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Libraries Are Market Fresh



Come to the Table—Libraries Are Market Fresh!



New Recipes Are Always Great, But More Gardeners Would Also Help

by Darcy Brixey

My daughter is a picky eater. We joke that her name should have been Fern as she seems to live on water and air. I thought that because my first child ate everything I had the parenting thing figured out. I was wrong.

I've spent a lot of time looking for ways to coax vegetables down her throat without her knowledge. Smoothies and melted cheese are often involved as are bribery and bargaining. Still, there are sometimes tears and melt downs at the dinner table when she doesn't like what she sees. She dislikes things based on their color, which is often green, their texture, or even the name of the dish. I've become very creative at naming the dishes I serve. Quiche is now

Cheese and Egg Pie, water is Cloud Juice and frittata is Upside Down Garden Cake. Things are never casseroles. They are always referred to as "bakes."

We've discovered she is more apt to try something if she makes it herself, so she eats a lot of deconstructed sandwiches, salads and burritos and remains happy as long as she does the assembling. To get her further involved, we've expanded our garden over the last few years. We started with tomatoes and carrots. She sowed the seeds, she watered the plants, and helped harvest the vegetables when they ripened, and by the end of the summer she was pulling carrots out and eating them whenever she felt hungry. The tomatoes went untouched. We also read a lot of books like *The Carrot Seed, Growing Vegetable Soup* and *The Little Red Hen.* She has now added potatoes and peas to the list of things she will eat. She is especially proud to tell people that she grew them herself.

The conference theme, Come to the Table, Libraries are Market Fresh really struck a chord with me. WLA members came in, they brought their own tastes and ideas, and created a menu of possibilities to the ways we support the patrons we serve, our collections and each other. There were programs on film selection, privacy in the digital age,

Darcy Brixey is WLA president and the teen services librarian at the Bellevue Library.



We are at a time when our membership has doubled, and we need more ideas on how to

best feed this army.

engaging diverse populations and building stronger communities through programming with food.

I've heard from a variety of people that this has been their favorite conference yet. We had a team of great gardeners to help bring the

bounty to the table. Special thanks go to master gardeners like Kate Laughlin, Dana Murphy-Love, Kelsi Brisebois, program coordinators Aileen Luppert and Sonia Gustafson and the conference co-chairs Terry Claypool and Jeanne Fondrie. Katie Bray, Tami Garrard, Amber Slaven, Susan Lee, Brianna Hoffman and Jennifer O'Brien were there to sow every seed and nurture it along the way. Without their help our garden wouldn't have produced so beautifully. Thanks to all

of you and the countless others who were there to lend a hand. Our members have again been nourished.

We are at a time when our membership has doubled, and we need more ideas on how to best feed this army. We are a group as diverse as the communities we serve. We are public library staff, academic and special library staff, teacher librarians and library supporters such as Friends and Trustees. New recipes are always great, but more gardeners would also help. If anyone is uncertain as to how to get involved, please ask! We have committees, multiple conferences and workshops. You can also support WLA by promoting the organization, providing or suggesting a workshop, signing up with our mentorship program or providing ideas to the leadership. All of us together bring something worthy to the table.

By being more involved, we can offer stronger, more diverse and nourishing choices to feed the needs of our membership. I know now that my daughter will never like tomatoes, but we can say we tried. By involving her in the process, she's open to new ideas. I'm committed to trying out new recipes to see what works. I don't want to push my luck, but this year I planted beets.



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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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I'd Rather Be Reading Challenging Reading!

From the Editor

by Joyce Hansen

Hello, Library Fans!

In this, the annual conference issue, we look at the Libraries Are Market Fresh theme, much of which ties in with the offerings--now and in the works--by libraries to the ever-changing needs and desires of patrons as well as how we support our co-workers. Digital Services Librarian Zac Matthews lays out how Sno-Isle's pursuit of Gen Y & Z (18 to 35 years old) involves the library adapting, engaging and growing with its users as part of a process to turn them into library advocates. Driving this mission is the wish to avoid losing these patrons--or, worse still, never attracting them in the first place (p. 6). Also at the conference, WLA experimented with its first-ever lunch and learn combo, and Political Science and Public Policy Librarian Emily Keller explains how that popular event unfolded (p. 11).

With WLMA coming on board in January and the WLA annual conference three months later, I certainly met quite a few WLMA conference attendees and spotted a lot of new faces. The merger almost doubled our membership to 1,400, and "We're happy that the tent's not only fuller, but a lot more fun," said WLMA President-Elect Craig Seasholes during the awards lunch on the last day. Seasholes and the current WLMA President, Sharyn Merrigan, have followed up here with more about the melding of the associations (p. 20). When ecolibrarian Jonathan Betz-Zall accepted the Candace Morgan Intellectual Freedom Award on the last day of the conference, he urged all who work at libraries to act on their unique opportunity to inspire patrons (p. 18). 2016 WLA Conference Co-Chair and Librarian Aileen Luppert makes the case for—and discusses her part in—dedicated career development services in libraries (p. 21). With his usual panache, Reference Librarian Cameron Johnson unleashes a droll take on questionable service animals in the library (p. 28). By the way, WLA has many of the session handouts on its website for your perusal preconference sessions and the conference sessions.

The WLA Editorial Committee is reorganizing a bit: One of our sterling members, Emily Keller, is leaving, and Sean Fullerton was recently appointed our newest committee member. Welcome, Sean. Thanks for your service, Emily, and best wishes.

Also, the Alki has a new editor! Librarian Frank Brasile works at Seattle Public Library where he is co-lead for the <u>ShelfTalk</u>blog (a stellar spot for reader advisory ideas). He has a B.A. in Journalism and has been "involved in writing and editing at almost all of (his) jobs, from publishing newsletters for two college libraries to editing content for the publication of a bimonthly magazine and an annual catalog." Frank takes the helm after this issue. Welcome, Frank.

I am obliged to WLA for the edifying and entertaining two years. Thanks to all the Alki committee members--the writers of many sterling articles--and Alki Editorial Committee President Diane Cowles, who made my job a breeze. Also, thanks to Kelsi Brisebois and Dana



Murphy-Love and especially Tammy Reniche, director of publications. Tammy takes the words and images I send her, whips them together and voila! a spectacular Alki.

On that note, here's some stop-freaking-out thinking I recently stumbled across (on a day I really needed it): "...through the slow, inevitable burn of a thousand sunrises and sunsets, ...I had already absorbed the valuable precept that everything crumbled into itself eventually, and to cultivate a crankiness about this was just a waste of time." -- Reif Larsen's *The Selected Works of T.S. Spivet*

Happy trails, Joyce



Alki staff at April's conference (I to r): Becky Ramsey, Sheri Boggs, Diane Cowles, Tony Wilson, Emily Keller, Joyce Hansen, Stephen Bailey

Join WLA

The Washington Library Association includes some of the best and brightest members of the Washington library community.

We are united by our care for the well-being of Washington libraries. For more information visit our website at wla.org. Explore the site and make our business your business.

Membership information is at <u>wla.org/membership</u>

Joyce Hansen is a reference librarian for the Everett Public Library System.



2015 Legislative Session Yields Recognition, Results for School & Public Libraries

by John Sheller

While the 2015 Washington State legislative session may be most popularly known for what it did not accomplish within its regular session – approving a budget, fixing education funding, passing a transportation package, etc. – it will most certainly be known in library circles as the most fruitful in decades. Two key Washington Library Association (WLA) supported measures passed the legislature and were signed by Governor Jay Inslee prior to the end of the regular session in April.

SB 5294 (House 1331) School library & information technology programs.

This pro-library measure changes the recognized name of School Library Media Programs to School Library Information and Technology Programs, and outlines ways teacher-librarians may collaborate with their schools to accomplish state education goals.

What's in a name? *Plenty!*

First of all, in Olympia words matter. Having our school library programs accurately labelled is critical to WLA efforts to update and deepen our legislators' understanding of the great work we are doing. Secondly, to have this active, positive discussion about school library programs occur at the same time the legislators are working to correct decades of school underfunding is fortuitous in that it translates into libraries helping solve the legislature's McCleary problem. (McCleary is the legal challenge to the legislature's past practice of pushing school funding to the local level.) Lastly, news and publicity of the passage of this bill give school library staff the opportunity and talking points to share with their local faculty and administrators about the importance of vibrant School Library Information and Technology Programs. Garnering support for 5294 was a feature of WLA Library Day. Kudos to WLMA Government Relations Consultant Carolyn Logue, and WLMA President Sharyn Merrigan of the WLA interest group WLMA (Washington Library Media Arts Association). Editor's Note: Merrigan discusses this on page 20.

SSB 5721 adds a public library member to the council on early learning

In 2014 the legislature established the Early Learning Opportunities Council to advise the governor on "school and com-

John Sheller is on the WLA Legislative Planning Committee and is a senior manager for King County Library System.

SSB 5721...gives public libraries the credit and responsibility we have earned in state level efforts to support and expand early learning opportunities for our youngest patrons.99

munity passed programs that extend learning and enrichment for students beyond the traditional school day, week, or calendar [year]." The original council makeup did not include a public library representative, yet those of us in the field know that summer reading & learning, story times, after school tutoring, gaming and book club programs can have a profound impact on the lifelong learning of our patrons.

SSB 5721 corrects that omission and gives public libraries the credit and responsibility we have earned in state level efforts to support and expand early learning opportunities for our youngest patrons.



Governor Inslee signs SB 5294.

Conference Takeaway: Build Appeal with Generation Y and Z — or Risk Losing Them

by Zac Matthews

Libraries are struggling to reach the highly desired 18-35 year-old demographic, and if Gen Y and Z are not reached, public libraries risk losing all perceived relevance within the next 20 years. The information presented at "Understanding Gen Y/Z: Tapping the Next Gen of Library Customers," building relationships with and increasing use by Gen Y and Gen Z by making statistics-informed changes to library services, paired nicely with the "<u>Getting To Your</u> <u>Patrons Anonymously</u>" session I attended earlier. The information offered was tied to a chilling hypothesis. **If we can't build appeal with Gen Y and Gen Z now, we risk losing them as return users when they start having children**, which is already beginning in the case of Gen Y. The presenters argued that library value/use is fueled through "learned experiences" (i.e. using the library as a child). However, libraries can't rely solely upon storytime to bring in this demographic and their children.

Ken Harvey, Sno-Isle Libraries Communications Director, made the point that library relevance depends on how perceived relevance is connected to perceived value. Most (if not all) library workers have a common story of telling a new acquaintance or a stranger where they work and getting a "hasn't the Internet made libraries obsolete?" sort of comment. While recent Pew Research Foundation reports have shown that Americans value libraries, many of them haven't visited one since they were in school, and their perception of libraries is tied to their personal experiences.

Most libraries have always felt a need to reach younger audiences. Sno-Isle has centered its recent strategic plan on building connected communities of engaged citizens, including patrons, advocates, Friends groups, and library boards. Through discussions with these groups, all agreed there was a need to engage the next generation of library users and supporters.

Library administrators know that the value and impact of the library goes far beyond circulation stats and door counters, and keeping public perception of a library as relevant to everyone in the community helps the public understand the unquantifiable outcomes of libraries. However, libraries still need data to provide a numerical response to critics.

When Sno-Isle started looking at its statistics, it saw similar trends experienced by other libraries—trailing circulation numbers and declining door counts. Staff observational feedback, however, reported

Zac Matthews is the digital services librarian at the Everett Public Library.

being "busier than ever," and the library has received increasing feedback from its users, complaining about noise and overcrowding. Library administrators con-



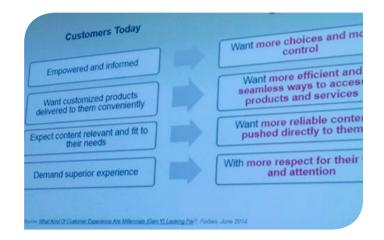
cluded that they were not collecting "the right data," which reflects the increased use, so they brought in <u>OrangeBoy</u> as consultants. OrangeBoy is most commonly known for its data analysis tool, <u>Savannah</u>. In addition to Sno-Isle, Kitsap Regional Library also uses Savannah to aggregate and interpret its statistics.

Understanding the Audience

Nickie Harber-Frankart, OrangeBoy consultant, agreed with Harvey that the library must engage and grow with its users as part of a process to turn them into library advocates. She underscored the need to reach millennials in order for the library to survive, a conclusion drawn from a recent report on library use done by Pew.

User Expectations

Harber-Frankart pointed out that <u>library users have different expec-</u> <u>tations than they did five to ten years ago</u>, and millennials can be even more demanding



Harber-Frankart offered additional statistics and characterizing statements OrangeBoy concluded about the millennial age group.

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OrangeBoy is now helping Sno-Isle and Kitsap Regional Library to interpret statistics about patron wants and uses.

Smart phone use, for instance, is not just important, but essential, as a significant portion of **Gen Y and Z use their phone as their primary or even only device for browsing the Internet.** Perhaps even more enlightening are the attitudes Gen Y and Gen Z have regarding content consumption, which goes far beyond "if it's not on my phone, I don't care about it." OrangeBoy suggests that this demographic cares

more about having a superior experience with a product/ service than they do about the cost. If it's convenient and a superior service, they are willing to pay for it, and they will not bother trying to make a sub-standard product "work" for them, even if it is free. In fact, by offering sub-standard digital experiences and products, libraries may do more harm than good to their image with millennials.

When millennials were asked how libraries could get them to come to the library and use library services, the prevailing response was to 'mail them a card, and tell them EXACTLY what it does'??

Communication Preferences

To reach Gen Y and Gen Z, libraries need to know how best to reach them. When asked by OrangeBoy, most millennials preferred the library contact them via email and not text messages, which "are reserved for me and my friends." When it comes to telling them

> what libraries have to offer, social media was the preferred medium, seconded by email.

OrangeBoy's research and polling also showed that Gen Y and Gen Z often don't understand what the library even has to offer—lack of knowledge spanning all aspects of library services. When millennials were asked how libraries could get them to come to the library and use library services, the prevailing response was to "mail them a card,

While convenience is essential for online services, it's also important within the physical library. Even though Amazon's convenience smothered the "coziness" of Barnes & Noble, millennials still want the atmosphere once provided by booksellers and still offered at sitdown coffee shops. Most importantly, those spaces need to offer equal or greater amenities enjoyed by Starbucks customers. That means ultra-fast Wi-Fi, easy access to outlets and network jacks, comfortable seating, availability of coffee and snacks, a space for talking with friends, and an area designated for their use—one interviewee stated "I don't want children in my space." Well-established library conceptions like hold queues can also be very ineffective with reaching this demographic, as waiting for two weeks for an item is deemed unacceptable. and tell them EXACTLY what it does."

Privacy and Confidentiality

Statistically, Gen Y and Gen Z are much more comfortable with sharing personal information, as long as they get something beneficial in return. As discussed in the earlier session on anonymizing patron data, the presenters talked about how library privacy practices prevent them from seeing what library users are experiencing and responding to their use patterns and expectations. Library OPACs collect enough data to give our users "suggested items" in the same manner Amazon pushes products on its users, but fear of privacy infringement has prevented such ideas from being adapted. This leaves "middle ground" options, like suggesting titles based on the last three months of use data (which reduces privacy risk), unexplored. As I learned from the

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Libraries are in danger of being considered irrelevant to Gen Yborn 1980-2000 and also known as Millennials-and Gen Z-born after 2000. "Library That!" is one strategy Sno-Isle has launched to attract-and keep-younger patrons.

earlier session, proper anonymizing of that data could almost eliminate any threat to patron privacy.

Strategizing Services

Harvey offered insights to how Sno-Isle intends to modify its services and organizational structure to grow and sustain the library system's millennial user base.

Trading Privacy for Convenience

Sno-Isle will continue to solicit input from its users through online polling, strategically placed within regular communications with users that highlight "national days" on the calendar. Polls will be a mix of silly/serious and library-services-bound/general opinion topics. The library will also be flipping its opt-in/opt-out options, and will default to email as the preferred communication type.

Sno-Isle plans on continuing its relationship with OrangeBoy and will train staff on how to use the Savannah analytics software. Sno-Isle also hired a data analysis librarian and a research analyst to assist all staff in the organization with making sense of library statistics.

Building a Different Public Image of the Library

In an effort to make library resources "more like Google," <u>Sno-Isle is</u> <u>launching a "Library That!" promotion</u> (like "Google it!"), aimed specifically at Gen Y and Z. Even more in line with the interests of twenty to thirty year-olds, <u>Sno-Isle will be hosting a TEDx series of</u> <u>events</u>.

Building Sustainable Relevance may require

- Data management infrastructure Targeted metrics
- Dedicated analysis and evaluation Transforming data into useful
- information
- Getting timely info to decision-makers





OrangeBoy is now helping Sno-Isle and Kitsap Regional Library to interpret statistics about patron wants and uses.

Reaching Users on Their Terms

Sno-Isle will be moving all its web platforms to a responsive design and will be rethinking their mobile apps, with a focus on delivering an app that provides value rather than "existing to have one." Reaching Gen Y and Gen Z also means offering a simplified experience that looks like going to the site, typing something in, and getting it right away, no matter if it is a book, ebook, article, or magazine. Sno-Isle plans on delivering this unified, instant-access experience through the use of a discovery layer. Discovery layers go beyond "showing database articles and ebooks in the catalog" by offering improved keyword-relevancy results, facilitating user ratings/reviews, and offering curated results grouped by a topic (think Google instant answers backed by research sources). Sno-Isle's budget will also flex to allow the library to emphasize e-materials and reduce wait times for physical items, giving millennials the "instant access" they desire from libraries.

Building a Sustainable Infrastructure

Sno-Isle hopes the continued relationship with OrangeBoy and use of the Savannah software will give it the analysis tools that can inform decision makers at the administrative level. Data management infrastructure and targeted metrics are costly, but they help inform larger, more expensive decisions. Part of maintaining a focus on user needs/ expectations will mean restructuring the entire organization and modifying traditional library services to meet the needs of the customer, reminding the audience that libraries need to offer what they want, not what we want to give them. Addressing the financial stresses of offering new and trendy services to library users, Harvey stressed that Sno-Isle will continue to add services and products, but they will be carefully selected. Harvey reminded the audience that Sno-Isle is "not doing this because it is fun, but because doing it is effective."

Exclusive: Shhh! YA Author Justina Chen and Librarian Sheri Boggs Talk about Motivation in Their Library Voices

by Sheri Boggs

Justina Chen, author of the YA novels *Return to Me, A Blind Spot for Boys, North of Beautiful,* and *Girl Overboard*, delivered the keynote address at this year's CAYAS breakfast, and it was – in a word – inspirational. I'm not the kind of person who uses that word often, and I've come to realize that keynote addresses can be a mixed bag. Some suffer from not knowing their audience, others collapse with an overabundance of author ego. Not so this one: Chen's talk was pitch-perfect, from her obvious awareness of what youth services staff do to discussions of diversity in youth literature and a discussion of how our personal challenges are fodder for becoming the heroes of our own stories. It was an unusually moving address, as evidenced by the number of people taking pictures of Chen and her slides, scribbling notes as she spoke, and yes, sharing with a great email exchange with the highly thoughtful librarian and former CAYAS chair, Jennifer Fleck. Overlaid on top of that were the in-person conversations I had with dozens of librarians around the country when fellow author Lorie Ann Grover and I embarked on our Gratitude Project tour, visiting four states, three of the very poorest counties in America, countless schools and libraries, and a prison. What we found was sobering: librarians are on fire and under fire, both incredibly excited about their purpose but also challenged to do everything being asked of them, much of which lies outside the scope of their job.

Given all that, I knew what I had to say: our stories matter.

tissues. Chen generously agreed to follow up her talk with this Q&A session for *Alki*. Also, look for her in our November issue, when she'll be a guest contributor.

Alki: Your keynote address for the CAYAS breakfast was fantastic – heartfelt, eloquent, polished-yetcompletely natural. Was it hard coming up with ideas for your talk (i.e. "what would librarians like to hear?"), or did you just decide to go for it and draw on your own personal experiences?

JC: So kind of you...!

Librarians—particularly children and teen librarians—occupy a very special place in my heart. So whenever I speak with them, I spend an enormous amount of time mulling over what I might say that would best serve, honor, and inspire them. And the CAYAS community is particularly meaningful to me because this group of librarians launched my career and aggressively pushed my books into the hands of readers.

So the CAYAS keynote began



Young Adult author Justina Chen spoke at this year's WLA Conference CAYAS event.

Alki: There were so many things in your talk that resonated with your audience. I, for one, connected with the thread about the importance of knowing what story your life is telling, and for knowing that you're the hero of your own story. As you work with kids and teens (and adults, for that matter) – do you find this is something we all tend to struggle with? And for you, when did you start to get a sense that you were the hero of your own life and was it a struggle for you to get to that point? What things helped?

JC: My YA novels, I hope, all advance the notion that we are the heroes of our own stories. We need to throw off the labels that are lassoed around us, whether they're racial, socioeconomic, cultural or parental. I think that idea culminated in A Blind Spot for Boys where the heroine's perspective about herself, her choices, her vision for her future expands when she leaves her safe little cottage community and treks the Inca Trail, so different from anything she's ever experienced. There, she learns about personal agency—she can act in crises. She can change the direction of her future. She can dream even bigger for herself.

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Sheri Boggs, a Spokane County Library youth collection development librarian, also blogs for the library and is a member of the Alki Editorial Committee.

Embracing ourselves as heroes—heroes with the ability to be the plot twist in our own lives and in the lives of others is just as empowering as it is intimidating. It means that we need to take ownership of our mistakes and failures. For a lot of people—myself included that is hard! It is far, far easier

We need to throw off the labels that are lassoed around us, whether they're racial, socioeconomic, cultural or parental. 99

to blame circumstances and others for our own stagnation or situation.

Six years ago, when my then-husband left my children and me eight weeks into our move to China, I had to become the hero of my own story. My children needed me to be. I didn't have the time to wallow in self-pity other than late night hours by myself or weeping privately with my closest friends. But there was no knight in shining armor racing to rescue me. I had to be my own hero, lean into my faith, and act, which meant finding a job to take care of my kids. Which meant writing them a Valentine in the form of *Return to Me* so that they still believed in true love. Which meant vowing to be better, not bitter through this trial.

Alki: I also loved your point that the importance of story is to teach our young people, and that it's okay to write "message" books. Do you find that other writers or critics tend to dismiss stories that help, or teach, or offer more than a good, entertaining experience? Why (or why not) do you think this is so?

JC: Yes, I write message-y books. I write them proudly, unabashedly, and passionately. I applaud authors who write socio-political commentary. I love authors who write purely for entertainment. We need all those stories just as we need stories that assure us that there are far more powerful ways to define beauty than our society's definition of size two, flawless pale skin. That the hardest thing we are asked to do as humans is to forgive. That the voices of our past in no way should silence our own voice.

In some way, I feel like the village elder, beckoning the younger generation with my stories: come sit with me by this fire. Let me share what I've learned about life, as we laugh and cry together. Let me help make your way through the world a bit easier. Let me show you how all the trials you're about to face can make you stronger, if you allow yourself to learn and grow. And now, off you go, hopefully a little bit wiser, a little more empathetic, and a great deal more ready to be the hero of your life.

Alki: Our tables were decorated with Scholastic #wehavediversebooks buttons and I know the need for diversity in children's publishing was a big part of your keynote address. Do you find that the industry is starting to come around and we're seeing more titles representing a wider variety of experiences?

JC: Back in 2006, Grace Lin, Janet Wong, and I embarked on our Hi-Yah! Asian-

American Authors Speak Out tour. We spoke at colleges from Stanford to Wellesley, radio shows, schools, and libraries. Our intent was to call for more stories about Asian-Americans, and the public and the publishing industry simply wasn't ready for it. Then in 2010, readergirlz made a push for more diversity. We worked with scholars, bloggers, and authors to promote little-known YA authors of color and create reading lists. Again, the public and the publishing industry weren't quite ready.

So it is with supreme excitement and delight when I see coverage for #weneeddiversebooks. Just the other day, I heard one of the co-founders on NPR, and I thought: "Well done!"

Alki: You told a great story about someone involved with the video game Halo, who, in high school grew eight inches in a year and had to wear a brace and pole apparatus because his spine had become bent at a 45 degree angle. In the story, he couldn't do football or basketball, or any of the sports he'd previously loved but that his mother suggested tennis and a year later, through a lot of hard work and determination, this boy had become a tennis champ. You shared that story to illustrate the importance of rising above circumstances and turning trauma into triumph (if you'll pardon my cheesy expression!). I went online to try to piece together who this is and in my notes I'd just written "Robbie." Can you tell me who he is and how he was related to Halo since I seem not to have caught this in my notes....

JC: That was my mentor, colleague, and dear friend, Robbie Bach, former president of Microsoft Entertainment and Chief Xbox Officer. His book, *Xbox Revisited: A Game Plan for Corporate and Civic Renewal*, has just been released, and he writes in greater detail about almost dying because of the severe curvature of his spine.

Alki: Are you working on any new writing projects now that you can tell us about?

JC: I am thrilled to be writing my first adult-young adult crossover novel, written in the perspectives of three generations of women in a family. While the YA voice is so dear to me, it has been absolutely liberating to write with the insight and worldview of a grown woman.

Lunching & Learning: A Conference Experiment

by Emily Keller

Have you been to a conference program where the audience's peak participation was staying awake? Have you learned useful concepts at a conference, then tucked away your notes, telling yourself that you'd think about how to apply them in your library at a later date? At this year's WLA Annual Conference in Tulalip, the program planners experimented with a new format that busted past these challenges. "Lunch & Learn: Self-Directed Learning -- Keeping Nimble and Fresh" offered a working lunch where participants would engage in meaningful professional development



Presenters of the highly successful Lunch & Learn session: (I to r) Darlene Pearsall, Betha Gutsche and Jeanne Fondrie.

work, collaborate with other WLA members, and gain some practical takeaways for their libraries. As a participant, I walked away with great new ideas about self-directed learning that could be implemented on a small or large scale in any organization. Sponsored by WAshington Library Trainers Interest Group (WALT), it was also a thoroughly engaging learning experience, and a provide support, time, and accountability to help learners meet their goals. In this model, individuals take the initiative throughout the process—supported by their supervisors—so that continuous learning becomes more a standard part of their work and responsibility rather than a one-time training program.

To learn more about the underlying foundations and case studies of self-directed learning, our able facilitators provided background while participants enjoyed their lunches. Guided by Betha Gutsche (WebJunc-

tion program manager), Darlene Pearsall (King County Library System computer education developer), and Jeanne Fondrie (Whatcom County Library System learning coordinator), participants were educated about "learning organizations:" environments that feature continuous learning and knowledge sharing, rather than periodic, one-size fits all staff

in the communities that we serve. Why not cultivate lifelong

How can we support staff in creating a culture of continuous

learning? Anyone who has been in the position of helping a

learning, sharing, and growth in our own organizations?

The format and activities for Lunch & Learn were novel and appealing, but let's take a closer look at the content itself. It has become a truism that libraries need to be more agile and that staff need to be able to anticipate changing needs, be prepared to shift gears, and re-tool regularly. However, equipping staff with the training necessary to be so nimble is difficult given scarce resources and

ton of fun.

One way to integrate ongoing learning into the culture of our organizations is by encouraging staff to manage and assess their own learning, determining what they need to learn and how they prefer to learn it development. One way to integrate ongoing learning into the culture of our organizations is by encouraging staff to manage and assess their own learning, determining what they need to learn and how they prefer to learn it. For adult learners, this can be a much more effective path for gaining new skills than a top-down approach that leaves them with little autonomy or responsibility. A more learner-centered approach nurtures staff in any role in the organization to be a lifelong learner. We foster this

busy schedules. So how can libraries develop flexible, costeffective training models to meet ever-changing staff learning needs? Solution: self-directed learning. Self-directed learning is a bottom-up approach in which staff determine their needs and pursue their own learning activities, while supervisors

Emily Keller is a political science and public policy librarian at the University of Washington Libraries.

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patron without having the skills necessary to be helpful knows the frustration and negative feelings that come with such

At first, determining goals can be challenging. To be effective, it's important to develop goals that are knowledge-based (rather than task-based),

achievable (in an hour),

and specific (rather than

there's a simple formula for devising goals by fill-

ing in the blanks in the

following statement: "I

will use [tool/resource]

to [goal statement]". For example: "I will use

an online tutorial to

learn how to use Google

Drive," or "I will use one

of the library's e-readers

load an eBook." Longer-

term goals can be broken

down into smaller goals,

track their movement to-

wards larger goals. In the

Tooele Public Library

case, even this small-

scale change in which staff furthered their own

learning, larger internal

cultural change emerged

in which staff were tak-

improving their skills in

tangible ways. Not only

could staff see their own

progress over a relatively

short period of time, but

ticipating in self-directed

self-directed learning ap-

proach is that it doesn't

everyone else was par-

Another benefit of a

learning as well.

ing responsibility for

allowing the learner to

to learn how to down-

vague). Fortunately,

"failures." Gutsche described a "self-reinforcing, negative belief cycle:" every time staff are unable to adequately help a patron, they feel bad about their own skills and abilities, which gets in the way of motivation to learn and improve. But this negative cycle can be broken when staff take charge of their own learning and develop their skills based on their particular needs. Who better to determine what's not working in one's position and identify ways to address those skills? And by determining their own needs, identifying resources for learning, and choosing a particular activity, staff can develop the confidence that comes with the steering the process towards better outcomes for everyone.

Gutsche described the transformative "Self-Directed Achievement Program" at Tooele Public Library in Utah. Everyone who worked at the library (no exceptions) was charged with identifying one goal each week that could be accomplished in one hour and found a resource to achieve that goal. This was followed by regular contact with supervisors to discuss progress towards goals, barriers, and future goals. This feedback provides a level



Members engage in the activities at the Lunch & Learn session.



Brianna Hoffman, WLA Vice President/President Elect (middle) participated in the session's lively discussions.

of accountability for the staff member while also revealing to the supervisor any challenges to meeting goals that they might be able to address. Fondrie described a similar program at Whatcom County Library System in which staff created "Learning Plans" to document their learning needs, goals, and accomplishments throughout the year. require a great deal of resources, either in terms of time and money. We're fortunate to have a wide range of freely available training resources at our desktops whether in the form of YouTube videos, WebJunction webinars (live or archived), TED Talks, MOOCs, blogs, and instructional resources from vendors. Organizations can also tap into existing internal resources such as local experts on devices and colleagues who

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From Stress-Relieving Kittens to Free Coffee & Chocolate: The Whitworth University Library is Market Fresh

by Tami Echavarria Robinson and Amanda C.R. Clark

It is summer again, and Pacific Northwest farmer's markets are springing up as they do every year with tempting, appetizing fresh offerings. If you are like us, you can't resist them. They invite us to join in the festive atmosphere and eat healthy and well. It is a friendly place to mingle and engage with neighbors and meet friends.

Public libraries share summer reading books together. Library staff members find time to picnic together. Even in academic libraries it is a •• ...the most popular thing we did this spring was offer the sleep-deprived, stressed-out students free coffee during finals week. This first-time experiment had us handing out endless supplies of coffee for four days and the students were, well...caffeinated.

time of renewal, a time for fresh ideas. The students and the faculty have scattered for summer, and it is quiet except for the gardeners working to maintain the beautiful surroundings on campus. Now we have time to take a deep breath and work on those creative ideas to make them realities for the students' return in the fall.

Truth be told, Whitworth University Library actually got a jumpstart when spring fever broke a little early, and now some of these projects are in full swing. We slowly and cautiously began to have book readings by authors from our university community to see if they would catch on. We began with a student who had written and published a book. At first people came by and wondered what we were doing in the front reading room of the library. As they came in and sat down, we offered chocolates, coffee, and tea. The feedback was so positive that we decided to do it again. We have a faculty authors book display, so we asked one of the recent authors to be the next reader, then another after that, and then another. At first they weren't so sure what we were doing, but the word got around among faculty and now there are volunteers starting to queue up for next year. We also realized that late afternoon readings did best with refreshments of decaf coffee and chocolate as the most sought after choices. Back again briefly to the faculty authors book display. This was a new edition last year, and this year we expanded it to recent articles as well and moved the entire display into an alcove that had once housed our microfilm shelves. Microfilm has retreated to the back of the library and the alcove now includes shelving dedicated to faculty scholarship. With bold covers on the articles that indicate whether the contents are science, humanities, or business,

the alcove is now frequented by students, faculty, and administrators.

We also tried another idea in the spring. We bought tall roll-able white boards on casters for each floor of the library. They look like huge sandwich boards that are on large plastic casters. At first students didn't catch on, then they began to ask if they could use them and we said, "Yes, of course!" Once students saw other students push them around and write on them to work in groups or to clarify their own thinking, the roll-able white boards became a success. During finals week in May, the boards were

put to heavy use all week. The casters are silent and run well on the carpet, and they park easily just about anywhere. They are about six feet tall so there is a lot of board to write on, and we provide multicolored dry erase markers in zip lock bags that students can check out at the circulation desk. They turned out to be a hit. Also new this semester are standing desks and earplugs, low-cost amenities that are responses to the results of a spring survey of students on what they want from their library. An extensive questionnaire was administered to the student body with the assistance of the student body president. We were pleased that nearly 500 students (of a campus student population of approximately 2,500) completed the survey. Without any prizes promised for completion and with the survey itself taking nearly twelve minutes to complete, we were thrilled with the qualitative and quantitative data gleaned from the questionnaire. One student reported to us that she simply felt "cared about by the library" by taking the survey and knowing we wanted to hear her voice.

At the top of the stairs we took a rotating paperback bookrack and made it into a pressing issues bookrack. For a while we had books on resume writing and interviewing, and now we have job market books on rotation, though the students have now disappeared suddenly after commencement. A new topic will be planned for fall when they return, likely focused on surviving and excelling in college.

But the most popular thing we did this spring was offer the sleepdeprived, stressed-out students free coffee during finals week. This

Tami Echavarria Robinson is associate professor and Amanda C.R. Clark is the director of the library at Whitworth University in Spokane.

first-time experiment had us handing out endless supplies of coffee for four days and the students were, well...caffeinated. This is the Pacific Northwest, after all, where we love our coffee. We had tried other things before – popcorn, candy, even granola bars – that had only met with a tepid reception among students. But the coffee – now that was different! No lukewarm response any longer. This was serious, and they embraced it gratefully and graciously. We think we hit the mark, and now we know what to do next year (and in years to come). No more messing around trying different things – it is C8-H10-N4-O2 (the chemical formula for coffee) hands down.

Come to the table. We offer hospitality. We offer abundance for those who are hungry and thirsty for knowledge and understanding. We offer relaxing places to read, and be contemplative and reflective. And we offer friendly, patient service for the researchminded. We have some other market-fresh ideas up our collective sleeve for next fall. We are taking seriously becoming a more user friendly, comfortable space for our campus community to join us.

Believe it or not, we are building a fireplace in the front reading room. No joke, really. There are two in the student union, and the chairs in front of the one in the campus coffee shop are nearly always occupied. The university just built a beautiful outdoor fire pit between the student union and the library. Even in spring with a chill in the air, we have seen students sitting around it. We think the front reading room in the library needs more than just comfortable chairs. Also, a friendly fire to read (or is it doze?) by. We can't wait to see it all done. This room will also house a little-free-library of sorts, with a bookshelf of free books that patrons can curl up and read in front of the fire and then take with them when they leave. That room will offer comfortable ambience with its new upholstered sofas and warm fire beckoning patrons from the front door, out of the cold, into the warmth of the library. Come on in, make yourself at home, this is your library.

Fall is the time for Whitworth University to welcome large numbers of new students. The library has informative tours planned for every section of the First Year and Transfer Student Seminars during the fourth and fifth week of the academic year. We did this last fall for the first time, and it was a huge success with faculty and students. It did not turn into mayhem, but remained well organized and orderly, acquainting every new student with the library building and what it had to offer in each area. Our building includes computer labs and a composition commons that we include on the tour. At the end, they recognize our faces and our facility, so we've broken the ice and any fear of the unknown and unfamiliar. Many of our students have been home schooled so university libraries may be intimidating to them unless we extend hospitality to them, and welcome them to what is now their library.



Library staff slowly and cautiously rolled out book readings by authors from the university.



The library purchased tall roll-able white boards on casters for each floor of the library.



A fireplace is being built in the front reading room.

Continued on next page

Continued from page 12



Amanda C.R. Clark, library director, occasionally brings her two kittens to the library. While they stay in her office, they are available as therapy cats to stressed-out students.

Finally, there are the kittens. Yes, I said kittens. We are cat lovers, cat owners and frankly, we just can't resist our furry buddies. Our library director has been generous in bringing her furry friends to the library on occasion to share. They are named Hastings and Mycroft, and they are Scottish fold brothers who before our very eyes are growing into the unpaid library welcoming committee. During finals week, they became the therapy cats for more than seventy stressed-out students who came to visit and play with them (Photographs 5 and 6). We do keep them confined in the director's office, with the door open and a pet gate, so those students who may be allergic can still be with us in the library. Those who wish to visit can have free therapy sessions with these gentle kittens.

We are marketing fresh ideas to invite our campus community into our library. It is a place where they can come to the table and be fed. It is a table of conversation, a table of intellectual growth and exploration. The table becomes a place where all are welcome, trust is lived, and community happens.



Brothers Hastings and Mycroft, the unpaid library welcoming committee.

are willing to share their skills with others. Even though participation in self-directed learning can be widespread across an organization, it can rely on low or no-cost resources, making it a manageable option in any setting.

By the time we had finished our lunches, we were brimming with new ideas and ready to embrace continuous learning in our own libraries. What better time to apply our own learning? At our tables, Gutsche, Pearsall, and Fondrie led us through the looking glass and into a hypothetical library of our group's design. In these imaginary settings, we established our respective staff roles in the development of a new program. In our case, a community oral history project in a small rural library. Given this scenario, what were the emerging staff training challenges posed by this new program and how could we address them? Self-directed learning to the rescue! Each "staff member" established small-scale learning goals based on our roles. Along the way, our facilitators tossed in a few wild cards that required us to retool our staffing and learning plans along the way... just like in real life! Along the way, we were called on to determine what would be needed to empower the staff member to pursue learning, how they would be held accountable, how they would share their learning, and any barriers that might show up along the way, as well as potential solutions. While many of our settings and programs were quite fanciful, the tangible steps we took towards training were feasible and easy to imagine implementing in the "real world."

"I loved the format of Lunch and Learn," said Brianna Hoffman, WLA Vice President/President Elect and Lunch & Learn participant. "It was a really wonderful way to get practical information. This structure really allowed me to retain more of the information. I am excited to work it into my own library!"

I have to agree. I walked away with a stronger sense of how self-directed learning could lead to stronger learning cultures in our own organizations, as well as a vision for how this particular capacity could empower staff, leaving them better equipped to address changing needs as they emerge. What could this kind of change look like in your library? And most importantly, how could these changes ultimately benefit the communities we serve? This engaging session, led by an experienced group of excellent facilitators, sparked not only our imaginations, but also built our capacities for practical application in staff training.

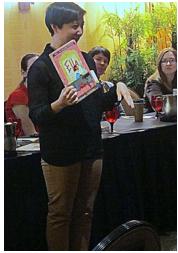
WLA Conference 2015 Photos

Come to the Table Libraries are Market Fresh!





Superman Warren Chin flew out of bed at 6:30 a.m. to help with the conference Fun Run.



At the Booktalking the Best session



At the WLA Conference registration desk--(L to R) Zac Matthews and Carol Ellison of the Everett Public Library System, and Craig Seasholes, WLMA president-elect.



Presenter Cleo Brooks, ADA Coordinator/Senior Librarian, Seattle Pub Library and WLA board member Richard Counsil.



Darcy Brixey, WLA president, in between sessions

Unless otherwise noted, all photos by Joyce Hansen.



At the WLA banquet with author Timothy Egan and The Bushwick Book Club.



Timothy Egan, WLA banquet speaker, talks with WLA President Darcy Brixey before dinner



Katie Irons and Conan McLemore lead their session on the joys of B movies.

Photos from the 2015 WLA Conference in Tulalip, WA--April 15-April 17



Welcome Breakfast Keynote Speaker Lois Landgrebe, Tulalip Tribes storyteller, was a mighty presence.



The conference prep is coming together.



Making the conference happen--Dana Murphy-Love and Kelsi <u>Brisebois.</u>





Warren Chin and Diane Cowles of the Seattle Public Library.





Jeanne Fondrie and Kate Laughlin made many things spectacular at the conference.



WALE Interest Group member, Warren Chin, and one of two 2015 WLA Scholarship Recipients, Geraldine Ventura.



Crowd mingling between sessions.

The 2015 Intellectual Freedom Award-Winner Aspires to Inspire

by Jonathan Betz-Zall



Intellectual Freedom is not just a defensive stance, but a positive force for good. Please close your eyes for a moment, and imagine that you are a superhero to someone. No cape, no mask, just doing what you always do. You completely change someone's life path just by showing possibilities that they never dreamed they could accomplish.

Jonathan Betz-Zall

Now imagine that you are a teenager who has always been an artist. Your mom said that you were born with a crayon in your hand. When you skipped recess to draw, all the other kids called you names and shunned you. But you made it to high school, and then, in your local library, you came across a book. Now, open your eyes, and consider this newspaper article published March 29 in the *Seattle Times*, about a successful fashion designer: "Some free-thinking librarian in my hometown put this (book) on the stacks in the library in the '70s and I could not take my eyes off of it. I was just

so completely obsessed," he said. (The book was *Native Funk and Flash: An Emerging Folk Art* by Alexandra Jacopetti. It documented handmade fashions of the era, and the cover featured a titillating image of embroidered tight jeans.)

Years later, he contacted the librarian and got a hold of the exact copy that enthralled him as a teen. "Yes, this has been just the absolute backbone of my design inspiration for 20 years now," he said. I would argue that this role, helping people break through the social crusts that surround them, is one of libraries' essential social responsibilities. Give them ideas they might never have thought of on their own.

Inspire the creativity in their lives.

No matter where you are in the library structure, you can support this role through your daily actions. If you are in materials selection or public services, like youth services or reader's advisory, your role is obvious. But if you're an administrator, you know how to adjust the budget to make room for those sparks of creativity. And if you're in circulation or shelving, you are probably in closer touch with the public's current needs and wants than the selectors are, so you can suggest creative items to purchase. Just keep your eyes and ears open for opportunities, focus your attention in that direction, and you too will be a free-thinking librarian.

-- Betz-Zall's acceptance speech upon receiving the Candace Morgan Intellectual Freedom Award at this year's WLA Conference.

•• ...this role, helping people break through the social crusts that surround them, is one of libraries' essential social responsibilities.



This book was on a high school library shelf in the 1970s when it influenced a future fashion designer. "Give them ideas they might never have thought of on their own," Betz-Zall said. "Inspire the creativity in their lives."

Jonathan Betz-Zall is a self-described ecolibrarian living in Seattle. He works as a librarian for both Shoreline and Highline colleges and teaches environmental science and library courses for Highline.

Selected Notes on the 2015 WLA Conference

by Tony Wilson

Make It 'APP-en!: A Road Map for Providing Tablet Access To Library Patrons

Seattle Public Library's Lupine Miller and Rekha Kuver described what happened when children were provided with access to tablets. They put out tablets with no signage and no rules. There was no Internet connection and only educational applications. They got no questions about how it works or how to use it. The children just tried it and figured it out.

In our profession, we have often fallen into thinking that people can't or shouldn't do anything until we show them how. Northwest author Jim Lynch (*The Highest Tide*, 2005) describes a parenting style consisting of "tuning in just often enough to warn your kids about things they knew more about than you did." SPL's approach of not getting between the kids and how they want to learn is a model for much of what we do in libraries.

Privacy and Personality in the Digital Age

Alex Alben, a Humanities Washington speaker, just appointed by the governor to be Washington's Chief Privacy Officer, gave a smooth, academic presentation on privacy law and the recent digital contexts where individuals have both a need for privacy and a desire for celebrity.

WLA Annual Business Meeting and WLA Awards Luncheon

The awards always seem like a must-do, and it is a pleasure to note achievements and milestones. The business meetings have become more perfunctory in recent years, this one being no exception. I miss the days when we had to have two sessions: a first one to air motions (the war, WLN, censorship, participatory management, even certification), an evening in the halls and bars to work one's constituency, and the next meeting to see who or what prevails. Can it be that while we can still find people on the other side of our big issues, the world has, in a sense, caught up with us?

I miss the days when we had to have two sessions: a first one to air motions (the war, WLN, censorship, participatory management, even certification), an evening in the halls and bars to work one's constituency, and the next meeting to see who or what prevails.⁹⁹

by Jim Kouzes and Barry Posner. The book is one of those things that has almost sprouted a whole industry unto itself. It is in its fifth edition, celebrating its twenty-fifth year, and has increasing research and case studies behind it. Pratt delineated the five core practices needed to make leadership a learnable skill: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage



the Heart. We then broke into little groups to briefly practice very specific skills. Practicing meet-and-greet skills that involved eye contact and handshakes was useful.

Take a Fresh Look at the Microsoft IT Academy

Elizabeth Laukea, a project manager at Washington State Library, discussed how libraries can set up free IT training leading to Micro-

soft Office certifications. Elizabeth pointed out that for free online learning, "availability anytime, anywhere," too often means never.

Lunch & Learn: Self-Directed Learning --Keeping Nimble and Fresh

This bold WALT-sponsored workshop presented by Betha Gutsche (WebJunction), Darlene Pearsall (King County Library System), and

Jeanne Fondrie (Whatcom County Library System) walked us through, and had us simulate, a process whereby a library can stimulate, document, and benefit from selfdirected learning projects among their staff. They imagine a context where each library staff member takes one paid hour a week to learn something new. They had hints on how to break goals into knowledgebased, bite-sized chunks (I will use [this] to learn [that]).

The small group session was well planned with role cards and other handouts. (Other presenters might note that small group breakouts work best when people are already in small groups at round tables in a big room. In a small room crammed

The Leadership Challenge

Professor Catherine Pratt from Pacific Lutheran University led us through an outstanding introduction to "The Leadership Challenge" with precisely aligned chairs even the acoustics become frustrating.)

I found the session inspiring and wish I were in a position to implement the approach for a group. \square

Tony Wilson is retired from Highline Community College where he trained prospective library employees for forty years. He was WLA president 1981–1983. He is president of the Des Moines/Woodmont Library Advisory Board (KCLS) and an emeritus member of WLA.

What Looks Interesting Under the Big Tent? WLMA Merges with WLA

by Sharyn Merrigan and Craig Seasholes

Over the past several years, WLMA had flirted several times with the possibility of affiliating with another association. The desire to share organizational resources and to build on mutual strengths and interests led us to discussions with a couple of different groups. But nothing ever felt like the right fit. Then the possibility of joining with WLA came along, and flirtation turned into attraction, which turned into a long-term committed relationship. And, of course, this makes sense.

Perhaps all of us working in libraries agree that more collaboration between school and public libraries can only benefit our communities. Essential questions that librarians

ask patrons daily are the same ones we can ask one another in school and public library discussions: "What are your interests? What do you want to learn? How can we help?"

Right now, all of us in education (teachers and coaches, school librarians and administrative leaders) look to the end of the school year and the coming of summer tired and sorely aware of the distance still to travel in bringing students forward on the next leg of the journey. What relief and support we feel knowing public librarians are gearing up with summer learning. At the time of year that many of us in schools feel the full weight of assessment and evaluation, we are relieved and inspired when we raise our heads to see summer learning opportunities through our public library partners. Like a fresh relay partner rarin' to take the baton, by providing welcoming and engaging experiences free of the burdensome baggage of school, the public library summer learning "leg of the journey" gets to focus on students' interests and enthusiasms.

At WLMA, we have an enthusiasm for LIT (WLMA's nifty little acronym for Library Information and Technology). We are reading advocates, teachers of information and technology literacy, and managers of information and resources. We are committed to helping our students to be effective and ethical users and producers of information and ideas.

In fact, our LIT acronym is more than just "nifty." The phrasing of "Library and Information Technology" was recently adopted into RCW through SSB 5294 to update all legislative reference of "school library" programs. Our goal is to ensure that our LIT programs are seen as essential in delivering IT instruction and professional development support in WA schools.

For example, while preparing for contract negotiations in Seattle, teacherlibrarians recently sat down with the union's negotiating team to chart out a strategy to ensure students have full and equitable access to high quality



WLMA President Sharyn Merrigan and WLMA President-Elect Craig Seasholes

school library programs. The first paper across the table was a notice from WEA (Washington Education Association) teachers union of the significance of SSB 5294 (what we've thought of as "our" bill) that brings Library and Information Technology language into the description of what is expected -- and should be fully supported -- of school library programs in Washington State.

LIT also plays a central role in a recent study WLMA released, the "Washington State School Library Impact Study" analysis by Dr. Liz Coker. The study merged from a Washington State School Library and In-

formation Technology (WSSLIT) program survey designed by WLMA and OSPI with data on student achievement, dropout, and school demographic to pinpoint and recognize impact patterns of certified teacher-librarians, library quality and student achievement in Washington State Public Schools. By focusing on robust LIT programs, WLMA has given our union bargaining teams tools to push for equitable staffing and funding of library and information technology programs. An executive summary and full report are linked on the <u>WLMA Interest Group page</u>. A <u>recent article in School Library Journal</u> helps put the study in context.

The WSSLIT study and other topics of interest to librarians have also been part of the shared "air time" as WLMA explores using Google Hangout/TwitterChat combination of live online interactions. This past February and April we held one-hour #wlmachat to connect members with updates from around the state. Modelled on successful #TLChat and #TL News Night Live events that happen on first and second Mondays, #wlmachat moderates short presentations, updates and topics of discussion from multiple presenters through an open-edit Google presentation and YouTube video-capture. We invite the curious to join us on August 17 at 7p.m. pacific standard time.

WLMA will host a more traditional panel conversation on the topic of school and public library collaboration at our October 16-17 conference in Yakima, and we invite our WLA public library partners who have exciting experience or great expectations to join in. Respond to the post, Tweet about it @wlmalit or drop us a note if you'd like to share.

In any new relationship, partners take time to learn each other's habits and histories, their values and traditions. The WLMA-WLA merger is a perfect partnership to promote lifelong learning and literacy for our citizenry. We will continue to discover our commonalities as well as our unique approaches and interests and grow together as a strong organization.

Sharyn Merrigan adds serving as WLMA president to her day job as middle-school teacher librarian in Olympia, WA. Craig Seasholes is in WLMA's leadership" on deck" circle while serving as elementary librarian in Seattle. Both share an interest in running and working together to promote the opportunities that the WLA-WLMA merger bring to our profession.

A Case for Career Development Services in Washington Libraries

by Aileen Luppert

These are true stories from my public library:

- A twenty-something kid wearing shorts and flip-flops hurries up to the reference desk and asks, "Can you help me write a resume real fast? I'm on my way to a job interview and they told me to bring one."
- While helping a patron adjust margins on a cover letter, the red squiggly underline screams out that "Spokane" and "Washington" are misspelled.
- Upon printing a resume, a woman says, "No need to save it—I'll just need it this once."

Do any of these stories sound familiar? Each one is cringe-worthy and probably didn't end with the patron getting the job they were applying for. In my time as a librarian, I have often wished I knew about more resources to offer those job-seeking patrons we serve.

As if in answer to my wish, last May the American Library Association (ALA) announced a grant opportunity to learn career development techniques. They partnered with the National Career Development Association (NCDA) in order to train a national cohort to become certified Career Development Facilitators. <u>WLA was one of twenty-two state chapters selected</u> to participate, and I was lucky enough to be named the state representative.

During one of the worst snow storms in its history, I attended a two-day workshop in Chicago last winter to kick off the training. When I returned, I completed 14 additional weeks through Skype and other online sessions. While the certificate will not be handed to me until a ceremony at ALA next June, I am now a certified Career Development Facilitator. Fancy title aside, I can now help career-seeking patrons in more meaningful ways. The curriculum prepared me to help patrons:

- Explore career and educational interests;
- Review and identify personal skills;
- Develop short-term and long-term career goals;
- More comfortably teach and review resume trends and techniques; and
- Plan and implement career development services for individuals and groups.

Learning and practicing these skills has been a phenomenal personal experience. However, the next part of the grant calls for me to "make plans to employ state-wide the knowledge and techniques that will be gained from [my] CDF participation."

Before any state-wide "employing of knowledge" commences, I think the case may still need to be made that this service belongs in Washington libraries. Statistics show that unemployment in Washington is following the national trend. It is in decline at <u>5.5% in April 2015</u>. Sounds good, right? Unfortunately, those stats do not show the whole picture. From county to county in Washington, the numbers vary dramatically. King County's unemployment rate is an impressive 4.9%. Pend Oreille's? It's over 12%. Ferry County? 14%. Across Washington State, there are nearly 200,000 unem-

Aileen Luppert is a librarian at Spokane County Library District and the 2016 WLA Conference Co-Chair.

ployed people. Regardless of whether the rate is high or low, these are people who could use our help—particularly in certain counties.

Those of us working in libraries know anecdotally, and studies show, that libraries are vital to the unemployed. The <u>2013 Pew</u> <u>Internet & American Life</u> <u>Project</u> found that 36% of people who used library computers in the previous twelve months were looking for jobs or applying



Luppert, representing Washington state, was chosen as one of twenty-two representatives nationwide. These twenty-two representatives will train a national cohort to become certified career development facilitators.

for jobs online. We also know that the examples I gave, unfortunately, are not unique. If approximately one third of our computer-using patrons are seeking jobs, and we see that many are making self-sabotaging mistakes, then perhaps, it is time to use one of libraries' new mantras. Let's "meet the patron where they are!" It should be easy since they are already here. It is great if we can show someone resume building software that might land them a job if they figure it out, but wouldn't it be incredible if we could help advance their whole career?

I fully appreciate that not all libraries have the staff or resources to offer one-on-one career development services. My hope, and goal, for this the remainder of the project—is to deliver enough material and ideas so any library in any Washington county can find a way to expand their career development support for their patrons. For some libraries, that may only be a general familiarity with the topic and a list of new resources. Other libraries might be able to develop a program or workshop. A few might be able to make plans for on-going direct service. Regardless of the size and location, I hope more libraries will embrace career development services and implement changes to offer it to their patrons.

Over the next year, I will be doing my best to deliver "knowledge and techniques" in a variety of ways. These include WLA Conference sessions (one of which took place at Tulalip), webpages, articles, and webinars. I will also identify templates and other resources that might be useful and make them readily available. If you are interested, please contact me (aluppert@scld.org). I plan for my work to be open to anyone, but would be happy to email interested people directly.

There is a lot of dialogue about whether libraries are relevant to their communities. Maybe this conversation has gone on as long as there have been libraries, and it seems silly to most of us. Offering career development services presents a valuable opportunity to prove, once again, that libraries are not only relevant—they are vital to the health of the communities they serve.

It Ain't Easy Being Green...Or is it? Sustainability-Based Programming at Your Library

by Desiree Baron

"If you have a garden and a library, you have everything you need." – Cicero

The city of Vancouver, BC has a lofty goal—to be the greenest city in the world by the year 2020. As a city facility, the Vancouver Public Library (VPL) is supporting this goal through its strategic objectives of the last couple of years, focusing on sustainability-based programming and green operations. The library has worked on four key areas:

Green buildings and operations—for example: all new buildings are built with a LEED (Leadership in Energy & Environmental Design) gold minimum standard;

Recycling and waste management—for example: the library has adopted a zero waste management disposal system where users can pre-sort their soft plastics, food, paper and landfill waste separately; our public printers print double-sided by default;

Digital collections—for example: most VPL branches have done away with traditional print reference sections and focus on online reference tools; and

Green or eco-friendly programming for library patrons and staff. Green or sustainability-based programming allows libraries to help patrons understand that making small, but meaningful changes can protect our planet's liveability for generations to come. According to librarian Kathryn Miller, libraries can be a community's resource in understanding how their choices in everyday life can affect the environment. This is what she calls environmental literacy. Just like we teach people how to use computers, libraries can inform people how to conserve water, energy and natural resources and leave a lighter ecological footprint.

Vancouver Public Library has hosted many sustainability-based programs in the last couple of years, highlighting local agriculture, recycling and waste management, climate change and green buildings. These are some examples:

- Let's Learn About Honeybees a local beekeeper presented on the importance of honeybees in agriculture and what people can do to prevent their extinction.
- Native Edibles a walkabout outside the library to identify local plants and their uses in food and natural medicine.
- Seed Lending Libraries offered at two VPL branches,

they allow patrons to "borrow" seeds. Once the seeds have grown, patrons return seeds from the yield for other people to borrow and use. This initiative allows people to save money by growing their own food and develop stock suited to the local climate.

- **Recycled Book Art Contest** using discarded library materials, patrons created works of art on the theme of literacy and books.
- Common Threads: Eco-Art a local artist showed patrons how to weave and create art by using local invasive plants.
- Film Discussion Event moderated by the Vancouver Urban Farming Society, the library hosted a discussion panel following the screening of "Growing Cities," a film about people challenging the away America grows and distributes its food.
- Planet Protector Esmeralda a children's theater program on recycling
- Kill-a-Watt Meter loaning program patrons can borrow electric meters, which make them aware of energy conservation by measuring how much power household appliances are actually using.

There are many opportunities to work with community partners and organizations to promote environmental literacy. Check your local community directories for transition societies, whose function is to build resilient and sustainable communities. Connect with the Climate Reality Project, an organization which sends specially trained speakers to present on global warming, all for free. Working with other organizations interested in sustainability expands the library's reach into the community, adds new dimensions to traditional library programs and demonstrates the library's commitment to the stewardship of our land and resources. In addition, there are lots of occasions to align programming with relevant environmental dates, such as Earth Day on April 22 and International Day of Climate Action on October 24. These dates also work well for library displays or featured thematic collections, which help raise patron awareness.

VPL also has a strong commitment to have its staff walk the talk. We have a Sustainability Working Group made up of representatives from all classifications to develop local initiatives and demonstrate green leadership. We also have a staff biking program to support cycling to work, and encourage staff to participate in an annual commuter challenge. Each work unit has a designated Energy Champion to promote educational and staff awareness programs. Some examples include: a

Desiree Baron is branch head at the LEED-Gold library Terry Salman Branch at the Vancouver Public Library in British Columbia. She has been working in libraries since 1991, and has an awesome collection of reusable cloth bags.

National Sweater Day contest to promote lowering the thermostat and Earth Hour Suggestions, where work units compete for a \$100 incentive to make a plan for conserving energy.

In summary, it is easy being green! There are many ways libraries can

Depeds Fal 4 coots PINEAPPLE LAVENDER Tack tool Plumex evispus WEED (A) flower before they open FLUSH emotions' son ante Laxative atricavia aphrodisiac, insomnia narous stomach anniety flatulence, colic, depressio headacues, Wrote, burdecht ved cloves discadea lg amt. diawhe flower summar ACNE, ECZEMA PSORIASIS AND leas, Salads, haking iver moothies, mutfins lung FUNGIAL INFECTIONS IMPBALANCED MENSES INDREASES FERTILITY blood pressure Oburn, Stomach upsets Analgesic autispective 1000 C GAG DREAM PILLOW Anniety ð hispan teasured To caution: contains oxalates anitating digestion kidneys. Aiabetes 1 m 2, stone formation Alates BIG REPELENT A infuse on a Pressi inter autopasmodic, canvisative, galaclogone sedative, strin, vermituge Caution: allargies to rag weeds. Rumican antimorphal gycosides - nutrineut absorption and deloxifying BITTER-TONIC for digostion ne vesistance Daudruff tean cool and à viase sachels - dryar sheets sachels - dryar sheets seasoning-weat/grains. IN Breeds, strout & flowers + strifty red Dinner bark for sove throats red Advigant/carotenes/tannins/anthocyanins helps to release stoked FERENTIN from the liver. Buds to heavy websils like lead + amenic veripe Y2 peach, wrapped in nons bacon, sprinkie balenda withhave SALIX Alba Massage pi nesal passages MALLOW for fired willow Malva E Lear Spring Berr Spring Berr Sap B branches Fall-backet waking Calible CATKINS raw/feied/Screps Salicin ~ pain. inflammation, autisphic huner bart spring before sap neglecta nutriaut court mor younds vida Codero infuse upset una bic nt. stomaches undula officinatio mucus Scothing all parts buildup ANTL mucilaginous flowar Chop into soups Vitamin A+C, calcium, ivon nflammatory retaic FLOT BACK vice for wounds microbial tt tannivis - advigant malic, citvic, pectin, ivon, vitc, antioxidant strong autiseptic ungal ecotion loz Viral · improves availation in 142 put H20 veduce & to 1 put BERRY Rubus INFUSE INto OIL will flower 12 has before A young LEAF a taning duy up intestinal membranes 4 diamthea · gaugle tev serve throads 1/2 tea every 1-2 internally -> tale searchion > digestion -> bowels 1 diawhea W/A is a diawhea combines well to share aiding in digestion ping courts (IT ATD-chew LEAT-can here's sove during

play a leadership role in promoting environmental literacy, particularly in the kind of programs we offer our patrons (and staff, too). We can help our patrons realize that their everyday choices will allow our libraries, communities, and cities to thrive in an environmentally sustainable way, both for today and generations to come.

Left: From Native Edibles, a

walkabout program outside

the library to identify local

and natural medicine.

plants and their uses in food

Below: From another sustainability-

based program, Common Threads:

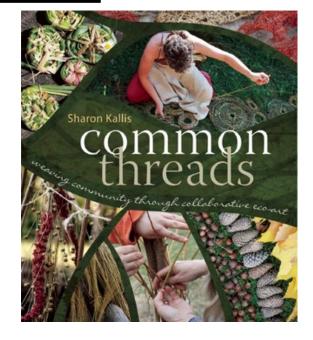
patrons how to weave and create art

Eco-Art. A local artist showed

by using local invasive plants.



Above: The Vancouver Public Library Central branch's green roof.



People and Places

College Baccalaureate: Meeting the

tiple case study examined three com-

munity college libraries in Washington

State where the colleges implemented applied baccalaureate degrees. Her Ph.D. in Education was conferred by

Oregon State University on June 13. Coslor is the director of library services at Skagit Valley College

in Mount Vernon.



Mindy McCormick Coslor

San Juan Island LIBRARY

The EBSCO Excellence in Small and/or Rural Public Library Service Award honors a public library that demonstrates excellence in service to a community of 10,000 people or fewer. This year's \$1,000 award recognizes the San Juan Island Library in Friday Harbor for the quality of its digital communications, as well as the depth of offerings in its collection and services, including outreach to seniors, a growing Hispanic population and the business community (population 7,690). Heidi Lewis represented the library at the American Library Association conference to receive the award. Small/rural libraries can apply for next year's award in October.

Five talented young artists are the winners of the Fort Vancouver Regional Library District 2015 Summer Reading Bookmark Contest. The contest—started as a biannual event in 1985—provides artwork for bookmarks that are distributed for the library's popular summer reading program that started June 1. Winners were chosen from a total of 2,251 kindergarten through twelfth grade entries. Approximately 20,000 full-color copies of the designs are being distributed throughout the district's fifteen locations and two book mobiles. All the winning designs—including the top five-can be viewed on FVRL's Kids and Teens pages. Sponsors include Kumon, Medallion Art School and Pacific Office Automation, among others.

> Fort Vancouver Regional Library District 2015 Summer Reading Bookmark Contest winners.











2015 WLA Award Winners

WLA's annual awards lunch was held April 17. This year's awards recognized the accomplishments of several individuals and groups in the Washington library community. The awards committee members were Committee Chair Jennifer Wiseman, Ann Crewdson, and Tim Mallory. Scholarship Committee members were Committee Chair Jose Garcia, Daria Cal, Erin Krake, Valerie McBeth, Carolynne Myall, Mary Ross, and Sam Wallin.

WLFTA Distinguished Service Award Friends of the Deer Park Library



The Friends of the Deer Park Library are being recognized for their tireless efforts to raise money in support of programs and services at the Deer Park Library (in unincorporated Spokane County) through six annual book sales. The Friends regularly attend meetings of several other organizations in the community to promote library programs and services.

WALE Outstanding Employee of the Year Brian Hulsey, Whatcom County Library System

Since he began with Whatcom County Library System in December 2013, Hulsey has enthusiastically coached staff and the public with technology challenges. He helped create and implement the library system's online summer reading program for adults, including creating badges. He is the speaker and programs coordinator for the 2015 WALE Conference.

WLA Honorary Lifetime Membership Joan Weber, Former Director, Yakima Valley Community College Library

Joan Weber has been a WLA member for more than 35 years. During that time, she served in a number of capacities, including president, vice president and board director. She served as the



representative for two-year colleges on the Legislative Planning Committee for more than a dozen years and as the WLA representative on the Washington State Library Advisory Committee. Weber's active involvement with WLA helped develop her as a leader in the profession, bringing her into contact with people who were resourceful in ideas, activities and projects, which she in turn, applied to the YVCC library.

WLA Honorary Lifetime Membership Neel Parikh, Former Executive Director, Pierce County Library System



Prior to retiring from Pierce County Library last year, Parikh's work in PLA's Early Learning Task Force led her to help the Washington State Library Commission to develop a three year plan to fund training and model programs around early learning. She also spearheaded the creation of an Early Learning Public Library Partnership to allow libraries to speak as one to key stakeholders about the roll public libraries play. She served on WLA's Legislative Planning Committee for two decades and also served as chair of several WLA conference committees and on the WLA executive committee.

Continued on page 26

2015 WLA Award Winners

Continued from page 25

WLA Merit Award for Advances in Library Science Laurin Linscott, King County Library System

In 2012, Linscott managed a new summer outreach endeavor at KCLS called "Let's Read," which focuses on coordinating library visits to meal sites held at summer schools, parks, apartment complexes and community centers in south King County. Through "Let's Read," children's librarians visited summer lunch program sites to engage hundreds of children and parents in reading activities that helped 1,500 children maintain their reading skills over the summer of 2012. Due to the resounding success and impact of the program, it was replicated and expanded at KCLS during the summers of 2013 and 2014.

WLA Merit Award for Outstanding Performance Anne Bingham and Craig Seasholes, Washington Library Media Association



Bingham and Seasholes are being recognized for their diligent efforts to bring WLA and WLMA closer. Seasholes always saw the value in the two organizations operating more closely. During Bingham's presidency in 2014, she continued the movement by initiating conversations about WLMA officially joining WLA. Under Bingham and Seasholes's leadership and the hard work of the WLMA executive team, WLMA successfully voted to merge with WLA. With their vast historical knowledge, Bingham and Seasholes continue to help work through the transition.

WLA Candace Morgan Intellectual Freedom Award Jonathan Betz-Zall, Highline Community College

Betz-Zall has been a librarian since 1976 and a WLA member since 1985. Betz-Zall monitored intellectual freedom issues from



2003-2009 as an ALA councilor and was a member of WLA's Social Responsibilities Round Table (SSRT).

CAYAS Visionary Award

Jerene Battisti, Teen Services Coordinator, King County Library System

Her lifelong dedication to teens and children has meant that most recently Battisti advocated with her system to not only participate in the Safe Place and Count Us In programs, but also to provide support and training to staff members to ensure success. Her continuous advocacy for youth and youth services staff has been lauded by coworkers and peers.

2015 WLA Scholarship Recipients Meg Beade—University of Washington MLIS Program (r) Geraldine Ventura—Emporia University MLIS Program (l)





In Memoriam: Patience Griffin Rogge, 1936 - 2015

by Joyce Hansen, with the assistance of information from <u>http://funerals.coop/obituaries/patience-rogge.html</u>, newspapers and the Washington Coalition for Open Government (WCOG).

Noted community volunteer, librarian and longtime Port Townsend resident, Patience Griffin Rogge, 78, has died after a sudden illness. Rogge was admitted to Harborview Medical Center in Seattle on May 14 for treatment and died there May 23. Her husband, David, and daughters, Rachel and Michelle, were at her side.

A career librarian, Rogge was a pillar of civic activism in the many different communities she lived in throughout her life; from Richmond, CA to Dhahran, Saudi Arabia to Port

Townsend, WA. She was a model of democratic ideals with an unbending will to promote the arts, education and government accountability. Her passion for volunteering brought her wide and varied experiences in nature education, agricultural land preservation efforts, arts administration, and local politics as a dedicated and active member of the democratic party in California and in Washington State.

Rogge, held a Bachelor of Arts in American Government and a Master of Library Science, both from the University of California, Berkeley. She worked in academic, school and public libraries. She served on the Jefferson County Rural Library District Board of Trustees, the boards of the Washington Library Association, the Pacific Northwest Library Association, and Friends of the Washington State Library.

She chaired the Washington Friends, Foundations and Trustees Association and the Grassroots Interest Group of the Washington Library Association.

She directed the Fort Worden Oral History Program at Fort Worden State Park Conference Center in Port Townsend and was vice president of the Friends of Fort Worden. She served on the board of the Fort Worden Conservancy and Fort Worden Advisory Committee, and chaired the Jefferson Higher Education Committee. She was on the board of directors of the Washington Coalition for Open Government (WCOG) until just before her death.



"We were a small young nonprofit without much of a budget," said Toby Nixon, WCOG president, who starting working with Rogge in 2005. Rogge's experience and connections as a librarian, and her talent for organizing events, helped the organization expand from two or three government forums per year to eight, plus forums and workshops for attorneys who work on both sides of the issue, Nixon said.

Under her planning and networking, librar-

ies across the state became sites to educate the public and government officials on open government law. She also created the WCOG's major awards ceremonies for open government volunteers and those who showed dedication to the concepts. Nixon said that before she retired earlier this year, Rogge created a guidebook to help those who follow with the many contacts and arrangements that need to be made for each event, and had planned to coach her replacement for six months. Since her illness, Rogge's task list was divided among several people. In 2011, she was awarded the WCOG's James Andersen Award for her work in advancing the group's mission.

Her unflagging civic engagement garnered recognition and awards: WLFTA Trustee Award 2001; WLA Honorary Life Membership 2005; Friends of Fort Worden Volunteer of the Year 2009; and the Jefferson County Historical Society Merit Award, 2010. She was also recognized by the American Library Association for her work in advocating for libraries.

"She deserves a huge portion of the credit for recent successes for higher education in Jefferson County," wrote Scott Wilson, on http://funerals.coop/obituaries/patience-rogge.html. "At the same time, the causes Patience took on were never the easy ones, the ones that would be 'fixed' so everyone could move on. Instead they were the ones that required constant vigilance and attention, and still do today, in her sudden absence."

Joyce Hansen is a reference librarian at Everett Public Library.

Solinus

Eyeballing "Service Animals" in Libraries and Wondering: "Are You for Real?"

by Cameron Johnson

You see them everywhere: stuffed into backpacks, sniffing around under the greens table in the grocery store, jingling merrily as they prance down the library stacks, tangling themselves around chair legs at the computer stations, snoring in their owners' laps. They are so-called service dogs. They used to be called "pets." But terminology evolves, as does life and law.

Now, I respect real service dogs. Properly trained, service animals can be a real boon to the disabled. I was a big devotee of Lassie as a kid, and applauded when she barked at June Lockhart beside the split-rail fence. According to the Delta Society (aka Pet Partners, who authored Minimum Standards for Service Dogs), at a minimum a service dog must leave the handler, go to a specific object (or door), successfully manipulate it, then release it as needed. They should not be distractible by food, other dogs, noise, or people. They should respond to voice commands, laser lights, sound, or behavioral clues. It takes literally months to train such dogs to perform even a simple task on command. The training for such animals can require two years and cost \$50,000.

An Internet company, Service Dogs of America, has a tidier and cheaper idea. You pay them \$250 and check off a box attesting that your dog is trained, and they give you an



embroidered dog vest, a wallet card, a dog collar tag, and an information booklet. For an extra ten bucks you can get an "Ask to Pet Me" patch or a "Do Not Pet Me" patch, with other accessories available for a fee. They tell people there is no distinction between their certified dogs and professionally trained dogs. This is only one of several such online "certifying" agencies. These vests and "certifications" supposedly allow you to take your animal into public spaces. I saw a be-jacketed dog licking a patron's face one day. It was a toy fox terrier mix, a snaggle-toothed little guy with a crooked grin and wet eyes. It trembled when I scowled at it. The guy said he (the man) couldn't see well, particularly when driving, so the dog would bark to signal whether traffic lights were red or green. One bark meant green, two meant red. A whine meant yellow.

Images formed in my head. "What does it mean if it growls?" I asked.

"It means he sees a patrolman."

"If it howls?"

The man chuckled. "It means he's hungry." He shrugged. "Anyway, he's a real life saver."

** There it is. The specter that haunts all of us. Libraries... are scared to death that if they ask someone with a bogus service animal to leave, they'll next be getting a call from some lawyer threatening to wield the shillelagh of the ADA, extracting millions in reparations for the aggrieved owner and his snaggle-toothed mutt.**

Cameron Johnson is a reference librarian and impresario for the Everett Public Library.



Presa Canario Monster pup

The Americans with Disabilities Act (ADA) and state law both forbid questioning the bona fides of a service animal.

Service animal status has been claimed for such beasts as ferrets, dolphins, monkeys, pot-bellied pigs, boa constrictors, komodo dragons and parrots, though right now Washington State law says that only dogs and miniature horses qualify. And were such an animal to raise a ruckus or eat someone, the law allows institutions to order the owner to vacate with the beast. Short of that, any institution interfering with a service animal can be charged with a misdemeanor. And, of course, the possibility of a civil damage suit.

A guy came into the library with a Presa Canario. A Presa is an immense herding dog, bred in the Canary Islands. This pony-sized monster is so ferocious that it could gulp down a pit bull like a light hors d'oeuvre. Importation and sale of Presas is prohibited in Australia and New Zealand. This one had a blue vest with the words "Service Dog" printed across the flank. A patch was affixed, saying "Do Not Pet Me." I looked at it, and it looked back, furrowing its brachycephalic brow. You could hide a Seahawks helmet in its jaw folds.

"I didn't know they made vests that large," I said.

The man shrugged. "Just have to know where to look," he said, eyes barely leaving the online poker site he was engrossed in.

"What kind of service does it perform?"

"He's my cargo dog. My doctor says I can't lift more than ten pounds. Oscar here is a big help on grocery day. Or with my library books." He smirked.

"Does it have a side hatch, or do you have to climb up into the cargo hold?"

The man looked away from his jacks-and-garbage hand and met my eyes. The furry ridge on Oscar's back quivered. I imagined his black eyes measuring the distance between his maw and my thigh.

"Are you trying to be funny? Are you messing with my right to have a service dog?" he asked. "That's against the law, you know."

There it is. The specter that haunts all of us. Libraries—and restaurants and buses, any institutions really—are scared to death that if they ask someone with a bogus service animal to leave, they'll next be getting a call from some lawyer threatening to wield the shillelagh of the ADA, extracting millions in reparations for the aggrieved owner and his snaggle-toothed mutt. Not to mention the attendant pillorying in the press for being insensitive and reactionary. I dreamt of service animals the other night. I stand at the top of the library stairs, and they slowly ascend toward me like a prairie storm-cloud. There is a pit bull, a Rottweiler, a Presa, a toy fox terrier, a miniature donkey, a Komodo dragon, and a parrot. They increase their speed, and begin vocalizing as they near. Panicked, I run behind the reference desk, where earlier I had mounted a "revenger," one of those cathartic devices you tape to the dashboard of your car. I push all the buttons: machine gun, cannon, grenade, death ray. The sound effects are really cheesy. Gore covers the steps. The patrons on the Internet machines applaud. I call the custodian to clean it all up.

Dark thoughts.

The man with the Presa finishes his Internet session. He stands and holds the Presa's leash daintily, like he's dangling a mouse by the tail. As he turns to the stair, he meets my eye and snorts. The monster pads by, moving remarkably like a big cat.

I chew my lower lip. I focus on nothing. 🔛

I'd Rather Be Reading

Challenging Reading!

by David Wright

Have you noticed how more and more readers are engaged in various self-imposed reading challenges? Typically they're trying to get through a certain number of books over the year, sometimes broken into themes, such as with the popular challenges one can join in via GoodReads. Of course we've always had these hard-core systematic readers, like the long term patron who is trying to break his own record of 200 Interlibrary Loans in a given year, or those folks reading the Pulitzer Prize winners who will swiftly need the aid of a librarian as they try to track down a copy of Margaret Wilson's *The Able McLaughlins* or Louis Bromfield's *Early Autumn*.

This summer, my library is joining in the fun with our own Book Bingo card for our Adult Summer Reading program. These cards – you can see plenty if you just do an image search for "Book Bingo" – offer up a distributed reading plan in the form of a game, where contestants can challenge themselves to adventuresome departures from their usual reading, along vertical, horizontal and diagonal lines. Especially avid or obsessive readers can fill out the whole card, for a shot at valuable prizes. It is like a more playful, less judge-y version of those lists of New Year's Resolutions for Readers one sees each January.

There are many different versions of this, but I'm already mapping out my reads for this summer, in hopes of having a blacked out card. (No prize for me: I work here, but it's the principle of the thing). Here are the categories we're using, and some titles I think I'll try. Care to join me?

- Checked out from the Library. That's an easy square: I'll pick up the most compulsive quick read that jumps out at me from the new book shelf. So, shall we say *The Sasquatch Seeker's Field Manual: Using Citizen Science to Uncover North America's Most Elusive Creature*, by David Gordon? Done!
- From an Independent Bookstore. Like I need an

excuse to visit <u>The Globe Bookstore</u> down in Pioneer Square, where they have a full selection of Arthur Upfield's mysteries featuring Napoleon "Bony" Bonaparte. Hmm... Maybe I should buy three or four. Or five or six.

- Set in the Northwest. I'm going to make this one unnecessarily challenging, as I'm already reading William
 T. Vollmann's latest, *The Dying Grass*, a 1,356 page behemoth about the Nez Perce War of 1877.
- **#WeNeedDiverseBooks**. Indeed we do, and not just for the kids: let's all try to read a bit more diversely this summer. (For me, that also means making a point of reading more women.) Toni Morrison's *God Bless the Child* feels right for this slot.
- Translated from Another Language. I've just discovered Pierre Lemaître's gritty Parisian mysteries featuring Commandant Verhoeven – *Irène* is the first. Parfait!
- **Prizewinner**. Since I'm on the panel to select this year's Carnegie Medal, I will definitely be reading a prizewinner: this one ought to take care of itself. However, there are always the Shirley Jackson Awards, announced in July, for something delightfully unsettling.
- You Own, But Have Never Read. Ha! As an overindulgent book buyer, I can pretty much swing a cat in my house and hit one of these. And our cats love to be swung. Let's say the NYRB edition of Simone Weil's *On the Abolition of All Political Parties*, which I bought for the cover painting by James Ensor.
- Set Somewhere You've Always Wanted to Visit. Ooh – I've actually never read Robert Louis Stevenson's Strange History of Dr. Jekyll and Mr. Hyde, and Edinburgh

David Wright

David Wright is a reader services librarian at the Central Branch of Seattle Public Library, a frequent speaker and trainer at library conferences, and a regular contributor to Booklist, The Seattle Times, and other publications.

I'd Rather Be Reading

has been on my list for a long time. Excellent.

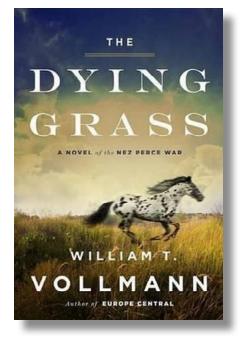
- Out of Your Comfort Zone. Time to give in to my curiosity about Zombie Romance fiction. *How on earth does that work?* Only one way to find out.
- Collection of Short Stories. Edith Pearlman's *Honeydew* is truly amazing.
- **Banned.** How about the *Saga* series of graphic novels by Brian K. Vaughan and Fiona Staples. Challenged as "Anti-Family, nudity, offensive language, sexually explicit?" sign me up!
- Local Author. Never got around to Bernadette Pajer's latest historical mystery featuring University of Washington Professor Bradshaw, *The Edison Effect.* Those old timey light bulbs are hip again, too the perfect murder weapon.
- Author Under 30. Ooh I've been wanting to listen to *I Am Malala* on audio. Road trip!
- **Turned Into a Movie.** Well gosh, I've already read *Macbeth* and *Madame Bovary*, so *Ant-Man* comics, here I come!
- **Published the Year You Were Born**. I'm very fond of this category, as it introduced me to *Modesty Blaise* some years back. I think Bryher's *Visa for Avalon* would be

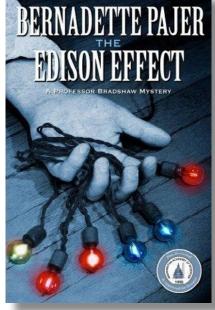
good for this: it's been calling out from the shelves for a while now.

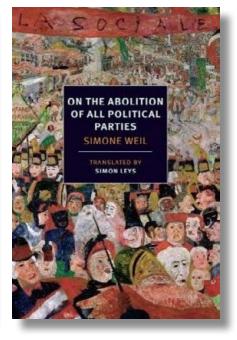
- A Book You Finish Reading in a Day. Kent Haruf's brief, moving final novel, *Our Souls at Night*, is the perfect book for this, even on a busy day. Especially on a busy day.
- From Your Childhood. I think Lloyd Alexander's *The Black Cauldron* would be great to revisit: haven't read it

 or had it read to me – since I was five or six. Oh, and I
 just acquired some old used copies of Rupert Bear comic
 strips. Ah, the memories.
- You've Been Meaning to Read. But I don't have time for Proust or *Infinite Jest* this summer! Hey – you know, I've never read any Jack Cady, and I keep meaning to. *The Jonah Watch* it is.
- **Recommended by a Friend.** I was recently told I'd love Niall Williams' *History of the Rain* by someone who feels they know my taste. Let's just see if they do.
- **Re-Read.** Marcus Aurelius, *Meditations*. It's good for the soul.

While I wouldn't always want to read this programmatically, there is something fun in playing this kind of literary hopscotch, and I look forward to a varied adventure in books this summer.







WLA Thanks Our Institutional & Business Members

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MyClassProject.org

Primary Source

Friend of the Library-Group

Friends of the Jefferson County Library
Humanities Washington
Inspire Every Child Foundation
Orbis Cascade Alliance

Parkers Mill Publishing Ritzville Library Foundation Spokane Public Library Foundation Sustainable NE Seattle

Institutional Members

Asotin County Library	James Brooks Library, Central WA University	Sedro-Woolley Public Library
Bellingham Public Library	Jefferson County Library	Skagit Valley College/Norwood
Big Bend CC Library	King County Library System	Sno-Isle Libraries
Burlington Public Library	Kitsap Regional Library	Spokane County Library District
Central Skagit Rural Partial County Library District	La Conner Regional Library District	Spokane Public Library
City of Richland - Library	Liberty Lake Municipal Library	Tacoma Public Library
Clark College Library	Libraries of Stevens County	Timberland Regional Library
Clover Park Technical College Library	Longview Public Library	University of Washington Libraries
Columbia County Rural Library Dist	Lopez Island Library	Upper Skagit Library
Eastern Washington University Libraries	Lower Columbia College Library	Walla Walla Community College Library
Ellensburg Public Library	Mount Vernon City Library	Washington State Library
Everett Public Library	Neill Public Library	Whatcom County Library System
Foley Ctr. Library Gonzaga University	Orcas Island Library District	Whitman County Library
Fort Vancouver Regional Library District	Pierce County Library System	Yakima Valley Community College
Grandview Library	Ritzville Library District #2	Yakima Valley Libraries
Green River Community College, Holman Library	San Juan Island Library	
Highline Community College Library	Seattle Public Library	