THIRD QUARTER 2014
VOL 3, ISSUE 3

Ohio Libraries Quarterly

Extended Services

STATE LIBRARY OF OHIO

Breaking Down the Walls

For several years now, Ohio's libraries have been extending their programs and services far beyond the limits of library walls. Librarians have embraced technology to provide digital collections and mobile apps such as Bookmyne to allow patrons to interact with the library from home or on-the-go. They have also used technology to provide virtual reference service through KnowItNow24X7, engage students in the after school hours using Google Hangouts, and assist distance learners with research via web conferencing.

But the ability to extend services beyond the library's walls isn't always fueled by technology. This issue of Ohio Libraries Quarterly also takes a look at how some libraries have extended services beyond their walls in some very old school ways: working with the Dolly Parton Imagination Libraries to mail books to children in their homes; establishing offsite pickup locations for library materials 24/7 via lockers located in public spaces in rural areas; and setting up Little Free Libraries in communities as a creative and fun way to engage readers.

Finally, there is the Lane Community Technology Center, the Lane Libraries' effort to provide the community with access to new technology and training in an offsite location.

We hope you will enjoy reading about the ways Ohio libraries are breaking down their walls to provide a rich array of services to their communities.
State Librarian of Ohio
Beverly Cain

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THIRD QUARTER 2014
VOL 3, ISSUE 3

Ohio Libraries Quarterly

Looking Back

The State Library of Ohio will be celebrating its bicentennial in 2017. We have been spending time going through former issues of various newsletters published by the State Library. The following was part of an article written by former Deputy State Librarian for Library Services Cindy McLauglin. It appeared in the April 2003 issue of *The News*.

Still Moving Ohio's Resources

In 1896 the State Library of Ohio began a Traveling Library program that grew to be the largest in the country.

A separate collection was purchased and made available throughout the state to a variety of groups. From local libraries to women's clubs, boxes of books were sent for limited periods of time. This was the fastest growing and most widely used program that the State Library had developed at the time. It was developed as a result of inquiries to the State Library by local organizations trying to fill the void of providing materials at the local level. The State Library recognized a need which the citizens of Ohio had and used its resources to meet that need.

The Traveling Library began by sending 50 volumes to two libraries. In 1904 the State Librarian's Annual Report indicated that 30,935 volumes were sent to 966 organizations. This included libraries, granges, schools, and women's clubs, to name a few. By 1934 the Traveling Library circulation had reached over 109,000. This continuing demand for more books required a continually increasing collection. The State Library never seemed to have enough room to adequately house the Traveling Library materials that were kept separate from the state service collection, as it was called.

In 1936 the state aid program was established. This, along with the State Library's library organizer position, assisted in the establishment of additional libraries throughout the state. Through the development of local library collections and standardization of interlibrary loan, libraries could assist patrons on their own. The need for the Traveling Library diminished and in 1973 the 77-year-old program was phased out.

Traveling Library Program - Franklin County Free Traveling School Libraries *(estimated date is early 1900s)*

State Library of Ohio Administration & Staff
September 2014

If you love a book, let it go...

Little Free Libraries @ the Ohio Center for the Book

Little Free Libraries (LFL) are an international phenomenon that offer a low-cost opportunity to engage the community in a fun and creative way while promoting reading and literacy. LFLs are aesthetically pleasing structures about the size of a large birdhouse that can be decorated or customized. They are part of an international effort, launched in 2009 in Wisconsin, to promote a love of reading in neighborhoods.

Ohio Center for the Book at the Cleveland Public Library (OCFB) began sponsoring LFLs in October 2012, including a LFL in the lobby of the Dave's Supermarket on Payne Avenue in Cleveland, and another at Seeds of Literacy, with more to come, including five LFLs sponsored by a recently approved grant from PNC Bank. Eleven LFLs are now installed in the Cleveland Central Promise Neighborhood (CCPN), in partnership with the OCFB. These units are devoted to promoting literacy and the love of reading, and inspiring Ohioans from all walks of life to continually learn, share, and seek out new knowledge. The OCFB has helped to give-away over 7,000 books over the past two years using LFL structures.

Right now, efforts to support LFLs are scattered around the City with different groups hosting and maintaining the units. Last summer, the CCPN organized a two-day meeting to discuss the LFL movement in Cleveland. Rick Brooks and Tod Bol, founders of the international movement, were invited to Cleveland for a two-day visit to talk to the group about organizing our efforts. At the conclusion of this meeting, it was decided that the expansion of LFLs in the city would be beneficial, as we know that having books in the home leads to academic success.

Numerous studies indicate that book ownership can help to predict academic success. In The Literacy Crisis: False

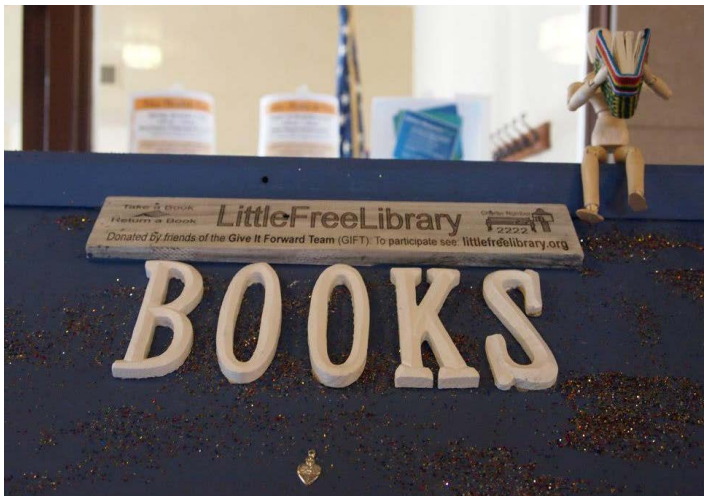


Photo: The Little Free Library at Seeds of Literacy at 25th and Clark in Cleveland.

Claims, Real Solutions (1998), Jeff McQuillan reports that the biggest predictor of academic success is not race, income, gender, parents' education, or location; it is the presence of books in the home. Why does growing up with books matter? Books are at the heart of language acquisition for children, and language acquisition is a major, if not the major, factor in determining kindergarten-readiness and long-term school success. Books continue to be a big part of the solution even after a child has started school. The achievement gap that exists between low-income and high-income children can be narrowed or even closed simply by giving books to low-income kids. Just a dozen books selected by the child, at a total cost of about $50, can achieve the same improvements in school performance as $3,000 worth of summer school

Photo: Dive into a Good Book @ the Friendly Inn in the Cleveland Central Promise Neighborhood with the help of the new Little Free Library structure donated by Girl Scout Junior Troop 77146

By Amy E. Dawson
Manager, Literature Department &
Ohio Center for the Book, Cleveland Public Library

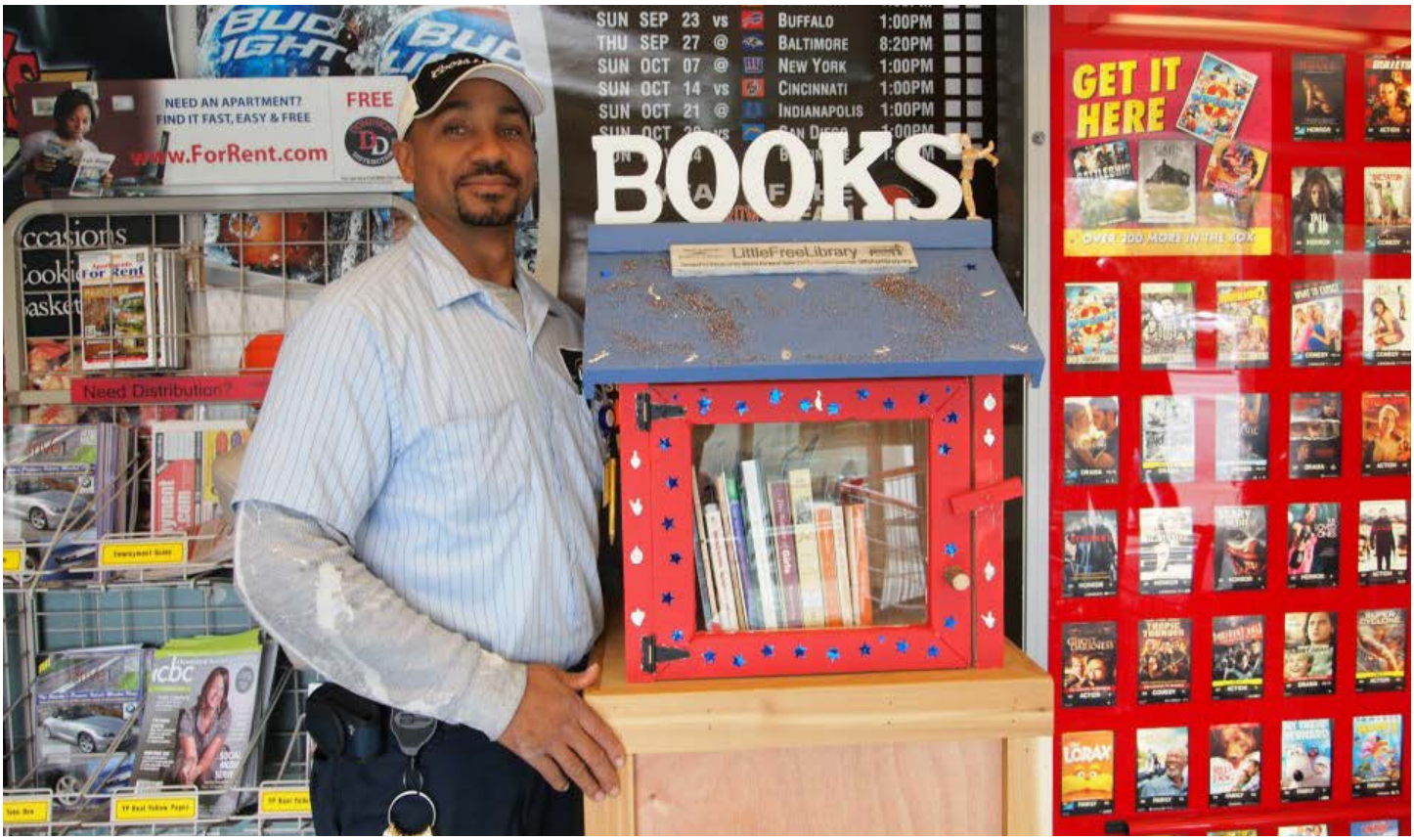


Photo: The Little Free Library at Dave's on Payne in Cleveland.

(Richard Allington et al, "Ameliorating summer reading setback among economically disadvantaged elementary students", February 2010).

To help support our participation with literacy promotion utilizing LFLs, the OCFB has created Best Practices to support activities. The best practices include guidelines about book drives, quality of books accepted, and the marketing of the projects to the community. Some items included in our Best Practices are:

Drop Off Locations for Book Donations for Little Free Libraries
Libraries and civic organizations can be used as convenient locations for volunteers to drop off books. Dates and times for drop offs should be clearly posted for volunteers. The OCFB has proposed supporting literacy promotion and the success of the movement by offering book donation locations at four CPL branches—two on the east side of Cleveland, and two on the west side.

And What About the Books for Little Free Libraries?
Quality books are key to the success of the LFL movement. The OCFB has created a list of suggested titles to be donated and also created guidelines for book donations. Withdrawn library material or "ex libris" book donations will not be used in LFL units sponsored by the OCFB. Also, other guidelines for accepting donations of LFL book include:

*Book should be in good condition, dry and mold-free.
*Remember, basic Little Free Library structures hold approximately 30 books.
*Books should be the kind of books you would enjoy!
*Fiction, non-fiction and picture books are great!
*Promoting good nutrition with helpful cookbooks is a plus!
*Spanish Language books are great to include in LFLs for both adults and children.
*Books should be boxed neatly.
*Boxes of books should be labelled.

Marketing the Little Free Libraries to the Community
Success of the Little Free Library movement will be enhanced by clearly communicating the mission of the LFL structures to the community, the stewards, and any volunteers. A flier giving details of the project, drop off locations for donations, and recommendations for types of book accepted should be created to communicate the mission of the LFL structures and details of the project. Also, an "If you love a book, let it go..." donation postcard can be created to encourage "guerilla, reader's advisory services" or "pay-it-forward book reviews." These can be tucked into books to allow donors to offer comments and analysis to future readers.

Amy E. Dawson

For questions about starting your own Little Free Library movement or questions about book donations, please call the OCFB @ 216-623-2881 or email OhioCenterForTheBook@cpl.org.

Know It Now 24x7
Answering your questions online, *anytime*

Serving Patrons Beyond the Walls

By Don Boozer
KnowItNow24x7 Coordinator

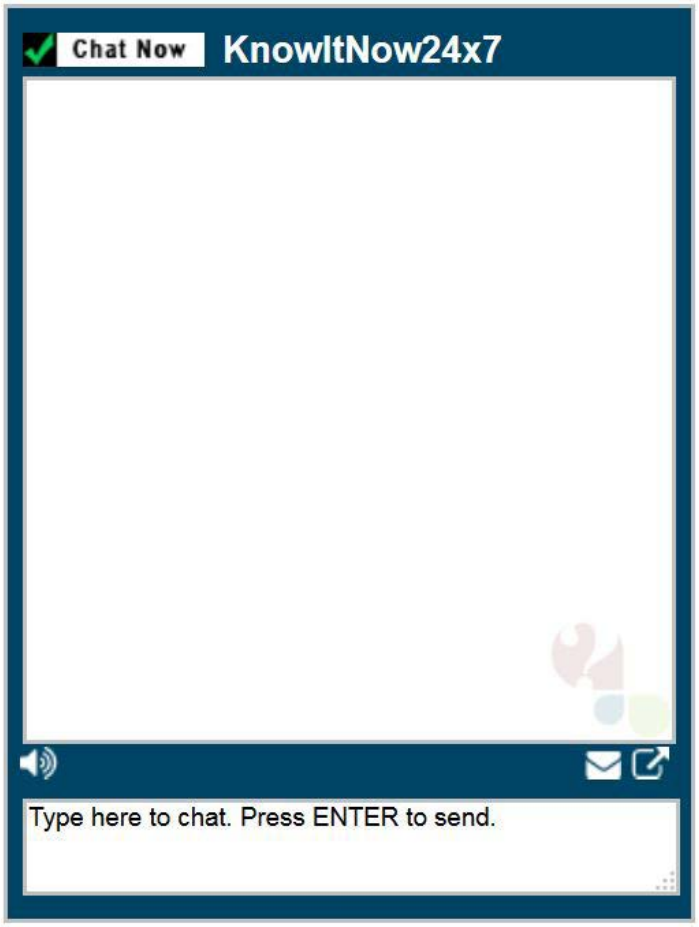
KnowItNow24x7 (KIN24x7), Ohio's online reference service, went statewide in 2004, and since that time librarians have handled well over three-quarters of a million sessions with patrons. Even so, some people may still be unfamiliar with KIN24x7 and what it has to offer libraries, their staff, and their patrons. With recent changes, this is a great time to become re-acquainted with the statewide service.

A good way to summarize KIN24x7 is to call it "a reference desk without walls." Through KIN24x7, Ohioans have the ability to interact with a librarian literally 24 x 7 x 365. When people can't get to their local library or when the library is closed, patrons can access professional reference services from anywhere they have an internet connection or a cell phone. KIN24x7 provides a complement to the services offered in-person in local libraries and reinforces the importance of libraries in people's lives.

Thanks to KIN24x7's recent switch to the LibraryH3lp software platform, access to the service has never been easier. Patrons can communicate with librarians via chat widgets or by texting a question to 216-539-4KIN (216-539-4546). Existing links to the service's homepage at http://www.knowitnow.org continue to provide access as that page has a chat widget. However, libraries and other educational institutions are encouraged to post the chat widget to their webpages to provide even quicker access to KIN24x7. A number of libraries have already done this including Swanton Public Library (http://www.swanton.lib.oh.us/), Bluffton Public Library (http://www.blufftonpubliclibrary.org/), Cleveland Public Library (http://www.cpl.org), and Massillon Public Library (http://www.massillonlibrary.org/). If interested in displaying the chat widget for your patrons on your site, just email support@knowitnow.org to request the snippet of code to be added wherever you want the widget to appear.

Currently, around fifty public and academic libraries in Ohio provide staffing for KIN24x7 during daytime and early evening hours. For coverage after-hours, on weekends, and on holidays, KIN24x7 has contracted with ChatStaff. ChatStaff librarians are located across the US but are primarily based in North Carolina. Ohio and ChatStaff librarians allow KIN24x7 to offer seamless service any time of the day or night.

Some libraries have decided in the past that serving local patrons precludes them from assisting in the staffing of the



statewide reference service. With the switch to LibraryH3lp, KIN24x7 can now help libraries serve their patrons even more effectively. Once the KIN24x7 widget is posted to a library's website, it will route patrons to librarians staffing the statewide service. However, it takes merely a "flip of a switch" to turn that widget into a "local chat widget" and to route patrons back to librarians at the library whose website they are using. Local staff can serve local patrons during regular hours, and patrons can chat with their local librarians just as easily as stopping by, calling on the phone, or sending an email. After the library closes, the widget then provides seamless 24 x 7 coverage from the statewide service.

Being that KIN24x7 is funded through an LSTA grant awarded by the State Library of Ohio, all components of the service are offered at no cost to both patrons and libraries. Interested in posting the new chat widget? All libraries need to do is request the code snippet. Interested in helping to staff the service? Training can be provided free-of-charge. Interested in taking advantage of a no-cost option for a local virtual reference service? There is no charge for the use of the KIN24x7 infrastructure or seamless backup coverage other than allowing staff to serve patrons. Interested in promoting KIN24x7 to your patrons? Pencils, pins, notepads, and magnets are available by simply emailing support@knowitnow.org.

There are a number of benefits that KIN24x7 provides to its various audiences: patrons, librarians, managers, and administrators. For patrons, the ability to easily contact a librarian for information assistance anytime can be a life-saver for homework resources, research assistance, or just reading recommendations. For librarians, the chance to hone reference and technology skills can be

Continued on page 7

The State Library of Ohio recently released its newest READ poster featuring the Ohio Talking Book Program. The poster features seven military veterans who are patrons of the Program. The poster was mailed to all public libraries in time for Veteran's Day. The State Library of Ohio partnered with the Ohio Library for the Blind and Physically Disabled, the Cleveland VA Blind Rehabilitation Center, and VA Health Care to produce this special poster. For more information about the Ohio Talking Book program visit our website at: http://library.ohio.gov/PCS/tlk_bk

The Library Express Service at Portage County District Library

By Cecilia Swanson, PCDL Director

Want to give your library patrons convenient 24/7 access to the library? A remote delivery and pickup service may be the answer.

Like most library services, Portage County District Library's remote delivery system, Library Express, started with a good idea. Why not give people the opportunity to have their materials delivered to a convenient location, close to home, that is accessible 24/7? What a great way to provide library service to our outlying rural areas.

Portage County is approximately 487 square miles and PCDL's service area encompasses 2 cities, 5 villages and 16 townships. In 2001, PCDL submitted an LSTA proposal to the State Library to serve underserved areas of our county through the use of innovative technology which we called Library Express. That grant proposal was approved and the plan was put into action.

PCDL worked with the American Locker company to develop lockers with software that would allow keyless entry for patrons. We needed a solution that would allow patrons to pick up their materials without the Library having to track and notify patrons about the exact locker door containing hold items. A software team at the company developed the system that fit our needs very well. At the same time, we formalized agreements in fifteen communities to allow installment of a Library Express locker and a book return in outdoor locations in each of those communities. It took more than a year for the development, production and installation of the lockers. Although several companies now produce more advanced units that integrate with a library's ILS, our prototype units are very basic, requiring manual input of information by the delivery driver. However, the units are still in use twelve years after installation, with only minor repairs during those years. American Locker still references our project on their website, http://www.americanlocker.com/company/solutions/e-cbu/.

Library patrons request materials through our online catalog, by phone or in-person in the library. Each Express locker is a pickup location in the circulation system so a delivery location can be specified when the hold is placed. Requested materials are received in the Outreach Services Department and are checked out to the patron on the day of delivery. The Outreach driver delivers to the lockers five days a week.

After being notified that the materials are ready for pickup, the patron goes to the locker and types in the last seven digits of the library card. The locker door pops open and the patron retrieves the materials. Once the door has been opened using those seven digits, the software erases the connection between the door and the patron's number, freeing up the door for the next delivery. A book drop is located next to each Express locker for convenient return of the items. Information about the service is available to our patrons on the library's website, http://portage.webkits.oplin.org/content/library-express.

Our patrons love the service because they can pick up and return library materials on the way home from work, saving time and gasoline. One mother told me she feels guilty because she does not actually visit a library building very often, preferring the convenience of using the locker close to her home. She added that her daughter times her own requests so that her books are waiting in a locker when she comes home from college during breaks. Other patrons have noted that the library hours do not fit their schedules so the Express service is a perfect solution.

Sue Ann Schiely, Manager of the Outreach Services Department, notes, "We've had several library patrons inform us that they enjoy the service because they are able to pick up materials when their busy schedules allow. It's simple to use; they retrieve their materials when their locker box pops open after entering the last seven digits of their library barcode number and they are on their way."

Originally intended to be a supplement to our bookmobile service, the Library Express deliveries eventually supplanted the bookmobile as our users became increasingly mobile and busier.

The Library Express lockers are located at a variety of outdoor public locations around the county, such as a bank, a fire station, a school, a church and town halls. Every location is well lit and accessible any time, day or night. The small amount of electricity needed to operate the lockers is provided by the site where the locker is located. A written agreement, signed by the library and the local entity, is in place for each location.

Library Trustee and avid Express user, Roberta Zuver, says, "I love it, it's really

convenient. I talk about the service to potential users when I am picking up materials and they remark about it being a free service. So worthwhile. Saves gas, saves time, especially for those patrons without a library nearby."

The negatives of the service are rather miniscule compared to the value our users receive. During the twelve years of operation, a few locations had to be changed when a business closed or a building was torn down. These changes in location necessitated new agreements and hiring electricians to move and re-install the lockers. Mechanical issues have mostly been resolved by our IT staff, but a few parts had to be shipped out for repair. The breakdowns have been minimal. When library funding was reduced in 2009, we had to cut back on the number of locations served but more than half of the locations are still in operation. Inclement weather is a challenge to the delivery driver who arms herself with de-icer and a small snow shovel in the winter. There are a few locations where we experience a problem because too many people are receiving materials at the same time. Our lockers have thirteen (13) doors so there are times we have to call and explain to a patron that there will be a slight delay in delivery.

PCDL is very proud of its Library Express service. In 2002, PCDL was awarded a SirsiDynix award for innovation. The cash prize enabled the library to purchase a telenotification system which streamlined Library Express even more. In 2004, Library Express was the winner of OPLIN's Library Innovation in Networked Services award. Over the years, libraries across the country have called for information as they consider similar service in their areas.

Once patrons try the Library Express service, they usually remain dedicated users and we continue gaining new users at our Express locations by promoting the service at every opportunity. Our Library Express project started as a good idea that grew into a core part of our service to the community.

Continued...

Know It Now 24x7
Answering your questions online, *anytime*

valuable professional development opportunities. For managers: consider that reference transactions across the desk are not recorded, while KIN24x7 transcripts provide a record of the sessions handled. This allows managers to provide positive feedback or constructive criticism to their reference staff. Also for managers, remember that KIN24x7 work done by your staff counts as reference statistics. For administrators, it comes back to providing up-to-date services for patrons and allowing them to interact with the library from wherever they are.

Many people may think of technology first when they think of KnowItNow24x7. They may think of software, hardware, computers, cell phones, and the like. However, technology is only a tool. The absolutely vital components of our collaborative online reference service are the dedicated staff members in libraries all around Ohio that serve patrons from all corners of the state. These librarians provide the energy, expertise, and enthusiasm without which KIN24x7 would not be possible. The next time you're talking with someone and find out they staff KIN24x7, don't hesitate to give them a hearty "Thank you!"

Don Boozer
KnowItNow24x7 Coordinator

Greene County Public Library and the Dolly Parton Imagination Library

By Kay Webster
Youth Services Coordinator
Greene County Public Library

Sometimes, when you least expect it, a great opportunity drops into your lap. This happened to us about two years ago when we were approached by the president of the Greene County Public Library Foundation. The Foundation was looking for a great project to fund, and they were especially interested in an initiative with a focus on literacy. Thus began our search.

Since our library's strategic plan includes an emphasis on early literacy, we chose to concentrate our efforts in that direction. We talked to other agencies like the Family Children First Council to identify needs. We learned that in 2006, 80% of our county's 4th grade students had passed the reading proficiency tests. While this was higher than many other areas of the state, a 20% failure rate seemed unacceptable to us. After exploring various options, we chose to go with an established program, the Dolly Parton Imagination Library.

What is the Dolly Parton Imagination Library?
Dolly Parton started the Imagination Library in 1995 in her hometown area of Sevier County, Tennessee. The goals of the program are to:

- Inspire a love of reading and books
- Guarantee that children will have access to quality books in their homes
- Offer books that stimulate the imaginations of children

In 2000, the program was made available across the country, and since then has grown to include Canada, the United Kingdom, and Australia.

How does this program work?

The Dollywood Foundation partners with local champions in communities that want to offer the Imagination Library in their area. Children who are registered with the program receive a free, age-appropriate book each month from birth until they reach the age of 5. Best of all, the books are mailed directly to the child so that they have the books available in their homes.

Local communities pay for the books, postage and mailing and are responsible for registering the children. The cost of the program is $25/child per year. The Dollywood Foundation pays all administrative costs, maintains the database, and works with the book publishers. This means that 100% of the funds raised by your local sponsor go directly to your program.

Greene County Public Library's experience with the program

As we were researching the Imagination Library, we learned that organizations like United Way and Rotary International were supporters of the program. We are blessed in Greene County to have wonderful connections to these groups and others. Excitement began to spread when we told these organizations our idea of starting the Imagination Library in our county. By the time we launched our program on November 1, 2013, our local sponsors included not only the Greene County Public Library Foundation, but also United Way of Greater Dayton, Soin Medical Center, three local Rotary Clubs, Friends of the Library, and more.

Census figures told us we had about 8,600 children in the under-5 age group. As of this writing, we currently have 2,904 children registered and 321 who have "graduated" from the program on their 5th birthday. These means we have reached about 37% of our potential participants in 9 months! We have already mailed 22,738 books directly to the homes of young children.

Why is the Imagination Library a good choice for libraries?

- The program is simple. It is easy to explain to people and easy to administer.
- The Imagination Library is open to all children in your defined service area from the time they are born until they reach their fifth birthday. There is no income requirement and no stigma attached to participation in the program.
- The books complement your library's existing early literacy efforts. The books are quality titles, (including several award winners) and are developmentally appropriate.
- You already are working with the groups that will promote your program (Head Start, local schools, etc.) and you will be amazed by the additional support you receive from unexpected sources.
- Families love this program. We get regular positive feedback from participants.

What's next?

Our next step will be to come up with a strategy to evaluate the success of this program. Research has shown that other affiliates have demonstrated success in increasing kindergarten readiness scores and parental involvement in reading to children at home. We will be working with our local Educational Service Center to develop some measures of success.

If you would like additional information about the Dolly Parton Imagination Library or our experience with it, please feel free to contact me, or visit http://usa.imaginationlibrary.com/.

Kay Webster
Youth Services Coordinator
Greene County Public Library

State Library Staff News

Jen Johnson was promoted to Electronic Resources Librarian in our Research & Catalog Services Department. Jen focuses on effectively managing electronic resources while also providing reference and research services to state employees and other patrons of the State Library.

Jen has been a Librarian in Research & Catalog Services since July 2013. She participated in Library Leadership Ohio 2014, and ILEAD USA Ohio 2013.

Prior to joining the State Library, Jen worked at the Ohioana Library and Worthington Libraries. Jen has a Master's degree in Library and Information Science from Kent State University

Josh Jones was promoted to Librarian in our Research & Catalog Services Department. Josh provides reference and research services to state employees and other patrons of the State Library. He also works as part of the State Library team that ensures access to useful electronic and print resources.

Josh has been a Library Assistant in Circulation & Special Services, assisting in providing resources to state employees and Ohio residents since May 2013.

Prior to joining the State Library, Josh worked at the Columbus Metropolitan Library. Joshn earned a Master of Library and Information Science degree from Kent State University School of Library and Information Science.

Katy Klettlinger joined the State Library staff as Library Consultant within the Library Programs and Development Department. She help libraries with space planning, digitization, and strategic planning. Katy has over ten years of experience in the library profession. She comes to us most recently from Licking County Government where she was the Records Manager & Archivist for almost six years. Prior to that, she worked at the Ohio History Connection (Ohio Historical Society at that time) as a Local Government Records Archivist and at the Peninsula Library and Historical Society as an Assistant Curator.

Katy earned her Master of Library and Information Science degree from Kent State University.

Creating the Ubiquitous School Library

Long gone are the days (if they ever existed) when school librarians sat behind a desk stamping circulation cards and perhaps showing the occasional film strip. Today's library media specialists offer services to their students and faculties far beyond the walls of their libraries, as these examples show.

Connecting with Students Online On Their Time

Students can easily get help with projects during the school day, but how do they get help at night during crunch time? If you are a student at Anna High School in northwest Ohio or Westerville Central High School in central Ohio, you just log on to Google Hangouts and attend "Office Hours" with Missy Rivera, Instructional Media Center Coordinator, or Amy Hamrick, Teacher Librarian, respectively. Rivera holds office hours 9-11 p.m. when students are more likely to be working on research papers. "Students can share research essays with me, and we can edit them in real time," she said. She can also help them browse for resources remotely if necessary.

Hamrick is using Hangouts this year to help students when the deadlines for challenging research or multimedia projects are approaching. Students are able to drop in and ask questions about digital video editing, researching, and citation. She uses Remind 101—a one-way texting service that alerts students of assignment due dates—so they don't miss the chance to check in during office hours.

Is the Book Better than the Movie?

Angela Wojtecki, Media Specialist at Nordonia Hills High School in northeast Ohio, finds that her students appreciate "screen time" as a group. With a movie theater in walking distance of the school and a spate of movies based on YA books, her after school book club has been able to read a book and then critically compare it to the movie. So far they have reviewed Catching Fire, The Fault in Our Stars, and Divergent.

"It's a great way to build excitement and establish a great student-librarian partnership," she said. "Now, the students expect to do this."

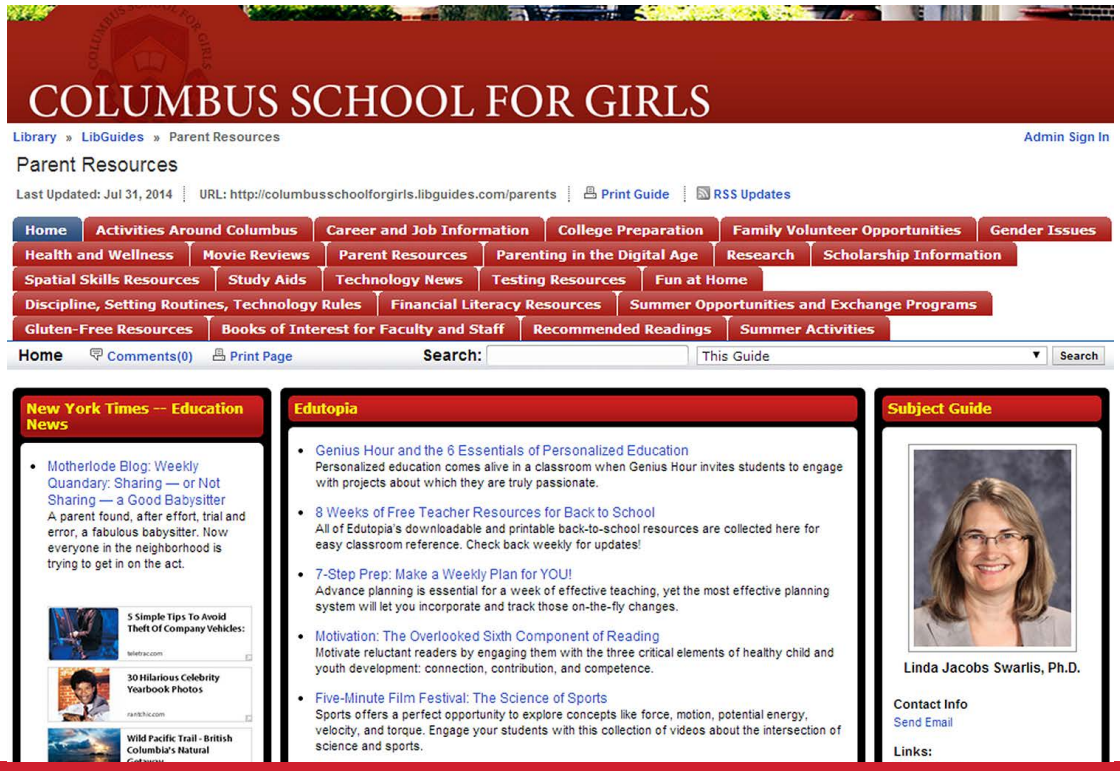
She adds that it is important to warn the theater that a group is coming, and take tissue with you to The Fault in Our Stars. "The students bawled their eyes out. So did I."

Digital Collections for a Digital Generation

The earlier students get used to working with digital resources online, the better, thinks Michele Rees at Etna Road Elementary in central Ohio. Rees uses Symbaloo (www.symbaloo.com) to collect grade-level collections of web pages—author sites, research resources, INFOhio tools, educational games—that reinforce classroom content, digital citizenship, and a technology skill of the week.

"Symbaloo lets us curate collections of links using pictorial representations of the web address, rather than having the kids type or read long URLs," she said. "We use the webmixes as a home page for students in the library and also as a way to extend the library to their homes or wherever they have access to technology." See an example of one of Etna's webmixes at www.symbaloo.com/mix/etnalibrary.

Parents also appreciate a special collection. Just ask Linda Swarlis at Columbus School for Girls. She had



By Laura Sponhour
INFOhio Outreach Specialist

been using LibGuides for her students for years when a couple of her adult library volunteers asked her if she could create one for parents. They wanted information about volunteer opportunities for families and students under 18, family activities, study helps, etc. The result is at http://columbusschoolforgirls.libguides.com/parents. As an added benefit, creating the page turned out to be a great way to engage students. "One of my students helped me jazz it up by tweaking some of the fonts and colors," Swarlis said. "She did a great job with it. It's now more vibrant and draws people in."

Teacher Technology Coaching

Librarians have always led technology in their schools. These days, they are not only making sure their teams have the technology they need but also the techniques for using it successfully with their students.

For example, Jayne Neufarth, High School Media Specialist and District Media Coordinator at Ross Local School District in southwestern Ohio, led her district in receiving a grant from Ohio's Straight A Fund. The grant provides 1:1 Chromebooks and digital content to students in grades 5-12. With a device for every student, teachers will be able to design lessons tailored to a child's strengths and weaknesses. "We're in a sense moving the library physically out to the classrooms," she said. "And a big part of my role will be to coach teachers to use data from assessments to select resources and activities to design the best program for their kids."

Gail Greenberg, Media Specialist at Collinwood High School in Cleveland, also coaches teachers. At the Cleveland Metropolitan School District's recent week-long inaugural BLUE Institute—where a capacity crowd of 500 educators shared the best ideas from local, state, and national experts on engaging students and creating a dynamic classroom—Greenberg presented a digital instructional workshop. She showed teachers how INFOhio resources such as BookFlix and Early World of Learning can help students meet early literacy goals and the Third Grade Reading Guarantee. She also introduced GO! Ask, Act, Achieve and Research 4 Success, two resources that help students develop research skills needed in college and careers. "Librarians are a vital link between rapidly evolving technology and 21st century teaching and learning," she said.

Laura Sponhour

The Lane Libraries Step Up Offerings with Community Tech Center

Interior view of the Tech Center

By Christian Sheehy
Lane Libraries Community Technology Center

In 2012, the Lane Libraries conducted a patron survey that indicated new technology ranked very high on the list of community needs. While computer and Internet access have long been a priority at the library's three traditional locations, the idea came about to create an innovative stand-alone space that would cater to all types of technology needs. Completely funded by a generous private donation by longtime patron Leroy Roesel, the Lane Libraries Community Technology Center opened to the public in October 2013.

Located in the historic Robinson-Schwenn building in downtown Hamilton, Ohio, the Lane Libraries Community Technology Center (Tech Center) is a comfortable, collaborative, and creative space where patrons in the community can surround themselves with state-of-the-art technology.

Great care was given throughout the hardware and software selection process to ensure that the high quality resources that patrons deserve are available. The Tech Center offers 20 public use computers shared between 2 separate labs. The primary lab contains 14 all-in-one PCs and a 70" interactive smart board.

The media production lab contains 4 27" iMacs and 2 PCs. Adobe Creative Cloud is offered on the four iMacs and Wacom tablets are always available for those who are artistically inclined or want an alternate input device.

The catalog of installed software that the Tech Center supports is quite extensive, although it maintains the philosophy of one program per purpose. Each computer offers a standard productivity suite, photo editor, coding and programming tools, and many other utilities.

Patrons who bring their own devices will find an ample supply of outlets for charging. Even the couches have both standard and USB outlets built into the arms. Open Wi-Fi is offered throughout, and patrons are encouraged to bring their coffee from the coffee shop next door and make themselves comfortable.

The Tech Center has two 3D printers available for public use. 3D printing has generated a lot of patron enthusiasm and continues to be a major draw. A hands-on approach is preferred and staff gladly allows patrons to "drive" the machines from the beginning of the process all the way to a completed print - from creating a 3D model all the way to a completed, physical object.

Although offering technology is a priority, it only makes sense to offer resources to help patrons not only use it, but understand how it works. Because of this, Tech Center staff maintains and facilitates extensive curricula of classes, workshops, and one-on-one assistance for those who want more focused attention.

Class offerings range from the basics of computer use to more advanced topics like web development and photo editing. The Tech Center also hosts neighborhood photography walks, movie nights, geocaching adventures, and job seeking workshops.

In addition to scheduled events, the Tech Center offers a variety of resources such as resume critiques and eBook and tablet assistance.

One of the primary goals of the Tech Center is to further embed the Library into the community. The Tech Center partners with a wide variety of local organizations, conducts school visits, and actively participates in a community that is in the midst of impressive economic renewal.

The Tech Center recently partnered with a local non-profit, STEM2DREAM, to offer a summer series of workshops to middle school students. Using games like Minecraft, students were introduced to 3D design, 3D printing, urban

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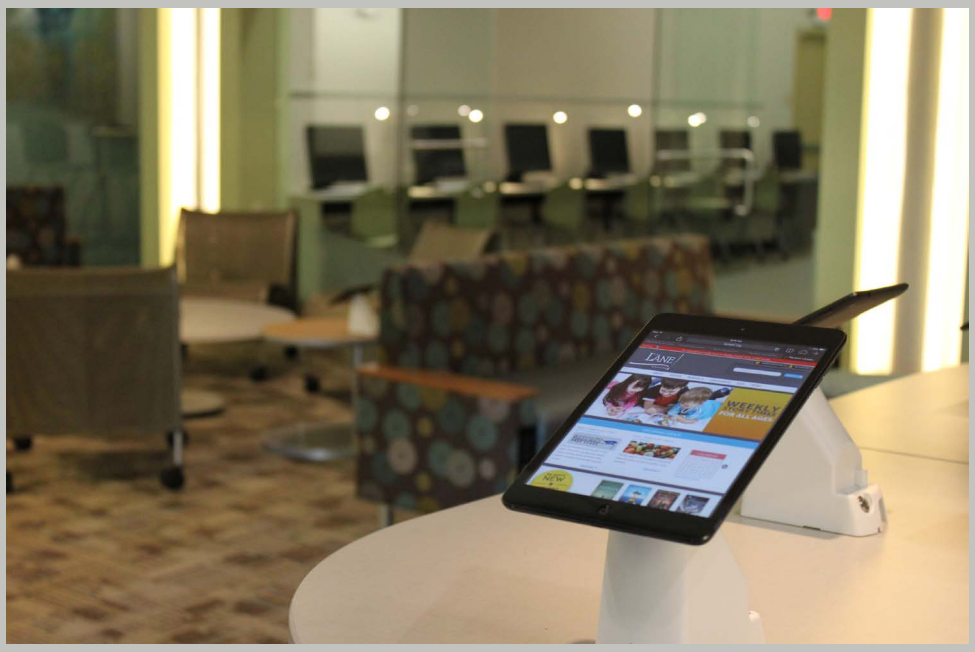

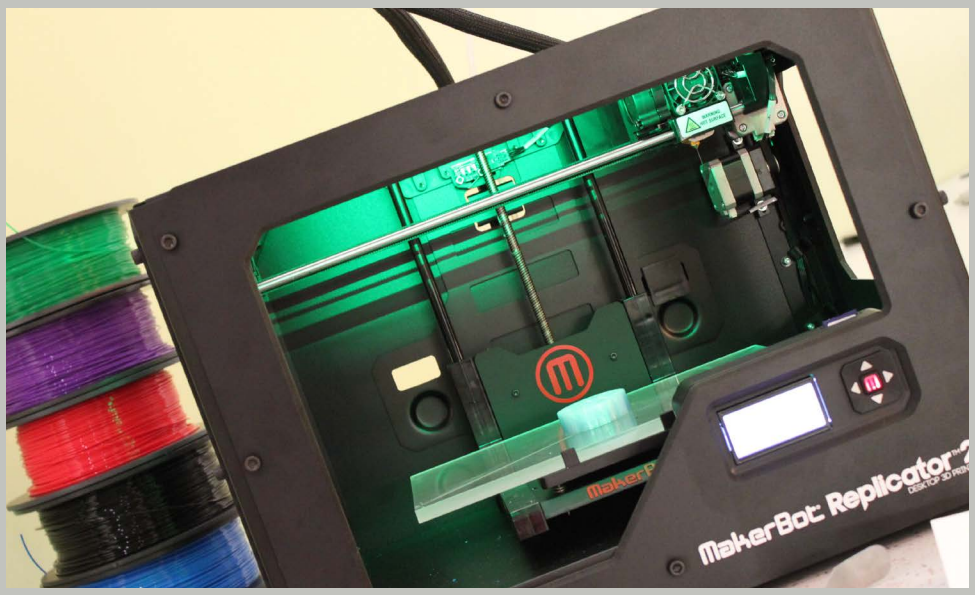

Top L to R: Interior view of the Tech Center, Signage
Bottom L to R: 3D printer, Chess set created with 3D printer

planning, and basic computer programming. The Tech Center also partners with Ohio's Adult Basic & Literacy Education (ABLE) program, offering computer and job search training to English for Speakers of Other Languages (ESOL)students.

This fall, partnering with Hamilton's growing regional small business incubator, Hamilton Mill, the Tech Center will facilitate a social media workshop for small business owners to help them engage more fully with their current and potential customers.

Libraries are far from obsolete. They are evolving. The Lane Libraries Community Technology Center is proving to be an innovative example of how to serve patrons in an increasingly technologically savvy world.

More information about the Lane Libraries Community Technology Center may be found at www.lanepl.org.

Author Bio: Christian Sheehy is a librarian and tech geek with over six years of library management experience. In the wild, he is most often spotted with a cup of coffee, Nikon D90, and an unlined Moleskine notebook. Email him at c.sheehy@lanepl.org.

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Pickerington Public Library: Out and About

By Colleen Bauman, Community Services Coordinator and Cathy Burden, Juvenile Services Manager, Pickerington Public Library

Children have a difficult time learning when they are hungry, which is why there is a free/reduced lunch program in the schools. But what happens to those children in need during the summer break? This year, for the first time ever, Pickerington Local School District offered a free summer lunch program. Tussing Elementary was the chosen school due to 56% of the students already qualifying for free/reduced lunch during the school year. Tussing Elementary was also chosen because of the ELS camp and other intervention programs that took place during this time frame in which children could benefit from the lunch program. The free lunch program was a partnership between the school district and the U.S. Dept. of Agriculture and provided free lunches to children ages 1-18. Since this program was federally funded, children came from both inside and outside Fairfield County as well as surrounding school districts. Tussing Elementary is so close to other districts and communities that it had the potential to reach many families in need.

The lunch program was available Monday through Friday from 11:00 a.m. to 12:30 p.m. It was opened from June 9 to July 25 with the exception of July 3 and 4. There were an average of 75-80 children fed daily, but on planned program days the numbers jumped to as high as 300.

The food was cooked on-site and served by the PLSD food service staff. Adult volunteers greeted the children as they came in, walked them through the lunch line, opened condiments and milk and monitored the hallways. Teen volunteers wiped down tables and handled the trash.

Jeanette Henson, who is the principal of Tussing Elementary, has a passion for her students. Understanding there are over 40 languages spoken in the families that attend this multicultural school, she recognizes this creates a "real world" atmosphere and embraces it. She also recognizes that this same atmosphere presents communication hardships and works to encourage communication with community entities.

The Summer Feeding Program had a need for volunteers and the library offered to help. We could not volunteer every day, but we did once or twice a week when library programs and schedules permitted. When library volunteers asked "what else is needed?" the answer of course was "books." Each time the library staff attended the program, the rolling box of books went with them along with stickers, tattoos and bookmarks. It was a huge hit! The children were thrilled with the prospect of choosing books that were theirs to keep. Conversations were had about favorite books, authors, and book series. Many friendships were formed over the summer.

What's next for this partnership? Discussion is already proceeding for next year! Outreach programs geared around the library's summer reading programs are being discussed and of course…free books!

The Pickerington Public Library has worked hard to build an outreach partnership with each elementary school in the district. One of our favorite programs is when school resumes after the spring break and the library staff visits each elementary school to introduce our upcoming summer events. A 15 minute skit is performed and then there is a 15 minute question/answer period. The staff dresses up in costumes to go along with the program theme. This year it was clumsy Professor Readmore. We have also introduced an exercise instructor for the Worm Workout for the "Dig into Reading" program as well as private investigators for the "Get a Clue at Your Library" program. Needless to say, the staff enjoys this as much as the children. Nothing makes us happier than when the kids come into the library in the summer and say, "You were at my school this year! "

Throughout the school year, the library visits several Pickerington daycares as well as local preschools. The kids are so excited to see us arrive. There is always someone to introduce "the library lady" and we receive a round of cheers! For whatever reason, some of these children never make it to the library and it is our pleasure to bring the library to them!

To bring this outreach story full circle, the staff visited the Ridgeview Junior High open house this past week and one of the new 7th graders recognized the staff person from the Summer Feeding Program. He was all smiles and hugs as he brought his father over for an introduction to his new library friend. While we feel we are helping the community by reaching out to them, sometimes it's surprising how much the community gives back to us as well.

There's a New App in Town

By John Stewart, SEO Library Center

There's an app for that! Check your library account with your smart phone! Use the new Bookmyne app to log into your account using your library card number and pin in order to renew items, place holds on items and see what you have checked out from your phone, iPad or tablet! BookMyne is available as an iPhone or Android app that enables you to search the SEO Library Consortium System catalog. You can also search nearby library catalogs while on the go when out of your home area. Visit the iTunes store or Google Play to download BookMyne free and take advantage of this great app that helps you to research on the go!

BookMyne

Helping Distance Learners and Study Abroad Students through Web Conferencing

Kent State University has made it a priority to offer students alternative methods to complete their masters, bachelors, or certificate degrees. One of these methods is the delivery of instruction online. Another method of instruction is immersing students in environments that are culturally unique and specifically related to the students' academic programs. Students are currently studying abroad in Italy, France, Switzerland, Mexico, the United Kingdom, and China.

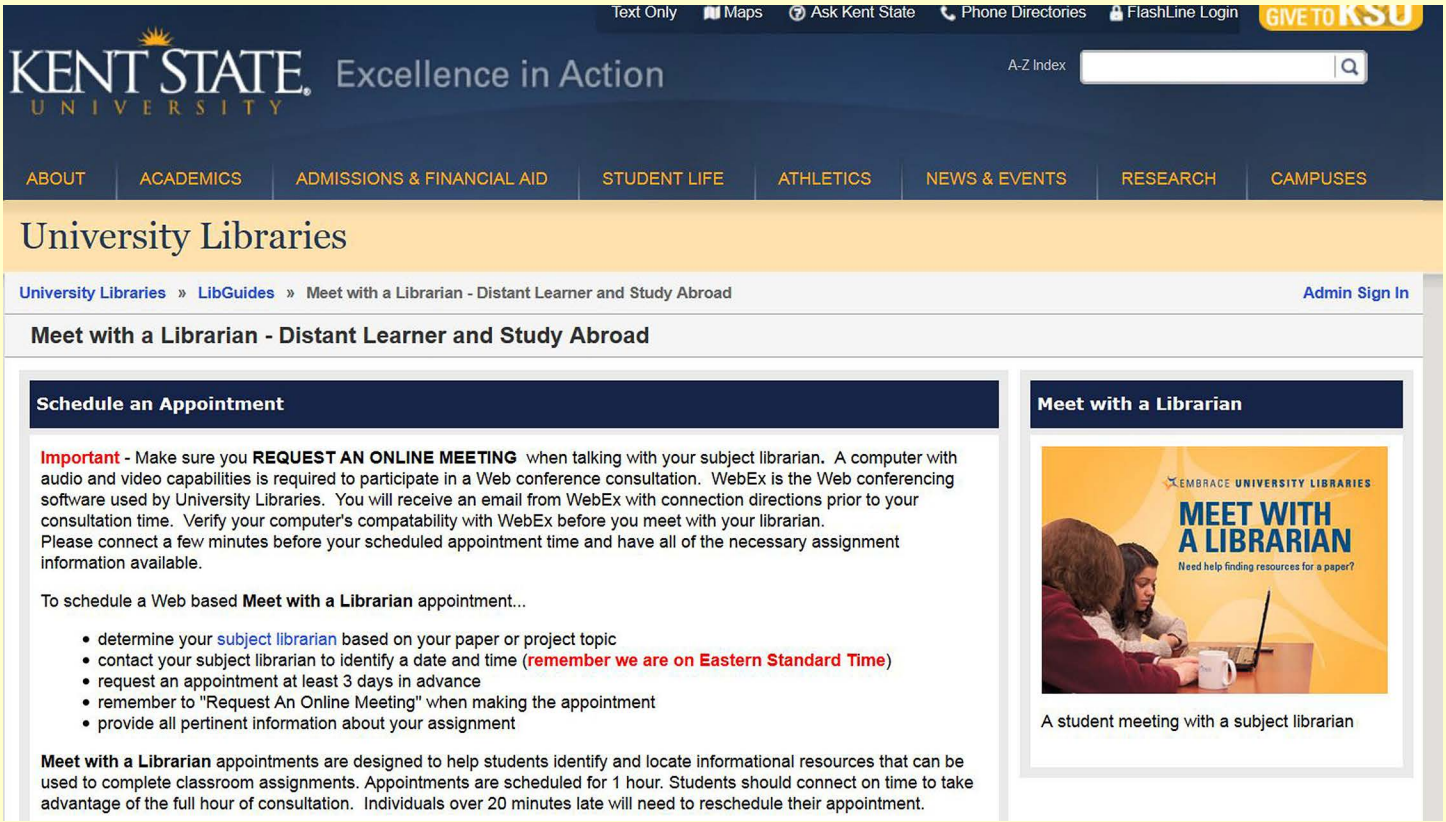
Regardless of location, most students still need help doing research, finding appropriate journal articles and online resources that can be used to complete their project or research paper. The University Library recognized this and piloted an online Web conferencing project in the 2013-2014 academic year. After reviewing multiple Web conferencing platforms, it was decided to use WebEx Meetings as the best way of offering this service based on pricing, platform components, and ease of use for the hosts (librarians) and student users.

Students utilizing distance education programs and taking online courses are typically geographically separated from academic institutions and their libraries. These students usually rely on their local public libraries, friends, or the internet for help when searching for needed resources. Students studying abroad, though totally immersed in an environment that is in itself a learning experience, are usually lacking the professional expertise of librarians when doing research.

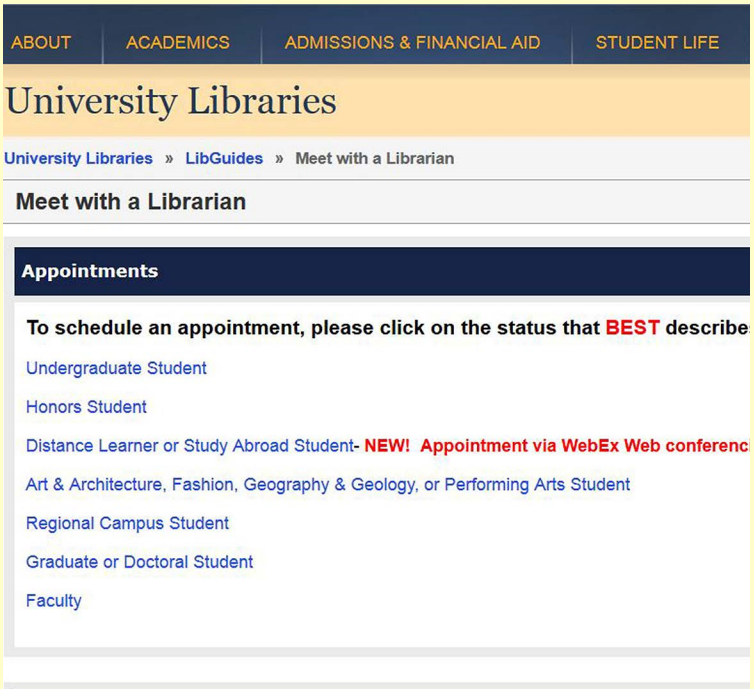
As an objective of the Reference Services Team (one of two teams within the Reference and Instructional Services Department of the KSU University Libraries), the piloting of this project began in September of 2013. WebEx provides a platform that enables librarians to share their computer screens with students and also for students to share their screens with librarians. Screen sharing is a critical component of Web conferencing and was one of the criteria used for platform selection. Screen sharing allows students to visually follow the librarians' navigation of Web sites and content pages including databases and catalog searching. In reverse, librarians are able to follow the students' navigation of Web pages directing students when necessary. WebEx Meetings also offers a whiteboard that can be shared between the librarian and student and a texting component if the audio fails.

The opportunity for librarians to engage in conversations with student users was another criteria used to select WebEx Meetings. The conferencing software offers VoIP but it was determined that a good quality noise cancelling head set with an attached microphone worked best. Performing reference interviews, describing the navigation process, and then confirming success is critical. A high-definition visual component is also available with the WebEx platform for users with Web cameras but was determined to not be a critical component to the success of the reference interaction.

Students needing assistance are directed to a LibGuide that is used to funnel users to the appropriate librarian. The scheduling of meeting times is completed using an "in-house" scheduling program. A simple form is filled out by the student with all of the particulars of their project. The form also contains a check box to request an online meeting by the student. Once the form is completed, it is sent to the appropriate subject librarian. If the student



By Thomas M. Warren, M.L.S., Associate Professor
Reference Center Manager
Kent State University, University Libraries



requests an online meeting, the librarian (host) must go to the WebEx Meetings Web site to schedule the online meeting time with the student. An email is generated by WebEx and is sent to the student (attendee) containing instructions on how to join the online conference and directions on how to check their computer for proper audio and video settings.

Meeting times with students studying abroad can sometimes pose a problem. Students studying in Italy are 6 hours ahead of our time in Ohio and China has a 12 hour difference in time so accommodations were made that were agreeable to both parties.

Having completed a pilot semester and then a semester with a soft rollout of the service, we have determined that the service should continue. WebEx Meetings was used in approximately 10 % of our total Meet with a Librarian consultations in the last academic year. The service is expanding as is the use of the WebEx platform for other purposes. We have requested individual accounts for all of our librarians on the Kent campus to use for student consultation purposes and to use as an alternative meeting method with colleagues from our regional campuses.

Government Information You Can Use is a quarterly publication of the State Library. Each issue contains useful information from the federal government and sometimes state government available for all Ohio residents.

The last two issues have featured mobile apps and websites. The newsletters may be downloaded and printed from the State LIbrary website at: **library.ohio.gov/Marketing/Newsletters/GovInfoYouCanUse**

Columbus Metropolitan Library's Ready to Read Corps

By Sarah Mackey
Columbus Metropolitan Library
Manager, Ready to Read Corps

Columbus Metropolitan Library (CML) has always been committed to kindergarten readiness and school success. We've long focused on the importance of early literacy skills, incorporating Every Child Ready to Read skills in storytimes and other branch programs. But we discovered that children most at risk for lacking basic early literacy skills were ones who didn't benefit from programs at the library. Quite simply, their families were not regular library users. In order to better reach these families, in 2009 CML created the Ready to Read Corps a team of staff who worked directly with customers in the community wherever they were including food banks, benefits agencies or their own homes.

Today, the Corps' 15 staff members work in six central Ohio communities (Northland, Linden, Greater Parsons/ Weinland Park, Westside, Groveport and Whitehall) identified as high risk based on analysis of Kindergarten Readiness Assessment for Literacy (KRA-L) scores. They are aided by the use of six vans and a mini bookmobile.

Over 40% of children entering Kindergarten in Columbus are deemed not ready for the Kindergarten curriculum based on their KRA-L scores. Corps staff use a curriculum influenced by groundbreaking research and analysis by the Crane Center for Early Childhood Research and Policy using five years' of KRA-L and third grade reading scores.

Part of Columbus Metropolitan Library's Ready for Kindergarten program, the Corps ensures that at-risk parents with infants are connected early and easily to early literacy instruction. This early literacy instruction book lessons complete with free age-appropriate picture books gives a parent research-based activities and instruction, coaching, and materials that can increase a child's literacy ability and later reading comprehension ability. Research shows that repeated and intentional dosages of early literacy instruction, along with easy access to age-appropriate books, make the most impact on a child's interest and ability in reading. This impacts future success in school.

The book lessons provided by Corps staff teach parents how to introduce their children to the four early literacy skills proven to have the greatest impact on whether a child is reading at the appropriate level by third grade: beginning letter sounds, letter identification, rhyming, and vocabulary. Each lesson is based on individual picture books designed to train parents and caregivers of children ages birth to five how to share picture books intentionally with their children.

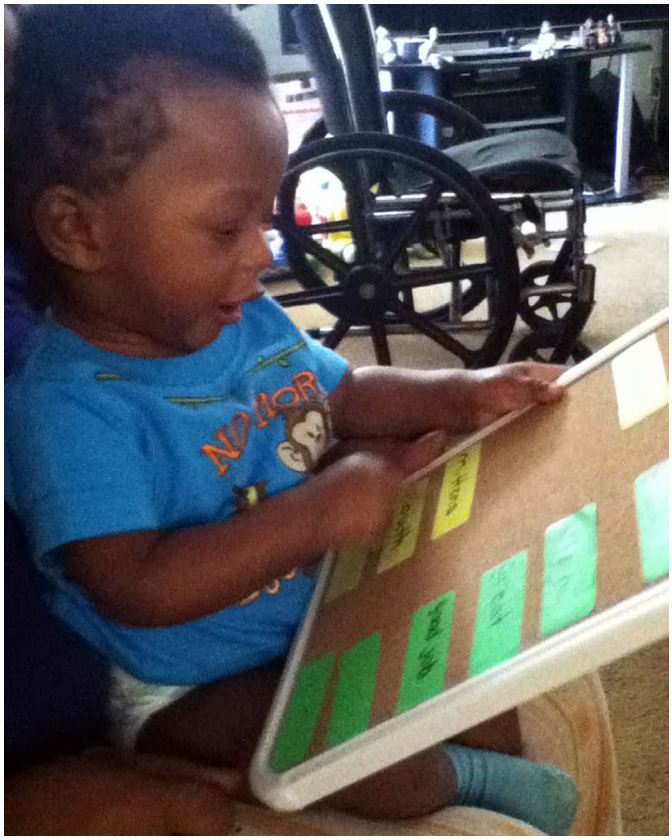
New Home Visitation Program

On January 2, 2014, the Ready to Read Corps program changed from a one-touch to a multi-touch model. Instead of one-time trainings focused solely on Every Child Ready to Read, Corps staff now conduct multiple home visits in the families of at-risk children, ages 0-5, in the six communities.

The Corps supports each parent and child in the program from "cradle to Kindergarten." The books and the lessons in the program are determined by the age of the child: babies (0-18 months), toddlers (19-36 months) and preschoolers (3-5 year olds). Each caregiver is given specific homework/ goals to complete by our next visit.

Children seamlessly transition from one age-appropriate program to another: if we enroll a 35-month old, we start the preschool program when he turns three. One child can receive up to 36 monthly visits – if we enroll her as a baby, a child will just transition to our toddler and then our preschooler program.

Our staff administers several assessments during the course of the visits to determine each child's starting point, and subsequent progress or lack of it. These are standardized assessments to measure and monitor changes in early literacy behaviors in both parents and children throughout the 12-month period. Assessments include the Home Literacy Environment Scale (HLE), the Get Ready to Read (GRTR), the Brigance and more. These are national,



Manny with Martrice's word wall

Homemade tree on refrigerator by three-year-old Aland and his mother.

Quincy with Anndraya and Keaten

standardized tests common to early literacy work.

We've found that the focused, intentional program provides more impact than our previous home visit model, which was limited to six visits. Also, the addition of homework and clear expectations has given additional framework for determining family and program success.

Here are just a few stories to illustrate our success:

Martrice and Manny

Martrice is a busy mom in Linden and has a nine-month-old, Manny, who is an early walker, a loud talker, and overall happy little boy. Martrice loves the program because it has been nine years since she had a baby and she feels like she wants a "fresh start" with Manny. To the left is a picture of Martrice's word wall. She made her own, with her own supplies. Every day she sits with Manny in her lap, underlines the words with her fingers, and reads them aloud. As a result, Manny will sit happily and mimic her almost perfectly pointing to words with his own little finger, all the while screeching his own merry tune.

Parents Doing the Work

After the intake visit and the first book lesson, we had many parents admit that they did not complete the homework, which includes reading the book regularly with their child. It appears to be easier for parents to simply read the book, but much more challenging to complete the assigned activities (such as practicing rhymes and defining vocabulary words) while sharing the book with their child. However, by the second book lesson, we had a larger number of parents complete the homework! One parent surprised us by using sticky notes to document what her child said about specific pages. She wrote down the child's words and placed the notes on pages of the book. Another parent used sticky notes to tally the number of times she read the assigned nursery rhymes book to her child.

From staff member Anna Johnson

"I've worked with Quincy through the teen trainings at Briggs High School and mini-kit home visits since she was pregnant with her now two-year-old son, Keaten. Without being prompted or guided, she took baby Anndraya and Keaten into her lap in the other room and began to read the Nursery Rhymes book she received at her intake visit. She read wonderfully! Full of expression, commenting and asking open-ended questions. Quincy was always a quiet participant in our group sessions at her school, and took a long time to warm up to me during home visits. So fantastic to see how she has really absorbed the information and training she's received and put it into practice."

Sarah Mackey