



# OUT & ABOUT



The Association of Bookmobile and Outreach Services Quarterly Newsletter

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OCTOBER 2019

## FROM THE PRESIDENT...

This has been a great year with many accomplishments. We have a dedicated board and committee volunteers who are all busy with the final details for the conference. This is for you! Our hopes are that you leave the conference filled with a wealth of information, exciting ideas to share back home, new friendships made and longtime friendships rekindled.

There is so much that goes on throughout the year with ABOS. This year's awesome board has been working on many different areas of interest. It is a lot of work but we also couldn't do what we do without the support of our membership. One goal we have is to offer continuing education and networking opportunities throughout the year; we realize that not everyone can make it to the annual conference. While this year's focus was on getting ahead and making plans for future conference locations, keep an eye out for this goal to be accomplished in the coming year.

It has been an honor to serve as your ABOS President. While I still have a few more months left I wanted to give a huge thank you to the ABOS Board and to all of you for everything you do to make this organization a success.

—Susan Parkins, ABOS President



Susan Parkins, ABOS President

## HAPPY BIRTHDAY TO OUT & ABOUT!

We're celebrating our 1st birthday this month and are marking it by rolling out a new masthead!

Thanks to all who have contributed articles over the past year and to the ABOS Marketing Committee for putting it all together.



## IN THIS ISSUE:

Words on Wheels	2
Bookmobile Prize Party	2
Library Express Service	3
Library Lockers	3
Spotlight: Carol Hole Award Winners	4-6
"Literacy Partners" Book Bin Project	7
What is "Outreach"?	7
This & That	8

## BOARD OF DIRECTORS

### ABOS Executive Board

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## OUT & ABOUT

# BOOKMOBILE AND WORDS ON WHEELS OUTREACH DREAM TEAM

The Lewis & Clark Library in Helena, MT just received a brand new library bicycle purchased by their Library Foundation for a Bookmobile and Words On Wheels Outreach dream team! The Words On Wheels bicycle hit the ground rolling by attending each towns' local rodeo parade. The bookmobile and bike joined forces to hand out free books during the parades. The Bookmobile is in constant demand for services to rural areas and also local events. With the arrival of the library bicycle we are able to attend local activities with the Words On Wheels bicycle while the Bookmobile travels further out of town. The best part is that all library staff have access to offering outreach services on the bike, and we are not limited to those with specific driving training as with our mobile vehicle. This a huge benefit to our community, and it has brought the library staff closer together in serving our patrons. Not only does our library bike bring items, crafts, and information to all events, but also free Wi-Fi through a mobile hot spot. The last and best piece of news is that the bicycle was made locally in Bonner, Montana.

*Bretagne Byrd is the Bookmobile/Outreach Librarian at Lewis and Clark Library, Helena, MT.*



*Above: Bretagne Byrd takes off with the Words on Wheels bicycle.*

*Below: A close up of the book bike in action.*



*Above: Attendees of the Bookmobile Prize Party are having fun!*

## BOOKMOBILE PRIZE PARTY

The Scott County Bookmobile offers itself up as a "Party Bus" each year as a prize for Summer Reading participants. As part of the prize program for Summer Reading, tickets are placed in a bucket for various prizes - the Bookmobile Private Party is among the most popular. One child is selected from each branch and can invite five friends to the party. Games, crafts, snacks and of course, book checkouts are included in the fun. In 2019, with a theme of "Universe of Stories", the bookmobile was repurposed into an alien spaceship library. It was a great adventure into the universe!!

*Cathy Zimmerman is Vice President/President Elect of ABOS, and is the Bookmobile Associate at Scott County Library, Eldridge, IA.*

## OUT & ABOUT

# LIBRARY EXPRESS 24-HOUR SERVICE

The Library Express West is the Springfield-Greene County Library District's first 24-hour kiosk where patrons can browse and check out books, DVDs, music CDs and audiobooks with their library card any hour of the day, seven days a week. They can also have holds sent to the kiosk for pick-up, and can return items from any library in the district. It holds 340 items for children, teens and adults. Patrons scan their library card or key in their card number to access materials. The vending unit is under a lighted canopy, so can be used any time of the day or night, in any weather. Outreach staff members stock and empty the machine daily, Monday-Friday. The unit was installed the beginning of February 2019. The kiosk is within walking distance of a neighborhood park, several neighborhoods, and businesses that do not have a branch library close to them. It is also next to a city bus stop. Public Wi-Fi is available from the unit from 5:30 a.m.-11 p.m. seven days a week. The kiosk was manufactured by EnvisionWare, and was funded by a grant from the Friends of the Library, with additional funding from a Library Services and Technology Act grant through the Missouri State Library.

*Allison Eckhardt is the Outreach Manager at the Springfield-Greene County Library District, Springfield, MO.*

*Right: The exterior of the Library Express kiosk.*



*“The kiosk is within walking distance of a neighborhood park, several neighborhoods, and businesses that do not have a branch library close to them.”*



*Above: The Amesville Locker Library is ready for business!*

## LIBRARY LOCKERS INCREASE ACCESS

The Athens County Public Libraries have expanded service into the village of Amesville, Ohio (population: 154), with the recent installation of electronic pickup lockers from LEID Products. While many urban library systems are using lockers as an option for after-hours holds pickup, the Amesville Locker Library is hosted behind a local community center, where items are available 24/7 after being delivered. No key or combination code is required; lockers are assigned to patrons as items are delivered, and doors open automatically when the patron's card is scanned or entered manually. Items are delivered twice per week, and a book drop and wifi hotspot are also on site. The Amesville Locker Library is possible thanks to a grant from the federal Institute of Museum and Library Services (IMLS), awarded by the State Library of Ohio.

*Laura O'Neil is the Outreach Services Manager at the Athens County Public Libraries in Nelsonville, OH.*

## SPOTLIGHT: CAROL HOLE AWARD WINNERS

Congratulations to all six of our Carol Hole Conference Attendance Award winners! We are so glad you can attend the conference this year and hope you take home ideas, information, tips and tricks, and some new friendships. Congratulations go to Devon Andrews, Diane Brunson, Caitlin Clyne, Kevin Kammeraad, Pam Palcat, and Amy Perry! Here, you can meet our winners. Special thanks to Acore Shelving for sponsoring three of the awards!

### DIANE BRUNSON

**Q: How long have you worked in outreach/bookmobile services?**

**A:** I've been driving the bookmobile for Bath County Memorial Library for a year and a half.

**Q: What do you hope to get out of the ABOS conference this year?**

**A:** Meeting other outreach professionals and getting ideas for how to expand and improve our services. For the most part I do home visits. In the summer I get out and go to the farmer's markets and Halloween is huge here so I take the bookmobile to trunk or treats events, but I am hoping to expand community outreach throughout the year.

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** Bath County is a rural county in northeastern Kentucky. Without the bookmobile, the patrons I serve wouldn't have access to library materials. When I pull in a driveway and see smiling faces and kids bouncing up and down with excitement, it's an incredible feeling.

**Q: How many patrons do you serve each month (on average)?**

**A:** About 300

**Q: Any words of wisdom for your fellow outreachers?**

**A:** My predecessor was a dog lover and always carried dog treats. Being an animal lover myself, I kept the dog treats (and added cat treats). The farm dogs can be protective of their homes. After a few visits and treats, they're just as excited to see me as the kids. They come running and wait for me to open the door to get their treat. I laughed when one little boy said that his dog never barks at me, but barks at everyone else.

*Diane Brunson is the Bookmobile Librarian at Bath County Memorial Library in Owingsville, KY.*



### DEVON ANDREWS

**Q: How long have you worked in outreach/bookmobile services?**

**A:** Outreach is something I am so passionate about and any opportunity I found, I have incorporated outreach into my role as a librarian over the last 8 years, but the Outreach Department at CCPL is a recent development. Previously, branches did outreaches on their own, but now my department exists to oversee our outreach efforts to make sure we are where we need to be in the community and can dedicate time to build relationships with our community partners.

**Q: What do you hope to get out of the ABOS conference this year?**

**A:** I can't tell you how excited I am for this conference! It's my first ABOS conference and I am so thrilled to hear about all of the wonderful programs going on in the nation and see what I can bring back to incorporate into the ways that we reach our communities.

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** Pop-up Libraries! We began offering Pop-up Libraries this summer in an effort to reach areas in the county where we saw low participation in our Summer Reading Program (a joint program with the Charleston County School District). We worked with the school district, our local Parks and Rec, and community centers to plan Pop-up Library events where we brought activities, books, games, and laptops so that we could help sign kids, teens, and adults up for Summer Reading, help them log their reading, and give out prizes on the spot so they didn't have to try to get to a branch to pick them up!

**Q: How many patrons do you serve each month (on average)?**

**A:** Our Bookmobile currently serves around 2,000 users a month.



*(See Devon, continued on page 7)*

*—Spotlight continues on page 5*

## AMY PERRY

**Q: How long have you worked in outreach/bookmobile services?**

**A:** I've worked in outreach/bookmobile for about 8 years. This encompasses two different outreach positions, one onboard a bookmobile in a large urban environment and the other in a much smaller city, mostly using my own car.



**Q: What do you hope to get out of the ABOS conference this year?**

**A:** I'm so excited to attend a conference that offers seminars specific to library outreach services. This is what initially drew me to learn more about ABOS. Meeting other library outreach professionals will be another highlight for me.

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** This is too hard to choose! During the summer, I really enjoy bringing free books and activities to where kids, students, and their families are instead of waiting for them to visit the library. I also enjoy my monthly inter-generational storytime visits with residents from a local memory care facility and a local daycare.

**Q: How many patrons do you serve each month (on average)?**

**A:** From May through August, it ranges from 1300-2000 patrons a month. For the rest of the school year, it can range from 300-800 patrons a month, depending on the month.

**Q: Any words of wisdom for your fellow outreachers?**

**A:** Always arrive early. Be flexible and friendly. Don't forget to have fun!

*Amy Perry is the Outreach & Children's Services Librarian at Middleton Public Library, Middleton, WI.*

## PAM PALCAT

**Q: How long have you worked in outreach/bookmobile services?**

**A:** I have worked as the Bookmobile Librarian for South Interlake Regional Library for nearly 5 years.

**Q: What do you hope to get out of the ABOS conference this year?**

**A:** As the only Bookmobile Librarian in the Province of Manitoba, Canada I am looking forward to the opportunity to network, learn and grow to further benefit those I serve. We are currently planning a new Bookmobile to replace our aging vehicle. My hope is to gain fresh new ideas to go along with our new Bookmobile.

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** It is very difficult to choose my favorite Bookmobile activity or service as I love everything about Bookmobile Services. It is wonderful to have the opportunity to meet so many people of different ages and cultures. Our Bookmobile patrons range in age from less than 1 year old to over 101 years old! I particularly enjoy providing programming on the Bookmobile and am always looking for fun, new ideas that can be adapted to our small space.

**Q: How many patrons do you serve each month (on average)?**

**A:** Our Bookmobile is on the road 4 days per week, September through June. I serve an average of 1800 patrons per month with approximately 36,000 books borrowed per year.

**Q: Any words of wisdom for your fellow outreachers?**

**A:** The only words of wisdom I can offer are to work hard and enjoy the "ride"!

*Pam Palcat is the Bookmobile Librarian at South Interlake Regional Library, Stonewall, Manitoba, Canada.*



—Spotlight continues on page 6.

### Upcoming ABOS Conferences

2020 Dallas, TX

2021 St. Louis, MO

2022 Scottsdale, AZ

2023 Knoxville, TN

## SPOTLIGHT, CONTINUED

### KEVIN KAMMERAAD

**Q: How long have you worked in outreach/bookmobile services?**

**A:** I started part-time with KDL in October 2018 and I've been full-time since August 2019.

**Q: What do you hope to get out of the ABOS conference this year?**

**A:** I look forward to learning and hearing from those who have been doing this for a while! I'm excited to be inspired and bring back practical ideas to our team.

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** Simply observing the "wonder of a bookmobile" on our patrons faces! And, when I can incorporate puppetry it's always a bonus.

**Q: How many patrons do you serve each month (on average)?**

**A:** 1,600

**Q: Any words of wisdom for your fellow outreachers?**

**A:** The details all work out in the end. I feel the goal is to inspire a love of reading and provide resources, while stretching what a library can be!

*Kevin Kammeraad is the Bookmobile Operator at Kent District Library in Grand Rapids, MI.*



### CAITLIN CLYNE

**Q: How long have you worked in outreach/bookmobile services?**

**A:** I'm still fairly new to outreach, having joined Bloomington Public Library in November 2018.

In February I received my CDL to drive our bookmobile. Previously, I had worked in museums for the past decade. But I've found there is a lot in common between museums and libraries.



**Q: What do you hope to get out of the ABOS conference this year?**

**A:** I am looking forward to connecting with other bookmobile drivers and learning from their experiences and the conference workshops. Hopefully I'll get ideas and new inspiration to bring back to our library!

**Q: What is your favorite outreach/bookmobile activity or service?**

**A:** I love driving our 32-foot bookmobile, as I never thought I'd be capable of handling such a vehicle (much less parallel parking it!). But my favorite activity is engaging with patrons, especially new patrons coming on board for the first time. I love their excitement and enthusiasm. But I also love getting to know the regular patrons and helping them find materials.

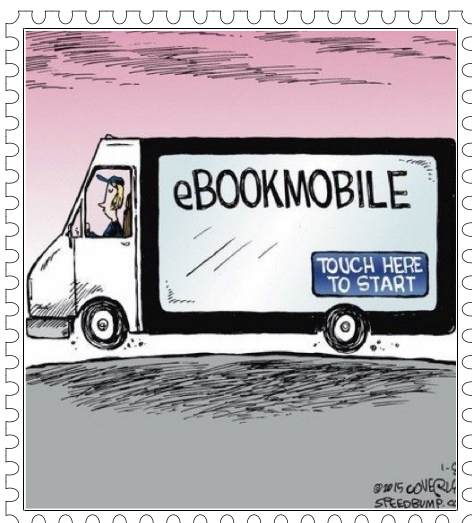
**Q: How many patrons do you serve each month (on average)?**

**A:** We average about 1,000 visitors to our bookmobile each month. I participate in nearly half of our neighborhood stops, so I end up seeing a lot of those patrons!

**Q: Any words of wisdom for your fellow outreachers?**

**A:** Never take for granted how amazing our jobs in outreach are. I've had some interesting jobs in the past but my friends and family find my job on a bookmobile the most fascinating of all!

*Caitlin Clyne is the Library Technical Assistant at Bloomington Public Library, Bloomington, IL.*



## “LITERACY PARTNERS” BOOK BIN PROJECT

The St. Charles (IL) Public Library’s (SCPL) Outreach Services team (David Kelsey, Dana Hintz, Lynda Spraner, Christine Steck) recently launched the community-wide “Literacy Partners” book bin project at over 40 locations including doctors’, dentists’, pediatricians’, optometrists’, and veterinarians’ offices as well as at the local hospital, laundromat, children’s swimming school, and local car dealerships. A bin is provided by the library and is filled with books monthly and/or quarterly by outreach staff. Working in partnership with SCPL’s Youth Services Department, books used in the project are withdrawn from the circulating collection and are good-condition “hot” titles. Individuals are encouraged to keep and take books home with them. The mission of SCPL’s “Literacy Partners” book bin project is to promote children’s literacy throughout the community and to better serve residents who will not walk through our Library’s doors.

*David Kelsey is the Outreach Services Librarian at St. Charles Public Library, IL and the ABOS Treasurer. He is also the John Philip Excellence in Outreach Award winner, 2019.*



*Above: David shows off a book bin.*



*Left: Dana poses with two more book bins placed at one of many local businesses.*

### WHAT IS “OUTREACH”?

How do you define library outreach? Is it a service? A program? Can it happen anywhere? What do we *not* consider outreach? Is outreach promotional in nature or is it delivering library services to underserved communities? In our field, outreach is often done with leftover hours and money. It might look like marketing; it might not. Some outreach might include mobile servicing with vehicles or homebound delivery. Other departments might exist to bring the community into the library while some exist to bring the library to the community. Many libraries across the country are developing outreach programs or departments, and some with established departments are expanding and growing. Consider conversations you have had with administrators, board members, community members, or even with other library systems—how did you describe what we do? Did the definition change each time? Or do you have to search for the right words to describe what you do? The best advocacy efforts are rooted in facts, norms, and strategy. Outreach librarianship is at a crossroads and we as professionals should seek to create this foundation. With the addition of new staff, new strategies, and more groups working toward the same goals, there must be norms. Outreach needs best practices. We need structure, so we do not have to recreate the wheel every time. With a lack of firm norms and definitions from state and national organizations, it falls to us as a profession to create these templates. So, how do YOU define outreach?

Rick Medrano is the Outreach Librarian at the High Plains Library District, Greeley CO.

### DEVON, CONT. FROM P. 4

**Q: Any words of wisdom for your fellow outreachers?**

**A:** Be at the table! It's so important to go to community engagement meetings, town hall meetings, and take any opportunity to talk with those who are working towards similar outcomes. It's crucial to show up to hear what the needs are and how the library can help meet them, and to let folks know about the great things we already do and what a great resource we are!

*Devin Andrews is the Manager of Programming and Outreach at Charleston County Public Library, Charleston, SC.*

**OUT & ABOUT****THIS & THAT**

Get involved! Join a committee today! Contact the committee chair to express your interest or ask questions.

- Advocacy—board1@abos-outreach.com
- Awards—vicepresident@abos-outreach.com
- By-Laws—pastpresident@abos-outreach.com
- Bookmobile/Outreach Information Repository (BOIR) - board3@abos.outreach.com
- Conference Planning—president@abos-outreach.com
- Finance—treasurer@abos-outreach.com
- Long Range Planning—president@abos-outreach.com
- Marketing—secretary@abos-outreach.com
- Membership—board6@abos-outreach.com
- Nominations—pastpresident@abos-outreach.com
- Technology—board5@abos-outreach.com

**ABOS ELECTIONS!**

Thinking of running for office to serve on the ABOS board of directors? Elections will be soon!

The following positions will need to be filled, so consider running. Current board members will be happy to fill you in on what is expected of you as a board member.

Vice President/President Elect  
Treasurer  
Secretary  
3 Board Members-at-Large

**ABOS MARKETING COMMITTEE**

This newsletter is brought to you by the **ABOS Marketing Committee**

Tara Borden

Barbara Carouthers

Deena Caswell

Glenna Godinsky

Rachel Hadidi

Susan Parkins

Michelle Parrish

Heather Sturm

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**For submissions to *Out & About*,** contact the marketing committee chair via email: [secretary@abos-outreach.com](mailto:secretary@abos-outreach.com) or look for postings on Facebook and the ABOS listserv calling for submissions. *Out & About* is published quarterly.

**Newsletter Subcommittee**

Lori Berezovsky

Keturah Cappodonia

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Liana Morales

**ABOS LISTSERV**

Not on the listserv? Be a part of the conversation! Communicate your ideas and issues with your colleagues by joining the ABOS Listserv.

To join, email [webmaster@abos-outreach.com](mailto:webmaster@abos-outreach.com). More information can be viewed at <https://abos-outreach.com/listserv>.

The Association of Bookmobile and Outreach Services is comprised of libraries of all types and sizes. Library administrators, support staff, library staff, governmental officials, trustees, friends of libraries, and professionals from other fields comprise this movement.

Equity, diversity, and inclusion are fundamental values of ABOS and its members.

The Association of Bookmobile and Outreach Services is a 501(c)(3) organization. Donations are tax deductible as allowed by law.