

# FLORIDA LIBRARIES

THE OFFICIAL JOURNAL OF THE FLORIDA LIBRARY ASSOCIATION

Volume 64, No. 1  
Spring 2021



## 2021 FLA AWARD WINNERS

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In this issue:

**FLA Hybrid  
Conference  
Preview**

**Student  
Voices**

**Reopening  
During A  
Pandemic**

And so much more!

2020-2021  
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## Mission Statement:

The Florida Library Association is a statewide organization that promotes excellence in Florida libraries by advocating strongly for libraries and providing high quality professional and leadership development for a diverse community of library staff, volunteers, and supporters.

## Vision:

The Florida Library Association champions strong, indispensable, user-focused Florida libraries that exceed the expectations of the communities and constituents they serve.

Lisa O' Donnell, CAE, Executive Director

Karen Layton, Membership & Events Manager/ Florida Libraries Designer

Nicole Smith, Social Media Manager

Jeanice Caskey, Meeting Planner

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*Florida Libraries* is published two times/year (Spring, Fall) and is a benefit of FLA membership. FLA began publication in 1927, which has evolved into the present *Florida Libraries*.

Florida Libraries Copy should be submitted by email to [journal@flalib.org](mailto:journal@flalib.org). You are encouraged to include press-ready digital photos (300 p.p.i.) and graphics with your articles, which will be included on a space-available basis.

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# From the Editor



## Change is a Good Thing

By Karen Urbec

Welcome to the Spring edition of Florida Libraries! This edition includes several significant changes that the editorial board and I are excited to share with you.

First, the journal is now open-access at publication! The work we are doing in Florida and the stories we have to share with each other are now able to be read and appreciated by a wider audience. Previously, the journal was a member-only benefit that became more widely-available about 6 months after publication. As librarians, we are advocates for free access to as much information as possible, so it made sense that our state-wide journal was available to all. I am thankful that Laura, Lisa, and the entire board supported this important change. We welcome our new readers and look forward to engaging with you in the future.

Second, we now have another way to engage with what we publish--Letters to the Editor is a traditional but new-to-us feature that I hope you will use to share your ideas about and responses to what you read in these pages. Letters are an opportunity to react and respond to what you read, and to further enrich our discussions and exchange of ideas. Letters is not the place for event announcements, and we reserve the right to edit for clarity and length. Anonymous letters also will not be published. Our hope is to include another opportunity for free exchange of ideas in the journal. Please send letters to [journal@flalib.org](mailto:journal@flalib.org) and be sure to include "Letter to the Editor" in your subject line.

Third, this edition features our return to publishing peer-reviewed articles. This has been a goal for several years, and we are able to provide this level of scholarship thanks to the help of many librarians. It is not an exaggeration to say that this would be impossible without the talents and enthusiasm of the entire editorial board and the FLA staff. I cannot thank them enough for their hard work, encouraging attitudes, and innovative thinking as we have navigated this new undertaking.

Peer review can be an intimidating process for new writers, but our hope is that it will be approachable and attainable while still maintaining academic rigor and standards. If you would like to write an article for review, please reach out to us at any stage of the process--even if you are just at the idea stage--and we can help you through the process. We are here to help and encourage more of our readers to write and submit articles. Any topic you are researching for work could potentially be a peer-reviewed article. If you have done research and reached a conclusion, other librarians in similar situations will benefit from reading about your process, your goals, your decision-making, and your conclusions.

A non-peer reviewed article is a report on an event or a program, and is useful and informative to our readers. A peer-reviewed article is based in research and tries to answer a larger question or illuminate an area of practice. It may sound intimidating, but it need not be. We are here to help you through the process, and are eager for everyone to be successful.

Peer review can be closed or open, and we have opted for an open review procedure. This can have different meanings, but for us it means that reviewers and writers are not anonymized--they know each others' names. We also publish reviewers' names alongside the article they reviewed. Agreeing to review and edit an article requires significant skill, interest, and time; we want to recognize that voluntary contribution by including the reviewer's names in our publication.

The time needed for the review process is longer, so you will see two deadlines for each edition from now on; an earlier date for reviewed articles and a later one for non-reviewed articles. Peer reviewed articles for the fall edition are due June 15th, and the non-reviewed articles are due August 15th.

I look forward to engaging with you in these pages, and soon to have the chance to see each other in person, too.



Mary Daniels  
Florida Libraries  
Book Reviews Editor



Claudia Holland  
Florida Libraries  
Copy Editor



Renaine Julian  
Florida Libraries  
Managing Editor



Keila Zayas-Ruiz  
Florida Libraries  
Peer Review Coordinator

# From the President



## Leading Inclusively All Year

By Laura Spears, 2020-2021 FLA President

What a year this has been! We have experienced a great deal since we began the year of Leading Inclusively last May, 2020.

When I was first elected to the role as president of the Florida Library Association (election in early 2019), I was completing a conference presentation in Scotland; planning a birthday trip to London a year later, and anticipating my first grandchild. I had no idea the issues we would face in simply living our everyday lives. One year later, we have experienced unimaginable loss of lives, freedoms, and livelihoods due to this devastating virus; the subsequent economic and social costs; and the ongoing discriminatory, destructive and sometimes fatal behaviors toward Black, Indigenous, People of Color, and the LGBTQIA+ community.

There's no denying the challenges we have faced as a society this past year. As president of the Florida Library Association, there have been many days where it was not clear how to help, what to say, or how to lead in ways that would make a difference. It seemed the daily priority was to let people stay safe, but we had to make sure that ALL people could stay safe. Regardless, I still asked you to take intentional actions, as library professionals, advocates, and leaders, to Lead Inclusively, embrace diversity, and adopt antiracist positions and views in an effort to further social justice and equity in our libraries. This theme has also fueled many of the efforts of the FLA Board and staff.

Looking back, because of COVID-19, we postponed our 2020 in-person conference, worked from home, met online, and grew better as an organization that advocates for health, wellness, and safety first for our communities, our colleagues, and ourselves. We waited to conclude our year of Leading Forward, established by Past President Eric Head by continuing to do just that – keep moving forward. And we added to Eric's message to ensure that ALL members of our library community are afforded the rights and privileges we all aspire to and expect.

So my message this year, Lead Inclusively, focused on the repercussions of these events, especially on those in marginalized communities. I asked members to actively seek out ways to ensure that all lives matter by ensuring that black lives matter; that no individuals - not Asian, Pacific Islander,

Muslim, Jewish, Native American – is treated as “other” or “them,” but that we explicitly, intentionally, create opportunities to build equity for those whose lives have been endangered and singularly diminished by exclusivity, racism, and inequality. I asked you to seek out inequities in your libraries, your practices, and your actions that could be transformed into ways that all can be included in the governance, the service, and the benefits that libraries provide.

To that end, our FLA Board and staff initiated the Diversity, Equity, Inclusion, and Access Task Force. This group, led by Cheryl Wolfe and Kelvin Watson, developed values statements that articulate current ideals and aspirational standards for the work of FLA and for Florida libraries. The Task Force has created a newsletter that delivers current resources and events announcements to keep our members informed and engaged in anti-racist and social justice movements. We are planning quarterly book discussions featuring selections that will inspire meaningful conversations. Further, we will begin to examine the work of FLA and align our offerings, communications, and membership so that we truly represent ALL of the communities we serve.

The FLA staff – Lisa O'Donnell, Karen Layton, and Melissa Stocks, along with our diligent conference planner, Jeanice Caskey – reconfigured our May 2020 in-person conference into a brilliant, virtual showcase of library efforts, innovation, and creativity. While we are all tired of meeting up with colleagues through the computer screen, the conference delivered was fun and engaging, garnering positive feedback about increased access to more programs and posters with more time to spend questioning participants. And we still got to bid on the money suit!

In June, the Board approved the Paraprofessional Task Force to move forward to investigate the feasibility of establishing a Paraprofessional Certification program as a core benefit for Florida library employees. We have obtained a professional recommendation for our next steps forward which will include seeking funding for an individual to steer this project to completion.

The FLA staff completed a restructuring of the FLA groups – standing and ad hoc committees as well as member groups –



**& LEAD INCLUSIVELY**  
 May 19-20, 2021  
**FLORIDA LIBRARY ASSOCIATION**  
 HYBRID ANNUAL CONFERENCE

to streamline some processes, create greater productivity, and also to allow the staff to support the groups better. It was not without its bumps and some groups got a late start but there has been so much energy and we look forward to more great work from all of these groups.

Because of COVID, we were not able to schedule an in-person Library Day in Tallahassee. To compensate for this, the Advocacy & Legislative Committee, led by Doug Crane, developed a virtual strategy that included a 3-minute advocacy video and a bounty of advocacy tools that are still available to you for communicating your own messaging to your local legislators. Incoming president, Phyllis Gorshe created tools for you to use for February's "Love Your Library" month and used her outreach to engage with key legislators in Tallahassee from her district. Lisa O'Donnell and our lobbyist, Robert Stuart, were able to set meetings with several legislative leaders to reinforce our message about the value of Florida's libraries, especially as we help our communities recover from the impact of the pandemic.

As we look forward to next month's hybrid conference, it is encouraging to know that we will likely be able to feel more

comfortable attending in person given the availability of vaccines to most Floridians. We will still use social distancing and require the use of masks, but I personally look forward to seeing friends and colleagues again. I know that many will not be able to attend in person and I hope you will join us online, as many of our programs are "on demand" or will be live-streamed.

Whether you are able to join in person or online, we are taking steps to grow as an inclusive organization and present an engaging, equitable, and meaningful conference. It bears repeating: with all of the events that have occurred this past year that we must proactively seek to demonstrate solidarity with our colleagues who are Black, Indigenous or other People of Color, as well as with those within the LGBTQIA+ communities. We have seen a great embrace of the Lead Inclusively theme by Florida's libraries, and I am honored to have served as your president this year.

Sincerely,

Laura Spears, PhD  
 FLA President, 2020-2021

**MACH ONE PUBLISHING INTRODUCES**

*Sunshine County Library*

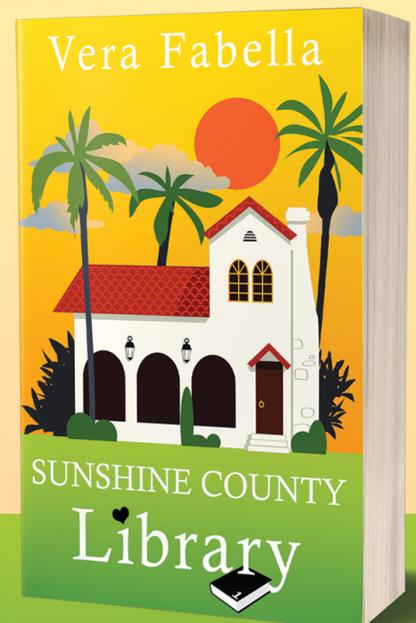
**Life's not too bad for Reena Lara, manager of a large regional library for the Sunshine County Library system.** She's had her ups and downs, her daughter and her career, a nasty divorce and loneliness. She's taken it all in stride.

**As an expert in her profession, an up-coming mover and shaker, she's a bright star on the horizon.** Didn't even she admit to herself that she was all that? Yet in spite of her superpowers she learns that her attempts to correct an injustice provoke heartless, cruel reactions, and she soon must ask herself if the storm is worth weathering; and, if so, at what cost. Her career? Her soul?

**Join Reena on life's battlefield as the slings and arrows of ambition and treachery test her spirit.** And if she can summon the courage to withstand them? Maybe she'll discover her heart along the way, and something even more important. Herself.



Learn More  
[www.sunshinecountylibrary.com](http://www.sunshinecountylibrary.com)



# From the Executive Director



## Spring is here!

By Lisa O'Donnell, CAE

For many of us, spring provides a built-in reset button, a time for renewal and change. A time to dust off and polish all those items and ideas that were overlooked throughout the colder months. A time to declutter the physical and the mental things that piled up while we were focused elsewhere.

Decluttering is one of my favorite things—the Goodwill guys know me by name. Sometimes it gets me into trouble (husband to me: “What do you mean you got rid of my Nintendo 64?!” and daughter to me: “Mommy, you threw away my kindergarten art project?!”).

Oops.

But decluttering is not just about ridding my counters and closets of stuff. It's also about realigning priorities so that the meaningful details are elevated. This is true both for my personal life and my work life. In fact, it's true of FLA. This realignment of priorities was a significant initiative for FLA in 2020, resulting in the reorganization of our committee structure to better represent the profession and the goals outlined in the 2020-2022 strategic plan. Like any good organization project, we pulled out everything related to FLA committees and laid them in a pile. If you're a fan of Marie Kondo or other organization professionals, we set out to divide those into three important areas: 1) Keep, 2) Repurpose, and 3) Discard.

Guess what happened? Everything started in the “keep” pile. Of course, it did! It always happens that way, because who has the heart to throw out that timeworn and beloved blue blankie (True story.)? Similarly, how to decide what stays and what goes for an association? But, just like that blue blankie, we don't realign to ignore the memories or disregard the past. It's a chance to reimagine, modernize, and adapt to an ever-evolving profession. FLA offers a lot of programming, and everything seems to align with our mission. But, digging down deeper, we realized a few things:

- It was not always easy for new members to get involved with FLA.
- Some committees were working on the same things without knowing it.
- Committees could be combined with others to form stronger and more diverse committees.

- The bond between committees could be strengthened with a few simple tweaks like committee liaisons.
- For FLA to fully indoctrinate diversity and inclusion, we had to look closely at why we separated ourselves into so many segments.
- And quality of committee work should always outweigh quantity of committees.

What didn't change? The people. The volunteers. Those members who gave so tirelessly and passionately of their time to further the mission of FLA, and the committee members who graciously pivoted with us as we realigned the 56 (yes, fifty-six) committees, subcommittees and member groups.

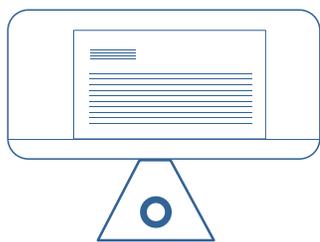
On behalf of the FLA board of directors, we're proud to reintroduce our membership to a realigned structure that is based on thoughtful decisions and with an emphasis on One FLA – the idea that we are in this together.

Look for some new programming coming your way as a result of these positive changes such as new member webinars, a new poster session format, and more video content. Don't forget to complete the Membership Benefits Survey by May 21, developed by the new Membership Development Committee. Your feedback will allow us to provide the information and resources that matter most to you.

### Take the Member Benefits Survey!

Thanks to all the 2020-2021 Chairs, Vice Chairs, and committee members for giving of your time so freely and passionately in the pursuit of greatness for FLA and its members. We're looking forward to seeing you soon at the 2021 Hybrid Conference!

Lisa O'Donnell, CAE  
Executive Director, FLA



# Letters to the Editor

We welcome your reactions and responses to what you read in these pages as a Letter to the Editor. Take this opportunity to respond to what you read and further enrich our discussions and exchange of ideas. Letters is not the place for event announcements, and we reserve the right to edit for clarity and length. Anonymous letters also will not be published. Please send letters to [journal@flalib.org](mailto:journal@flalib.org) and be sure to include "Letter to the Editor" in your subject line.



Mark your calendars! Deadlines for the Fall edition of *Florida Libraries* will be here before we know it!

Articles for peer review are due:

**June**

**15**

Articles for non-peer review are due:

**August**

**15**

# Membership Matters

## 2021 Business Members



**SHERYL FAYE**  
Historical Women Performances  
*For Schools, Libraries, Historical Societies,  
Senior Centers, All Women Organizations*



\*Members as of the time of publication

# Membership Matters

## 2021 Friends, Foundations & Boards Members

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Dunedin Friends of the Library  
Florida Authors & Publishers Association  
Florida Humanities Council  
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Friends of East Lake Community Library  
Friends of Fort Lauderdale Libraries  
Friends of Fort Myers Library  
Friends of Indian River County Gift Shop  
Friends of Library ACLD  
Friends of Pine Island Library  
Friends of the Bay County Public Libraries  
Friends of the Boca Raton Public Library, Inc.  
Friends of the Broward County African-American Research Library and Cultural Center, Inc.  
Friends of the Broward County Library, Inc.  
Friends of the Central Ridge Library  
Friends of the Coastal Region Library  
Friends of the Columbia County Public Library  
Friends of the Daytona Beach Regional Library  
Friends of the Deerfield Beach Percy White Library  
Friends of the Gulf Gate Library  
Friends of the Hugh Embry Branch Library of Pasco County  
Friends of the Jacksonville Public Library  
Friends of the Key West Library  
Friends of the Largo Library, Inc.  
Friends of the Library of Collier County  
Friends of the Library of Tampa-Hillsborough County, Inc.  
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Friends of the Nature Coast Lakes Region Library  
Friends of the North Miami Public Library, Inc.  
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Friends of the Pace Area Library  
Friends of the Palm Beach County Library  
Friends of the Seminole Library  
Friends of the Stirling Road Branch Library  
Friends of the Suntree-Viera Public Library  
Friends of the Wilton Manors Library  
Friends of the Taylor County Public Library  
Friends of Venice Public Library  
Library Foundation for Sarasota County  
Library Friends of Bradford County Public Library  
Manatee County friends of Central Library  
Melrose Library Association, Inc.  
Palmetto Friends of the Library  
Sanibel Public Library Foundation, Inc.

\*Members as of the time of publication

# Membership Matters

## 2021 Organizational Members

Bethune-Cookman University  
Broward College  
Broward County Library  
Charlotte County Library System  
City of Parkland Library  
Clearwater Public Library System  
College of Central Florida  
Collier County Public Library  
Daytona State College  
Embry-Riddle Aeronautical University  
Ethel M. Gordon Oakland Park Library  
Everglades University  
FAMU College of Law Library  
Florida Academic Library Services Cooperative/FLVC  
Florida Atlantic University Library  
Florida International University  
Florida National University  
Florida State University, Strozier Library  
Full Sail University  
Gadsden County Public Library  
Gulf Beaches Public Library  
Hodges University Library  
Johnson University Florida Library  
Lake County Library System  
Lake Worth Public Library  
Largo Public Library  
Lee County Library System  
LeRoy Collins Leon County Public Library  
Library and Information Resources Network, Inc.  
Lighthouse Point Library  
Maitland Public Library  
Manatee County Public Library  
Mandel Public Library of West Palm Beach  
Miami-Dade Public Library System  
Mulberry Public Library  
New River Public Library Cooperative  
North Florida South Georgia Veterans Health System  
Orange County Library System  
Osceola Library System - Hart Memorial Library  
Palm Beach County Library System  
Palm Harbor Library  
Panhandle Public Library Cooperative System  
Pinellas Public Library Cooperative  
Riviera Beach Public Library  
Sanibel Public Library District  
Santa Rosa County Public Library  
Sarasota County Library System  
SEFLIN  
Seminole County Public Library  
South Florida State College  
St. Lucie County Library System  
St. Petersburg Library System  
State College of Florida Libraries  
Sumter County Library  
Tallahassee Community College  
Tampa-Hillsborough County Public Library  
Temple Terrace Public Library  
The Society of the Four Arts  
Three Rivers Regional Library  
University of South Florida  
Volusia County Public Library  
Webber International University

\*Members as of the time of publication

# Membership Matters



**Join or Renew Today!**

# We're in good company.



- Citrus County Library System
- Florida Institute of Technology
- Full Sail University
- Galen College of Nursing
- Heartland Library Cooperative
- Hernando County Public Library
- Jacksonville University
- Lake County Public Library System
- Lantana Public Library
- North Palm Beach Public Library
- Okaloosa County Public Library Cooperative
- Panhandle Public Library Cooperative (PPLCS)
- Pasco County Libraries
- Southeast Florida Library Information Network (SEFLIN)
- St. Thomas University
- The Society of the Four Arts
- Three Rivers Regional Library System
- Walt Disney Parks and Resorts Technology Library
- Warner University
- Washington County Public Library
- Wilderness Coast Public Libraries



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# LEAD INCLUSIVELY

May 19-20, 2021

## FLORIDA LIBRARY ASSOCIATION HYBRID ANNUAL CONFERENCE



As we begin to see a light at the end of the COVID tunnel, it is important to find opportunities to gather together and share ideas. What better place to do that than a beautiful oceanfront resort in Daytona Beach?

The FLA 2021 Hybrid Annual Conference will include engaging educational and networking opportunities, inspiring keynote speakers, and much more in celebration of Florida's libraries. Our mission to **Lead Inclusively** will be felt throughout the conference, from the new President's Panel event moderated by ALA President Julius C. Jefferson to the extensive list of breakout sessions available for on-demand viewing. We are also excited to feature a virtual conference option this year, with many events streaming live to attendees across the state.

Whether you attend virtually or in person, this year's conference will be a unique and valuable experience. Let's **Lead Inclusively** and come together for an exciting opportunity to support Florida's Libraries!

Sarah Divine  
FLA 2021 Conference Planning Committee Chair  
Nova Southeastern University Alvin Sherman Library



**Keynote Speaker**  
Ryan Dowd



**ALA President**  
Julius C. Jefferson



**2021 Awards Ceremony**



**Online Virtual**  
"Happy Hour"



**Exhibit Hall Marketplace**



**In-Person President's**  
Reception

### President's Panel



**Dr. Kawanna Bright**  
Panelist



**Twanna Hodge**  
Panelist



**Amelia Gibson**  
Panelist



**Julius C. Jefferson Jr.**  
Moderator

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## 2021 FLA AWARD WINNERS

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### Lifetime Achievement

Mary Anne Hodel's vision for Orange County Library System has been based upon service and inspiration. In the nearly 20 years she has been at the helm of this system, she has introduced massive advances in technology, made investments in programs that support the community, and steered the library through a global pandemic. Her work has raised the bar for modern libraries and draw national attention to the value they bring to those they serve.

### Library of the Year

Although the pandemic forced them to change the way they do business, Orange County Library System did not allow it to stop them from serving the community. As soon as they were forced to close their doors to comply with the statewide stay-at-home order, staff worked from home converting hundreds of in-person classes, events and programs to a virtual format. They also started making plans for how they could safely reopen their facilities for essential services when the time was right. By June 1, all of their locations reopened with care for limited in-person service, even while many libraries around the nation remained closed.

### Librarian of the year

Doug Crane is an inclusionary leader who exemplifies compassion, vision, communication, and efficiency. Since his appointment as Director of the Palm Beach County Library System Doug has led the organization through major changes, including revising the mission and strategic plan, strengthening the work culture, and improving communication. In 2020, Doug led his system in the face of extraordinary challenges. Between a pandemic, a Presidential visit, and the threat of two hurricanes, his steady hand supported the needs of staff and the community. His contributions to the profession stretched across the state and country including work with FLA and ALA. His articles and workshops enhanced librarianship. For this work, Doug is worthy of recognition as the Librarian of the Year.

### Outstanding New Librarian

Ms. Sophie Meridien is passionate advocate for all teenagers. She understands the importance of equal access to popular books for all teenagers. Her work to establish popular author visits to local, often forgot about teenagers is the pillar of her dedication and service to teenagers. She garners applause for the courageous, thoughtfulness in which she approaches library services to teenagers. In just a short time, she has become a pillar in Mandel Public Library's services to teenagers.

### Outstanding Paraprofessional

Broward County Library (BCL) Public Information Specialist Catherine McElrath is an exemplary communicator, content creator and publicity generator. As part of the six-person, BCL marketing team, her job is to spread the word about Broward County Library's outstanding staff, resources and services via creating engaging, word-perfect promotional materials. These include press releases that've resulted in TV coverage, articles in local magazines promoting library services and resources, nationally recognized digital and print library newsletters and a slew of state and national marketing awards for both team and individual projects.

### Library Innovation

The Palm Beach County Library System, in partnership with Friends of the Palm Beach County Library and the Audubon Society of the Everglades created birding backpacks - kits with an adult pair of professional grade binoculars, two children's binoculars, wipes, and a guide to Florida birds in May, 2019. Available in all 17 branches and the Bookmobile, these kits have circulated over 270 times (3 week circulation period). As a result of its success, the Library System has been sought out by other libraries around the United States to recreate this popular kit. Birding Backpacks are the culmination of a 40 year relationship with the Audubon Society of the Everglades, and an enhancement to a collection of ornithological periodicals spanning decades and over 1060 monographs.

## **Maria Chavez Hernandez “Libraries Change Peoples’ Lives”**

Orange County Library System (OCLS) has done a phenomenal job creating opportunities for English Learners and underserved populations by providing resources and funding as well as allowing creative ways to serve the needs of the ESL population. OCLS has the community's best interest at heart and is willing to go above and beyond to serve. OCLS has made the needs of English Learners and underserved communities a top priority and has included them in their Annual Strategic Plan year after year to ensure that they, as an organization, serve them well.

## **Betty Davis Miller Youth Services- Children**

In the year 2020-2021, Orange County Library System (OCLS) revolutionized library programming for schools by creating free virtual field trips for students. This program invited 1,350 kindergarten and first-grade teachers in Orange County to participate. Student participation increased by 380% with a projected audience of 3,217 students. Field trip bookings increased by 220% and the participation of Title I schools grew by 200%. Virtual programming expands accessibility, diversity, equity, and inclusivity for students, staff, and schools. The promotion of reading, literacy, and library use are demonstrated in every field trip through a story time, song, mini-lesson, and craft. This program can be easily replicated with two staff members and cost-effective supplies in any library location.

## **Betty Davis Miller Youth Services- Teen**

Broward County Library's Science Fair Readiness Festival is an outstanding example of a direct library service to youth, providing equal access to STEM-related experts, information and resources and helping to level the academic playing field for local students, regardless of where they live or attend school. It is an outstanding illustration of how a public library can creatively package their resources, both digital and physical, to young library users with a targeted event that promotes library use and value while offering free assistance with one of the most stressful assignments of the year.

## **Excellence in Marketing and Public Relations**

The Digital Services Team at the Lee County Library System is a collaborative group developing ideas for creative and effective video. Before the pandemic created an unexpected demand for video to be used for patron education, programming, and social media engagement, the team was starting to integrate video into their regular messaging. Overnight, it seemed there was a constant need for new video. With talent, planning and hard work, the team rose to the challenge of producing high-quality, engaging content. Tales from Beyond the Stacks is a perfect example of their skills and abilities to offer library services through the use of video.

## **Exemplary Instructional Programs or Services**

The Climate of Art (COA) program raises the awareness of the earth's fragile resources through the creation of original artwork. This popular program attracts hundreds of participants who create art and multimedia, using art materials, found objects and electronic resources. The program instills pride and leadership in patrons whose artwork is displayed during the COA Exhibit. The COA program helped inspire the creation of a Mobile Resilience Hub, constructed by the Miami-Dade County Office of Resilience, in partnership with the Adrienne Arsht-Rockefeller Foundation Resilience Center. Lastly, the program supports an ongoing community dialogue about the protection of earth's natural resources.

## **Libraries Mean Business**

Built in Broward provides outstanding, significant, free library and community resources that support both local and national workforce development and provide a path to economic and professional success for local entrepreneurs from minority/underrepresented groups. As part of a national Libraries Build Business cohort, it will inform and impact how libraries across the country provide library-led entrepreneurship initiatives.

## **Library Web Presence**

Broward County Library's website, Broward.org/Library is an outstanding example of a public library providing excellent virtual and remote library services via an online branch. Crisp, colorful and cleanly designed, it combines an easy-to-use format with excellent, up-to-the-minute content to provide a one-stop, virtual library branch that's accessible, fun to use and provides everything a sticks-and-bricks library does – virtually! The emphasis on online programming was a smashing success, as evidenced by a whopping increase of over 40,000 views annually!

## **Friends, Foundations & Boards Outstanding Member**

Over the past twenty years, Judy Wetter has been an indispensable member of the Friends of the Central Library Board. Her initiative and hard work built an extremely successful Friends Bookstore that has been in business for nine years. Her conscientious oversight of Friends' funds as the Board Treasurer enabled thousands of dollars of programs each year, including a \$90,000 renovation of the children's room. Now that Judy is leaving the Board to start a new chapter of her life, her impact will forever be felt by everyone who visits the Second Edition Bookstore or attends a program at the Library.

## **Outstanding Business or Media Partner**

News anchor Lois Thome has provided over 20 years of support to Lee County Library System's signature event, the Southwest Florida Reading Festival. As a founding member on the festival's planning committee, Lois has brought expertise and insight to the event, ensuring the

best visibility through PSAs, live TV interviews and ads. Lois has always gone above and beyond to make the festival a success by offering her voice talents, creating a marketing video for publishers and authors, offering festival-day storytimes to attract audiences to booths, arranging on-site author interviews and more. With Lois's help, the festival has been able to reach thousands of attendees annually, positively impacting well over 100,000 readers in the SWFL community.

## Friends, Foundations and Boards Awards

### Outstanding Program

Friends of Rocky Bluff Library have hosted its annual Storytelling Festivals since 2018. Every year the festival has grown in size and attendance which draws in a truly multi-generational crowd and is consistently one of the library's largest events. The third annual Storytelling Festival, on February 29, 2020, commemorated the 75th anniversary of Smokey Bear and, thanks to the Florida Forestry Service, a costumed Smokey Bear was part of the festivities.

### Newsletter of the Year

The Melrose Library Association's (MLA) newsletter works to keep the Melrose community informed of

events, programs, fundraisers and new things happening in and to the library. It is also used to express thanks, promote local artists and writers and to spread the word on special occasions such as local awards. Our newsletter is produced to inform both our membership and our community of events and programs for the Melrose Public Library, which is the center of our unique community. Melrose is an unincorporated town and is located at the corner of four counties in North Central Florida, so our library provides services for neighbors in four counties.

### Special Projects

One of the Friends of the Boca Raton Public Library's key revenue sources, Friends Used Bookstore, encountered a common obstacle during the pandemic...closure. This hurdle did not stop the group though, and they came together and implemented a three-part program to continue selling books and other media. The three steps were converting book/media sales to online, creating publicity to advertise items for sale, and to continue accepting book/media donations. The Friends online bookstore was launched in mid-July 2020 and will be a continued service, even when their doors will re-open to the public. This approach provides well-rounded coverage to reach both in-person and online customers.



**Registration closes:**

**In-person: 5/10/21**

**Virtual: 5/14/21**

**JOIN US TODAY!**

# FORUM

## Florida Humanities FORUM Magazine Exhibit at University of South Florida St. Petersburg Campus Library

By David Shedden, Special Collections Librarian, Nelson Poynter Memorial Library, USF St. Petersburg

A new University of South Florida St. Petersburg campus Nelson Poynter Memorial Library exhibit showcases a sampling of FORUM magazine covers celebrating the diverse history and heritage of Florida. The selected magazines highlight USF-related writers who have contributed to FORUM through their research and narrative storytelling. The permanent exhibit is located near the landings in the library's main stairway and a separate StoryMaps<sup>1</sup> version has been posted online.



FORUM magazine covers from the library's new exhibit / photo courtesy of Nelson Poynter Memorial Library

### African American History Collection: An Audio, Print, and Video Bibliography

Florida Humanities is committed to using the humanities to better understand racism and injustice and how to curb their influence in society. We support programs, whether in print or on video or on the radio which explores the African American experience, particularly in Florida. With the assistance of the USF-St. Petersburg Library, who hosts this collection, Florida Humanities has created the African American History Archive. We present it here for your review and use.

This robust compilation of information will deepen our knowledge of African American history and culture and by doing so, help us all understand the historic roots and current implications of racism, both overt and covert. Only by better understanding each other can a diverse and free nation thrive.

Welcome to the Florida Humanities African American History Archive. Please tell us what you think and how we make it better.

All	Arts & Architecture	Civil Rights	Democracy	Education	Literature & Poetry	Media & Journalism	People & Places	Slavery

Photo courtesy of <https://floridahumanities.org/>

FORUM magazine is produced by Florida Humanities, which has partnered with the Nelson Poynter Memorial Library to create a digital archive for the magazine and other Florida Humanities content. In 2020 the library and Florida Humanities also worked together to produce an interactive audio, print, and video bibliography<sup>2</sup> about African American history. Additionally, both institutions are on the St. Petersburg campus and have benefited from a rich collaborative history.

The Florida Humanities website<sup>3</sup> reminds us that the organization's mission is to "preserve, promote and share the history, literature, culture and personal stories that offer Floridians a better understanding of themselves, their communities and their state." We hope that in some small way our library can help Florida Humanities carry out their valuable mission to our state and its people.

<sup>1</sup><https://arqg.is/1K4z1P1>

<sup>2</sup><https://floridahumanities.org/programs-publications/african-american-archive/>

<sup>3</sup><https://floridahumanities.org/about-us/history-and-mission/>

# Manatee County Library helps community children to



By Christine Culp, Youth Librarian, Manatee County Public Library, Bradenton, FL [Chris.culp@mymanatee.org](mailto:Chris.culp@mymanatee.org)

Soar in 4 is a community program designed to ensure children from families of all races, ethnicities, incomes, abilities, and languages have everything they need for success. A network of parents, community organizations, and neighborhood businesses have planned and carried out activities that support young children's healthy growth, development and school readiness.

nurtured at home before starting school and this continues to be a critical need as children begin attending school.

## It Takes a Community That Cares

The Soar in 4 initiative sought partnerships with local schools, and the schools were very happy to participate.

### Our Goals

#### Goal 1

- **100% of the Soar in 4 participants** will be proficient in reading by the end of 3rd grade. This is in alignment with the goals for the Campaign for Grade Level Reading.

#### Goal 2

- We have grown to serve **15 Title I elementary schools** and we will continue to grow each year throughout the neighborhood communities to embrace early learning centers and family support agencies.

#### Goal 3

- To launch an on-the-ground effort that engages **parents as their children's first teachers** and as neighborhood-wide change agents for school readiness.

#### Goal 4

- We will document our processes and procedures in order to monitor our movement toward achieving our goals, **ensure our students' and families' needs are being met**, and share our successes with others as they replicate our efforts in their communities.

Photo courtesy of <https://soarin4.org/>

This project started with a single community conversation which grew into 15 conversations in different areas, to find out how local families could be helped so they could be more successful. What resources, supplies, and information were they missing?

Test scores revealed that almost 50 percent of third graders in Manatee County were reading below grade level. Of 31 public elementary schools, fifteen are Title I schools, which means the majority of children attending qualify for the free lunch program. The goal of this program is to reach families in disadvantaged areas to give them the tools and resources needed for success. The seeds for success must be planted in those first 4 years from Pre-K to 3rd grade and can only be attained through support from families who are children's first teachers. To be successful in school and other areas of life, a child needs to be

Interest in this project grew at other county organizations with similar goals and the Manatee Education Foundation was formed. Local businesses learned about the initiative and wanted to help. Money was donated by many organizations such as the Pittsburgh Pirates and Tropicana. Hasbro donated playdough, Natural Resources put together seed and science kits, and the Early Learning Coalition distributed free books. The list of willing partners grew.

Soar in 4 started with events held one Saturday each month that was set up at three downtown locations--the Central Library, the Bishop Science Museum, and the Manatee Arts Center. These locations were close enough to each other that families could attend all three to pick up school materials, enjoy food and snacks, and participate in hands-on learning activities. The event ran from 5:00 to 7:00 p.m. to accommodate working parents.

A different theme is chosen each month, based on a children's book. The idea is to provide hands-on learning experiences for participating families that they could then do together at home, and expose them to new community resources, like libraries and museums, that they might not normally feel comfortable visiting.

School principals called families to notify them about upcoming events and teachers helped promote it in the classrooms. Many teachers volunteered at Soar in 4 events. Manatee County libraries hosted one location and created educational activities and provided take-home family craft bags.

## Adapting

When COVID-19 hit our community, everything, including the Soar in 4 program, came to a halt. But for families the need for community assistance did not go away. When schools closed, it became even more critical for families to have access to resources and help.

Soar in 4 found a way to continue by transitioning over the summer into a drive-by event. Now families can visit 20 different table stations where supplies, games, books, library activity kits, backpacks, etc., are distributed. Each station is hosted by a different community business or organization.

Families also receive mini lessons at each station, promoting literacy or learning based around that month's theme, without ever having to leave their cars.

The community response has been amazing. All 15 Title 1 schools are now included in the

process and more donations and volunteers are coming forward. According to Dr. Sheila Halpin, director of the

Campaign for Grade Level Reading and coordinator of the Soar in 4 events, the hope is to resume some in-person events by summer 2021 while also continuing the drive-by events once a month.

This plan gives the Manatee County Public Library a great opportunity to reach out to families that might not have visited one of our six libraries in the past. We let them know that libraries are open, pass out flyers with our locations and hours, and bookmarks that can be redeemed for a free book if they come into one of our libraries.

Self-isolation is a big problem in some of these underserved communities. By meeting us at these events, we hope families will feel more comfortable contacting and/or visiting local organizations that offer free resources and educational opportunities for their children.

At the March Soar in 4 event, we served people in 75 cars and reached out to 145 children. The excitement and smiles we are greeted with are so rewarding to those of us who volunteer for

this event. Children are happy to see some of their teachers' faces or a favorite librarian as they drive through. There is always a fresh fruit or vegetable treat provided as well, purchased using donations from the local food bank. These snacks offer another learning opportunity about how food grows, such as which grows on a tree or in the ground.

At every event, families are greeted by a favorite character or two, like the Cat in the Hat or Curious George. Our local Public Broadcasting Station is a partner with Soar in 4 and they provide educational rich resources for families.

The Soar in 4 coordinator is currently working on a template to make the project plan available to any community interested in starting a similar program. This program is a great example of how a community can come together to create change. It offers an opportunity for public libraries to reach out into the community and promote early learning and literacy for children. With inside programs and storytimes at a standstill in most libraries, reaching out in new creative ways is more critical than ever. We want all kids to Soar in the first four years of school!



Drive by/photo courtesy of Soar in 4 Manatee County



Volunteers/ photo courtesy of Soar in 4 Manatee County



Happy Faces/ photo courtesy of Soar in 4 Manatee County



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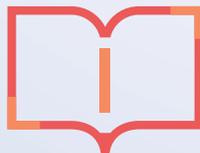
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# Student Voices



The Dr. Carter G. Woodson

# African American Museum:

**A Community Anchor and Voice Amplifier in South St. Petersburg**

By Leslie A. Walbolt, Library and Information Science Graduate Student, University of South Florida

As part of my Cultural Heritage Institutions and Libraries course at the University of South Florida, my classmates and I selected museums for historical site visits. I chose the Dr. Carter G. Woodson African American Museum, located at 2240 Ninth Avenue South in St. Petersburg, because my son attends school less than a mile away and February was Black History Month. Part of my role as a future librarian requires me to understand nearby history in order to make connections between existing cultural heritage institutions and libraries, so I set out to learn more about Black history where I live.

## A Brief History of South St. Petersburg

Serving as the historic voice of the African American community in St. Petersburg, the Dr. Carter G. Woodson African American Museum is part of the designated St. Petersburg African American Heritage Trail<sup>1</sup> in the Deuces neighborhood, also known today as “Midtown”. The first African Americans arrived in St. Petersburg in 1868, many to work on the Orange Belt Railroad.<sup>2</sup> Because the area was segregated, African Americans lived in designated neighborhoods in the city like the Gas Plant (south of Central Avenue) and Methodist Town (on the northside near downtown). These “born of necessity” neighborhoods were composed of people who looked out for one another; “stores, services, and entertainment spots [were] owned or operated by African Americans” and the community thrived.<sup>3</sup> Integration of African Americans moved families and businesses off Twenty-Second Street and into other parts of St. Petersburg, disengaging neighbors and decimating the community.<sup>4</sup>



Looking North Towards the Interstate from the Crossroads of 9th Avenue South & 22nd Street South

When I-275 and I-175 were built in the late 1970s, the interstates further crippled the historic African American community and its business district by isolating them from downtown.<sup>5</sup> The destruction of the predominantly African American Gas Plant neighborhood and subsequent construction of Tropicana Field on that site further led to the area’s deterioration.<sup>6</sup> This is a story that has happened over and over again in cities across America. As it sits just south of the interstate, without direct highway access, the Woodson tells this tale of intentional separation, uplifts stories of those who came before, and gives a voice to the people who live and thrive in south St. Petersburg today.

## About the Woodson Museum

A two-fold mission underlies everything the Woodson seeks to accomplish. First, it preserves, presents, and interprets African American history while engaging diverse visitors.<sup>7</sup> Second, it seeks to promote an understanding among communities within St. Petersburg to foster respect and equal rights.<sup>8</sup> The

Woodson is a member of the Florida African American Heritage Preservation Network (FAAHPN), which is a professional association serving as an “informational and technical assistance resource” for Florida’s African American culture.<sup>9</sup> The museum is currently closed to visitors due to the COVID-19 pandemic, but it continues to host virtual programming with book clubs, political discussions like its “Coffee in Common” program for white women and women of color to discuss race and politics, and conversations with Black men to continue the discussion around their struggles for racial equity and equality as part of its “Brothers Begging to Breathe” series.<sup>10</sup>

## My Visit to the Woodson Museum

Upon arrival at the Woodson, I spent some time with its Black Lives Matter (BLM) mural. Murals are important pieces of public art in St.

Petersburg and are seen throughout the city. The city has a designated mural festival – Shine – where artists are commissioned to add to the city’s rich mural arts scene. But the BLM mural is incredibly special, even amidst the other ones. Seventeen local artists came together to create change through art and its outcome is the mural’s powerful statement of unity and the African American experience.<sup>11</sup> My favorite section is the final letter “R,” which features a young person marching off to the future holding a sign reading “Future Equality.” I love how it ties the other letters together, as they represent past and present aspects of African American life in this country.

This backdrop led me to the museum itself, housed in the former office space of the Jordan Park Housing Complex. Unfortunately, since the space was not originally intended to serve as a museum, no historical documents or objects are on regular display for preservation reasons, and all archival materials are stored offsite. An employee let me to the main exhibit space to see St. Petersburg’s Black Lives Matter quilt, which was created by community members of all ages – some



Looking East Along 9th Avenue South with the Woodson’s Black Lives Matter Mural Leading the Way

statements written on it include “I’m a young black King MY LIFE MATTERS,” “Enough,” and “Hate is a choice choose love.” Portraits of African American heroes line the walls of the gallery, too. Both the quilt and the artwork demand the viewer recognize their existence and their importance; I definitely did.



## Observations Along St. Petersburg’s African American Heritage Trails

I took a self-guided walking tour of St. Petersburg’s African American Heritage Trails and noticed a few themes. Designated signs are posted at key historic sites, some of which are still standing and others that have been demolished



On the the St. Petersburg African American Heritage Trail - Jordan Elementary

ages ago. These signs remind the viewer of the once-thriving community full of economic prosperity, life, and real connection between neighbors. Remnants that exist today include Jordan Elementary

which recently housed Head Start offices, the rebuilt Manhattan Casino, the Royal Theater, which now doubles as space for the Boys and Girls Club, and many places of worship. Interspersed between these landmarks are empty fields, local businesses, a St. Petersburg College campus, and homes.

As I walked the trail, I saw the historic buildings, and imagined those no longer present, but what I noticed most was the people living and working in this community today. It remains a predominantly African American neighborhood full of mothers walking with toddlers, students holding classes outside at the college, folks waiting for the bus, and people working in restaurants and other businesses along the main streets. The historical markers helped me understand what the area looked like pre-interstate construction, and introduced me to the people who lived there during that time. My favorite marker described Dr. Ralph M. Wimbish and C. Bette Wimbish, a couple who settled in St. Petersburg and became an assistant city physician and city councilwoman.<sup>12</sup> As an activist, Dr. Wimbish worked to end segregation at city owned sites.<sup>13</sup> Mrs.

Wimbish fought to desegregate public schools and was elected to the St. Petersburg City Council and later appointed Florida’s Deputy Secretary of Commerce; she became the highest-ranking woman in Florida government.<sup>14</sup>

## Lynching Memorial

I also visited the newly-unveiled lynching memorial at the corner of Second Avenue South and Ninth Street South. As part of the Equal Justice Initiative and several years in the making, this memorial remembers the three men known to be murdered via lynching in St. Petersburg.<sup>15</sup> One man, John Evans, was lynched at this intersection in 1914; the other two – Parker Watson (d. 1926) and John Thomas (d. 1905) – were murdered elsewhere in the city.<sup>16</sup> This part of our shared history must be



documented and displayed to remind people that these atrocities happened here and to generate difficult but necessary conversations on race. Personally, viewing the memorial made me feel uncomfortable, but it is a discomfort I can live with because knowing is more important than ignoring the past. Nearby history means we learn about how things used to be where we live and inspire us to create a better world from our new understanding.

## Nearby History’s Challenge to Cultural Heritage Institutions and Libraries

Learning our nearby history challenges us to take our past and make it part of our present.<sup>17</sup> The City of St. Petersburg intentionally disrupted and destroyed African Americans’ support systems as part of its overall economic progress; it must do better moving forward not only by addressing its history but also by utilizing discussions with African Americans to build on the current community. Dr. Evelyn Newman Phillips, an anthropologist who has studied African Americans in St. Petersburg using an ethnohistorical analysis, describes historic markers as part of the Midtown rebranding of the area in order to increase its appeal towards gentrification.<sup>18</sup> Without going into her entire article, I understand her concerns with the markers serving as an extension of the city’s displacement of African Americans and their sense of community. Having historical markers is a good start, but if nothing more is done to help sustain a community much will be lost.

I see this as an entry point for the Woodson Museum to lead by giving a voice to the people in the heart of their community. It

serves as an anchor for connection through programming, lifting up African American voices through its exhibits. I cannot wait to see the future it builds, starting with its new facility. The Woodson recently revealed renderings for its future museum.<sup>19</sup> The new facility will house and display its archive and will include gallery spaces, classroom spaces, a sculpture garden and spaces to host community conversations.<sup>20</sup> Rosalie Peck and John Wilson end their book about this region with a vision of its future, a vision the Woodson encompasses:

A powerful spirit holds 22nd Street. You feel it at sultry midday in the clatter of workman's hammers. You feel it at silent midnight at 22nd and 9th Avenue, the crossroads where it is so still you think you could hear a blues note bending on a breeze and laughter riding a cloud. But the silence is about to change. A path cut from a forest continues to be a community's strength and spine. Its people stood against the world. They earned victories. Their resolute souls have moved on, but perhaps not so far away. You can feel them at work as a new dream rises. In this place called home, the spirit of 22nd Street survives.<sup>21</sup>

As a future librarian, local historian, and hopeful community connector, I must remain curious, asking questions that allow me to view history in different, yet truthful, lights. I am taking up the challenge of accessing our past and encouraging patrons to interpret their histories, letting them see and understand the people who came before them, and building up a stronger community because of that shared understanding and willingness to grow, especially when it creates difficult conversations. I hope you will join me.

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<sup>14</sup>"African American Heritage Trail," African American Heritage Association, accessed February 26, 2021, <https://afamheritagestpete.org/index.php/african-american-heritage-trail/>

<sup>2</sup>Dr. Carter G. Woodson African American Museum, "Mission & Impact," <https://woodsonmuseum.org/about-us/#mission-impact> (accessed February 24, 2021)

<sup>3</sup>Rosalie Peck and Jon Wilson, *St. Petersburg's Historic 22<sup>nd</sup> Street South* (Charleston: The History Press, 2006), 43-44

<sup>4</sup>Rosalie Peck and Jon Wilson, *St. Petersburg's Historic 22<sup>nd</sup> Street South* (Charleston: The History Press, 2006), 86

<sup>5</sup>Rosalie Peck and Jon Wilson, *St. Petersburg's Historic 22<sup>nd</sup> Street South* (Charleston: The History Press, 2006), 88

<sup>6</sup>Margo Snipe, "Is St. Pete Really That Progressive? A Familiar Face Says Maybe Not." Tampa Bay Times (FL), February 24, 2021. <https://www.tampabay.com/news/st-petersburg/2021/02/24/is-st-pete-really-that-progressive-a-familiar-face-says-maybe-not/>

<sup>7</sup>Dr. Carter G. Woodson African American Museum, "Mission & Impact," <https://woodsonmuseum.org/about-us/#mission-impact> (accessed February 24, 2021)

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<sup>9</sup>Florida African American Heritage Preservation Network (FAAHPN), "About FAAHPN," <http://faahpn.com/about-faahpn/> (accessed February 24, 2021)

<sup>10</sup>Dr. Carter G. Woodson African American Museum, "Exhibits and Events," <https://woodsonmuseum.org/exhibits-events/> (accessed February 24, 2021)

<sup>11</sup>Maggie Duffy, Dirk Shadd, and Boyzell Hosey, "Meet the Artists Who Created St. Petersburg's Black Lives Matter Mural." Tampa Bay Times (FL), July 10, 2020. <https://www.tampabay.com/life-culture/arts/visual-arts/2020/07/10/meet-the-tampa-bay-artists-who-created-the-black-lives-matter-mural-in-st-petersburg/>

<sup>12</sup>St. Petersburg African American Heritage Trail, *Blazing the Way*, 2014.

<sup>13</sup>St. Petersburg African American Heritage Trail. *Blazing the Way*, 2014.

<sup>14</sup>St. Petersburg African American Heritage Trail. *Blazing the Way*, 2014.

<sup>15</sup>Leonora LaPeter Anton, "History of a St. Petersburg Lynching was Hidden. Not Anymore." Tampa Bay Times (FL), February 23, 2021. <https://www.tampabay.com/news/st-petersburg/2021/02/23/history-of-a-st-petersburg-lynching-was-hidden-not-anymore/>

<sup>16</sup>Leonora LaPeter Anton, "History of a St. Petersburg Lynching was Hidden. Not Anymore." Tampa Bay Times (FL), February 23, 2021. <https://www.tampabay.com/news/st-petersburg/2021/02/23/history-of-a-st-petersburg-lynching-was-hidden-not-anymore/>

<sup>17</sup>David E. Kyvig, Myron A. Marty, and Larry Cebula, *Nearby History: Exploring the Past Around You* (4th ed.), (Lanham: Rowman & Littlefield, 2019).

<sup>18</sup>Evelyn Newman Phillips, "Rebranding Black Public Spaces in St. Petersburg: Economic Development for Whom?" *Urban Anthropology and Studies of Cultural Systems and World Economic Development* 45, no. 3/4 (2016): 349-414, accessed February 25, 2021, <https://www.jstor.org/stable/26384876>

<sup>19</sup>Margo Snipe, "St. Pete Completes \$1 Million Pledge to Woodson African American Museum." Tampa Bay Times (FL), February 4, 2021. <https://www.tampabay.com/news/st-petersburg/2021/02/05/st-pete-completes-1-million-pledge-to-woodson-african-american-museum/>

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<sup>21</sup>Rosalie Peck and Jon Wilson, *St. Petersburg's Historic 22<sup>nd</sup> Street South* (Charleston: The History Press, 2006), 93



# Student Voices

Photo by Aphiwat chuangoem from Pexels

## Cannabis Education at Florida Libraries

By Tiffany Schippert Conner, MLIS graduate student, University of South Florida

Libraries can be a source of impartial information about cannabis in their communities.

As the topic of cannabis use grows and more states develop both medical and recreational programs, libraries have the unique ability to step up boldly to provide critical information to patrons about this increasingly popular subject. Considering how fast the Florida medical cannabis program is growing, it is important for the Florida library systems to provide resources to help alleviate the critical information gaps within communities. Each community library in Florida should offer a safe place for its patrons to find accurate, reliable, and valid information regarding cannabis education. It is increasingly more important that Florida libraries consider expanding their cannabis collections and offering community options for support, discussion groups, and events.

The library should always try to help its community by offering collections that match the needs and interests of its patrons. There are parts of Florida where medical cannabis and education is both widely available and accessible. The source of cannabis information that most people seek is either from their cannabis doctor or their local dispensary (the companies where medical cannabis patients purchase cannabis). Other communities around Florida do not have local medical cannabis services or dispensaries and are often left out or ignored with current cannabis information and education. Florida library systems can step in within their individual

communities by offering cannabis education within their collections as well as community outreach for interested patrons.

As I have traveled around the state of Florida, writing and visiting local library systems while being part of the cannabis community, I have witnessed the disconnect of available cannabis information in many communities. In my experience, people are curious about the medical benefits, the diverse community of supporters and advocates, and other options such as gardening or cooking with cannabis. Many people in the cannabis community find benefits from the access to educational resources that libraries provide to all patrons in all communities.

Libraries have traditionally been the place that members of the community can go to for information. As times change, attitudes and beliefs about controversial topics also change. Libraries can fill the cannabis education need in their communities by promoting educational access for all. Addressing the topic of cannabis directly reinforces the relevance of libraries as they provide educational materials and community support for all topics, including controversial ones.

Libraries need to relate to patrons by providing relevant and current information. As cannabis conversations bloom, Florida libraries should take the lead and address the topic openly so people can make their own judgment about cannabis.



# Virtual Valencia Village Moves their Medieval and Renaissance Fair Online

By: Annie Rogers, Emerging Tech Library Specialist, Valencia College Winter Park Campus

Valencia College Winter Park campus is the home to the Valencia Medieval and Renaissance Fair, a community feature since 2017. Humanities faculty member Elizabeth Falcon organizes the fair which is populated by interactive presentations and student booths on a wide range of topics, from chain mail to the Black Death. To aid their research, the Winter Park Campus



Valencia Medieval and Renaissance Fair 2019/ photo courtesy of Elizabeth Falcon

Library supported the students through traditional classroom library instruction and individual research consultations.

The event grew each year and there were plans to move it into the Winter Park community on a larger scale. Yet, as with so many projects planned for the 2020 – 2021 academic year, things were put on hold due to the Covid-19 pandemic.

After moving entirely online in March 2020, the question was not if the fair would happen, but how it would be held online successfully. Following the first uncertain weeks of remote learning, it soon became clear that the college would remain online for some time. Professor Falcon worked with web designer Samantha Moore, who is an avid teacher and student of medieval history, to bring the Medieval and Renaissance Fair online.<sup>1</sup>

Featured student projects served as the main content of the in-person fair and the goal was to keep their work as a focal point of the virtual fair. Professor Falcon partnered with Winter Park Campus's library professionals to help students with this transition. Adam Johnson, emerging tech librarian, and Annie Rogers, emerging tech library specialist, brought their expertise in technology and library resources to the virtual classroom through Zoom library instruction, live and pre-recorded tutorials, and embedded librarianship.

The learning objectives were developed to highlight necessary

online academic skills. This included navigating library database and web searches to choose a topic that falls within either the medieval or renaissance time period, identifying various sources of information to create an artifact for which they have a personal interest or which fits within their career goals, and finally, developing skills in research and critical thinking, which encourages them to become lifelong learners.

Rogers's background in digital humanities provided necessary tools to adapt traditional humanities projects for the online environment. Rogers led step-by-step tutorials with both traditional and newer software that students used to create their virtual projects. The resources included Screencast-O-Matic (an open-source screen recording program) and Canva (design toolkit) among many traditional software packages.

Johnson provided library instruction via Zoom video conferencing in scheduled sessions and during Real Time Virtual (RTV) classes. Additionally, Johnson practiced embedded librarianship in Falcon's Canvas courses where the students had the ability to ask questions and request one-on-one research consultations.

Falcon's students responded well to the online instruction and tutorials and remained engaged and enthusiastic about their project topics. The resulting artifacts show true understanding of their subjects and are an example that online learning can be exciting. Featured projects can be viewed on the Valencia Village website.<sup>2</sup>



Featured Student Project - Physicians and Medicine: The Black Death (click on picture to watch)

## The Spring Fair

The inaugural Valencia Village in fall 2020 was successful in bringing the ideas of the Valencia Medieval and Renaissance Fair online. As the college remained online through spring 2021, Falcon opted to hold the second Valencia Village online.

This time, Falcon emphasized external student and staff engagement. The team worked on attracting student participation with a Shakespearian scavenger hunt, the Search for the Bard. The team also held an information session for Valencia faculty and staff to showcase Valencia Village and provide insight on moving an established event online. These changes, along with a stronger social media presence boosted the engagement for the spring fair.

## Results

The Valencia Village Medieval and Renaissance Fair continues to be a learning experience for the educators and professionals involved. Students are engaged and enjoy working in the online environment. The remote library instruction and technology tutorials aided students' ability to create a comprehensive virtual project. When asked if the virtual library instruction and online tutorials helped, most students offered positive feedback with 97 percent of surveyed students responding they have a better understanding of their topic after the project was complete.

## Future Goals

As the chances of returning to campus get stronger for fall 2021, the fate of ValenciaVillage.org remains in question. Valencia plans

to embrace a hybrid environment, as many are likely to do even after we are attending concerts and sporting events again.

As students and employees look forward to experiencing the in-person aspects of the fair, the reach and accessibility of a virtual Valencia Village will likely become a permanent fixture of the fair. The team looks forward to growing and changing with advancements in technology and digital humanities.

We invite everyone to visit the virtual fair on Valencia College's Winter Park Learning Support Instagram.<sup>3</sup>



Scavenger Hunt Instagram Promotion/ photo courtesy of Annie Rogers

<sup>1</sup><https://www.valenciavillage.org/>

<sup>2</sup><https://www.valenciavillage.org/featured-projects>

<sup>3</sup>[https://www.instagram.com/lss\\_valenciawp/](https://www.instagram.com/lss_valenciawp/)

Patricia's library budget  
was reduced by 15%

She came to ByWater Solutions to  
find an open source solution that  
worked within her budget.



## Reopening During a Pandemic: Responses to Library COVID-19 Policies

By Amy An | Boca Raton Public Library

This article was reviewed by:  
Gene Coppola, Library Director, Palm Harbor Library  
Cynthia M. Kisby, Interim Associate Director for Administrative Services,  
University of Central Florida Libraries

### ABSTRACT:

In the summer and fall of 2020, it was not clear what patron reaction would be to library COVID-19 safety policies and protocols. Despite reports from the American Library Association, the Public Library, Association, and the Institute of Museum and Library Services detailing the new library services being offered and suggestions about policies and protocols to keep library staff and patrons protected, no one knew how patrons would react. News stories about people coughing, spitting, and attacking front line staff in grocery stores and even medical responders raised the concern that this could be repeated in libraries. This paper attempts to fill that gap with a survey sent through the Florida Library Association listserv about COVID-19 related changes to library services and policies and to COVID-19 related incidents. Key findings were that libraries need to prepare for patrons arguing with each other, staff are more satisfied with their library's COVID-19 policies when they have input, and rural libraries were least satisfied with their policies even when they had input.

### INTRODUCTION:

It is now more than one year since the World Health Organization (WHO) characterized COVID-19 as a pandemic. In the months following the March 2020 announcement from WHO, most libraries closed their buildings to the public (and sometimes to staff)<sup>1</sup>. The American Library Association (ALA), the Public Library Association (PLA), and the Institute of Museum and Library Services (IMLS) all worked to gather information, share resources, and evaluate best practices to help libraries plan to re-open safely.<sup>2</sup> Their surveys and research highlighted the innovative ways libraries worked to meet patron needs, quarantine materials, and keep everyone safe with social distancing and PPE during the pandemic. A June 2020 Library Journal article did an excellent job highlighting the plans libraries were making in preparation for re-opening.<sup>3</sup> There was a gap, however, in the research about library re-opening. As libraries prepared to open their doors, it was not clear how patrons would respond to COVID-19 related health and safety protocols in the library.

The news was awash in Spring and Summer 2020 with reports in the US of people coughing, spitting, sneezing, and verbally and physically attacking health care workers, first responders, and retail and service workers over COVID-19 related policies.<sup>4</sup>

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<sup>1</sup>98% closed to the public, American Library Association. (March 2020). Libraries respond: COVID-19 Survey. [http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey\\_Aggregate-Results\\_FINAL2.pdf](http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey_Aggregate-Results_FINAL2.pdf)

<sup>2</sup>American Library Association. (May 2020). Libraries respond: COVID-19 Survey. <http://www.ala.org/pla/issues/covid-19/surveyoverview>; American Library Association. (March 2020). Libraries respond: COVID-19 Survey. [http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey\\_Aggregate-Results\\_FINAL2.pdf](http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey_Aggregate-Results_FINAL2.pdf); Reopening Archives, Libraries, and Museums (REALM) Information Hub: A COVID-19 Research Project, (OCLC, IMLS, and Battelle) (June and July 2020). <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

<sup>3</sup>Freudenberger, E. (2020). Open options. *Library Journal*, 145(7), 14-15.

<sup>4</sup>Beer, T. (May 21, 2020). Florida man indicted for threatening to spread coronavirus by spitting and coughing on police officers. <https://www.forbes.com/sites/tommybeer/2020/05/21/florida-man-indicted-for-threatening-to-spread-coronavirus-by-spitting-and-coughing-on-police-officers/>; Birch, J. (April 9, 2020). People are coughing on food and pretending to have coronavirus—Why would someone do that? <https://www.health.com/condition/infectious-diseases/coronavirus/why-people-cough-on-food-claim-to-have-coronavirus>; Houck, B. (May 5, 2020) Michigan woman charged with spitting on cop after refusing to wear a mask in a grocery store <https://detroit.eater.com/2020/5/5/21248496/michigan-grocery-st-clair-shores-store-customer-assault-charge-mask-covid-19>; McKay, D., Heisler, M., Mishori, R., Cattan, H., Kloiber, O. (2020). *Attacks against health-care personnel must stop, especially as the world fights COVID-19*. *Lancet*, 395(10239), 1743-1745. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7239629/>; Men assault Target store workers enforcing COVID-19 mask policy. (May 12, 2020). <https://www.sacbee.com/news/local/article244331222.html>

The Summersville Public Library in Virginia re-closed their buildings to patrons in July after a patron intentionally coughed on materials in protest of the library's COVID-19 safety policies.<sup>5</sup> As libraries began to re-open, front-line staff and administrators had little information about just how prevalent problems like this might be. To address these concerns, a survey was conducted in the summer of 2020 of Florida library staff whose libraries had opened their buildings to the public. These findings shed light on early patron responses to library COVID-19 policies. They may also point to directions for libraries navigating new policies as COVID vaccines allow for re-opening more services while new COVID variants raise concerns over re-opening.

### METHODS:

**The Survey.** The survey was posted to the Florida Library Association listserv on three dates in 2020 (June, July, and September). 136 staff from Florida libraries responded. 122 reported being open to patrons, 14 reported still being closed. "Open" was defined as "at least some patrons are allowed into some or all buildings." Not all respondents completed the survey; of those who did, 109 were from public libraries and eight were from other library types.<sup>6</sup> 28% reported they worked in urban libraries, 51% in suburban, and 21% in rural.

The survey included 10 questions about COVID-19 related changes to services, policies, and incidents (see appendix).

### RESULTS & DISCUSSION:

#### Part I: COVID-19 services.

The results were consistent with ALA, PLA, and IMLS reports of COVID-19 related services except many Florida libraries also provided printed unemployment forms. During COVID-19 reopening, the most offered services were curbside (77%) and suspended fines (70%). Almost 60% offered free masks, only 31% created a digital-materials-only card for non-card holders, and just 12% were selling masks. See figure 1.

In the open-ended responses, three libraries mentioned offering meal services to children at their libraries and more than half reported that printed unemployment forms were available at their libraries. This is likely due to the problems with the Florida unemployment office over the summer; people were encouraged to apply on paper and libraries supplied the forms.

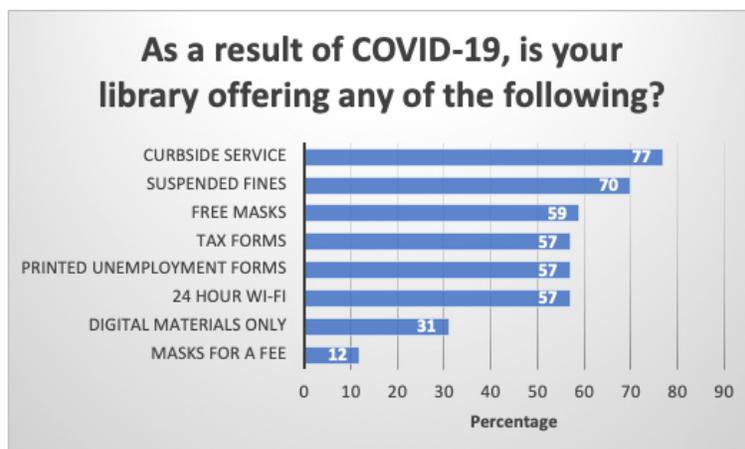


Figure 1: Services Offered to Patrons in Florida libraries as a result of COVID-19

<sup>5</sup>Stowers, S. (July 9, 2020). Summersville library closes after patron refuses to wear mask, coughs on books. <https://wchstv.com/news/local/summersville-library-closes-after-patron-refuses-to-wear-mask-coughs-on-books>

<sup>6</sup>Many thanks to the respondent who pointed out that so many of these surveys are geared toward public libraries. I will consider this moving forward!

### Part II: COVID-19 policies.

During COVID-19 reopening, libraries changed their policies to add a variety of protective measures. The survey showed that the more staff were consulted on the policies, the more satisfied they were with them. Rural libraries were the least satisfied with the policies compared to the urban and suburban libraries, even when they were consulted on the policies.

### Protective measures/policies.

Most libraries added sneeze guards (89%) and required social distancing by patrons (82%). Most also placed limits on access to services; they limited access to buildings (77%), computers (76%), and study rooms (69%). More than half (55%) added a greeter to explain their COVID-19 policies and services to patrons. Surprisingly, only about half (49%) added a mask requirement. Far fewer required the use of hand sanitizer, took patron temperatures, limited the number of children in the buildings, or added security guards. See figure 2.

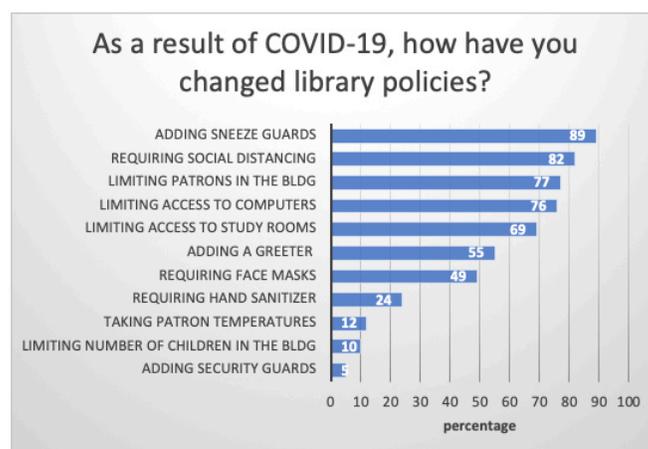


Figure 2: Policy changes in Florida libraries as a result of COVID-19

### Contribution to and satisfaction with COVID-19 protective measures/policies.

Almost half of the respondents (47%) reported they were able to contribute a great deal or a lot to their library's COVID-19 policies and 32% reported that they contributed only a moderate amount or a little but 19% reported they were not able to contribute at all.

Staff contribution matters to staff satisfaction with COVID-19 policies. Overall, 65% were satisfied with the COVID-19 policies of their library. As might be expected however, those who were the most satisfied with the policies contributed the most to them and those who were least satisfied with the policies, contributed the least. 80% to 90% of those who contributed a great deal or a lot were satisfied or very satisfied with their libraries' policies and none were dissatisfied. 39% of those who contributed a little or none at all were dissatisfied with their libraries' policies. One respondent gave some insight into staff dissatisfaction; they commented, "staff are not getting enough notice about policies or even opening!" This is likely true for library leadership too!

The more staff contributed to policies, the more satisfied they were with them, but rural libraries were less satisfied overall whether or not they were consulted about them. Only 50% of respondents from rural libraries were satisfied or very satisfied with their libraries' COVID-19 policies. This contrasts with the 60% of the Urban and 69% of the Suburban respondents who reported they were satisfied or very satisfied with their libraries' policies. This suggests that, as we move forward through the pandemic, library staff input to policies could play an important role for libraries and that rural libraries face special challenges. Rural library staff were less satisfied overall with library policies and that requires further investigation.

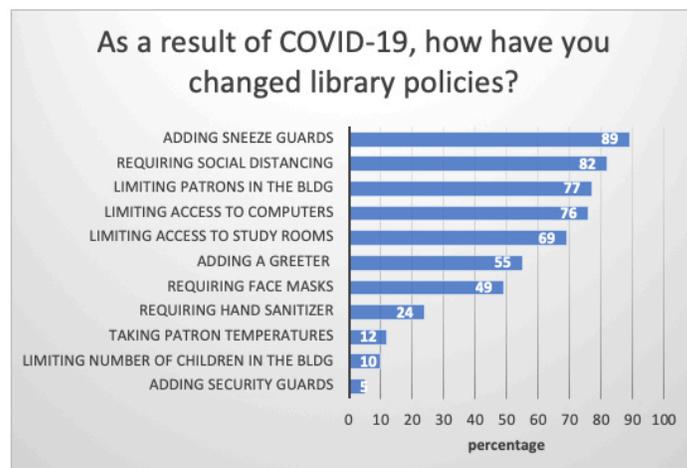


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Part III: COVID-19 incidents.

Overall, COVID-19 related incidents in the library included more arguing and less actual violence. During COVID-19 re-opening, library staff reported that the most common incidents related to library COVID-19 policies involved prolonged arguing<sup>7</sup> by patrons with staff (77%) and prolonged arguing between patrons (46%). 28% reported prolonged arguing that required security or a call to police. Far fewer, less than 9%, reported more serious threats or actions like spitting on staff or pushing, hitting, or other violence toward staff as a result of COVID-19 policies. See figure 3.

<sup>7</sup>“prolonged arguing” was intentional phrasing to allow responses that fit with the culture of each library. I wanted to capture respondent’s subjective sense of when arguing or push back was not typical for a library.



Figure 3: Incidents in Libraries after reopening to the public

*Frequency of prolonged arguing by patrons with staff.*

Respondents were asked how often their library experienced prolonged arguing by patrons with staff about any of the library’s COVID-19 policies. Remember that 77% reported they experienced prolonged arguing by patrons with staff. A full 50% of those reported they experienced it once a week or more. Interestingly, 23% never experienced prolonged arguing with staff and rural libraries were more likely to avoid it. Most of the suburban (89%) and urban (87%) respondents reported prolonged arguing with patrons but just 63% of rural respondents reported this. It would be helpful to examine why rural libraries reported less arguing with staff.

In the open-ended responses, survey participants gave examples of the kinds of experiences they were having with patrons who argued. Staff reported feeling uncomfortable. They said patrons had no regard for staff safety, patrons acted insulted by the policies and grumbled about them, many refused to follow COVID policies even trying to come around barriers, patrons did not understand the pandemic was not over, and they became angry and were complaining to boards/cities, etc. Despite those complaints, survey participants also reported more positive interactions with patrons during re-opening; “patrons missed the library,” “they were grateful and just happy we are open and appreciate the steps we are taking,” and “most patrons have been very accommodating.”

*Frequency of prolonged arguing by patrons with other patrons.*

Respondents were asked how often their library experienced prolonged arguing between patrons about library COVID-19 policies. 46% reported they experienced prolonged arguing between patrons. Of those, most reported it was not very frequent; 42% reported it occurred less than once a month and 31% reported it occurred once a month or a few times a month. But 27% reported it occurred frequently, once a week or more. As one respondent said, “We thought we would encounter patrons who would become agitated about wearing a mask. What we have encountered instead are patrons agitated that other patrons don't wear a mask.” This might be the most surprising finding; library staff need to have plans in place to manage and de-escalate arguments between patrons. There was little difference between urban, suburban, and rural libraries in frequency of prolonged arguing between patrons.

*Frequency of more serious incidents*

More serious incidents were much less frequent though respondents did have to call security or police fairly regularly. Respondents were asked how often their library experienced threats to use violence and how often that happened. Threats to spit, sneeze, or cough and more serious threats to push, hit, stab, or shoot others happened less than once a month. Actual violence also happened less than once a month. But more than one quarter of respondents who reported patrons arguing with staff or with other patrons did have to call security or police. 28% said they called security/police and about half (52%) of those reported they called police or security once a month or more and about half (48%) reported they called less than once a month.

*Satisfaction with library response to incidents.*

Respondents were asked about how satisfied they were with their libraries’ response to incidents with patrons both before March 11, 2020 and after re-opening. While library staff reported they were mostly pleased with their libraries’ responses, their satisfaction decreased after re-opening. Before the pandemic, most respondents (79%) were very satisfied or satisfied with their libraries’ response to incidents with patrons. After re-opening a smaller number were very satisfied or satisfied (69%) and the number of dissatisfied increased from 5% to 11%. Staff were less happy with their libraries’ responses to incidents during the pandemic than they were before. That alone suggests libraries need to work on their responses.

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
Before March 11, 2020	35%	46%	13%	5%	1%
After re-opening	28%	42%	18%	11%	1%

*Table 1: Satisfaction with the library’s response to incidents with patrons*

Conclusions

Libraries and library associations have been planning and working to provide services to patrons while also protecting staff and patrons. News reports of threats and attacks directed at employees has some also wondering how much they need to prepare for push-back directed at staff and the library. As expected, more than three-quarters of respondents in this survey did report prolonged arguing by patrons with staff and with some frequency; 50% said it happened once a week or more. Surprisingly, almost half the respondents also experienced prolonged arguing between patrons and half of those said it happened once a week or more. Fortunately, a much smaller number, less than 9%, reported patron threats to spit, sneeze, or cough or threaten staff with physical harm or reported that patrons carried out their threats.

Moving forward in the next stages of the pandemic response, libraries do need to make sure they have policies in place to support front-line staff as they manage patrons who argue with staff and patrons who argue with each other. And library staff need to be prepared for the relatively low, yet serious threat of spitting, coughing, or more direct violence by patrons. Libraries likely have existing policies to handle prolonged arguing by patrons with staff and even for disruptive arguments between patrons. For example, about a quarter of those in this study who experienced prolonged arguing with staff or with other patrons called police or security. However, the frequency of this kind of prolonged arguing during the pandemic, the decreased satisfaction with library response to incidents after the pandemic started, the heightened emotions surrounding COVID-19 and PPE, and the COVID risks from shouting during arguments<sup>8</sup> all point to the need for specific, COVID-19 related policies.

One option to improve response to pandemic policies moving forward is to include library staff in policy making. In this survey, the more staff contributed to the policies, the more satisfied they were with them. The more satisfied staff are with the policies, the more likely they are to implement them well. This survey did not ask how staff were included in library COVID-19 policy making; future research should include this information. Library responses to the pandemic moved quickly over this past year and often changed without notice. But now there is time for reflection; for asking staff for feedback about library policies and how they were implemented.

<sup>8</sup>CDC guidance is to avoid shouting;

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/community-based.html>

# Florida Libraries Journal Peer Reviewed Section

Take advantage of that time and create opportunities to contribute and improve responses to COVID-19 related incidents.

Half of the respondents in this survey were from suburban libraries and almost all were from public libraries. Just 21% were from rural libraries. And that group stood out in a few ways. They reported less arguing from patrons to staff over COVID-19 policies and they reported less satisfaction with their library policies even when they reported they were included in the policy making. This needs further investigation. What makes rural library staff less satisfied with library policies and why do they report fewer conflicts with staff? There may be lessons for all libraries in those answers.

This survey was an attempt to begin to answer questions about patron responses to COVID-19 policies in libraries. It was not intended to provide in depth statistical analysis but to offer a descriptive picture of library re-opening at a specific moment in time during COVID-19. Now, more than one year after the WHO announcement, libraries know more but there are challenges still to come. A few respondents offered suggestions to libraries looking to better manage COVID-19 incidents in libraries; “drop the “enforcement” mentality,” “respond quickly to complaints,” and “have clear policies (and legal support when needed).” The lessons from this survey are that incidents are probably not as severe as some might have feared but we need to prepare for incidents between patrons, that libraries need to include staff in their preparations, and that rural libraries need special focus.

## APPENDIX:

Re-Opening Public Libraries: COVID-19 Policies and Library Patrons

Thank you for taking this survey

The purpose of this study is to collect data about the experience of re-opening public libraries after the World Health Organization described COVID-19 as a pandemic on March 11, 2020.

Any benefits or compensation for participating? There is no payment or compensation. This project does hope to benefit all libraries by sharing experiences of re-opening.

Any reasonably foreseeable risks, discomforts, or costs to the subject? There are no costs to participate but questions about Covid-19 might raise stressful issues. As with any online survey, there is a risk that online data may be hacked or not remain confidential. The survey is set to "anonymous" and once the data is downloaded, it will be protected. See also the Survey Monkey [Privacy Policy](#).

Questions? Contact Amy An (MLIS, MA History); Boca Raton, FL; amyizabethan@gmail.com

If you click to begin the survey, you are consenting to the above terms. Remember that your participation is voluntary and you may stop at any time.

\* 1. Is your library building currently open to the public? Open means at least some patrons are allowed into some or all library buildings.

Yes

No (this will end the survey)

Re-Opening Public Libraries: COVID-19 Policies and Library Patrons

COVID-19 Policies and Procedures

\* 2. As a result of COVID-19, which of the following have you offered to patrons (choose all that apply)?

Curbside pick up

Free masks

Masks for a fee

Greeter to explain COVID-19 policies

24 hour access to wi-fi

A digital materials only card for non-card holders

Printed unemployment forms

Tax forms

Suspended fines

Sneeze guards at service desks

Other (please specify)

\* 3. As a result of COVID-19, is your library requiring any of the following (choose all that apply):

Take patron temperatures before patrons enter the building

Patrons wear masks/face covering when entering the library (with accommodations for ADA)

Patrons maintain social distancing of 6 feet or more

Patrons should use hand sanitizer before entering the library

Limit the number of patrons entering the facilities or using parts of the facilities

Limits on the number or age of children entering the facilities

Limited or no access to patron computers

Limited access to study rooms and/or community rooms for patrons

Other (please specify)

\* 4. How satisfied are you with the social distancing and PPE requirements/policies that your library has for patrons?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

\* 5. How much did your library ask you to contribute to your library's COVID-19 re-opening policies and procedures?

A great deal

A lot

A moderate amount

A little

None at all

# Florida Libraries Journal Peer Reviewed Section

## Re-Opening Public Libraries: COVID-19 Policies and Library Patrons

### COVID-19 Related Incidents

This section asks about patron behavior. The questions are based on actual incidents with retail, medical, and emergency staff. The purpose of the questions is to learn if the same incidents and types of interactions are happening in libraries.

6. Since you re-opened, how often has your library experienced prolonged arguing between patrons about library COVID-19 policies?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

7. Thinking about your phone calls with patrons, since March 11, 2020, how often has your library experienced prolonged arguing by patrons with staff about any of your COVID-19 policies?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month

8. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced prolonged arguing by patrons with staff about any of your COVID-19 policies?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

9. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced patrons threatening to spit, sneeze, or cough on staff?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

10. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced patrons actually spitting, sneezing, or coughing on staff?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

11. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced patrons threatening to use violence like pushing, hitting, stabbing, or shooting?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

12. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced patrons actually pushing, hitting, stabbing, or shooting?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

\* 13. Before March 11, 2020, how satisfied were you with your library's response to incidents with patrons?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

\* 14. Thinking of the time after your reopened the library, how satisfied are you with your library's response to incidents with patrons?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

## Re-Opening Public Libraries: COVID-19 Policies and Library Patrons

### Security Guards and COVID-19

\* 15. Thinking about your in-person interactions with patrons since March 11, 2020, how often has your library experienced prolonged arguing by patrons with staff or each other that required security or a call to the police?

- Every day
- A few times a week
- About once a week
- A few times a month
- Once a month
- Less than once a month
- Never

\* 16. Before March 11, 2020, did your library have any security guards (choose one)?

- Yes
- No

\* 17. Now that your library has re-opened, does your library have any security guards?

- Yes
- No

18. Thinking about the time since you re-opened, is there anything else about your in-person interactions with patrons or between patrons that you would like to share (optional)?

## Re-Opening Public Libraries: COVID-19 Policies and Library Patrons

### Demographic Questions

\* 19. How would you describe your library type?

- Public
- Academic
- Other (please specify)

\* 20. How would you describe your library location?

- Urban
- Suburban
- Rural

21. [Optional] In what state or U.S. territory do you currently work?

Thank you for participating in this survey! For questions, contact Amy An, amyelizabethan@gmail.com

## Florida Libraries Journal Peer Reviewed Section

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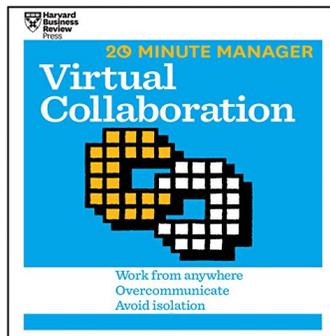
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### Book Review

## Virtual Collaboration: Work from anywhere - Overcommunicate - Avoid Isolation

Harvard Business Review Press, 2016  
121 pages

Book review by Renaine Julian, MLIS, MSP, Director of STEM Libraries at Florida State University

*Virtual Collaboration: Work from Anywhere - Overcommunicate - Avoid Isolation* is part of the Harvard Business Review Press' 20 Minute Manager series and focuses on building productive relationships with colleagues while fostering your own sense of initiative while working remotely. In this book, virtual collaboration is defined broadly as: working outside of an office full or part time, working from home in a pinch, as well as short-term assignments away from your typical workplace. *Virtual Collaboration* is broken down into five main sections: clarifying expectations for your work, managing technology, building productive relationships, communicating effectively, and managing common problems. *Virtual Collaboration* provides concise and helpful guidance for anyone new to remote work or those aiming to increase their productivity and effectiveness in virtual environments.

While the book has a chapter dedicated to managing your own technology needs, the rest of it focuses on communication and relationship management. *Virtual Collaboration* acknowledges the difficulties and awkwardness associated with building and maintaining personal relationships in environments where meeting in person is not possible. As suggested in the book's subtitle, over communicating and avoiding isolation are highlighted as strategies for effective collaboration in virtual environments. *Virtual Collaboration* proposes specific and effective strategies including: developing virtual project charters to manage stakeholder expectations and creating a "crisis card" to help when unexpected technical issues arise. The chapter on effective communication has proposed strategies for giving and receiving feedback, which can be complicated when working remotely.

Overall, this book is a timely and an important read for library workers on remote assignments or working collaboratively in virtual environments. Being part of the Harvard Business Review's 20 Minute Manager Series, *Virtual Collaboration* is a concise book that can be read in one or two sittings. The strategies and tools presented in the book are sure to benefit anyone collaborating with colleagues from a distance.

# DESIGNING A BETTER FUTURE FOR LIBRARIES



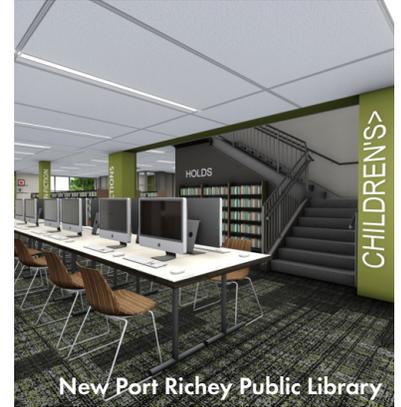
Villa Park Public Library



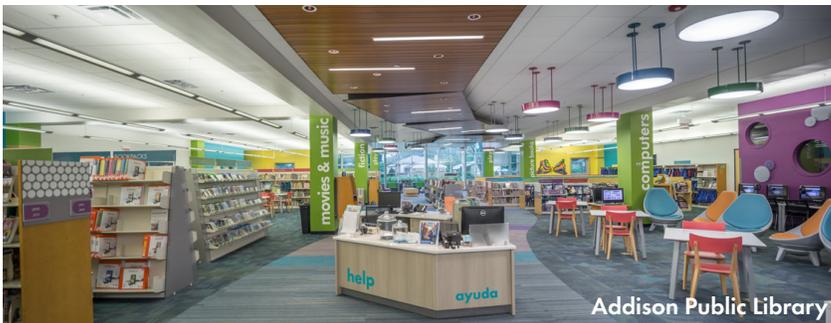
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