



OUT & ABOUT



The Association of Bookmobile and Outreach Services Quarterly Newsletter

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FROM THE EDITOR...

As I write this, I am looking towards 2021 with excitement and a little trepidation. I'm excited to have been elected your ABOS Vice President/President-Elect, and I'm hoping the new year brings an end to the pandemic. But, I'm nervous that things *won't* change, and that says something since I, like most, appreciate some consistency and routine to my work life.

As an outreach professional I know that change is usually the norm, but that doesn't mean it's comfortable. In 2020 I had to put a halt to every outreach service I provided. I had to learn new technologies and figure out how to continue reading aloud to memory care residents by filming those sessions. I had to adapt to working the reference desk instead of driving the van. I was thankful to have a job, but most of it was unfamiliar.

As 2020 ended, I realized that while growth sometimes hurts, it gets us where we need to be. I learned so much last year, and surprise—most of those new things are pretty comfortable now. Pushing myself doesn't seem nearly as intimidating as it did 10 months ago. The ABOS board experienced quite a bit of forced growth during the past year, too. We had to reinvent our annual conference and go completely virtual, which I am here to tell you was not an easy, nor a pleasant, transition. On day two of the conference, we collectively breathed a sigh of relief and knew it was going to be okay. I think someone made reference to a caterpillar turning into a butterfly that day. And that's exactly what happened—ABOS, and the people leading it, crawled out of their cocoons, opened their wings, and flew. We created a conference that broke all previous attendance records by 800 or so people. We've broadened our reach, created new partnerships, and are really hitting our stride.

This issue is full of new ways to add some kindness to your outreach services with Aisha Hearn's kindness notes, or Lechelle Thornhill-Boothe's "It's Time for Kind" bookmobile tour. You'll learn ways to stretch and spread your wings—whether it's learning from Catherine Bass how to create a board game collection that expands the scope of outreach, or how to create a successful classroom deposits service. Learning how and where to install a StoryWalk® might be in your future, or maybe helping your patrons access the Federal Trade Commission's timely information is going to be a game changer. I hope you find inspiration in these articles and more, continuing to stretch and push and achieve in 2021. I know I will.

Lori



Lori Berezovsky, ABOS Vice President/President-Elect and *Out & About* editor

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A WORD FROM THE PRESIDENT

Greetings to my ABOS family,

I hope that you had a happy holiday and are looking forward to a happy new year!

I am proud to be your 2021 ABOS President and I thank you for trusting me to lead the premier national organization for anyone who provides library service to their community outside of the four walls of their building.

ABOS is strong because of our hard-working, dynamic, and innovative membership, who work tirelessly to not only serve their library's community, but also to share, network, and engage with colleagues from across the country and around the world. ABOS is a family – one that encourages, mentors, and inspires each other through our annual conference, committee meetings, listserv, and social media platforms.

This year, I challenge each of you to promote ABOS to your co-workers, colleagues from neighboring libraries, local/regional/state outreach groups, and state libraries and library associations. Bring a friend to our annual conference and encourage them to join ABOS.

2020 brought us many challenges, but ABOS soared, expanding our reach to grow our membership, establish new partnerships, launch new awards, and to spearhead such new initiatives as Virtual Bookmobile Day and Book Bike Week. Stay tuned for new and exciting events in store for ABOS in 2021!

For now, the Board is moving forward for an in-person conference in St. Louis, Missouri, October 12-14, 2021. I am consistently monitoring the pandemic at state and national levels to determine if we can hold an in-person conference safely. If the Board decides to switch our conference to a virtual format, we will announce this decision in early summer. The health and safety of our attendees is of utmost importance to the Board and Conference Planning Committee.

I would love to hear from each of you this year! Please reach out to me at any time at president@abos-outreach.com to introduce yourself, to share exciting updates about your outreach journey, to discuss an idea you would like ABOS to spearhead or consider, or just to say "hello!"

Here is to a wonderful 2021!

Yours in outreach,

David J. Kelsey



David Kelsey, ABOS President

OUT & ABOUT**GET INVOLVED****2021 BOARD OF DIRECTORS**ABOS Executive Board

President: David Kelsey

Vice President/President-Elect: Lori Berezovsky

Past President: Cathy Zimmerman

Treasurer: Brooke Bahnsen

Secretary: Karen Bradley

Board Members '21

Rachel Hadidi

Robin Rousu

Zach Roberts

Board Members '22

Michelle Fernandez

Rosa Granado

Crystal Harris

Join a committee today! Contact the committee chair to express your interest or get more information.

- Advocacy—board1@abos-outreach.com
- Awards—president@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—marketing@abos-outreach.com
- Membership—membership@abos-outreach.com
- Nominations—pastpresident@abos-outreach.com
- Technology—board5@abos-outreach.com

***HOME VISIT LIBRARIES* LOOKING FOR MEMBERS**

A new Facebook group devoted to home visits (also known as home delivery/homebound services) is focused on how important this service is to the seniors who receive it. The group was established a month ago by Chris Garnsworthy, Community Library Service Manager at Hackney Council, London, England. The purpose of the group is to “show the value of home visit libraries to those unable to go and use their library.” Group members share home visit stories, ask questions, seek inspiration, and make connections with others worldwide who provide similar services to seniors. The group’s success depends on participation, at which ABOS members excel.

Chris might be familiar to ABOS members who attended the virtual conference last October as a presenter of the session *Improving and Learning about Homebound Services Internationally*.

Join the group: <https://www.facebook.com/groups/437896447601062>

PATRONS BORED? BUILD A BOARD GAME COLLECTION

Imagine building a collection that doubles as a fountain of youth, promoting cognitive and mental health while also encouraging social bonding. The Bozeman Public Library has done just that by curating a board game collection on its much beloved bookmobile. Weston Flippo, current Bookmobile Librarian, and Carmen Clark, former Bookmobile Librarian and current Department Head of Adult Programming and Outreach, began the collection in late 2017. Currently, the collection features 44 games.

Why games? Games have a profound impact on children's social and cognitive development. Not only can they help children learn to follow rules and to take turns, but they also strengthen critical thinking skills, spatial awareness, short-term memory, and processing speed. As Flippo puts it, playing games with children is "like eating vegetables, but the vegetables taste like candy." A yearlong study in Germany even found a statistically significant correlation between regular chess instruction and academic performance. The study compared a control group against a group of students whose teachers substituted one weekly hour of math with an hour of chess. Overwhelmingly, students in the latter group showed greater improvement in concentration and in calculation abilities at the end of the year.

The benefits of gaming aren't limited to children, however. Games can also improve symptoms related to depression, anxiety, and even Alzheimer's. A study in France found that the risk of dementia was 15% lower in participants who regularly played board games over a period of 20 years. In addition to these impressive cognitive and mental health benefits, games are powerful tools in creating and maintaining social networks. Finally, games are simply popular. Gen Con, the largest tabletop gaming convention in the United States, boasted almost 70,000 attendees in 2019. Developing and maintaining a game collection can help librarians to better serve new and existing

patrons.

Advice for those starting out

- 1. Partner with a local game store.** The bookmobile purchases most of its games from Rook's, a local game store. In return, Rook's has shared the expertise of its staff members, providing recommendations on what is popular in the community and advice on curating a balanced collection. In a post-pandemic future, BPL bookmobile staff hope to co-host a game demo night with Rook's.
- 2. Purchase a variety of games.** Balance out old classics like Clue with more modern games like Root. Make sure to include games for a wide age range and with a variety of game play times and styles.
- 3. Plan for circulation challenges.** When checking in the games, bookmobile staff must count every game piece to ensure nothing is missing. Take staff time and number of game pieces into account when purchasing. Equally importantly, make a plan for how to replace missing pieces. The BPL bookmobile raids donated duplicates and contacts game publishers to replace missing pieces.

Catherine Bass is the Bookmobile Library Assistant at Bozeman Public Library, Bozeman, MT.



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NEWLY ELECTED ABOS OFFICERS

We would like to welcome the newly elected members of the board: Lori Berezovsky, Vice President/President-Elect, Karen Bradley, Secretary, and Michelle Fernandez, Rosa Granado, Rachel Hadidi, Crystal Harris, and Zach Roberts, Board Members-at-Large.



Lori Berezovsky,
Kansas



Karen Bradley,
Colorado



Michelle Fernandez,
New York



Rosa Granado,
Colorado



Rachel Hadidi,
Texas



Crystal Harris,
Missouri



Zach Roberts,
Washington, DC

Contact the Editor of Out & About

Email outandabout@abos-outreach.com with your questions or comments.

Look for postings on social media and the ABOS listserv calling for article submissions throughout the year.

The Out & About newsletter is published quarterly in January, April, July, and October. The ABOS Marketing Committee produces the newsletter.

Upcoming ABOS Conferences

2021 St. Louis, MO

2022 Scottsdale, AZ

2023 Knoxville, TN

2024 San Antonio, TX

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CLASSROOM DEPOSITS: PROVIDING BOOKS TO SCHOOLS DURING A PANDEMIC

The High Plains Library District Bookmobile serves eight schools in rural Weld County, CO, as well as multiple community stops throughout the county. In 2019, HPLD adopted a new strategic plan to achieve our mission of “Helping Build Community.” One goal within this plan was to develop deposit classroom collections for school districts. By providing classroom deposit collections to schools, the bookmobile schedule is freed-up for additional community stops.

Currently, 75% of our bookmobile routes are dedicated to school stops; each school-stop day lasts 10+ hours. While we will continue to regularly serve the rural schools that are a considerable distance from any public library with the bookmobile, our intention is to replace the bookmobile stops at schools that are closer to libraries with deposit collections and set up community bookmobile stops in those areas instead. We planned to roll out this new classroom deposit collection concept to two pilot schools in fall 2020. The schools that were selected are the two largest schools that we serve; they are both elementary schools that are located within five miles of a public library. We drafted a Memorandum of Understanding (MOU), which outlined the expectations of the schools and of HPLD staff. The MOU stated the following:

1. Each classroom will receive collections of 40 age-appropriate books, vetted by AR level and content. These collections will be replaced every two months.
2. Each deposit will consist of the books, crates to store them in, and a checkout-binder to track internal classroom use. Binders include a checkout sheet that contains AR levels for each item, hold request forms, and an annual survey.
3. Teachers are expected to complete the survey at the end of the year, so HPLD can evaluate the deposit collections.
4. Teachers and students may request additional materials to supplement the deposit collections.
5. Schools are expected to pay for any losses or damage to materials above 20% of materials.

Over this first year of classroom deposit collection service, we intend to evaluate the service through teacher and student feedback via survey. Our goals for the project are that 75% of the deposit is used to assist students, that 60% of teachers report a positive experience with hosting book deposits, and that 80% of students achieve their AR goals.

Our original plan was to create one classroom deposit collection for each school, which we would rotate between the classes within each grade on a regular schedule. Due to the need for quarantining materials to reduce the spread of COVID-19, we made the decision to create three classroom deposit collections. We will have one floating collection housed in our district office that could be switched out with one school’s collection, allowing us to quarantine items before taking it to the next school. To create three complete classroom deposit collections, we needed around 2,500 items. Ideally, we would have three copies of each item, so we could have identical collections, allowing us to keep track of the books each class receives and ensure



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CLASSROOM DEPOSITS, CONT.

they don't receive duplicates. We pulled these items from the floating HPLD collection.

Each grade contained the following types of books:

1st grade: 10 Picture Books, 15 Easy Readers, 15 Easy Non-Fiction

2nd grade: 15 Picture Books, 10 Easy Readers, 15 Easy Non-Fiction

3rd grade: 5 Picture Books, 5 Easy Non-Fiction, 15 Chapter Books, 15 Juvenile Non-Fiction

4th grade: 15 Chapter Books, 10 Juvenile Non-Fiction, 10 Graphic Novels, 5 Biographies

5th grade: 15 Chapter Books, 10 Juvenile Non-Fiction, 10 Graphic Novels, 5 Biographies



In October, we delivered the first of the deposit collections. We then switched out the first classroom deposit collection in December, to allow us time to quarantine, clean, and process the deposit collections before switching the second group in January. To ensure the safety of staff and students, and to limit the spread of COVID-19, we asked the school to have the deposit bins ready for us near the school entrance, which made the process quick and easy. We replaced the current items with the new deposits and replaced the checkout sheets in the teacher binders.

So far, we have only switched out the deposit collections at one of the pilot schools, which was successful. There were only four missing items and no damaged materials. One class left a note for us that said the students read a combined total of 600 books with the materials provided! Even though the development and implementation of this project took a considerable amount of time and work, we were able to provide library services to rural schools, while following non-contact restrictions



imposed by the pandemic. Instead of eliminating services entirely to our bookmobile schools, we were able to offer an alternative service, namely classroom deposit collections. By adjusting content and quantity, we were able to customize deposits for different sizes of schools and classrooms, in addition to regular hold drop-off services.

Lynde McCaleb is an Outreach Librarian at High Plains Library District, Greeley, CO. Contact Lynde directly at lmccaleb@highplains.us for more information on classroom deposit collections.

“IT’S TIME FOR KIND” TOUR

Queens Public Library used our Mobile Library this fall for the first time in months. The Mobile Library’s “It’s Time For Kind” tour 2020, was a seven-stop tour starting in October and ending the first week of December. We visited several different neighborhoods in Queens, New York. The Mobile Library tour was created to inform patrons that the library is currently open and running, despite the limitations that COVID-19 is presenting. 250 patrons visited the bus during our tour.

While on the Mobile Library, we offered library cards, promoted virtual programming, and informed patrons about new procedures for borrowing and returning books, including the fact that we are currently overdue fine-free. We also spent a lot of time explaining which of our branches and locations are operating as to-go stations, or as test centers in connection with New York City, or are not currently open. Most of the questions asked included which locations were open, how to borrow or return materials, and what types of virtual programming is currently available. The “It’s Time For Kind” tour is currently the only tour we have scheduled. However, we are hoping to start planning more Mobile Library events starting in March.

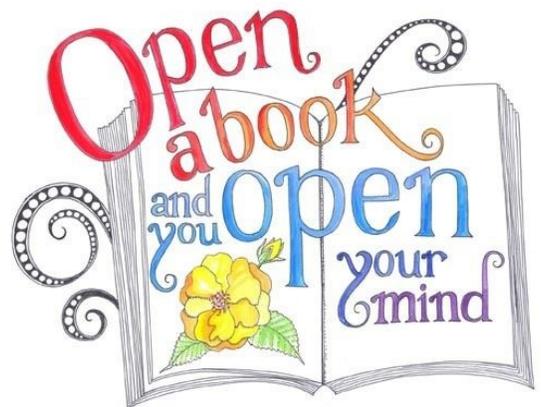
This Mobile Library tour was part of Queens Public Library’s “It’s Time For Kind” initiative. “It’s Time For Kind” takes place every year from November 23 to the end of December and is initiative is a yearly celebration of kindness and is promoted through a number of programs and activities. We take time to recognize our shared humanity and focus on how we care for one another. We find inspiration in the generosity of our neighbors. We try to see the world through others’ perspectives. The Mobile Library tour was a part of this initiative.

ARE YOU ON THE ABOS LISTSERV?

Be a part of the conversation!
Share your ideas and tap into a wealth of outreach knowledge by joining the ABOS Listserv.

To join, email webmaster@abos-outreach.com.

More information can be viewed at <https://abos-outreach.com/listserv>.



Lechelle Thornhill-Boothe is the Outreach Services Assistant at Queens Public Library, Queens, NY.

KINDNESS: A TIMELESS TECHNOLOGY THAT CONNECTS US

This past year has taught us the joys of being together (alone), of loving from a distance, and that family is only a Zoom link or FaceTime call away. The gift of technology has simplified communication; the forwarding of funny memes or the obligatory “hey” text can make a one-sentenced email feel like a big deal. Sadly, for many of our bookmobile and nursing home patrons, navigating a digital world as a way to stay connected isn’t that easy. Some have limited access to technology and for those that do have access, they may not possess the know-how to use it. Within Mobile Services, we found that the Toledo Lucas County Public Library’s bookmobile serves as one of their only interactions; one that they would look forward to for weeks. Like many libraries, we were unable to serve our outreach customers in person as we transitioned to our new low-to-no contact delivery service. To combat this, I started attach-



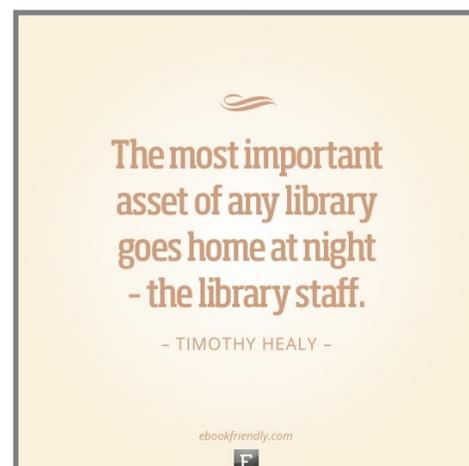
ing colorful post-it notes to materials being delivered to patrons. This small gesture of sending happy thoughts and warm greetings to our senior customers has now turned into custom and library branded “Kindness Cards”, thanks to promo-

tional items provided by TLCPL’s awesome communications department. These small little cards pack a huge punch, allowing us to connect and communicate with our seniors in a way that’s most familiar to them— a hand-written note.



Our entire department has joined in on the fun— even our manager has sent out a “Kindness Card” or two. There’s still magic in receiving a card in the mail; the sentiments are tangible, personal, and genuine. We miss our customers as much as they miss our services and our visits. We hope that these kindness cards brighten their day, as we patiently wait for things to return to the way it once was. Until then I’m reminded of a quote I read about the art of letter writing, “Because sending a letter is the next best thing to showing up personally at someone’s door.”

Aeisha Hearn is an outreach librarian with Toledo Lucas County Public Library in Toledo, OH.



LEWIS & CLARK LIBRARIES: STORY COLLABORATION

The branch libraries of the Lewis & Clark Library in East Helena, Augusta, Lincoln, and the bookmobile teamed up together to bring the community six StoryWalk® books that can be enjoyed by everyone. The StoryWalk® Project was created by Anne Ferguson of Montpelier, VT, and developed in collaboration with the Kellogg-Hubbard Library. Storywalk® is a registered service mark owned by Ms. Ferguson.

Each StoryWalk® of the Lewis & Clark Library was placed in a walkable location in East Helena, Lincoln, Canyon Creek, Wolf Creek, and Augusta, Montana for the public to enjoy for the month of October 2020. During this time of limited library services, this is a way that the library can provide distanced programming for all of our communities. Not only do the StoryWalk® books provide access to literature but also promote sharing stories with a group of people, enjoying nature, getting outside for a walk, and all while providing a fun library program that allows for social distancing.

Each StoryWalk® saw quite a bit of traffic from local schools, community families, and visitors. The schools in Wolf Creek and Canyon Creek particularly enjoyed reading the stories during recess. Holly, at our Augusta Library Branch, scheduled a walk with a local group where she would read the page of the story out loud to the group. Andrea, in East Helena, placed the StoryWalk® close to the elementary school for easy access for the students. In Lincoln, there were many opportunities to enjoy the StoryWalk® since it was placed at the school for several weeks and then moved to the Blackfoot Pathway: Sculpture In the Wild International Sculpture Park. The branches of the Lewis & Clark Library will be offering the StoryWalk® books to the community in the future in new locations!



Photo credits: Upper left is Wolf Creek, MT; middle is Canyon Creek, MT (both by Bretagne Byrd); upper right is East Helena, MT (by Andrea Eckerson); bottom left is Augusta, MT (by Holly Herring); bottom middle of featured books is by Bretagne Byrd; bottom right is Lincoln, MT (by Kate Radford)

Bretagne Byrd is the Bookmobile /Outreach Librarian at Lewis & Clark Library, Lewis & Clark County, Montana.

FREE FTC RESOURCES FOR LIBRARIANS

Happy New Year to our ABOS friends, new and old! The Federal Trade Commission (you may remember us from the ABOS Conference last year) has worked on behalf of consumers for more than a century. Over the years, we've teamed up with libraries to reach more people, and we value that long and robust partnership. As a familiar face and a trusted resource in your community, you probably field lots of questions from your patrons about managing money and credit, or dealing with debt. People might ask you how to avoid scams or recover from identity theft. We know your patrons trust you to have the most up-to-date information. We have resources to help you answer your patrons' questions and add short, actionable tips to your programming.

Check out our site, created especially for librarians: ftc.gov/libraries. It has ready-to-use materials made for active older adults, military families, Spanish speakers, kids and teens, and others in your community. One other thing: all of our stuff is free. If you're ready to integrate the FTC's materials into your work with patrons, here are a few ideas:

Add a bookmark: We have [45 different bookmarks](#) to choose from — covering topics like work-at-home scams, tech support scams, and identity theft. You can slip them into books you're giving out, or have them available to pick up. **Add a consumer tip:** Use any of our information or [infographics](#) in your library's newsletter, website, or social media pages. Put it under your byline. It's all in the public domain, so use it freely. **Put on a program:** Create a short presentation with slides, talking points, and videos. We have some presentations ready to go! You also can incorporate tips into existing programming. For example, you could share some ideas on how to avoid scams for Older Americans Month in May. **Share with your colleagues:** Spread the

ftc.gov/libraries

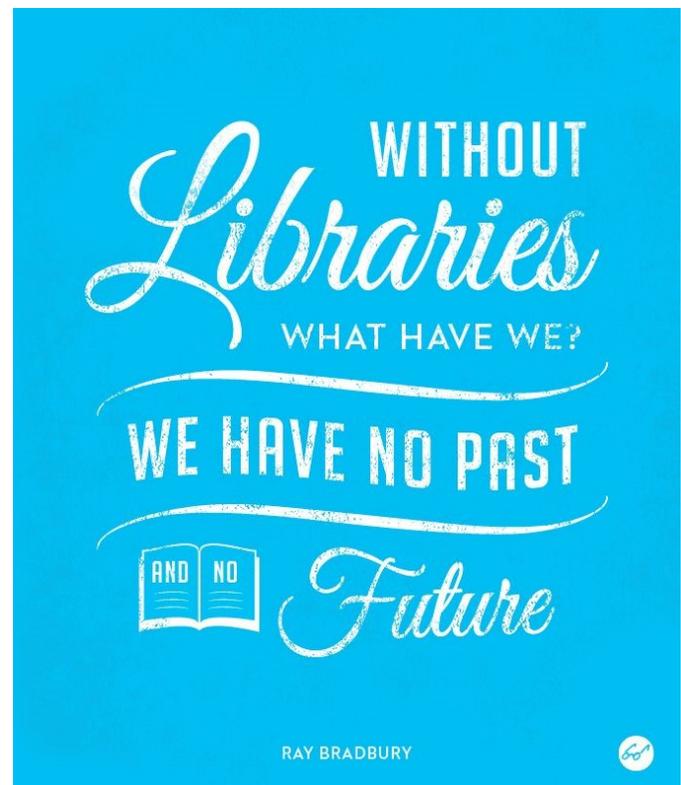


FEDERAL TRADE COMMISSION

consumer protection love! Share ftc.gov/libraries with your colleagues so they can have more resources to share with patrons when they have questions.

Learn more about FTC's materials by contacting Ari at alazarus@ftc.gov.

Ari Lazarus is the Consumer Education Specialist at the Federal Trade Commission, Washington, DC.



SOCIAL MEDIA!



Keep up with all the news by following ABOS on social media.

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Pinterest: [abos.outreach](https://www.pinterest.com/abos.outreach)

