

Voices

Topics in Canadian Librarianship

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Parallel Library Services

by Alexandra Yarrow

Library services that reach beyond our walls have existed since the early days of libraries themselves. As soon as the mortar was dry in between the bricks of some of the first Carnegies, Mary Titcomb, in Maryland, was designing and building a book wagon in order to roam the hills of Washington County with a collection of books (Maryland State Archive).

The history of outreach library services easily lends itself to a romantic vision of a solitary book evangelist putting reading material in the hands of isolated communities around the world. People (or at least, my social media contacts!) still respond in droves when someone unearths an early photo of a horse and cart bookmobile, or a library home delivery service run by nurses in matching caps and aprons. We sometimes do ourselves a disservice when we only share depictions of this work as quaint, however. As Kathleen Butzen, Outreach Services Manager at Aurora Public Library, wrote recently on the Association of Bookmobile and Outreach Services (ABOS) listserv, “I know that there are thousands of bookmobiles in this country, in Canada and elsewhere around the world [...]. The types of bookmobiles out there astound me with their creativity...from traditional vehicles carrying books and DVDs, to early literacy bookmobiles, STEM bookmobiles, mobile tech labs, and more [...]. Nostalgic photos of old bookmobiles are just that, nostalgic, fun to look at but, in no way are they proof that bookmobiles are a thing of the past.”

Library services outside our walls has evolved significantly since early days, but I like to think that Ms. Titcomb, were she to look down on a prison library program, or a modern bookmobile, would understand immediately the work we do. This work is intimately tied to the realities of 21st century life, and no less relevant than it ever was (perhaps more so). Telling the stories of what we do now, and the impact this work has on our communities every day, is crucial: what we do changes lives.

In my library, we call our department “Alternative Services,” but the French translation is my favourite: “services parallèles.” We operate in parallel, or in

tandem, with our colleagues in our physical and virtual branches. In early 2016, we conducted a survey of North American public libraries’ alternative services; we received responses from 140 libraries. We also held staff consultation sessions, and conducted a customer survey of the more than 4,000 customers of our alternative services. Some of the notable themes and trends from the survey results are indicated below.

In this issue of *Voices*, you will read about prisons and bicycles, trucks and kiosks, DAISY players, databases, mobile maker spaces and food (twice, in fact: food is important!). The first two articles highlight services to two very different isolated segments of our communities: **Meg deForest** talks about lessons learned from Edmonton Public Library’s outreach initiatives to a number of prisons in the area. **Eve Lagacé**, from the Association des bibliothèques publiques du Québec (ABPQ) writes in both French and English about ABPQ’s

Themes and Trends in Alternative Services:

- Programming and partnerships are key to success
- Inclusive services prioritise those who experience the most significant barriers: rural residents, those living in poverty or in remand
- There is increasing demand for alternative services, and many of us struggle to prioritise services effectively
- Targeted services are increasing: returns bins or lockers in remote areas, “themed” vehicles for children or technology tools.
- Some customers are interested in new technologies, but traditional library family programming and book clubs are still important in creating social links in communities.
- Many customers would not be able to use the library’s services if outreach services were not available in their area.

BiblioAidants program, which offers support for caregivers via a series of themed resource lists.

The next four articles highlight the fun we have on wheels: **Kelly Higgins** and **Deborah Cryderman** from Camrose Public Library tell us about their crowd-sourced book bike, a low-tech “pedalling billboard” that has reached out to all ages and wheeled its ways into people’s hearts. **Jackie Flowers** writes about the Calgary Book Truck, decked out with the most enviable series of bumper stickers, and outlines how Calgary Public Library was able to successfully re-introduce mobile

service to the community in a decentralised service model. My colleague **Robin** tells us about the Ottawa Public Library’s own mobile maker space mini-bookmobile, and what we’ve learned from our early experiments in this kind of service. In terms of mobile services best practices, **Michael Swendrowski** introduces a central online database, managed by ABOS, which will house information, history and photos of outreach programs around North America.

Two subsequent pieces feature innovative ideas to bring library lending machines to target groups: **Vicky Varga**

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tells us about an innovative kiosk housed at MacEwan University, making the Edmonton Public Library's collections available to university students on-site, while **Tony Lam** outlines Anaheim Central Library's Books on the Go initiative at the major transit hub in Orange County, California, the Anaheim Regional Transportation Intermodal Center (ARTIC).

The last three articles in this issue focus on how we can serve other types of isolated residents in our communities: those with a print disability, those who are unable to visit a library branch, and those who are living in poverty. Our recent customer survey at OPL found that half of our homebound customers do not receive assistance from family and friends, and 25% only see us, or a medical professional, in an average month. With that in mind, these services become key to inclusive communities. My colleagues **Sue** and **Charmaine** provide tips on serving visually impaired customers, **Willow Gale** talks about the Jefferson-Madison Regional Library's partnership with Meals on Wheels, and **Brittany Smith** from Boyle County Public

Library talks about her bookmobile's summer reading and summer feeding partnership.

I hope you are nourished by this issue of *Voices*, and it leaves you eager to get out on the road with those of us who work in alternative services. Our travels are never boring, ever-changing, and ultimately always rewarding.

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EPL Services to Prisons

by Meg DeForest

"What surprised me was how polite and thankful the women who attend our programs are. When they would arrive to pick up their library materials they were positively gleeful, like children on Christmas."

Edmonton Public Library (EPL) works with a variety of correctional institutions operating at minimum, medium and secure levels, serving adults and youth, men and women, those incarcerated and on parole. Through our [Community-Led Service](#) model our services to prisons have grown over the years.

We began by working at the Edmonton Institute for Women (EIFW) through a partnership with the Greater Edmonton Library Association (GELA) which was seeking a way to sustain a book borrowing project at the EIFW in which inmates can request materials that are then delivered through volunteers. Our services have expanded beyond this starting point to a variety of programs at a number of institutions.

Community Librarians serve institutions in their

catchments and build relationships with staff and customers located in these institutions. Building a relationship takes patience and persistence and requires getting to know the right people and demonstrating what the library can do to support inmates with literacy programs. Once a relationship is established, and a service designed, the workload is shared with Library Assistants who provide support by selecting materials and at times, delivering programming.

There have been a number of successful programs from this team of staff including resume workshops, youth literacy programs, short story book clubs, digital literacy content and creative writing workshops by our Writer in Residence. Book borrowing remains a core service, and now includes book club materials and topical materials such as copies of Truth and Reconciliation Commission reports.

We have learned a great deal working with different institutions. Below are a few key insights:

Top 5 Things We Have Learned from Working with Prisons

1. Ask staff in the institutions about their requirements

It's important to find out what kind of paper work, training, and security checks are required and what the procedures are in order to be allowed into the institutions. This process can be a long one as each institution can have its own clearances and training that are needed. Entering prisons can be like going to the airport or through customs; have your paperwork in order and be ready to explain why you are there. Never arrive without laying this groundwork. Prisons have great societal responsibility and often follow rules which may be surprising or idiosyncratic to outsiders. Some institutions have volunteer coordinators or recreation staff who are a good point of contact and for other institutions it can be worthwhile to seek out another agency or group that is already visiting the institution and ask whether they would be willing to introduce you to their contacts, often groups associated with Alcoholics Anonymous, Indigenous Elders or church groups are already attached to an institution.

2. Learn about the structure of the corrections system

Provincial, Federal, Healing Lodges, and Young Offenders Centers have different mandates and requirements. What works at one institution and level of security may be completely wrong for another. Prison library work is not "one size fits all". The recipe for success is to start each relationship with an open mind, a lot of questions and a willingness to listen. As well, having a detailed understanding of what you are offering and what you need from the staff is important. Kinds of questions to ask: do materials for programs need to be vetted in advance? Are there restrictions on types of materials that can be brought in either in content or format? Listening to customers in each environment will help make the program(s) and services fit to the audience.

3. Support & Prepare your volunteers

Volunteers are a huge part of our work, and there may be challenges in navigating the complex prison system as a volunteer. It is important for library staff to be aware of the challenges that the volunteers are facing

and to support them. Volunteers give us their time for free, because they believe in our work. We want an open door, so they feel confident sharing their perspective and we can improve their work and our customers' experience.

4. Understand the rules may not make sense but . . .

There are reasons why they are in place and following the rules in the moment is important not only for safety, but for building relationships with institution staff. If you have a question about a rule and how it applies to your program or service, the best time to ask about it is when you are **not** on the unit or in the presence of inmates. Questioning rules in front of inmates can undermine your position with prison staff and that will only make your work more difficult.

5. Know it is tremendously rewarding!

Everyone - library staff, volunteers and inmates – benefits from being involved in these projects. While the relationship building takes a lot of effort and there is a lot of work involved, it is incredibly meaningful.

Persistence pays off. Staff in prisons have a large work load and library services are not at the top of their priorities. Keep reaching out to let them know you are still interested. Once you are engaging with inmates that persistence will be needed again as you build trust, listen, and refine services to fit within institutional rules, the interests of prisoners and what you can offer.

"One young man asked me, "Why do you keep coming here? You come, like, every week! I see you more often than I see my mom" - it struck me how much impact our programs, even just our regular presence, can have on the young people we meet at these facilities."

If you are looking at developing services to a prison from your library please feel free to contact Meg DeForest at mdeforest@epl.ca

Les bibliothèques publiques québécoises au service des proches aidants

Par Eve Lagacé

Au Québec, 1 adulte sur 4 agit comme proche aidant, prenant soin d'un membre de sa famille fragilisé par l'âge, la maladie ou une incapacité physique ou mentale. Les proches aidants sont le pilier du soutien à domicile, assurant la majorité des soins prodigués aux aidés. Leur contribution à la qualité de vie des aidés est indéniable. Or, plusieurs peinent à concilier leurs responsabilités d'aidant avec leurs multiples autres tâches familiales et professionnelles. Nous savons que les aidants cherchent de l'information sur les façons de soutenir et d'assister leur proche le mieux possible. Malheureusement, ils manquent de temps pour chercher l'information dont ils ont besoin pour bien remplir leur rôle.

C'est pour combler ce besoin d'information que l'Association des bibliothèques publiques du Québec offre, depuis février 2016, le programme Biblio-Aidants. À l'heure actuelle, plus de 550 bibliothèques offrent le programme à travers la province.

Biblio-Aidants est un service à l'intention des proches aidants qui prend la forme de quinze cahiers thématiques sur les maladies et conditions auxquels ils sont confrontés. La série comprend 15 maladies et conditions qui ont été sélectionnées selon leur prévalence dans la population. Pour chaque sujet, un cahier offre un répertoire d'organismes et d'associations, une liste de ressources Web, des bases de données en santé ainsi que des suggestions exhaustives de livres, de films, de séries et d'émissions. Toute l'information qui se retrouve dans les cahiers a été choisie, analysée et validée par des bibliothécaires diplômés. Les textes sont rédigés en respectant le plus possible les principes de l'écriture simple, et le graphisme a été pensé afin de permettre un confort de lecture.

Les cahiers se retrouvent en format PDF dynamique sur le site Web www.biblioaidants.ca et sont disponibles pour tous, gratuitement et sans contraintes.

Cependant, pour s'afficher en tant que bibliothèque participante à Biblio-Aidants, les bibliothèques doivent

Liste des 15 thématiques :

1. Aînés et vieillissement
2. Cancer
3. Déficience intellectuelle
4. Deuil
5. Diabète
6. Incapacités physiques (incluant déficiences auditives et visuelles)
7. Maladie d'Alzheimer
8. Maladie de Parkinson
9. Maladies du coeur et accidents vasculaires cérébraux (AVC)
10. Maladies pulmonaires
11. Proches aidants
12. Santé mentale
13. Sclérose en plaques
14. Soins palliatifs
15. Troubles du spectre de l'autisme

s'inscrire et payer une contribution financière, établie selon la taille des populations qu'elles desservent. Afin de respecter certains critères de base, les bibliothèques signent également une lettre d'entente. Leur inscription leur donne le droit d'utiliser le nom, le logo et le slogan de Biblio-Aidants, qui sont protégés par marque de commerce ou par un enregistrement de droit d'auteur. Cela permet à l'Association d'assurer une image de marque distinctive et de qualité au programme en plus d'éviter une multiplication de visuels disparates. Les bibliothèques participantes reçoivent une trousse virtuelle dans laquelle elles retrouvent du matériel promotionnel, la liste d'achats des documents de la collection Biblio-Aidants, une trousse médiatique, un

répertoire de conférences, et bien d'autres outils pour mettre en place le programme, selon les ressources dont elles disposent.

En plus de mettre les cahiers à la disposition de leurs usagers, plusieurs bibliothèques participantes offrent des conférences sur les différents sujets qui touchent les proches aidants. De nombreuses bibliothèques travaillent également en concertation avec les organismes et associations de santé de leur milieu afin de faire la promotion du programme auprès des proches aidants et des personnes malades. Évidemment, les bibliothèques profitent de leur participation à Biblio-Aidants pour bonifier leurs collections d'ouvrages de santé en y intégrant les titres recommandés dans les cahiers.

Les origines de Biblio-Aidants

Le programme Biblio-Aidants a été mis sur pied en 2007 par les bibliothèques de Charlemagne, L'Assomption et Repentigny, trois municipalités du sud de Lanaudière, en banlieue de Montréal. Elles répondaient ainsi à une demande formulée localement par un regroupement de proches aidants. Dès le départ, le programme a remporté un succès indéniable, puis a suscité l'intérêt des bibliothèques et des regroupements de proches aidants de tout le Québec. En 2010, le programme recevait un prix d'excellence de la part de l'Union des municipalités du Québec (UMQ).

Pour faire suite aux multiples demandes et afin que tous les aidants québécois puissent bénéficier de ces outils, les trois municipalités ont accepté de remettre leurs droits à l'Association des bibliothèques publiques du Québec, qui a par la suite coordonné l'expansion du programme sur l'ensemble de la province.

À deux reprises dans le processus de développement, le programme a bénéficié d'une aide financière importante du Secrétariat aux aînés du Québec.

Faire connaître Biblio-Aidants : un réel enjeu

Afin faire la diffusion et la promotion du programme Biblio-Aidants, l'ABPQ a développé un plan de communication triennal. Cependant, les ressources humaines et financières déficientes nous empêchent de mettre notre plan en application dans son intégralité.

Les principes de base sont pourtant simples : faire connaître la ressource là où se trouvent les proches aidants, c'est-à-dire par l'entremise des organismes et associations de santé, des établissements de santé, des professionnels de la santé, etc.

Les aidants sont nombreux à nous faire part de la qualité et du bien-fondé des outils Biblio-Aidants. Maintenant que nous savons que notre programme est de grande qualité et qu'il répond à un besoin réel de la population, nos prochains efforts seront concentrés sur la mise en valeur de Biblio-Aidants. La première étape est d'ailleurs une collaboration plus étroite avec nos collègues des bibliothèques des établissements de santé du Québec, qui deviendront des « bibliothèques partenaires ».

Également, afin de rejoindre la population anglophone du Québec, une version anglaise du programme sera rendue disponible à partir du printemps 2017. De plus, grâce à un partenariat avec Bibliopresto.ca, nous intégrerons bientôt les cahiers et les sélections thématiques dans l'outil de prêt de livres numériques Pretnumerique.ca. Ainsi, dans la plateforme des bibliothèques participantes, les livres numériques faisant partie de la collection Biblio-Aidants seront identifiés automatiquement, ce qui rendra le repérage plus facile pour les citoyens.

En résumé, Biblio-Aidants est un programme qui remplit de façon évidente un besoin d'information auprès de la population. Il permet aux bibliothèques publiques de se positionner en tant que source d'information fiable et lui permet de remplir sa mission communautaire, tout en permettant de créer des partenariats forts avec les organismes de la collectivité. Ne reste plus qu'à le faire connaître afin que le plus grand nombre puisse en bénéficier!

Québec Public Libraries Serving Caregivers

By Eve Lagacé

In Québec, one adult in four is a caregiver, taking care of a family member who has been depleted by age, illness or a physical or mental disability. Caregivers are the mainstay of homecare, providing the majority of care to care recipients. Their contribution to the quality of life of care recipients is undeniable. Yet, many struggle to balance their caregiving responsibilities with their many other family and professional duties. We know that caregivers are looking for information on how to support and help their relatives in the best way possible. But unfortunately, they do not have the time to search for the information that they need to fulfill their role.

In order to meet this need for information, the Québec Public Library Association has been offering the Biblio-Aidants program since February 2016. To date, more than 550 libraries offer the program throughout the province.

Biblio-Aidants is a service for caregivers and consists of 15 thematic booklets on illnesses and conditions that they encounter. The 15 illnesses and conditions were selected on the basis of their prevalence among the population. For each given subject, a booklet provides a directory of organizations and associations, a list of online resources, health-related databases, as well as an exhaustive list of suggested books, films, series and programs. All information in the booklets was selected, analyzed and validated by trained librarians. To the greatest extent possible, the texts are written in simple language and the graphic design has been conceived to allow for easy reading.

The booklets, in dynamic PDF format, can be found on the website www.biblioaidants.ca and are available for all, free of charge and with unrestricted access.

However, libraries wishing to participate in the Biblio-Aidants program must register and pay a fee, which is established according to the size of the population they serve. In order to respect certain basic criteria, libraries also sign a letter of agreement. Their registration gives them the right to use the Biblio-Aidants name, logo and

List of the 15 themes:

1. Seniors and aging
2. Cancer
3. Intellectual disability
4. Bereavement
5. Diabetes
6. Physical disability (including hearing and visual impairment)
7. Alzheimer's disease
8. Parkinson's disease
9. Heart disease and stroke
10. Pulmonary disease
11. Caregivers
12. Mental health
13. Multiple sclerosis
14. Palliative care
15. Autism spectrum disorder

slogan, which have trademark and copyright protection. This allows the Association to ensure a distinctive and quality brand image for the program and to prevent multiple disparate visuals. Participating libraries receive a virtual kit with promotional materials, a list of the documents in the Biblio-Aidants collection, a media kit, a conference directory, and other tools to implement the program according to their resources.

In addition to making the booklets available to users, many participating libraries offer conferences on different caregiver-related subjects. Many libraries also work in collaboration with health organizations and associations in their milieu in order to promote the program to caregivers and those with an illness. Libraries also benefit from their participation in the Biblio-Aidants

program by enhancing their collections of health publications when they include the titles that are recommended in the booklets.

The Origins of Biblio-Aidants

The Biblio-Aidants program was developed in 2007 by the libraries of Charlemagne, L'Assomption and Repentigny, three municipalities in the southern Lanaudière region on the outskirts of Montreal. They were responding to a request submitted by a local group of caregivers. From the outset, the program was a resounding success and incited the interest of libraries and caregiver groups across Québec. In 2010, the program received an award of excellence from the *Union des municipalités du Québec (UMQ)*.

In response to the many requests, and so that all Québec caregivers could benefit from these tools, the three municipalities agreed to transfer their rights to the Québec Public Library Association, which subsequently coordinated the expansion of the program throughout the province.

On two occasions during the development process, the program received substantial financial assistance from the *Secrétariat aux aînés du Québec*.

The Challenge of Making Biblio-Aidants Known

In order to disseminate and promote the Biblio-Aidants program, the Québec Public Library Association developed a triennial communications plan. However, deficient human and financial resources prevent us from fully implementing our plan. The basic principles are simple: make the resource known in areas where there are caregivers, through health organizations, associations and institutions, health professionals, etc.

Many caregivers have acknowledged the quality and merits of the Biblio-Aidants tools. Now that we know that our program is of high quality and that it responds to a real need in the population, our next efforts will be focused on promoting Biblio-Aidants. The first step is developing a closer collaboration with our colleagues in the libraries of Québec health institutions who will become “partner libraries.”

In addition, in order to reach the anglophone Québec population, an English version of the program will be

made available in the spring of 2017. Also, thanks to a partnership with Bibliopresto.ca, we will soon be integrating the booklets and thematic selections in the e-book lending tool of Pretnumerique.ca. As such, in the platform of the participating libraries, e-books that are part of the Biblio-Aidants collection will be automatically identified, which will make tracking information easier for individuals.

In summary, Biblio-Aidants is a program that clearly fills a need for information in the population. It allows public libraries to position themselves as reliable sources of information and to fulfill their community mission while creating strong partnerships with organizations in the community. The only thing left to do is to make it known so that more people will be able to benefit.

Camrose Book Bike

By Kelly Higgins and Deborah Cryderman

After realizing that the vast majority of our Summer Reading Club attendees lived within a very small radius of the library, the Camrose Public Library understood that we needed to find a way to break the barriers that kept people from visiting the library. We decided to tackle this issue by meeting them in their own spaces. The Camrose Book Bike began its journey by means of a crowdsourcing campaign in December 2014 and January 2015. Within eight days of launching the campaign, we had reached our fundraising goal, which was further supplemented by generous donations from the community. Additional local support came in the form of the bike being purchased through a local bike shop, and the book box being built by a local carpenter and decorated by a local illustrator. Truly, the Camrose Book Bike is a Camrose project.

The Book Bike brings people of all ages together and has the ability to be diverse and unique in its programming. From 2 year olds to 92 year olds, everyone is enchanted by the Book Bike and the cool things it can do!

During the first year of operation, we established the Book Bikes' presence by reaching out and connecting with the community. We made regular scheduled stops in parks and playgrounds, journeyed to local seniors care facilities, participated in the Big Valley Jamboree parade, visited City Hall, and visited classrooms from elementary to high-school ages that were situated all over the city. By the second year of programming, the reputation of the Book Bike had been established as an



important part of the social fabric of the community and was seen as a vital tool in enhancing community events. During year two, community organizations approached the library asking for the Book Bike to be a part of their events. Curiosity about the Book Bike (it is an odd thing to see going down the road, and the operators are frequently asked if they serve ice cream) led to conversations about the library and services offered. Essentially, the Book Bike is a pedaling billboard for the Camrose Public Library.

The Book Bike has been effective in removing the feeling of intimidation some may experience about visiting the library and accessing its resources. Since the Book Bike can be experienced in a fun and relaxed outdoor environment without the barrier of a customer service or reference desk, the “gatekeeper” aspect of the library is removed. The Book Bike allows otherwise wary individuals to experience the programs, information, and services that exist within a library without the perceived barriers that may make them feel that the library excludes them.

The Book Bike has been invited to participate in many local events that have a literacy, educational, physical activity, or environmental agendas. As a result people’s ideas of what a library can be a part of have been



challenged and boundaries expanded in order to provide for the community. Partnerships with the University of Alberta, Augustana Campus, Battle River School Division, Battle River Watershed Alliance, Chester Ronning Centre, and the Camrose Wildlife Stewardship Society created unique educational opportunities. The focus became directed on exploring and discovering in a small group or autonomously, subjects that were of personal interest to individuals, which many children might not have been able to do in a traditional classroom setting. From lower income to higher income neighbourhoods, children all knew what the Book Bike was and what services were offered from it.

Seniors programming gave those who lived in senior living complexes an opportunity to be outdoors, to participate in an activity, and visit with people of different ages. Regular summer programming gave them an opportunity to look forward to an event and the responsibility to care for and return the materials they checked out from the Bike.

Over the course of the four summer months in 2016, the Book Bike created 110 new library memberships for community members and had over 3000 visitors. We like to think of those numbers as representing people who otherwise would not have visited the library.

The Book Bike has also allowed us to be a part of an international community of Book Bikes and librarians with the opportunity to glean and share ideas. The ability to reach outside of our regional and provincial library system to connect with libraries of all sizes and a diverse set of needs previously was less available to the library.

After the initial purchase and set up of, the cost to run the Book Bike was extremely low. By keeping programming simple, working with other community groups, using resources on hand and only using employment-grant-subsidized human power, the Book Bike is an extremely economical and eco-friendly investment for the library.

Follow the Camrose Book Bike:

- on Facebook at /CamroseBookBike
- on Instagram @camrosebookbike

Be part of the Biking Librarians:

- on Facebook at /groups/bikinglibrarians

List of Book Bikes:

<https://docs.google.com/spreadsheets/d/1e5XikssTIO7KNhl6-l-S5S-hoakgInTm5lYFTv4LeRE/htmlview>

Source: Emily Weak, Librarian II, Adult Reference Services, Oakland Public Library Main Branch

eweak@oaklandlibrary.org

Please contact Emily if you have any book bikes to add to this list

The Calgary Book Truck

By Jackie Flowers

Bookmobiles have become a quaint nice-to-have in a budget where need-to-have resources are often stretched. It's a good time to kill the engines of a 1950s model which cannot compete in the high-tech 1990s.

-Calgary Herald – March 1, 1991

These words were written more than 25 years ago in the Calgary Herald following the news that the Calgary Public Library was discontinuing its bookmobile service. This news was met with frustration and disappointment by community users in the editorial pages of the local paper. Ultimately, it was budgetary cuts and not the “high-tech 1990s” that lead to the discontinuation of bookmobile service in Calgary. It took 25 years for Calgarians to get back their bookmobiles.

In the time between 1991 and 2016, the city of Calgary grew 50% to become a city of 1,100,000 with a larger land area than Toronto. The objective of relaunching bookmobiles was to provide library service to Calgarians who experience barriers. With Calgary’s existing 18 branches, Calgarians who live in the newest suburbs are nearly 15 km from a library location. Three new library locations will be built in these growth communities over the next three years but in the meantime, our fleet of vehicles can give Calgarians access to library resources.

The implications of reintroducing a service model after such a long period of interruption were significant. The most obvious one was that the majority of staff with expertise in bookmobiles were no longer with the organization. As the manager of this project, I had to look externally to find expertise and advice for how to



build out two vehicles.

Our budget allowed us to purchase four Sprinter vans. We decided to buy two initially in order to acquire some learning before buying the next two. We turned to our fellow librarians in Ottawa, King County and Annapolis Valley for lessons and insights about their Sprinter van purchases and we hired a vehicle consultant to assist with procurement and quality control.

Unlike the last generation of bookmobiles, our new service would not have a centralized staff or collection. Calgary Public Library had just gone through large-scale changes and most centralized services were transitioned into local teams. Since a Sprinter van does not require a special drivers’ license, we had the flexibility to incorporate the vehicle into the outreach work of all 18 library locations. With plans to have dozens of staff also train to be drivers, we needed to prioritize vehicle safety so that staff felt confident behind the wheel.

The final vehicle design included windows on the sides and back doors of the vehicle to give staff better blind spot checks and awareness of surroundings. The additional safety packages we bought from the manufacturer also offered blind spot assist and collision prevention. Lastly, staff had the option of additional on-the-road, driver training with a professional.

One of the biggest hurdles for this new service was what to name the vehicles. “Bookmobile” harkened back to our discontinued service and large, rusty buses. Our new sprinter vans would be modern, adaptive, zippy and a fresh start for us. Staff participated in a naming competition and from this pool, we chose Book Trucks.

It took about a year from the launch of the project to get



the vehicles on the road. During that year, agreements had to be set up with partners for regular Book Truck stops. These agreements outlined service details and included important details like staff access to restroom facilities. The two Book Trucks in our fleet visit almost 40 stops every two weeks. Half of these stops are schools and the remainder are community stops including a transit station and a farmers market.

We continue to iterate our approach to collections. We do not provide holds service which means that the collection must be attractive and high-interest so that patrons find something to borrow. And with only 1,500 items on board per vehicle via a process that harvests materials from the entire system, staff have to make very careful selections. We have added more display shelves on board for children to help reluctant readers a good read and increased our collection of adult paperback bestsellers.

The next two vehicles are expected to be on the road by the time this article goes to print. The third Sprinter van will join the fleet of Book Trucks while the fourth van, called the “Story Truck” will be used for a new pilot to



bring library service to day homes in high-needs communities and will allow children to climb aboard for a storytime.

Bookmobile service is back in Calgary and hopefully here to stay.

Book Review: Creating a culture of evaluation

by Emilie Couture

The benefits that public libraries have on communities can be witnessed on a daily basis through social, educational, economical and other dimensions; anyone who has ever worked within the public library system has observed these benefits.

Despite this, few have documented those impacts; they can be hard to define and measure. Library staff and stakeholders often have a tendency to focus more on outputs, such as circulation and attendees statistics, than outcomes. The time has come to shed new light on how we assess our services and programs.

Written by proficient actors in the library field, *Creating a Culture of Evaluation*, a collective monograph co-edited by Dr. Bill Irwin and Kim Silk, tackles the difficult challenge of illustrating the impact of our public libraries through numbers, with the help of a new approach of outcome-based evaluation.

Supported by real life examples and case studies from

public libraries across the world, this book will guide you to define unique and personalised strategies to assess the tangible value your own library brings to its neighbourhood. Find new ways to improve data collection, make better use of qualitative methodologies, and even improve your relationships with stakeholders.

A must-read to not only create a new culture of evaluation that makes sense in the long term, but to understand how in the short term, we can all make better decisions for our communities.



Irwin, B., & Silk, K. (Eds.) (2017). *Creating a Culture of Evaluation: Taking Your Library From Talk to Action*. Toronto: OLA Press.

ISBN-13: 9780889690585

The mini bookmobile mobile maker space at the Ottawa Public Library

By Robin Gallagher



Mobile maker spaces are a wonderful thing – flexible, exciting, and innovative. At the Ottawa Public Library (OPL), we have been sending out our mini bookmobile as a mobile maker space since Summer 2015, and it's hugely popular whenever it appears. That said, it's a work in progress and we are still hammering out the kinks.

What is a mobile maker space?

As with stationary maker spaces, a mobile maker space can be whatever you want it to be. At OPL, it's a full-customized Sprinter van that doubles as a mini bookmobile. We have electricity, heat, WiFi, and integrated shelving with library materials on board. When we are doing make space programming, we load up our vehicle with whichever materials we are planning to use on a given day. For us, this can include:

- Chromebooks
- Makey Makeys

- 3D printers
- LED throwies
- A green screen
- LEGO

What to consider when planning a mobile maker space event...

Weather

We have our best results at summer events. We can fit around 5 people on board our mini bookmobile, and being able to set up with the door open and both an indoor and outdoor element helps us draw a bigger crowd. We can only set up workstations or tables outside, or in a partner's building, so participatory programs work best when we have easily accessible options. We travel with our own folding table and chairs, but also work with event planners to offer other options on-site when possible. Here we are at the Overbrook Community Fair, on a particularly hot day



Ottawa's Maker Faire.

Equipment

Our most popular programs are always interactive. The green screen and the makey-makeys are the most successful pieces of equipment that we have. The 3D printers are a big draw, but they are delicate, and aren't as interactive, so the public can lose interest. The more advanced the technology, the more can go wrong, it seems, so in a high pressure special event environment, it's good to have a back-up plan. We are looking at options for more types of interactive equipment that we can bring along – particularly traditional tools that are in the “maker” spirit, such as a button-maker!

with maker equipment and LEGO.

Location

As with any event, we had the most success when we were closest to where all the other action was. We always have great results when partnering with local library branches to attend their community events: we have gone to farmer's markets, community BBQs, maker events, Comiccons, outdoor movie nights... you name it, and we've tried it. We have even brought the vehicle “indoors” at some events, which carries an additional “wow” factor with it. The [below] image shows us inside the Aberdeen Pavillion at Lansdowne Park, during



Staff training

It's important to reinforce with everyone the message

that we are learning together: staff and customers! For outreach work in general, but particularly mobile maker space events, it's important to encourage and include employees who are outgoing, creative and inclusive. Some staff find the maker space equipment intimidating, especially because they may not be using it every day. The easier the equipment is to use, the more everyone is excited about the event and comfortable with the plans.

Other mobile maker spaces in Canada

OPL manager Alexandra Yarrow chatted recently with Ryan Hunt from London, Ontario's MakerBus. The MakerBus project was started four years ago by students from Western University. It was Canada's first mobile makerspace and technology education classroom, built on a converted 1989 school bus through crowdfunding. The goal of the MakerBus is to bring access to technology and education to those who need it most. The project has grown over four years, and equipment, programming, and recently a physical space for workshops, have been gradually added. The MakerBus team works with schools, public libraries and community groups in the London area; over the years, they have trained more than 1000 school staff on technology and maker tools for learning. They also visit and organise special events, and succeeded in 2015 in creating the country's longest human circuit! The core group of four original founders, Beth Compton, Kimberley Martin, Ryan Hunt and James Graham, continue to be involved with the project, in addition to their daytime careers; the MakerBus operates with a social enterprise model, in which any funds raised go back into the initiative. With this dedicated core group of founders, some staff based on grant funding, and a core of 6-10 volunteers, the MakerBus operated differently in some ways from the mini bookmobile at OPL, but we share some common successes and challenges: working in different weather, using spaces efficiently, ensuring the right people are involved, not to mention vehicle paperwork for any of these models!

Learn more about the MakerBus here: <http://www.makerbus.ca/about/>

We also spoke with Julie Olivier, with the University of

Ottawa's Outreach Engineering Team about the uOttawa Maker Mobile. Operated by the Faculty of Engineering at the University of Ottawa, the uOttawa Maker Mobile is another maker space on wheels. Since September 2015, the uOttawa Maker Mobile travels to schools and community centers to deliver hands-on workshops to classes and the community to encourage creativity, problem solving and interest in technology. The workshops offer a variety of topics, including Introduction to 3D printing, laser cutting, Arduino micro-controllers, Codemaker Programming, Robotics, Little Bits, Electricity, etc. Each workshop is adapted to a specific age-group; therefore we have workshops that are age appropriate from Kindergarten to Grade 12! More information is available here: <http://engineering.uottawa.ca/makermobile/workshops>

Back at the Ottawa Public Library, we have found that the observations of R. David Lankes at the OLA Super Conference in 2016 ring true when we roll up in the mini bookmobile mobile maker space:

“The concept of the maker space will not lead automatically to the equitable distribution of society. If you want to make the world more equitable and accessible, it's hard work and never happens with a purchase order. Just because you have technology or access to it, doesn't mean you are able to fully engage in or participate in society. Public libraries were created out of a quest for social equality - any innovation initiative must further this cause or libraries simply become an agency of elite solutions not agents of change.”

When we roll up with the mini 3D printer, it is often the first time a community sees maker equipment. Chatting about the tools we have on board allows us to make connections to other maker-spirit hobbies such as knitting, crafting, or button-making, and break down barriers between communities at risk of exclusion from the innovations of our digital world. That's when we have the most fun!

Better Tool for Outreach!

The “Bookmobile and Outreach Information Repository” (BOIR) database

By Michael Swendrowski

Have you ever had a need to find specific information to improve your job or further your career? For most library jobs, that information is readily available via readily-available resources. For those serving in the library outreach capacity, accurate information and history can be vital to providing effective services, but very hard to come by. Even in our data rich times, seemingly easy questions such as “how many bookmobiles are there in the United States?”, or “what is the average outreach department budget in my state?” are at best difficult to answer, and sometimes virtually impossible.

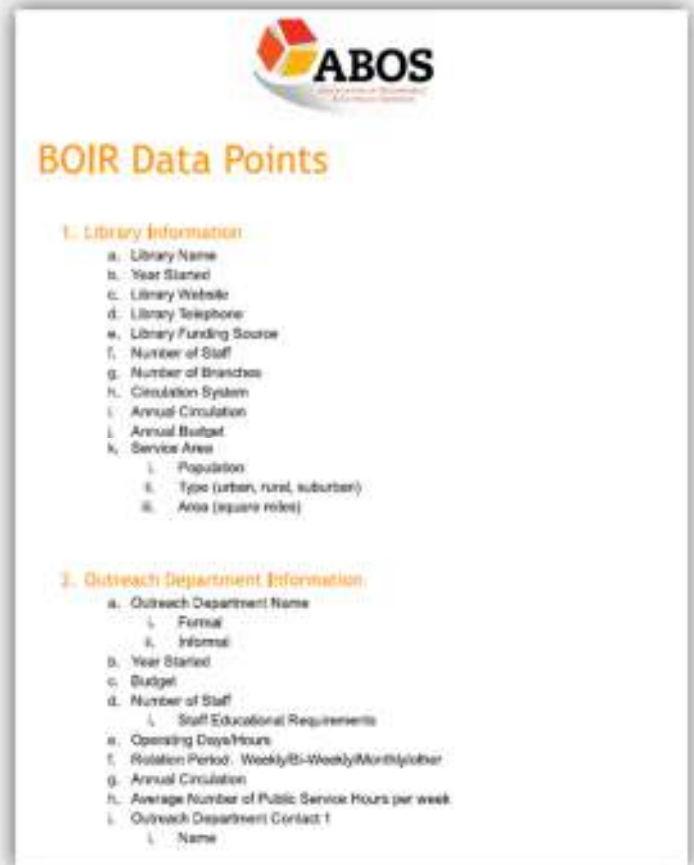
Currently available information about outreach is primarily statistical and lumped together under one heading, even though library outreach is multifaceted and may integrate several minor variations of traditional library services. There have been several surveys that touch on these types of services over the years, but none that provide a consolidated source of history, photographs and information specific this important library service segment.

As the outreach dedicated affiliate of the American Library Association (ALA), The Association of Bookmobile and Outreach Services (ABOS) is committed to supporting and improving library outreach services throughout North America. After years of listening to member’s concerns, the “Bookmobile and Outreach Information Repository” (BOIR) database project was spawned to better connect the library outreach community and provide a tool for outreach specific information gathering, sharing and archiving.

The scope of the BOIR Project is to plan, design, build, and implement an online database tool which will be populated and regularly updated by registered library

staff, industry professionals and interested parties. The tool will be managed by ABOS over the course of its lifetime and used by registered libraries, researchers, media outlets and interested parties within the United States and worldwide.

It is envisioned that users will register with the tool and independently input and upkeep data, history, and photographs unique to their outreach program. A survey type interface will assist with extraction, organization, and categorization of this data into a user record. This data will be kept in the national database, but the user will also have the ability to mark certain entries as private. Automated reminders will be generated by the tool to prompt update and upkeep of

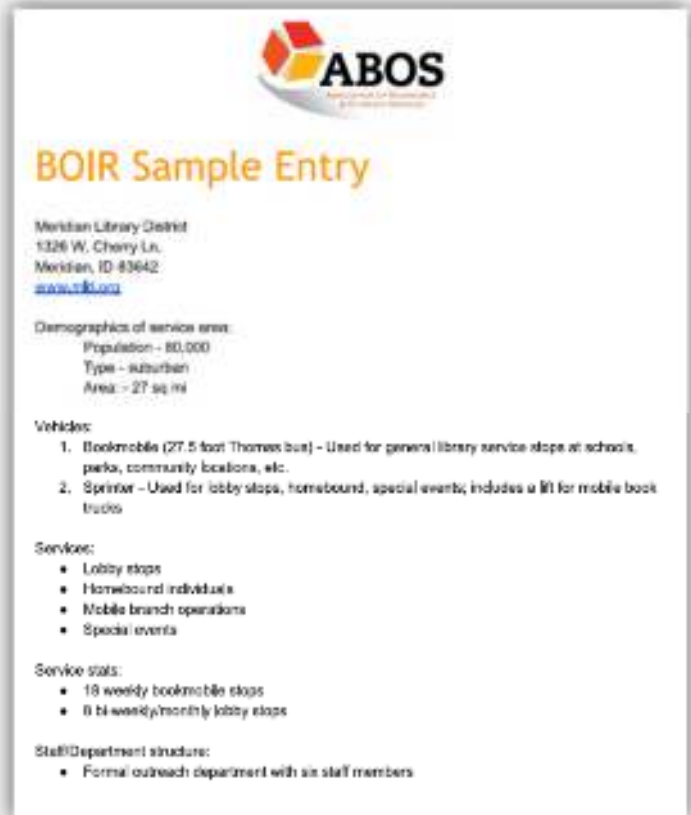


an accurate user record.

Multiple query interfaces are also envisioned to allow users and interested parties easy access to the collected information. Users will have full access to their own inputted information for historical and other internal uses, but also become an interested party to learn more from others in the system. Interested parties will have access to summarized logistical, geographical, and operational data, as well as voluntary user program narratives and photographs. Not only will you be able to learn how many bookmobiles are in the United States, you will be able to see their locations overlaid on a map, how long each has been in operation, and their operational budgets! You will also be able to answer the question of outreach department budgets in your state, but further determine how many patrons that budget serves, the number of staff needed to do it, and where the money to do it came from!

When BOIR database tool is populated in 2018, it will provide centralized information, statistics and history about bookmobile and library outreach programs worldwide, all in one convenient place. This information will be relevant, accurate, and easy to access by anyone with a need to know, and solve many of the background issues faced by outreach departments today. Seemingly easy questions will become... well, easy, allowing those dedicated to serving those outside the library walls more time and better information to provide the best possible services to those who need it most!

If you have any questions about this project, or would like to be involved, please feel free to contact BOIR Committee Chair Michael Swendrowski at +1.262.679.9096 or mwendrowski@vehiclesuccess.com.



The Edmonton Public (EPL) and MacEwan University Library Lending Machine

by Vicky Varga



In 2013, the Edmonton Public (EPL) and MacEwan University Library launched a collaborative relationship to provide public library materials to university students through a lending machine. Through a Memorandum of Understanding between EPL and MacEwan, EPL agreed to operate the machine and pay the operational and maintenance costs for five years. Selection, acquisition, configuration and operation of the machine are EPL's responsibility.

Machine size and functionality

Installation of the lending machine, a LibDispenser from MK Solutions, occurred in March 2013 in the MacEwan City Centre Library. EPL selected this model based on size, capacity, functionality and price. EPL elected to purchase the base machine with two expansion bays for a total capacity of approximately 900 items. The LibDispenser offers browsing, holds, and returns in a

single kiosk. It stocks itself from its returns automatically without staff intervention, a function that appears unique to the LibDispenser.

At the time of purchase, this feature was attractive since EPL's entire collection, excluding periodicals and a small reference collection, floats. Material returned to the machine is immediately available for borrowing by other users. As the machine is a net return location, a quarterly weed is required to redirect pooling material from the machine back to the main branch.

Machine mechanics

The machine is comprised of storage bays, a robotic arm, an LCD screen for user interaction, and an item induction window. All items are loaded and removed through the induction window, including both customer and staff interactions.

Items in the machine are stored on plastic trays stacked



- My Account – shows items currently checked out on an account and allows users to renew items.
- My Items – displays holds available for the user in the machine.
- My Returns – opens the induction window and prompts the user to return an item.

Though MK introduced user interface improvements in 2014, the lending machine’s browsing interface does not invite easy exploration of the available collection. The View All page is sorted by title and only shows seven items by default. Users can expand this to show up to 14 items on a page, but observations indicate that customers rarely change the view to show more items per page. A search feature is also

in metal columns in the storage bay. When items are returned or loaded, a tray is delivered to the induction window; the item and tray are then stored in the nearest available slot of sufficient height in the storage bays.

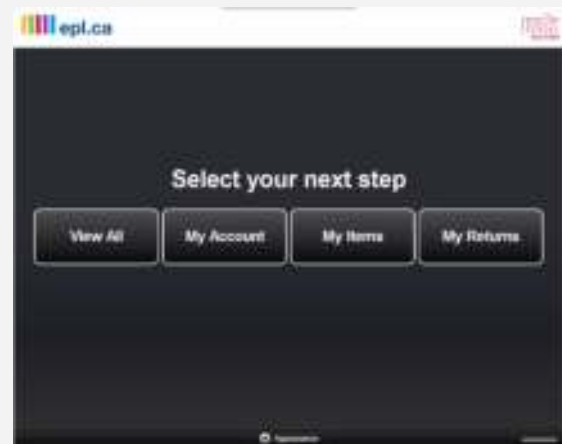
available, but the likelihood of a known item being in the machine at a given time is low given the floating nature of EPL’s collection.

Customer experience



The LibDispenser displays a carousel of cover art of items held within the borrowing collection when not in use. Upon session initiation, the machine displays four options:

- View All – displays the browsing collection for borrowing.



Service Logistics

Staff from the downtown branch attend the machine three days a week to load holds and remove items from the machine. EPL’s drivers pick up and drop off bins of material to the site. As all staff and customer transactions occur through the induction window, staff must interrupt their work to allow customers to borrow during the collection maintenance activities.

An automated daily reconciliation between EPL’s ILS

Year	Items Checked Out	Items Checked In
2013	469	2,420
2014	1,873	3,724
2015	3,193	5,961
2016	2,638	4,925

and the local database on the LibDispenser identifies items that are in transit out of the machine; this process automates the shelf lists for the LibDispenser and requires no additional staff intervention.

Usage

Overall usage of the MacEwan lending machine has been lower than anticipated over the life of the service. The highest annual circulation occurred in 2015 with 3,193 items checked out, of which 75% were for holds.

The total annual circulation for this location is disappointing, given the efforts to setup and maintain service at this site. The relatively small population of MacEwan (approximately 12,000 full load equivalent), the limited browsing experience, and machine downtime contribute to the low annual circulation at this location. EPL's other lending machine, located in a city transit station, circulates a higher number of items annually though it has a more simplistic design and less functionality than the LibDispenser.

Service challenges

During its lifespan, EPL's LibDispenser has experienced a number of multi-day outages. Customers cannot retrieve holds when the machine is out of service. Such outages negatively impact EPL's relationship with its MacEwan customers, as holds may expire despite customers' willingness to pick them up.

The machine required a major service by the manufacturer in November 2016 after persistent instability and outages throughout the fall. Only seven checkouts occurred in November and December 2016 as a result (the university's Christmas closure contributed to this low use). While this was the longest outage for

the machine during its lifespan at EPL, issues arise frequently when customers use the machine and when staff load items. The most commonly experienced problem occurs when the robot arm does not push a tray into the storage bay fully; a tray sticking out by as little as a millimeter causes a sensors to trip which then prevents the machine from operating until the tray is pushed in. Remediation usually requires unscheduled on-site visits by EPL staff. Troubleshooting documentation from the manufacturer is light, requiring EPL staff to lean on MK for diagnostic support.

While there is an American support office that provides first-level support for service outages, MK Systems is headquartered in Germany. Advanced troubleshooting often requires support from Germany, which complicates communication and resolution due to the time zone differences.

Conclusion

Lending machines offer the ability to provide collection access off-site and during off-hours, but also require ongoing staff effort to maintain and support. To ensure that this effort pays off through circulation, an intuitive easy-to-browse interface and high service availability (i.e. low downtime) are necessary.

Contact information

Have questions about EPL's MacEwan lending machine? Vicky Varga, the Manager, IT Customer Service at EPL is happy to answer them for you! Drop her a line at vvarga@epl.ca

Anaheim Public Library's Books on the Go

By Tony Lam

You are on a dash to catch that train, and you are in need of a great book to keep yourself busy during the long commute. Unfortunately, it's too late to stop by a library branch. You're in luck! There is a vending machine at the train depot, and it has nothing to do with Doritos or Snickers bars. It's a book vending machine – a “candy” machine filled with only books – commuter's fantasy comes true. All you need is a library card. Within seconds, a bestseller is in your possession for your reading pleasure. And if you happen to be in the great City of Anaheim for your next Disneyland vacation, stop by the Anaheim Regional Transportation and Intermodal Center (ARTIC) and visit the Anaheim Public Library's *Books on the Go* vending machine.

Anaheim Public Library's *Books on the Go* was an LSTA (Library Services and Technology Act) grant project with generous supports from the Kiwanis Club of Greater Anaheim and the Anaheim Library Foundation. *Books on the Go* is the Anaheim Public Library's (APL) 10th branch library, located inside at the Anaheim Regional Transportation Intermodal Center (ARTIC). It is a 24/7 self-service vending machine with a touch screen 'hot spot' and a book return bin.

Books on the Go opened in December 2014, in conjunction with the inaugural of ARTIC. The machine has served as reading opportunities to people using the ARTIC as their main source of transportation for their daily commute. In addition to providing a more economical way to obtain reading materials to the underserved, this library branch extends service beyond the traditional physical branches. *Books on the Go's* activities align with Anaheim Public Library's mission of providing free checkout of library materials and online services to users in a modern, unique, high trafficked and non-traditional environment.

Location

The ARTIC is a transit center, located in the city of Anaheim, California, near the resort area known as

Platinum Triangle (Disneyland, the Convention Center, Angel Stadium, and Honda Center). You can't miss the curved-shell structure, illuminated with multi-colored lights at night along Freeway 57. This serves as Orange County's major transportation hub for rail services such as the national Amtrak and Metrolink, a Southern California's regional passenger rail. In addition to rail services, this is also a major bus stop for the Orange County Transportation Authority (OCTA), the Anaheim Resort Transportation (ART), and many others such as Greyhound, mega buses, and numerous independent transportation companies.

Books on the Go's machine is located on the ground floor, in the back behind the escalators, where there is most foot traffic. You can visit our machine at 2626 East Katella Avenue, Anaheim, CA 92806.



Equipment

We purchased the vending machine from PIKINC (Public Information Kiosk, Inc. - <http://www.pikinc.biz/>) for approximately \$37,000. We picked the Lending Library model for its ease of usage. It operates just like a simple vending machine, which can be stocked up to 500 books (depends on the materials and their sizes – hardbacks, paperbacks, DVDs, etc.). The dimensions of the Lending Library vending machine are 72" in height with a width of 44" and 37.8" in depth. You can reconfigure the coils to fit your needs. The Lending

Library machine is integrated with the Anaheim Public Library's ILS so that we can track circulation statistics. It's a nice feature to have when you need to collect stats for multi-purposes.



SERVICES

Books on the Go is a free service and available to all patrons with a valid Anaheim Public Library borrowing card. Southern California residents, including those who are from Riverside and San Diego counties, can obtain a free library card either by completing an online application or by visiting one of our library branches. Either way, picture ID and proof of address are required for getting a library card. Those who file online application have to stop by a library branch with the required ID and proof of address in order to activate the card.

The machine is stocked once a week with mostly bestsellers and popular titles. In order to meet everyone's reading need, we have a diverse collection of 400 plus books. We have romance paperbacks by chart-topping authors such as Nicolas Sparks, Danielle Steel, and Nora Roberts. We have mystery and thriller titles by blockbusting authors such as James Patterson, Harlon Coben, and L.A.'s favorite Michael Connelly. For the more serious readers, we have literary titles by T.C. Boyle, Margaret Atwood, and Harper Lee. We also have books for children, teens, and even Spanish readers. Patrons can check out six titles at a time for three weeks. These books are not renewable. Patrons can return the books through the provided book drop next to the

machine or at any of the Anaheim Public Library's branches.

The procedures for checking out materials from the *Books on the Go* machine are as easy as 1-2-3: 1. Scan your card 2. Press the row # and press the OK (twinkling blue light) button 3. Pick up the book from the trough and your receipt.

What makes the Anaheim Public Library's *Books on the Go* even more unique is that we also offer 'hot spot' for those who want to read their books on tablets and other mobile devices. Book on the Go's 'hot spot' monitor, located next to the machine, provides access to APL's catalog including a digital collection of 5,303 e-books and 380 audios. The 'hot spot' also allows a commuter to apply for library card, send suggestions, check library account and library programs, etc.

So far, we have received a lot of positive feedback from the community. As ARTIC's ridership grows, the numbers of *Books on the Go*'s users are getting bigger. You'll never know if you're lucky to win a prize inside one of these books. In the past, patrons have won Starbucks or In-and-Out Burger gift card. If not, you still get a KitKat bar with your book.



Providing Equitable Library Services: Thinking Outside the Box with Talking Books

By Charmaine Atrooshi and Sue Davidson

“... we should expect libraries and librarians to shape the conversation of a better tomorrow. Libraries need to be “of the community,” not simply “for the community”... that means that they offer not generic services, but services shaped to best meet local needs” (Lankes, 2012, p.63).

An important component of providing equitable library services is offering alternate formats for customers with print disabilities. One method of doing so is via talking books and CELA library services. This article will look at some of the services, formats and options available in assisting our customers with perceptual disabilities. Sometimes we need to think outside the box, and be creative in providing relevant options and services in order to best serve our customers' needs.

Talking Books and CELA Services in Public Libraries

Talking book services in public libraries encompass much more than just providing access to audiobooks collections such as Books on CD and Mp3 CD's. The Ottawa Public Library Talking Book Service, which has been operating for more than 35 years, provides free access to the talking book collection (a special collection which is only accessible by registered customers) which includes Books on CD's, Mp3's, DAISY discs, and Daisy players (Victor readers). Customers also have access to the general collection which includes downloadable audiobooks available online through Overdrive and the library catalogue. This service is open to residents who have a print (perceptual) disability (physical, learning, or visual disability) as defined by the Canadian Copyright Act. Registration for the service also includes access to the Centre for Equitable Library Access (CELA) services and collections which includes downloadable content, Daisy's by mail, and access to Bookshare. The CELA collection includes DAISY fiction, non-fiction, magazines

as well as audio described DVDs.

Quick Reference Materials/Services for Talking Books Customers

AMIS provides free downloadable software for one's computer than enables them to play DAISY format materials

Players can be purchased from various companies including **Humanware** and **Aroga**. The average cost of a player is around \$525.

Funding assistance programs may be available in your province. In Ontario, funding assistance is available for qualified individuals through the **Ontario Assistive Devices Program (ADP)**. This program assists those with long term physical disabilities in paying for specialized devices and supplies. They cover 75% of the cost for equipment. Income is not considered in their assessment.

The **CNIB** provides assistance for customers experiencing vision loss, and can help connect them



with relevant programs and services via the CNIB helpline 1-800-563-2642.

Screen readers assist customers with limited visual abilities in seeing and hearing screen content. See for example **Jaws** and **Window-Eyes**.

Magnifying technologies such as **Smartview 360** and **ZoomText** allow customers to adjust the size of a screen's content.

Know your library services and engage your customers! Let them know if your library provides delivery of library materials through homebound services or volunteers. Let them know about your library's readers' advisory services and options regarding having materials selected for them.



Tips for Troubleshooting Daisy Players (Victor Reader)

Disc stuck? Try these handy tips

- Make sure player is off. If it is making a whirring sound then press and hold the power button for 10 seconds.
- Next, press and hold the eject key while pressing the power button. Release the power button while still pressing the eject key. After 10 seconds release the eject key. The CD should eject.
- If not, hold down the play/stop and eject buttons. While holding down these two buttons, hold down the power button. After 10 seconds release the power button.

- If the CD still does not come out, turn off the player. Turn it back on and press the eject button.
- Last resort is to remove the power cord and leave it on battery for 12 hours and try again.
- If nothing works call Humanware's technical helpline at 1-888-723-7273

Media Errors and more

Sometimes rebooting the player will fix different problems such as media errors and buttons that no longer explain what they are etc.

- Turn off player
- Press down the play/stop, eject and power buttons until you hear a beep.
- Let go of the buttons and you should hear "Creating a new profile".
- Your reader has re-booted and is hopefully working again.
- If not, call Humanware's technical helpline at 1-888-723-7273

'Art'

'Art' was a regular talking book customer and visited the Talking Book collection to select his own books with the help of staff. On one of his visits he saw one our volunteers checking the talking books to make sure everything was in order before the book would be circulated again. He thought that this was something he could and would like to do and he decided to become a Talking Book Service volunteer. He was a dedicated volunteer and an avid reader for numerous years and staff always looked forward to days that he would be in. He loved nothing better than to get staff involved in a lively discussion on any topic. Art also enjoyed giving us feedback on the books he read. If we had a new author in the collection Art would volunteer to read it and give us a review. He volunteered for many years until the trek to the library became too difficult. At this point he transferred over to Homebound Services so that his books could be delivered to his home. Although he was no longer able to come in to the library he was happy that the same staff member from the Talking Book

Service was still able to select material for him as he always enjoyed her selections. He also continued to send us reviews of the material that he read which were always entertaining.

Talking book services are an important component in providing equitable library services for members of our community. Knowledge regarding formats, services, and technologies can help us to think outside the box, and be creative in providing relevant options and services to meet our customers' needs.

Products

AMIS - <http://www.daisy.org/amis/download>

Aroga - <http://www.aroga.ca/>

Humanware - <http://www.humanware.com/en-canada/home>

Jaws - <http://www.freedomscientific.com/Products/Blindness/JAWS>

Ontario Assistive Devices Program - <http://www.health.gov.on.ca/en/public/programs/adp/>

Smartview 360 - http://www.humanware.com/en-canada/products/low_vision/desktop_portable_magnifiers

Window-Eyes - <http://www.gwmicro.com/window-eyes/>

ZoomText - <http://www.zoomtext.com/products/zoomtext-magnifierreader/>

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Critique de livre : Creating a culture of evaluation

Par Emilie Couture

Les bénéfices qu'apportent les bibliothèques publiques à leurs communautés, au plan économique, social, éducationnel ou autres, peuvent être observés sur une base quotidienne; quiconque ayant déjà travaillé au sein d'un système de bibliothèques publiques peut en témoigner. Malgré tout, peu ont à ce jour documenté ces impacts qui peuvent être difficile à définir et mesurer. Le personnel des bibliothèques et autres parties ont tendance à se concentrer surtout sur des rendements tels que les statistiques de circulation et le taux de participation aux programmes, plutôt que sur les impacts. Il est temps de jeter une nouvelle lumière sur la façon dont nous évaluons nos services et programmes

Écrit par des acteurs proéminents du monde la bibliothéconomie, *Creating a culture of evaluation*, une collection de textes co-édités par Dr. Bill Irwin et Kim Silk, s'attaque au défi d'illustrer en chiffres les impacts de nos institutions avec l'aide de l'évaluation fondé sur

les résultats. Appuyé par des exemples et études de cas de bibliothèques publiques à travers le monde, ce livre vous guidera vers des stratégies uniques et personnalisés pour évaluer la valeur tangible qu'apporte votre institution à son voisinage. Élaborez de nouvelles façons de collecter des données, utilisez les méthodologies qualitatives à leur meilleur et améliorez même vos relations avec divers intervenants. Une lecture incontournable pour non seulement créer une nouvelle culture d'évaluation à long terme, mais aussi pour comprendre comment, à court terme, nous pouvons tous prendre de meilleures décisions pour nos communautés.

Irwin, B., & Silk, K. (Eds.) (2017). *Creating a Culture of Evaluation: Taking Your Library From Talk to Action*. Toronto: OLA Press.

ISBN-13: 9780889690585

Meals on Wheels Partnership with the Jefferson-Madison Regional Library

By Willow Gale

We are so excited to partner with our local chapter of Meals on Wheels! This past fall, John Halliday, the Director of the Jefferson-Madison Regional Library (Charlottesville, Virginia), was approached by Leigh Tripp, the Executive Director of Meals on Wheels (MOW). She had heard of a partnership in another municipality in Virginia and wondered if we could create something similar. For the Library, it was a natural fit for the Outreach Services Department.

Meals on Wheels serves hot meals to over 250 clients in the local area every day. They have an extensive network of volunteers who make the deliveries and have regular contact with the homebound folks. The idea is that they can also deliver library books along with the meals. MOW is very organized and have a solid structure in place; it was easy for us to fit right in.

As a first step, I wrote two separate letters, one to the clients and one to the volunteers. Each explained the new program and invited folks to participate. I modified our usual library card application form to include questions about reading preferences and formats. MOW included the introductory letter and the application form in their monthly newsletter, which goes out to each client. The volunteer information was made available in the headquarters where the meals are picked up. We set up a 'returns' crate in the same area.

As applications came in, I contacted each new patron by phone. (It's unusual for me to never meet the person face-to-face!) Enthusiasm was high and we started sending out books immediately. After a few weeks, I realized the system was going to involve two visits to the MOW office each week. I go by on Friday to pick up any returns and new applications. I process those back in the office and determine who needs new materials. My assistant then goes again on Monday morning to drop off the new books. All materials are checked out for one month. At MOW, the volunteers can determine who

brings the books, so materials might be delivered any day that week.

At JMRL, our responsibility is to keep track of what books/audiobooks have been sent to each client. I also check the accounts each week and renew anything that's coming due. I keep in contact with patrons through phone calls and emails; so far the numbers have been manageable.

I'm learning as we go, as always. One absolute requirement for working in Outreach Services is the ability to be flexible! We've had a couple patrons drop out after a few months because they're not receiving meals any more. At least now they have regular library accounts and can visit any of our branches.

We've had some good press coverage locally. After a recent press release, one of the local news programs did interviews and included a very nice piece that evening. Response has been terrific! I see folks out and about and have had a number of people tell me what a good idea this was; I must agree.

Fueling the Mind

By Brittany Smith

Over the summer of 2016, the Boyle County Public Library (BCPL) partnered with numerous community organizations to bring library services out into the local community through its Summer Reading Outreach Program.

Boyle County, Kentucky, has a population of 29,000 people. The Library has one building that is seated in the city of Danville and serves the population of Boyle County. BCPL operates one bookmobile and an outreach vehicle which brings services to users all over the county.

The Outreach Program exists as a way to bring library services to children who are unable to take advantage of traditional library materials and programs. There are many reasons why some library users are unable to get to the library, from having limited financial means to simply lacking the ability to physically get to the library. The primary partner in the Summer Reading Outreach Program is the Summer Feeding Program.

The Summer Feeding program is offered through the two school systems that exist in Boyle County. The program works by preparing lunches ahead of time to deliver to selected locations or to be served within cafeterias in local schools. These meals are open to families and are free of charge to children under 18 years old. In some instances, parents can purchase a reduced cost lunch in order to have a familial experience around the meal. In financially-burdened communities, this feeding program serves a huge role in assisting families to feed their children. This gathering of children and families served to be a perfect environment to plug in literature into their summer lives.

The Library staff visited 7 locations each week for six weeks throughout June and July. At each visit, children had the opportunity to check out books, participate in an activity, and win weekly prizes. To get an entry to win one of the weekly prizes, we asked children to read each week, participate in the weekly activity, and sign in



with a staff member each week. These drawings were random based on the participants at each location; one child per site won a prize each week.

Weekly prizes were rooted in the theme of the summer: “Wellness, Fitness, and Sports.” Items like basketballs, footballs, volleyballs, soccer balls were up for grabs. Children who participated in at least half of the six week program were eligible for a grand prize of bicycle and helmet.

Because these children are not typical library participants (they were unable to make it to the library proper) many of them did not have library cards, a necessary item for checking out books that are owned by the library. In order for kids to have access to literature, the Outreach program purchased additional materials to be used over the summer.

The Outreach program was able to purchase these books with the financial support from the Friends of the Library. This non-profit organization works to raise money to support the library’s mission and activities. Before the start of the summer months, a request was given to the Friends that outlined all of the expenses that the Outreach program would have over the course of the summer. One of the items in this request was



funds to purchase a pallet of books from First Book, an organization that provides low-cost books to communities that have a lower socio-economic status. The books that came on the pallet were brand new and were recognizable characters that the kids could get excited about. At each site that was visited, children were allowed to “check out” two books to read until the next week’s visit.

The benefits of having this type of collection were many. If books became damaged or lost there was no penalty for the children. There were enough books for all ages that no one went without something to read at each location every week. At the end of the summer months, the staff gave away as many of the remaining books as

possible to children across the county.

Overall, the Boyle County Public Library served nearly 500 children through the outreach program in 2016. We were able to give away over 1,500 books to these children. We are very proud of the work that we have accomplished over the summer months and know that this work sows the seeds for future achievement in these children. Having positive experiences with books through the Summer Reading Outreach Program assists children in creating long-lasting relationships with literature. Having the ability to partner with Boyle County’s Summer Feeding program provides ample opportunity to connect children with books.

Other partners that the Outreach program worked with over the summer of 2016 include the local park, the Salvation Army, and the Bunny Davis Recreational Center. The Outreach staff also had an immense amount of help from the in-house library staff who agreed to assist with the Outreach program, taking time away from their other duties. There were many parts that came together to make the Summer Reading Outreach Program a success. With strong partnerships the Outreach program has great promise to continue to bring these services to the community for years to come!

