, who was born in India and raised in California, this graphic novel is a great debut. I can't wait to see what this author will create next. 📖

The Other Alcott by Elise Hooper (fiction)

When it comes to Louisa May Alcott's *Little Women* it seems like there are two kinds of people: you're either Team Jo or Team Amy. Initially the conflict between these two very different sisters is merely stylistic: Jo is a tomboy who loses gloves and scorches her dresses, Amy is artistic and obsessed with the finer things in life (like pickled limes). By Chapter 8, however, the differences run so deep that Jo gallivants off to the theater without Amy (who desperately wants to go) and Amy retaliates by burning up the manuscript Jo has been working on for years.

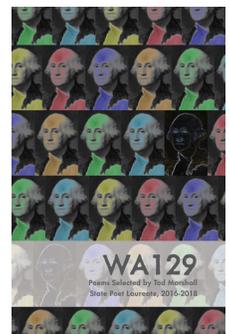


There are those who maintain Jo deserved it. And if you're one of those people, *The Other Alcott* is for you. In real life, Alcott had an artistic younger sister named May and as this fictional retelling opens, Louisa has already had a bit of literary success with *Little Women*. In the meantime, May wants to pursue her art. Louisa bankrolls her trip to Europe to study the great masters but when their mother gets sick and Louisa wants May to come home, May refuses. She stays in Europe, takes up with a much younger man, and more or less tells Louisa she can stuff it. That decision sets up some fascinating conflicts -- is it better to make art or be financially stable? Is it better to be married or be free? And is there any way these two very different sisters can reconcile? *The Other Alcott* is a fantastic mix of history and imagination.

~ Sheri Boggs, Spokane County Library District

WA 129: Poets of Washington (poetry)

The 129 poems in this collection were selected by Tod Marshall (Spokane), the Washington State Poet Laureate whose two-year term just ended in January 2018 (when the laurel was officially passed to Claudia Castro Luna of Seattle). More than 2,000 poems were submitted to this project, and Marshall selected one from each year of Washington's statehood for the book itself (more are online). You'll find well known authors such as Tom Robbins (LaConner), Tess Gallagher (Port Angeles), Philip H. Red Eagle (Tacoma), Ellen Welcker (Spokane), Katrina Roberts (Walla Walla) alongside some newly-published poets. The index shows authors' towns – Ritzville, Everson, DuPont, Shelton, Yakima, Kettle Falls, Deer Park, Walrdon Island are just a few – showing that we are a true state of poetry and beautiful language. I hope that every library in Washington has a copy of this treasure. ~ Linda Johns, Washington Center for the Book 📖





The Swellville Daily Courier

Your Reference Horoscope

March 2018

Aries: The Ram (Mar 21-Apr 19)

This week is a 5. Your printers will jam and you will run out of tax forms before the season is up. Don't waste time on useless emails for they will drain your remaining witty comebacks and *Parks and Recreation* quotes. This is the time to focus on your inner energy, Aries. Find a cup of tea, put your feet up, rest and read about the yoga stretches you should be doing at your desk.

Your lucky call numbers are: 746 and 929

Taurus: The Bull (Apr 20-May 20)

The stars have aligned, Taurus, to make this week a 9. This is a rare occurrence for you so early in the year. Despite multiple, meaningless staff meetings, your energy remains high which will allow you to finally tackle the cart of dusty books hiding behind your desk. Don't worry, Taurus, you co-workers know about that cart, but nobody has said a word to your supervisor.

Your lucky call numbers are: 820 and 796.7

Gemini: The Twins (May 21-Jun 20)

The week is a 7. That board meeting probably left you gritting your teeth. Like the twins, Gemini, your problems will come in twos: printer jams, complaining comment forms and power hungry board members. This is not the time to lose your temper, Gemini. Instead, regroup and insert yourself into the solution. To quote Hamilton, you want to be "in the room when it happens" and you "don't want to miss your shot."

Your lucky call numbers are: 796.8 and 364.1523

Cancer: The Crab (Jun 21-July 22)

The week is an 8. Crustaceans have a hard outer shell. This describes you, Cancer. Your tough exterior will allow you to handle the toilet overflow and the angry patron. Despite your tough shell, you still have a soft heart and will happily lead story time when the children's librarian calls out sick. Shake your sillies out!

Your lucky call numbers are: 333 and 612.6

Leo: The Lion (Jul 23-Aug 22)

This week is a 5. Don't fret as you have colleagues willing to lift you up. A project will challenge you. Dig deep for those reference questions. You may feel that the questions are above your ability. Remember that you still hold the power as you point to the bathroom.

Your lucky call numbers are: 560 and 792.8

Virgo: The Virgin (Aug 23-Sep 22)

Your week is a 5. This is not the time to propose a library bond. Patrons will test your patience. Go forth with a calm demeanor before you make any rash decisions. Indulge in dark chocolate and Party Girl.

Your lucky call numbers are: 769 and 791.45

Libra: The Scales (Sep 23-Oct 22)

Your week is an 8. Libra, you are fair and weigh everything before making a decision. Colleagues look to you for answers. Don't let this go to your head, Libra. Remind them that you put your cardigan on one sleeve at a time.

Your lucky call numbers are: 001.9 and 323.6

Scorpio: The Scorpion (Oct 23-Nov 21)

This week is a 7. Your presenter is late to your program, Scorpio. Like the Scorpion you're ready to pounce. Use this time to settle bar bets for patrons. A mysterious board member asks for your name.

Your lucky call numbers are: 818 and 910

Sagittarius: The Archer (Nov 22-Dec 21)

Your week is a 9, Sagittarius. Like the archer, your aim is true. Your reference skills will not be bested as you share a sign with Melvil Dewey. You know who is buried in Grant's Tomb, and you will not be caught short with questions like "do you have any maps of uncharted islands?" You will find the book right away, you know the one, it has a blue cover and when that cranky patron reminds you that their tax dollars pay your salary you'll be able to look them in the eye and ask for a raise.

Your lucky call numbers are: 641.563 and 822.33

Capricorn: The Goat (Dec 22-Jan 19)

Your week is a 7, Capricorn. Like the goat, you are sometimes stubborn. Don't let this stubbornness hinder your progress. A project is daunting at first. Hard work and caffeine lets you cross the finish line. Don't be surprised when a love interest returns a lost book.

Your lucky call numbers are: 683 and 710

Aquarius: The Water Bearer (Jan 20-Feb 18)

This week is a 9. Use your newfound energy to clean your desk. Read outside of your favorite genre. Weed your collection. Help out your fellow colleagues as they may have struggles. One word of warning, place your holds early so you're prepared for book group.

Your lucky call numbers are: 690 and 629.2

Pisces: The Fish (Feb 19-Mar 20)

The week is an 8. Despite computer crashes and a slow ILS, you'll finish ahead by looking up. This isn't a religious comment, rather, look at the upper shelves of reference. It's been a while since you've dusted up there, don't you think? Others will take heed of your hard work. You will be rewarded in the currency of the library world: baked goods.

Your lucky call numbers are: 798 and 912

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Institutional Members

Asotin County Library
Bellingham Public Library
Clark College Library
Clover Park Technical College Library
Eastern Washington University Libraries
Ellensburg Public Library
Everett Public Library
Foley Ctr. Library Gonzaga University
Fort Vancouver Regional Library District
Grandview Library
Green River Community College
Highland Terrace Elementary
Jefferson County Library
King County Library System
Kitsap Regional Library
La Conner Regional Library District
Longview Public Library
Lopez Island Library
National Network of Libraries of Medicine,
Pacific NW Region
Neill Public Library
North Central Regional Library

Orcas Island Library District
Puyallup Public Library
Ritzville Library District #2
San Juan Island Library
Seattle Public Library
Sedro-Woolley City Library
Skagit Valley College/Norwood
Sno-Isle Libraries
Spokane County Library District
Spokane Public Library
Stevens County Rural Library District
Timberland Regional Library
University of Washington Libraries
Upper Skagit Library
Walla Walla Community College Library
Washington State Library
Whatcom County Library System
Whitman County Library
Yakima Valley College
Yakima Valley Libraries
Walla Walla County Rural Library District
Whatcom Community College



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