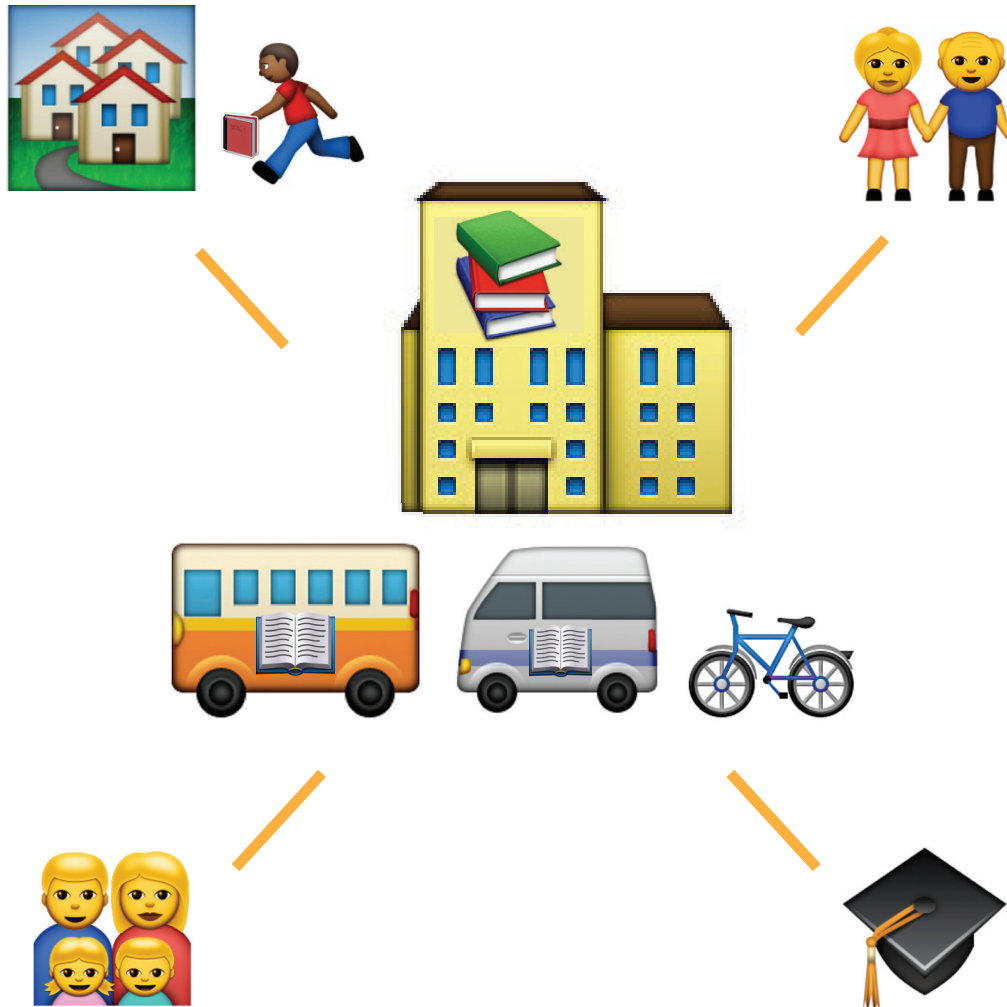


## Outreach Services—Building Community



*October 19–21, 2016  
Covington, Kentucky*

## **ABOS Photo Policy**

The Association of Bookmobile & Outreach Services (ABOS) often takes photos of its programs, activities, and their participants. Please be aware that these photos may be used in future brochures, fliers, web pages, news releases, social media and other promotional resources. Those wishing not to be photographed or recorded should inform the photographer.

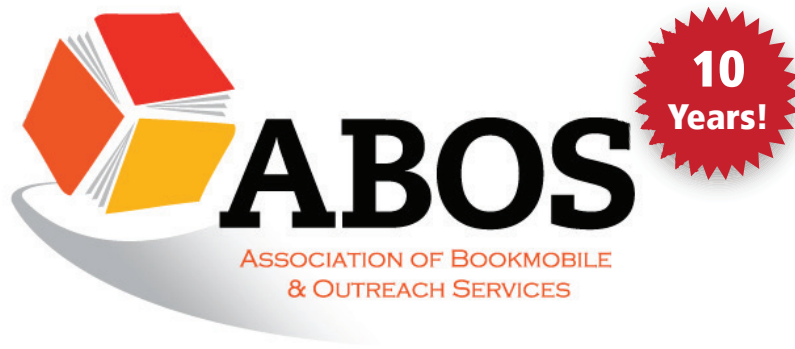
## **In Case of Emergency**

If you need immediate emergency care, please contact any ABOS Board member or the staff of the Marriott RiverCenter Hotel.

In case of a weather emergency, you will be informed by the hotel staff on where to gather for further instructions. Please be aware of the locations of emergency exits and stairways near your rooms and near the conference areas in the case of any emergency or evacuation of the hotel.

If you experience any situations where you feel uncomfortable, please immediately inform an ABOS Board member.

Please inform an ABOS Board member if you have limited mobility or need assistance of any kind.



invites you to join us in

**Pittsburgh, PA**  
**at the DoubleTree by Hilton, Pittsburgh – Green Tree**

**October 25–27, 2017**

We look forward to seeing you there!





## Welcome to the 2016 Association of Bookmobile & Outreach Services Annual Conference

Thank you for joining us for the 10th anniversary celebration of ABOS! In 10 years' time we have made excellent progress to promote all that we do as Outreach people! Outreach people work in a special area of library service, which is provided in wonderfully creative ways across our country and beyond. We are a unique group of people, and we touch the lives of our patrons in so many different ways. The best part is the immediate response you receive from your library patron when you have provided "WOW" service to them! They are extremely appreciative of all you do for them!

This year's theme is "Outreach Service – Building Community". Every day in your work, you bring library services to people within your communities. By providing Outreach services and programs, you assist patrons who can't get to their libraries to feel like they are connected to the "communities" where they live. This is vital to building a relationship with patrons and community organizations. Partnerships with area organizations and agencies help to strengthen Outreach services, and enhances the great work our libraries do for our patrons.

The ABOS conference is well known for the extreme friendliness of the participants. This is the greatest national networking event for Outreach people! You can share your ideas and problems with people who know what we all experience every day. You may find a new way to provide services that will increase patron participation. You will meet inspiring speakers to learn new ways to provide Outreach services; knowledgeable vendors to ask questions about the variety of vehicles out there to help provide Outreach services; and colleagues that will share what works for them and what has not worked. Outreach people work "outside the library", and library staff who work in the buildings really don't understand how the massive amounts of library materials make their way out of the building and are delivered to our library patrons.

I hope this conference will energize, inspire, stimulate, and motivate you to revitalize your Outreach services. The most important take-away is to build relationships with your library patrons, your partners, and your own library staff. Advocacy walks hand-in-hand with building community. Talk to your directors, partners, library staff, and make sure they understand the great importance of Outreach services and programs. You ALL provide great work every day; be proud of your accomplishments and let people know about the importance of your work! ABOS is here to support you in your endeavors, and YOU are our greatest advocates for Outreach services and programs! You are the greatest strength of the ABOS organization!

Please spend time with our vendors. This is the largest number of vendors we have had at a conference. They have provide wonderful support to ABOS!

Have a wonderful time at the conference! Don't hesitate to ask me or any of the ABOS Board members for help during your time with us.

Many thanks and enjoy yourselves!

Marianne Thompson  
2016 ABOS President

## 2016 ABOS Board of Directors

**President** Marianne Thompson, Fountaindale Public Library, Bolingbrook, IL

**Vice-President/President Elect** Ann Plazek, Medina County District Library, Medina, OH

**Secretary** Melanie Sperling, Boone County Public Library, Burlington, KY

**Treasurer** Brooke Bahnsen, Cook Memorial Public Library, Vernon Hills, IL

**At Large Members 2015-16** M. (Courtney) Courtney, Boise Public Library, Boise, ID  
Amy Steinbauer, Cleveland Park Library, Washington, DC  
Margie Salentiny, Plum Creek Library, Worthington, MN

**At Large Members 2016-17** David Kelsey, St. Charles Public Library, St. Charles, IL  
Michael Swendrowski, Specialty Vehicles, LLC, Muskego, WI  
Tina Williams, White Oak Library District, Romeoville, IL

## 2016 ABOS Guest Speaker



### **Setting the Standard: Importance and Influence of Kentucky's Bookmobile and Outreach Services** **Wayne Onkst, former Kentucky State Librarian**

Kentucky's early bookmobile and outreach efforts have helped set the standard for today's services. Hear how the work of our Depression-era pack horse librarians and monetary donations from library advocates brought millions of books to Kentucky residents and established the largest bookmobile fleet in the country.

THANK YOU to our generous 2016 sponsors!

# FARBER IS ALWAYS A PROUD SPONSOR OF ABOS CONFERENCES



**FARBER**  
SPECIALTY VEHICLES

*Custom Coach™*

Family owned and operated since 1920

7052 Americana Parkway  
Columbus, Ohio 43068  
solutions@farberspecialty.com

Phone: 614-863-6470  
Fax: 614-759-2098  
www.farberspecialty.com



## SPECIALTY VEHICLES

**OBS Inc Specialty Vehicles**  
**Barbara Ferne, Sales Consultant**  
**barbferne@obsinc.net**  
**1324 Tuscarawas St. West**  
**Canton, OH 44702**  
**330-453-3725**



As the nation's premier builder of specialty vehicles across a wide range of industries, Summit Bodyworks' goal is to exceed your expectations in everything we do. Each custom vehicle we build is unsurpassed in quality and functionality, only matched by the service and support you'll receive from us every step of the way.

**Chris Munson, General Manager**  
**[cmunson@summitbodyworks.com](mailto:cmunson@summitbodyworks.com)**  
**6691 Colorado Blvd.**  
**Commerce City, CO 80022**  
**303-301-7421**  
**Web: [summitbodyworks.com](http://summitbodyworks.com)**



### **ACORE SHELVING**

**THE LIGHT WEIGHT ALUMINUM MOBILE  
SHELVING OPTION  
DESIGNED SPECIFICALLY FOR THE LIBRARY**

Bookmobiles  
Transport & Outreach Delivery Vehicles  
Book Trucks; both Single & Double-Sided Carts  
Mobile Computing & Work Station(s), the 'Compu-Truck'  
Mobile 'Book-Return-Truck'

ACORE Shelving:  
Don Thompson, CEO & Designer, [don@acoreshelving.net](mailto:don@acoreshelving.net)  
1460 NE State Road 16  
Starke, FL 32091  
352-514-0189  
Web: [acoreshelving.net](http://acoreshelving.net)

The ALA Office for Diversity, Literacy, and Outreach Services supports library and information science workers in creating safe, responsible, and all-inclusive spaces that serve and represent the entire community. To accomplish this, we decenter power and privilege by facilitating conversations around access and identity as they impact the profession and those we serve. We use a social justice framework to inform library and information science workers' development of resources. We strive to create an association culture where these concerns are incorporated into everybody's everyday work.

ALA:  
John L. Amundsen, MLIS | Program Officer, Outreach and Communications | Office for Diversity, Literacy, and Outreach Services  
American Library Association | 50 East Huron Street | Chicago, IL 60611 | T 312.280.2140 | F 312.280.3256 | [jamundsen@ala.org](mailto:jamundsen@ala.org) | [www.ala.org/diversity](http://www.ala.org/diversity)

# THORNDIKE PRESS®

Stop by and see how  
Large Print provides a  
lifetime of reading  
enjoyment!

For more information  
Visit: [gale.com/thorndikepress](http://gale.com/thorndikepress)  
Call: 1.800.223.1244, ext. 4



Since 1992, Matthews Specialty Vehicles has made it our business to deliver the most durable, reliable and safest Bookmobiles. Experience the Matthews Difference today - call us to custom design, engineer and build your new Bookmobile.

We do it all - choose from Coaches, Buses, Trucks, Trailers and Sprinter Bookmobiles.

Matthews Specialty Vehicles  
101 S. Swing Road  
Greensboro, NC 27409  
Ph: 877.905.4678  
Web: [msvehicles.com](http://msvehicles.com)



Cradlepoint is the global leader in software-defined 4G LTE network solutions for always-on connectivity for people, places, and things — anywhere.

Cradlepoint's cloud-based platform combines software-defined networking and radio technologies with virtualized services to deliver 4G LTE and overlay networks that are secure, end-to-end, agile to deploy, and ultra-reliable.

Edward Walton, VP North American  
[ewalton@cradlepoint.com](mailto:ewalton@cradlepoint.com)  
1111 W. Jefferson St., Suite 400  
Boise, ID 83702  
513-516-1838  
Web: [cradlepoint.com](http://cradlepoint.com)



DV has been designing, engineering and manufacturing bookmobiles since 1977. Today, the bookmobiles we manufacture range from mobile libraries with our LDV exclusive shelving system to mobile technology laboratories and classrooms. And while technology has changed, our approach hasn't. Your interests are our number one priority. We build on virtually any platform and work with all of the major chassis manufacturers. Our design and engineering services are FREE.

Call LDV today and let us introduce you to our complimentary approach to planning your next bookmobile!

Ruth Phillips, Sales Coordinator  
LDV Inc.  
180 Industrial Drive  
Burlington WI, 53105  
Toll Free: 800-558-5986 x2429  
Direct: 262-757-2429  
Fax: 262-767-2529  
Email: [rphillips@ldvusa.com](mailto:rphillips@ldvusa.com)  
Website: [www.ldvusa.com](http://www.ldvusa.com)



INTERCONTINENTAL  
TRUCK BODY

Winnebago  
Jamie A Sorenson  
Director of Specialty Vehicles  
Winnebago Industries, Inc  
605 W. Crystal Lake Road  
Forest City, IA 50436-0152  
P 641.585.6813  
F 641.585.6704  
Web: [winnebagoind.com](http://winnebagoind.com)

Intercontinental Truck body Ltd.  
Matthew Van Dyk  
Technical Sales  
Intercontinental Truck Body Ltd.  
Office: 403.345.4427  
Cell: 403.634.7962  
Main: 800.661.1030  
Fax: 403.345.6078|  
Web: [www.itb.ca](http://www.itb.ca)

## ABOS 2016 Annual Conference Schedule

## Outreach Services—Building Community

### Program Tracks

All Presentations will occur twice unless otherwise noted with \*\*



Adult/Older Adult



Professional Development



Children/Youth Services



Programming



Community



Vehicles/Bookmobiles



Media & Technology





# ABOS 2016 Annual Conference Schedule      Outreach Services—Building Community

## Wednesday, October 19, 2016

7:30–10:00 a.m.	Registration	
7:30–9:00 a.m.	Breakfast & Announcements	
9:00 a.m.–5:00 p.m.	Exhibits Open	
9:00–10:30 a.m.	<b>Welcome &amp; Opening of Conference</b> <i>Marianne Thompson, ABOS President</i> <i>Honorable Sherry Carran, Mayor of Covington, KY</i> <i>Kim Fender, Director of the Public Library of Cincinnati &amp; Hamilton County</i> <i>Drew Pearson, Manager of Outreach Services, Public Library of Cincinnati &amp; Hamilton County</i> <i>Dave Schroeder, Executive Director, Kenton County Public Library, Ft. Mitchell, KY</i> <i>Julia Allegrini, Covington Branch Manager, Kenton County Public Library, Covington, KY</i>	Covington II/III
	<b>Introduction to BOIR: Bookmobile &amp; Outreach Information Repository</b> <i>Michael Swendrowski</i>	
10:30–11:45 a.m.	<b>Workshops A</b> <b>ALA Outreach Tool Kits</b> <i>John Amundsen</i> 🎓 <b>Help! I'm a New Outreach Librarian</b> <i>Sarah Hammershaimb</i> 🎓 <b>Reach Out to Your Local Transition Center</b> <i>Karen Bradley</i> 👤👤 <b>Strategies for Serving Seniors</b> <i>David Kelsey</i> 🌙👤👤 <b>Volunteers: The Pros, The Cons</b> <i>Joanne White</i> 🎓	Madison I Madison II Riverview I Kentucky Room Riverview II
11:45 a.m.–1:15 p.m.	<b>Lunch Keynote "Setting the Standard: Importance &amp; Influence of Kentucky's Bookmobiles &amp; Outreach Services"</b> <i>Wayne Onkst, Director of Library Services KDLA, Emeritus</i> <i>Beth Milburn, Library Development Branch Manager, KDLA</i>	
1:15–2:30 p.m.	<b>Workshops B</b> <b>Don't Push the River</b> <i>Deborah Gonzales</i> 🌙👏 <b>Help! I'm a New Outreach Librarian</b> <i>Sarah Hammershaimb</i> 🎓 <b>Minimizing Generator Use</b> <i>Michael Swendrowski</i> 🖥️🚐 <b>Serving Patrons with Dementia</b> <i>Tina Williams</i> 🌙👏 <b>STEM &amp; Early Literacy</b> <i>Victoria Penny</i> ⭐👏	Madison I Madison II Kentucky Room Riverview II Riverview I
2:30–2:45 p.m.	Afternoon Break	Chill Zone
2:45–4:00 p.m.	<b>Workshops C</b> <b>Be Well. Do Good.</b> <i>Kalena Powell</i> 🎓 <b>Expanding Services and Outreach</b> <i>Zina Clark &amp; Ruth Mahaffy</i> 👤👤 <b>Reach out to Your Local Transition Center</b> <i>Karen Bradley</i> 👤👤 <b>Read, Play, Make!</b> <i>Amytha Willard</i> ⭐👏 <b>Serving Patrons with Dementia</b> <i>Tina Williams</i> 🌙👏	Madison II Madison I Riverview I Kentucky Room Riverview II
3:00–5:00 p.m.	Bookmobiles Open	Covington Landing
4:00–4:30 p.m.	Table Top Discussions	Kentucky Room
5:30 p.m.	Riverboat Dinner Cruise Boarding (pre-registration required) or Dinner on Your Own	Covington Landing
6–8:30 p.m.	Riverboat Dinner Cruise	

# ABOS 2016 Annual Conference Schedule      Outreach Services—Building Community

## Thursday, October 20, 2016

7:30–10:00 a.m.	Registration	
7:30–9:00 a.m.	Breakfast & Announcements	
8:30 a.m.–5:00 p.m.	Exhibits Open	
9:00–10:00 a.m.	ABOS General Meeting	Covington II/III
10:15–11:30 a.m.	<b>Workshops D</b> Don't Push the River <i>Deborah Gonzales</i> 🌙👏 Expanding Services and Outreach <i>Zina Clark and Ruth Mahaffy</i> Minimizing Generator Use <i>Michael Swendrowski</i> 📺🚌 From the Street to the Beach <i>Kim McNeil-Capers</i> 👩👦 Volunteers: The Pros, The Cons <i>Joanne White</i> 🎓	Kentucky Room Riverview I Riverview II Madison I Madison II
11:30 a.m.–noon	Table Top Discussions	Kentucky Room
noon–1:30 p.m.	Lunch on Your Own ( <i>suggestions will be provided</i> ) Bookmobiles Open	
1:30–2:45 p.m.	<b>Workshops E</b> ALA Outreach Tool Kits <i>John Amundsen</i> 🎓 From the Street to the Beach <i>Kim McNeil-Capers</i> 👩👦 The Little Bookmobile That Could <i>Cassandra Elton</i> 👩👦 Read, Play, Make! <i>Amytha Willard</i> ⭐👏 Strategies for Serving Seniors <i>David Kelsey</i> 🌙👩👦	Riverview I Kentucky Room Madison II Riverview II Madison I
2:45–3:15 p.m.	10th Anniversary Celebration Join us for cake and a historical overview of ABOS!	Chill Zone
3:15–5:00 p.m.	Bookmobiles Open	Covington Landing
3:15–4:30 pm	Vendor Showcase (one time only) <i>Each vendor will have 10 minutes to present information about their products and services! Come support our vendors!</i>	Kentucky Room
5:00 p.m.	Dinner on Your Own <b>Library Tours</b> <i>Public Library of Cincinnati &amp; Hamilton County            800 Vine St / Cincinnati, OH            (accessible by South Bank Shuttle &amp; three block walk)</i>  <i>Kenton County Public Library - Covington            502 Scott Boulevard / Covington, KY</i>	

# ABOS 2016 Annual Conference Schedule      Outreach Services—Building Community

## Friday, October 21, 2016

7:30–9:00 a.m.	Breakfast & Announcements	Covington II/III
9:00–10:00 a.m.	<b>ABOS Board Meeting</b> <i>(open to all members)</i> Bookmobiles Open Exhibits Open	Covington II/III Covington Landing
10:00–10:30 a.m.	Beverage Break	Chill Zone
10:30–11:45 a.m.	<b>Workshops F</b> *ABOS Board 101 (one time only) Board Members 🎓 Be Well. Do Good. Kalena Powell 🎓 The Little Bookmobile That Could Cassandra Elton & Braedon Jones 👨‍👦 STEM & Early Literacy Victoria Penny ⭐👏	Riverview II Madison II Kentucky Room Riverview I
noon–1:30 p.m.	<b>Awards &amp; Closing</b> Awards - David Kelsey Special Presentation: Meagan Warren, Founder of Books for Bedtime Closing remarks by President Marianne Thompson, Vice President Ann Plazek	Covington II/III

## Workshop Descriptions (in alphabetical order)

### **ABOS 101** with ABOS Board Members

Join past and present Board Members for an informal Q & A. Serving on the Board of Directors may sound intimidating, but it is a wonderful learning experience and an opportunity to hone your leadership skills. Learn more about what it means to serve the organization in a leadership role or find your niche on one of our many committees. The Board of Directors will be seeking 3 At-Large Board members to serve two-year terms; Vice President/President/Past President to serve a three-year term; and Secretary to serve a 3-year term.

### **ALA Outreach Toolkits Focus Group Session** with John Amundsen 🎓

The ALA Office for Diversity, Literacy, and Outreach Services is currently revising its suite of outreach toolkits, and we need your input! We will be evaluating “Serving Older Adults @ your library” and “The Small but Powerful Guide to Building Big Support for Your Rural Library” and are hoping to get feedback from the general library community as to what you all would like to see from these resources: what they do well, what they’re missing, and do they meet your library’s needs.

### **Be Well. Do Good.** with Kalena Powell 🎓

Our total wellness is connected to how we act, react and interact with our self and the world around us. Making wellness a priority in your day to day operations and your professional organization is essential to providing the best possible service to your community and representing your institution with the quality it deserves.

This informative and interactive presentation will cover the following issues:

- How to manage your stress while dealing with situations unique to outreach services.
- Counterbalancing the physical demands of operating and maintaining your vehicle; bookmobile yoga anyone?
- Coping with the isolation of being a remote librarian.
- Integrating wellness into outreach programming.

### **Don’t Push the River: How to Go with the Flow When Presenting Outreach Programs to People Experiencing Dementia** with Deborah Gonzales

Have you ever noticed that some aspects of traditional library programming fail to meet the needs of people with dementia? Fear not! Using a creative/improvisational approach when working with people experiencing moderate to advanced dementia, leads to a more relaxed and joyful programming experience for all involved. If memories happen, wonderful! If no memories surface, that’s wonderful too!

We will examine various techniques, such as improvisational storytelling, using random ephemera and sensory exploration. We will also discuss how to change the flow when things go awry and most importantly, how to take care of ourselves so that we can give our best to this very unique population.

### **Expanding Services and Outreach through Community Partnerships: The American Dream Starts @ Your Library** with Zina Clark and Ruth Mahaffy 👥

Since 2007, ALA has provided grants to 160 public libraries to enhance literacy services to adult English language learners. Funded by the Dollar General Literacy Foundation, the grants help libraries build ESL collections, increase computer access, and provide GED and literacy courses. American Dream libraries create replicable programs, sustainable community coalitions, and resource lists. This session will highlight stories and strategies from our most recent cohort of libraries as they foster key partnerships with community organizations to expand their services and outreach to new populations.



## **From the Street to the Beach: The Queens Library Mobile Bus Tour 2016**

with Kim McNeil-Capers and Julia Hua 🧑🏻🧑🏻

Join staff members from Queens Library in an interactive presentation on how to engage diverse communities planning for a Mobile Bus Tour. Hear how Queens Library's Mobile Outreach team gained buy-in from staff at all organizational levels and collaborated with community based organizations and elected officials. Participants will learn how to use library resources , develop a collection and discover strategies to attract new customers and engage existing ones.

[qgazette.com/news/2016-04-13/Front\\_Page/Mobile\\_Library\\_Tour\\_Celebrates\\_National\\_Library\\_We.html](http://qgazette.com/news/2016-04-13/Front_Page/Mobile_Library_Tour_Celebrates_National_Library_We.html)

[ny1.com/nyc/all-boroughs/news/2016/04/11/queens-library-take-mobile-unit-on-the-road-.html](http://ny1.com/nyc/all-boroughs/news/2016/04/11/queens-library-take-mobile-unit-on-the-road-.html)

## **Help, I'm a New Outreach Librarian! What Now?** with Sarah Hammershaimb 🎓

We've all been there. You interview for a position and are offered the job. Librarian. Finally! How exciting! And then, on your first day perhaps, you wonder what you were thinking. Outreach? Really? What's that? Where do I start? How do I do it?

To some degree, we all help patrons outside of libraries access information, but increasingly more of us have a direct role in bringing the library's resources, programs and services outside of the building. How do we go about this? In this session, I will share my story by describing my novice outreach experiences, both their successes and mishaps, as I serve older adults in assisted living facilities, and English Language Learners. Then, I will reveal sources for outreach ideas, including in-person and online ones, and provide tips for those just embarking upon their outreach journey.

Planning and delivering outreach services does not need to be scary or overwhelming. There is a community out there who needs your library's services and you are the one to bring it to them. Together, we are going to explore how!

## **The Little Bookmobile That Could** with Cassandra Elton & Braedon Jones 🧑🏻🧑🏻

In 2012, presenters Cassandra Elton and Braeden Jones started the Antelope Lending Library, a non-profit bookmobile in Iowa City, with a little crowdsourced funding and a lot of big ideas. Over the past four years, it has grown from a small service with six stops to a robust member of the community, with nearly 20 weekly stops, despite being run entirely by volunteers. This level of engagement and outreach has only been possible through collaboration with dozens of partner organizations. Through the story of the Antelope Lending Library, this presentation will focus on how to reach out to community-oriented organizations and individuals to foster greater engagement, expanding services for all stakeholders, as well as the ways in which the bookmobile itself serves as the facilitator and catalyst for these budding partnerships.

## **Minimizing Generator Use While Maximizing Connectivity; Capitalizing on the Latest Technologies!**

with Michael Swendrowski and Ed Walton 🚌💻

Today's power, climate control and data systems allow you to reduce generator run time by over 75% while enjoying full-time, high-speed connectivity! This presentation will provide the facts, information and tips you need to choose the correct components for your new bookmobile (or retrofitting an existing). Session will include the pros and cons of many of today's options and how they can work together to improve efficiency and reduce your cost of operations.

Join Michael Swendrowski, founder and president of Specialty Vehicle Services, LLC., and Ed Walton, Vice President of North American Channels of Cradlepoint, as they share valuable information meant to improve the outcome of your next mobile project!

### **Reach Out to Your Local Transition Centers** with Karen Bradley 🧑🧑

The Mobile Library Services department of Arapahoe Libraries tried multiple times to build a connection with the nearby Centennial Community Transition Center in Englewood, Colorado. After much back and forth, we were given the O.K. and allowed to provide bookmobile service to the residential building. This presentation will detail the struggle of starting the program, to the ultimate success we've seen with more hours, more patrons, more requests, and more use of our resources. Join us for an in-depth look at the logistics behind this new venture as well as future plans for outreach.

### **Read, Play, Make!: Outreach Programming to Engage Children and Their Families** with Amytha Willard ✨👏

We are always looking for new ways to engage children and their families with the love of learning and the library. What better way to do that than to take programming on the road?! Through the help of our Friends of the Library we have been able to fund projects that promote literacy and provide opportunities to experience new things.

Over the course of the past year we have put together outreach programs and partnerships to provide literacy backpacks to a low-income elementary school to help prevent summer slide, early learning activity kits to families in hospital, family art and craft kits to entertain the whole family and a hands-on maker lab at affordable housing sites.

Come learn about our experiences and share your own! See examples of our kits! Find out what worked and what could have gone better. Let's have a discussion about how you can get out there and provide programming for your community!

### **S<sup>3</sup>: Strategies for Serving Seniors** with David Kelsey and Lynda Spraner 🌙🧑🧑

In "S<sup>3</sup>: Strategies for Serving Seniors," participants will generate ideas to better serve the senior population in their community. Attendees will discover how to enhance relationships with senior patrons and staff at senior facilities; effectively market and increase awareness of their outreach program at the library and in the community; better select, develop, and promote items of interest to senior patrons; effectively incorporate technology into their senior outreach program; create meaningful engagement at senior facilities; and prepare for the growing senior population and demographic in their community. Learn from the experiences and successes of David J. Kelsey and Lynda Spraner, Outreach Services Department staff at St. Charles Public Library in St. Charles, Illinois.

### **Serving Patrons with Dementia** with Tina Williams and David Kelsey 🌙👏

Following the ABOS 2015 Conference, Tina and David met with Mary Beth Riedner, guest speaker at the 2015 Conference. We discussed having a meeting open to librarians in our state. The first meeting was a discussion of over 35 librarians who currently offer and seek to offer programs and services to those with Alzheimer's and dementia related illnesses. We learned a lot from one another and there was interest to continue the conversation.

Since that meeting, we formed a group, Serving Patrons with Dementia, in our Illinois Library System, RAILS (Reaching Across Illinois Library System):

[railslibraries.info/community/groups/serving-patrons-dementia-group](https://railslibraries.info/community/groups/serving-patrons-dementia-group)

The group of librarians, managers, and support staff are dedicated to bringing services and information together to meet the unique needs of serving the caregivers and those suffering with dementia and Alzheimer's. We meet to share programming ideas, collection development ideas, marketing tips, and ways to partner with community organizations.

We learned some libraries have veteran services for caretakers and those with dementia.

## **STEM and Early Literacy Activities for Preschool Children** with Victoria Penny 🙌🌟

STEM activities can be used to stimulate young children's natural curiosity, inquiry, and sense of wonder and to promote lifelong learning. This session will demonstrate some simple, fun, and developmentally appropriate activities for young children using free, recycled, and inexpensive learning materials. These experiences are specifically designed with flexibility in mind for bookmobiles and other outreach settings.

We will discuss books for preschool children that incorporate STEM vocabulary and concepts as well as encourage enjoyment of reading. We will investigate early learning domains and how these books and activities align with learning standards. The session will also integrate STEM ideas with PLA/ALSC Every Child Ready to Read 5 Practices.

Another goal of the session will be tips on how to partner with families, child care centers, and other community groups to provide high quality early learning experiences for preschool children. We will share extension materials for families and caregivers to use after the bookmobile or library outreach staff leaves!

## **Volunteers: The Pros, The Cons. Making the Experience a Positive One for Your Library and the Volunteer** with Joanne White 🎓

In the past year and a half I have filled in as the Interim Volunteer Coordinator at our Library. It has been a real learning experience. I have met prospective volunteers who are well-intentioned people who like libraries and genuinely want to contribute to the community. I have also provided an opportunity to a couple of people who needed to do court-ordered community service. There have been others hoping to improve their English-speaking skills, and then those who thought it would be a foot in the door towards getting a job. Many applicants are students needing to complete required community service hours. It has been a real mixed bag.

Some have lasted and are as good as gold. Others, sadly, a waste of time. I would like to share, and encourage others to share, experiences good and bad, and tips for making the volunteer experience a good one for the Library and the volunteer.

## Presenters

**John Amundsen** is the Program Officer, Outreach and Communications with the American Library Association Office for Diversity, Literacy, and Outreach Services. He collaborates with ALA member leaders in the development of outreach programming and resources in support of local library staff and stakeholders' efforts to address information needs of traditionally underserved populations, administers communication efforts, develops resources and promotional materials, serves as staff liaison to the Ethnic and Multicultural Information Exchange Round Table (EMIERT), the Gay, Lesbian, Bisexual, and Transgender Round Table (GLBTRT), the Social Responsibilities Round Table (SRRT), and the ALA Sustainability Round Table. John joined the ALA Staff in 2006, and has worked in the Public Programs Office, the Public Information Office, and the Office for Diversity, Literacy, and Outreach Services. He has a Bachelor of Arts in History from Northeastern Illinois University in Chicago and has a Master in Library and Information Science from Dominican University in River Forest, Illinois.

**Derek Attig** is a historian of bookmobiles and library outreach. In addition to being an enthusiastic ABOS member, Derek writes about books and book culture for the website Book Riot. You can read more of his work at [bookmobility.org](http://bookmobility.org) or follow him on Twitter @bookmobility.

**Karen Bradley** is the Mobile Services Librarian at Arapahoe Libraries. She is passionate about outreach and diverse communities and has presented at ABOS, Colorado Library Consortium Spring Workshops, and Denver ComicCon.

**Zina Clark** joined the American Library Association in 2012 as a temporary Administrative Assistant at the Office for Diversity. While plugging away at her daily or weekly assignments she realized she wanted to pursue a more active, and hands on role with organizations and individuals who directly served underserved individuals. After a year on the job, the perfect opportunity presented itself at the American Library Association and today, Zina serves as the Program Coordinator for the American Dream Starts at your library grant program. This sociology major is a passionate advocate. She finds fulfillment in protecting the vulnerable, helping others achieve access, equity, and justice by directing and linking individuals with highly essential resources and services. In her spare time she enjoys being a big sister, sharing a pizza, and reading a good book.

**Ruth Mahaffy** serves as the Bilingual Services Director at the Sioux Center Public Library where she has been integral in reaching out to and developing programs, partnerships, and services for the Spanish speaking population. In her seven years at the library, she has established effective partnerships with other community organizations that serve English language learners, such as Promise Community Health Center, Latina Health Coalition, and Northwest Iowa Community College. Ruth also co-developed a mentor program for English language learners, PIECE, where she continues to volunteer as an ESL teacher.

**Cassandra Elton and Braeden Jones** started the Antelope Lending Library, a non-profit bookmobile in Iowa City, with a little crowdsourced funding and a lot of big ideas in 2012. Over the past four years, it has grown from a small service with six stops to a robust member of the community, with nearly 20 weekly stops, despite being run entirely by volunteers. This level of engagement and outreach has only been possible through collaboration with dozens of partner organizations. Through the story of the Antelope Lending Library, this presentation will focus on how to reach out to community-oriented organizations and individuals to foster greater engagement, expanding services for all stakeholders, as well as the ways in which the bookmobile itself serves as the facilitator and catalyst for these budding partnerships.

**Deborah Gonzales** has been involved in library programming for 7 years and in addition to her MLS, she has a MA in Clinical Counseling. Having the freedom and support to develop programming and services to the seniors for the Arapahoe County Library system in Colorado is a dream come true!



**Sarah Hammershaimb** is an adult services librarian at the West Chicago Public Library in West Chicago, Illinois. She currently (and enthusiastically) oversees outreach to older adults and English Language Learners at her library, and is continually thinking about ways to expand the library's services beyond its walls. Additionally, she has experience as an elementary educator and school librarian, and is just beginning an Ed D program in Distance Education at Athabasca University in Canada.

**David J. Kelsey** is the Outreach Services Librarian at St. Charles Public Library in St. Charles, IL. David is a 2016-2017 ABOS Board Member-at-Large and is Chair of the Awards and Scholarships Committee. David is the co-founder and co-chair of the Reaching Across Illinois Library System (RAILS) Serving Patrons with Dementia Group as well as the founder and chair of the Library Integrated Network Consortium (LINC) Outreach Task Force. David will be presenting with **Lynda Spraner**, an Outreach Services Assistant at St. Charles Public Library in St. Charles, IL. Lynda currently serves on the ABOS Advocacy Committee.

**Kim McNeil-Capers** is the Outreach Coordinator for 65 locations, which include program and services for hospitals, correctional facilities, special projects and mobile library outreach. **Julia Hua** is a senior librarian and currently the Manager at Queens Village Library who also coordinates mobile library services. Julia takes care of collection development, staff training, request equipment/computer needs and financial reports.

**Beth Milburn** is the Continuing Education Development Branch Manager for the Kentucky Department for Libraries and Archives.

**Wayne Onkst** recently retired after serving as state librarian and commissioner of the Kentucky Department for Libraries and Archives for nine years. His career spanned 36 years of serving the public through providing and promoting quality library services and lifelong educational opportunities for all ages, according to a state government release. During his tenure as state librarian, Onkst provided leadership in advancing public library service in every county in the state. Every county in the state now offers access to state-funded public library services.

**Victoria Penny** is Early Childhood & Youth Services Coordinator at First Regional Library, where she has worked since 2000. Since 2008, she has managed the Words on Wheels BookWagon service, a mobile library outreach experience specifically targeted to preschool-age children in a five-county area. The BookWagon currently visits 40+ sites, providing storytimes and early literacy activities for young children, as well as resources for check out by teachers and child care providers.

**Kalena Powell** is the Community Outreach Assistant at Georgetown Public Library in Georgetown TX. She has been in public library services in the Central Texas region since 2004. Kalena is also a certified yoga teacher at the 200 hour level and has been teaching yoga since 2010.

**Michael Swendrowski** is a long-time bookmobile consultant, former chair of the ALA Subcommittee on Bookmobiles, and internationally recognized specialty vehicle expert with 30 years of industry experience.

**Ed Walton** is currently Vice President - North American Channels, Alliances & Distribution at Cradlepoint. He has 25+ years of industry expertise and demonstrated success with Fortune 100 and startup companies. Mr. Walton previously held several Sr. Director roles at Avaya as Global Strategic Accounts and Vertical Strategy Leader for Avaya SDN Solutions, U.S. Sales Leader – Avaya Networking, Central Area Government, Education and Medical (GEM) Sales Leader and also North America Business Development Organization Leader. Prior to joining Avaya, Mr. Walton held executive sales positions at Nortel, Bay Networks and Quantum Bridge Communications. Mr. Walton has an undergraduate degree in Journalism from the University of Wisconsin – Madison, and an M.B.A. from the University of Notre Dame. He resides in Montgomery, Ohio with his wife and three children.

**Meagan Warren** is the CEO and Founder of Books For Bedtime, which she started at age 11. She is currently in 8th grade at Bexley Middle School. Her favorite hobbies are reading, playing field hockey, and participating in Mensa activities. She loves spreading her love of reading with others!

**Joanne White** has worked at Monterey Public Library for 20 years. She started as a part-time LA1 on the Bookmobile and in Youth Services. Joanne is currently the full-time Bookmobile and Outreach Coordinator and Interim Volunteer Coordinator.

**Amytha Willard** has been working for Santa Clara County Library District's Bookmobile Department for 10 years and loving every minute of it! She loves getting to know all of her patrons and coming up with new ideas to serve them better. And she has the best window office ever!

**Tina Williams** has worked in the library field for over 27 years. She has worked in every department of a public library from page, clerk, manager, and director. She worked 2 years in a medical library as a night manager too. Tina has a Bachelor of Science in Computer Information Systems from DeVry University and a Masters of Library Science from the University of Wisconsin-Milwaukee. Tina is the co-founder and co-chair of the Reaching Across Illinois Library System (RAILS) Serving Patrons with Dementia Group as well as the founder and first chair of the Pinnacle Consortium Outreach Committee.

## **Code of Conduct**

**The Association of Bookmobile and Outreach Services values each person who participates in ABOS events and social media. Respect and courtesy to others is expected to be shown at all times by those who participate in any manner.**

### **General Conduct:**

- Communications should be done in a positive, safe and harassment-free environment of mutual respect, regardless of gender, sexual orientation, disability, ethnicity, religion or political beliefs.
- Excessive swearing and/or offensive language, including jokes, pictures or videos will not be allowed. ABOS will be the arbiter of what constitutes offensive materials. Any possible offensive materials should be brought to the attention of the ABOS president.
- Professional behavior will be expected.
- ABOS reserves the right to all marketing, promotional and advertising of ABOS events. Permission must be obtained from ABOS authorized persons for use of the ABOS logo or ABOS materials.
- Comments on social networking sites are open to all but are moderated by ABOS committee members. Comments should be relevant to the specific post they are attached to. Spam, flaming, personal attacks, and off-topic comments are not permitted. ABOS reserves the right to remove any comment or disable all comments if necessary.

### **Conference or other events:**

ABOS hopes that each person attending will have a rewarding experience at meetings, workshops and other sponsored events. Respectful and courteous behavior will be shown by all that attend. So that the focus is on the gathering and the networking that results, the following behavior will be expected of attendees and others associated with the meeting.

- Professional demeanor is expected at all presentations, workshops and meetings. Disruptions by loud talking, disrespectful interruptions or physical harassment will not be tolerated.
- No unauthorized photographs or recordings may be made without the approval of the speaker/presenter.
- ABOS reserves the right to change workshops, speakers, events and venues without prior notice. Changes will be announced or posted.
- No unauthorized sales will be allowed. All sales must be approved prior to the event by authorized ABOS persons.
- Vendors and their staff are included in this code of conduct. It is also expected that attendees will display the same courtesy to the vendors.

**Anyone engaging in behavior which violates this code of conduct will be asked to cease the noted behavior immediately. Event organizers may take any action deemed appropriate, including warning the offender to expulsion from the event without refund or compensation.**

**Concerns should be brought to the attention of authorized ABOS persons or to members of the ABOS board of directors. All concerns will be held in confidence.**

**Approved by the ABOS Board of Directors 9-26-2016**

