Reeling Them In,
A-Z
OLA-WLA 2019
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Passive

Interactive
Passive

- Subtly attention-getting
- Things you do to snag them mentally
- Something they will notice
- Does not require you to operate it
  (continually)
Interactive

- Instructions are required
- They can do it on their own
- You are nearby if needed
- Happens during a set time
# Index of Passive Ideas

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Book Exchange
Don’t do something permanently stupid because you’re temporarily upset.

Kind Heart Fierce Mind Brave Spirit

Do not accept a friend request from Hormel Foods. It could be SPAM.
Index of Interactive Ideas

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Escape Rooms (Breakout)
Games
Hosting
Jenga (Giant)
Kiss & Tell

Legos
Mosaics
Origami
Poetry
Reading Club
Virtual Reality
Words
Contests

*Can you guess which banned book is in the jar??
(If they are not on the display)
*One guess per person
*One winner will be drawn at random from all the correct entries for a prize on 10/5.
Origami
Ideas, A-Z
Add-a-thought  
Book Exchange  
Coloring, Contests  
Displays  
Escape Rooms (Breakout)  
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Unloved books (Display Ideas)
Virtual Reality
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ADD-A-THOUGHT

The concept here is that students are writing on an element of a larger display. We generally put the pieces out on the tables for them to do during our lunch periods. We did this one in the fall, and put them up in a display in the hallway. We've done this at Thanksgiving with pumpkins (What are you thankful for?), at Christmas with snowflakes (What do you wish for?), at Valentine's with hearts (What do you love?), and several other themes.
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STEM Storytime for Ages 1-3

Sarah Vandeheey, Beaverton City Library
Why Offer STEM Storytime for Toddlers?
Pro Tips

• Keep it active
• No more than 2 books
• Start from the activity and work from there
• Incorporate everyday objects
Contact Me!

• Sarah: svandehey@beavertonoregon.gov
Grow A Reader!
FVRL Libraries see a need based on state stats
WA State = Low School Readiness Numbers

- Statewide: 46.7% met the standards for all six domains.
  - The actual percentages varied widely by domain and by the race and ethnicity of the student.

- Readiness varies from 23% to 70% in our service area (SW WA). Our more suburban and urban areas have made great progress in the last couple years and on average are on par or slightly above average (yay!), but there are still noticeable differences in schools in more affluent areas vs those in lower income areas (22% vs. 78%).
  - Our rural areas are still pretty far below that average (Lyle - 23%, and Goldendale - 25% for example).

- 48% of students in our service population met 3rd grade reading standard

These are the latest stats from Washington State OSPI
(Office of the Superintendent of Public Instruction)

Students were assessed in six domains of readiness for school:
social emotional, physical, language, cognitive, literacy, and math
Support Student Success
Desired outcome: **Students have the tools they need at school, home, and in the community to overcome barriers and achieve success.**

Objectives
- Support Washington’s goal of every child entering kindergarten ready to learn.
- Connect students and teachers with high quality online research tools.

Build Connected Communities
Desired outcome: **People discover their communities by connecting with each other and with area organizations in vibrant, welcoming spaces.**

Objectives
- Develop and maintain great partnerships with area organizations.
- Increase opportunities for people to discover area resources, learn about their community, and participate in civic engagement activities.

Foster a Culture of Innovation
Desired outcome: **Staff feel confident sharing their ideas for service improvements as a welcomed, valued and necessary component of organizational success.**

Objectives
- Staff adopt outcome-based evaluation as an approach to solving problems and developing new service.
- FVRL establishes benchmarks for core service goals, and uses staff insight to find great ways to meet those goals.
Foundation Funds Materials: bins, books, stickers, & book marks
GAR Bins are placed in waiting rooms EVERYWHERE!
Student & Youth Coordinator Selects & Orders Books
FVRL Operation Center Volunteers Label Books

Service groups, work programs, & individuals
Trained Ambassador Volunteers Maintain Bins

Once a month:

Check-in with site

Clean

Organize

Re-stock

Replace damaged bins

Report back to FVRL

Scout/Suggest new locations
Success!

- Bin Totals
  - 52 total bins throughout four counties - laundromats, social services offices, city hall, coffee shops, etc.
  - 6 new sites in 2018 (and three on the waiting list for the new budget year in July)

- Gave Out:
  - 2150 Early Learning Bookmarks in three languages
  - 895 picture and board books in three languages

- General Info:
  - Most bins are checked on monthly (or more often depending on the location)
  - Recently made the switch to paperback books in order to be able to facilitate more sites and more repeated refilling of bins
Questions?

Sherry Braga, FVRL Libraries Volunteer Coordinator along with
FVRL Libraries Outreach & Community Partnership Division

volunteer@fvrl.org

360-906-5075
That’s MY Job!

How we learn about working together to answer questions
Question answering areas of responsibility

Referrals go back and forth between Access Services and Information Services. Check with a colleague if you aren’t sure — we all think yes!

**Access Services**
- Complex account troubleshooting
- Fines, charges and collections
- Who can get a card and patron type options
- E-content: passwords, holds and returns
- Snags, problem shelf, discards and minor repairs
- Materials movement
- Paging and other search lists
- ILL pick up

**Everyone**
- Assess patron needs
- Collaborate with colleagues
- Directory assistance
- Talk to patrons about books
- Scanner, printer and copier help
- Create, search and update accounts
- Look up items and place holds
- Troubleshoot e-content
- May have personal areas of knowledge

**Information Services**
- Refer when appropriate
- Self-assess areas of knowledge
- Directional assistance
- Talk to patrons about library services
- Computer, email and word processing help
- Check out, renew and check in materials
- Understand messages, charges and blocks
- Basic ILL help
- ILL selection

Information Services staff answer questions within and beyond their areas of responsibility.

These are common examples and not a complete list.
How do you make a friendly first point of contact?

How do you let a patron know you need to refer them?
Discuss whether these statements are productive feedback and why or why not.

1. I don't want you to get upset about what I'm going to say, but I think you are too harsh when people have fines.

1. It really doesn't matter to me, but a lot of people would really be upset with what you just did.
Agreement 3: Continual learning is an important part of our work. We accept feedback from others as one more way to stay relevant and strengthen our skills. We offer feedback to others in the same spirit.

Feedback can be hard to give and hard to receive, but at CAP it happens organically. For example, we remind each other of changes or updated policies. We might say “I noticed you did this. I think we’re now supposed to do that.” Staff who train other staff naturally give them feedback in the moment whenever possible.
Cutting Edge E-Book Trends and Projects

A Presentation for the 2019 OLA/WLA Conference
Based on a forthcoming ALA Editions title

- Available late May 2019 through ALA or usual library suppliers
- Edited by
  - Peyton Stafford, writer, editor. Formerly VP of library services with several digital publishers and distributors.
- Featured contributors include
  - Jamie LaRue, director ALA Office Intellectual Freedom
  - Micah May, leader of DPLA Exchange, Libraries Simplified, and SimplyE.
  - Mary Minow, Berkman Klein Center for Internet and Society Fellow. Attorney specializing in library law.
Groundbreaking Trends & Initiatives

- Libraries building e-book platforms

- Creative use of e-book technology
  - Internet Archive’s Open Library Project. Scanned books. Copyright issues.
  - Croatia Reads: How a Small Country Became a Big Virtual Library. Geolocation. FReZ.
  - Multnomah County Library Writers Project. Featured books circ likst Big 5 bestsellers.
  - Los Gatos High School Poetry Project. $0 cost book publishing by students.

- More...
Thank you

Peyton Stafford

peyton@peytonstafford.com
Empowering Libraries & Researchers with 21st Century Authentication Solutions
Some Key Terms

**IP Authentication**

*A form of access management that grants access to resources based on the IP address of a user’s device.*

**Proxy Service**

*Software that acts as an intermediary between users and content. Often used to facilitate remote access to subscription-based content.*

**Identity Provider (IdP)**

*An organization or product that confirms user identities and attributes to enable them to access content owned by service providers.*

**Federation**

*A group of organizations consisting of identity providers and service providers which enables access to content via agreed attributes and eligibility.*
The End-User Journey

Integrate with LMS

Navigate the Library Website

Discovery and Access to Information

Authenticate

Access to Full Text
What is it?
OpenAthens – What is it?

• Username/Password system for access to digital resources
  – Use current credentials or create in OpenAthens

• Provides user categorization & statistics

• Access Management - down to the Individual Platform & User
  – Customizable Permission Sets (by department, role, major, year of grad, etc)

• Provides anonymized patron information to Service Providers

• Fully Cloud-Based Service with 24/7 Customer Support
Four Pillars of OpenAthens

Reporting

Security

User Experience

Administration
Integrates with organization’s own systems…

- SAML
- Active Directory (ADFS or LDAP)
- Portals
- Learning Management Systems

- Google G Suite Global Directory
- ILS: Symphony and Koha, etc
- Student Information Systems
- APIs

NO NEW USERNAMES OR PASSWORDS
Academic relevant, third-party integrations with OpenAthens

- LEAN Library
- SirsiDynix
- Koha
- Talis
- Moodle
- G Suite
- BrowZine
- Office 365
- Microsoft Active Directory Federation Services
- Microsoft Azure
- Ping Federate
- Ex Libris Primo
- Ex Libris Summon
- Ex Libris Alma
- Wolters Kluwer Health
- CAS (Client Access Server)
Publishers in OpenAthens Federation

- AMERICAN MEDICAL ASSOCIATION
- BMJ Journals
- Clarivate Analytics
- EBSCO
- ELSEVIER
- IBM Watson Health
- Wiley
- Mark Allen Group
- Springer Nature
- SAGE
- Wolters Kluwer Health
- ingenta
Always fully hosted - no local server, no security certificate issues, etc etc

Cloud-based service

24/7 customer support
Military-Grade Security with SAML

Your patrons’ data remains private, even while providing a modern, personalized user experience.
Can IP/Proxy authentication meet today’s requirements?
RA21 Guiding Principles

• Seamless
• Evolving
• Any location
• Any device
• Balance between security and usability

• Customer will not be burdened with administrative work or expenses related to implementation and maintenance
• The implementation plan should allow for gradual transition and account for different levels of technical and organizational maturity in participating institutions
Reporting Features
Reporting Dashboard

Top resources

- EBSCO Information Services: 658
- SAGE Journals: 78
- ProQuest & Gdaheryc Heley databases: 67
- Dow Technologies, Inc.: 53
- Wiley Online Library: 34

Active users

Last 7 days

350

Total users

Yesterday

1,476

Active accounts: 1,476
Expired accounts: 5

Sessions by country

Last 7 days

Map of sessions by country with highlighted regions.
<table>
<thead>
<tr>
<th>Resource Set</th>
<th>Users</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acad Curr Dir Nursing</td>
<td>2</td>
<td>45</td>
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<tr>
<td>Adjunct Faculty</td>
<td>106</td>
<td>45</td>
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<tr>
<td>Administration</td>
<td>8</td>
<td>45</td>
</tr>
<tr>
<td>B.S. in Healthcare Administration</td>
<td>1</td>
<td>45</td>
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<tr>
<td>Certificate in Adult Education and Corporate Training</td>
<td>1</td>
<td>45</td>
</tr>
<tr>
<td>Certificate in Advanced Graduate Study</td>
<td>1</td>
<td>45</td>
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<tr>
<td>Certificate in Bilingual Education</td>
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<tr>
<td>Certificate in Content Area Instruction</td>
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<tr>
<td>Certificate in English as a Second Language and Bilingual Education</td>
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</tbody>
</table>
## Resource Usage

**Granularity:** Daily  
**Start:** 01 January 2018  
**End:** 01 May 2018

### Resource Usage Chart

![Resource Usage Chart](chart_image)

### Resource Details

<table>
<thead>
<tr>
<th>Resources</th>
<th>Min</th>
<th>Max</th>
<th>Average</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>2</td>
<td>251</td>
<td>139.42</td>
<td>↑ 5</td>
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<td>EBSCO Information Services</td>
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<td>192</td>
<td>101.06</td>
<td>↑ 3</td>
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<tr>
<td>Proquest &amp; Chadwyck-Healey Databases</td>
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<td>39</td>
<td>13.5</td>
<td>↓ 5</td>
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<td>Ovid Technologies, Inc.</td>
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<td>28</td>
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<tr>
<td>ScienceDirect</td>
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<td>19</td>
<td>7.28</td>
<td>-</td>
</tr>
<tr>
<td>Wiley Online Library</td>
<td>1</td>
<td>19</td>
<td>6.05</td>
<td>-</td>
</tr>
</tbody>
</table>
Attribute Reporting

- Correlate Procurement to Collection Use
- “Attribute” reporting by users, or groups
  - E.g.; alumni, faculty, graduate/undergraduate
Questions?