

INCLUSIVE INTERNSHIP INITIATIVE!

WORK BOOK

Summer 2017

Welcome

Welcome to the Inclusive Internship Initiative kickoff event and congratulations on being selected to participate in this first-of-its kind program!



This initiative is near and dear to my heart, because I started working in libraries at the age of 13. Never in my wildest dreams would I have imagined that I would one day lead a library system with 27 branches serving a population of nearly 400,000 people. My path to Cleveland traces directly back to those librarians who offered me an after-school job and then supported and mentored me all the way through library school.

Now it's your turn. In the pages to follow, you will find material to guide you through this weekend's Master Classes and to assist you in the summer internship ahead. Intellectual curiosity, collaboration with your peers, and youthful enthusiasm are strongly encouraged.

It is my sincere wish that this internship will mark your first step toward a highly rewarding career in librarianship.

Kind regards,

Felton Thomas, Jr.

PLA President

Director, Cleveland (Ohio) Public Library



Kick-Off

Reading & Literacy

Jessica Ann Bratt, Branch Manager of Yankee Clipper at Grand Rapids Public Library (MI)

#access #service #fun #corevalue

<p>As speakers share their stories of how they became librarians, are any of their personal experiences like yours?</p>	<p>What is the most exciting and/or interesting thing to you about the library program or service they are describing?</p>
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In thinking about this presentation topic, is there follow-up action you would like to take? Circle any that you wish to do.

- Talk to the presenter
- Talk to your mentor about this topic
- Do more research on this topic
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Kick-Off

Refugee & Immigrant Services & Empower

Julie Robinson, the Refugee & Immigrant Services Outreach Manager, Kansas City Public Library (MO) [#inclusion](#) [#outreach](#) [#publicprograms](#) [#socialresponsibility](#)

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Kick-Off

Makers, Making & Maker “spaces”

Charles Sutton, Library Experience Manager, Evansville Vanderburgh Public Library (IN) and Alaina Kozma, Youth Services Coordinator , St. Paul Public Library (MN)
[#learning](#) [#publicprograms](#) [#digitalliteracy](#) [#creativity](#)

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Notes

to Your Future Self

Getting to Library School, John C. Bertot, University of Maryland
Career Paths, Richard Kong, Skokie Public Library

Use this space to write down important things you want to remember as you think about the educational and career steps to becoming a librarian.



Notes

to Your Future Self (Continued)



Kick-Off

Bridging the Digital Divide

Andrea Guzman, Ready, Set, Connect! Program Manager,
Oakland Public Library (CA)

#digitalliteracy #access #outreach #publicprograms

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Kick-Off

Social Justice and Civil Rights

Jesse Vieau, Teen Services Librarian, Madison Public Library (WI) and Andrea Blackman, Division Manager, Special Collections, Nashville Public Library (TN)
[#inclusion](#) [#outreach](#) [#partnerships](#) [#socialresponsibility](#)

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Kick-Off

Intellectual Freedom

Ashley Brown, Engagement and Outreach Librarian, Auburn Public Library (AL)

#access #privacy # literacy #corevalue

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Life Long Learning

Jene Brown, Associate Director, Engagement and Outreach,
Los Angeles Public Library (CA)

#inclusion #outreach #publicprograms #corevalue

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Kick-Off

The Public Library as Your Place

Pam Sandlin-Smith, Director, Anythink Libraries, Thornton (CO)
#inclusion #outreach #publicprograms #corevalue

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Brainstorm

Project Plan

Most of your time in the library will be spent working on project. Use this space to begin brainstorming a project plan with your mentor. Some key questions to consider are:

- What are the goals of this project?
- How is the audience? How will they be reached?
- What will success look like? How will it be measures?
- What resources are needed to complete the project?
- What is the timeline?



Brainstorm

Project Plan (Continued)



Additional topics to explore

As we learned during the master class sessions, librarians are committed to a set of core values and responsible for a wide array of programs and services. These may differ from library to library, based on community goals and local resources.

There are a few core services that are common at most, if not all libraries. Talk to your mentor or others in your library about:

- Providing public access to a diverse collection of print and digital collections and recourses
- Supporting literacy and learning
- Making the community aware of the library's services and programs
- Providing respectful and inclusive customer service
- Providing access to technology
- Developing and hosting public programs
- Advocating for resources to support the library

During these conversations, be sure to ask:

- How is this work conducted?
- What is the planning process? How does the library get community input and feedback?
- What have been the impacts on library users and the community from this service?
- How is success measured?
- Has the library experienced any challenges delivering this service? If yes, what did they do?
- What do they see as the future of this program/service?

There are blank pages to take notes at the end of this work book, or use the *iii* journal you received at the kick-off to record your conversations.



Additional reflection questions

A major part of *iii* is working on your project. But we hope you and your mentor will take some time to regularly reflect on your work, the conversations you are having across the library, and your observations and ideas. Encourage your mentor to reflect on what they are learning, too!

There are a variety of ways to organize reflection¹:

- Have a one-on-one conversation so both interns and mentors can share what they are learning, offer feedback and ask questions.
- Discuss with a larger group in the library
- Engage with the *iii* cohort through social media
- Use your *iii* notebook as an ongoing journal

Reflection questions to consider include:

- What did I learn today?
- What 'best practices' did I observe?
- What professional problem-solving did I observe?
- What did I learn not to do?
- What did I learn about myself: my strengths, my weaknesses, my likes, my dislikes, learning gaps? new courses? more experience needed?

¹ [Employer's Guide to Building a Quality Internship Program](#)" by UNLV Career Services



Intern best practices

The following tips will help you make the most out of your internship

BE INVESTED

- Keep to the agreed schedule: be on time, let your mentor know in advance if you won't be in
- Follow the work plan you and your mentor establish, but also be open to making adjustments along the way as you learn more
- Complete your assigned tasks; ask for more or suggest new activities if you finish early
- Dress for success
- Follow library policies

BE INTERESTED...AND INTERESTING

- Spend time with your mentor each week reflecting on your activities
- Ask questions constantly
- Push yourself to try new things; get comfortable being a little uncomfortable
- Ask for feedback and really listen to it
- Provide your feedback and ideas; share your enthusiasm for your work

BE INVOLVED

- Talk to other library staff about their work and yours
- Share with the *iii* cohort on social media; pay attention to what your fellow interns are sharing too
- Tell your friends about your cool summer job
- Think about needs in your community and how the library can help to address them



Important program logistics and dates to remember

We will host a virtual mid-point check in on August 1. We want to hear from you during this meeting. If you are interested in presenting your work, please talk to your mentor about it. We will send information about how to attend the meeting to your mentor.

We meet again October 13-15 in Chicago for a wrap event. All interns will make short presentations about their summers. Don't worry, we will provide lots of guidance to make it as easy as possible for you. We will also hear from more guest speakers and have some fun along the way.

There are plenty of ways to connect with mentors and interns across the country.

- Use the tag #plinterns17 in your social media posts
- Instagram: plinterns17
- Snapchat: plinterns17
- PLA Facebook group: <https://www.facebook.com/PLInterns17/>



Notes



Notes



Support for this program comes from the [Institute of Museum and Library Services](#), through a pre-professional Laura Bush 21st Century Librarian Program Grant (grant RE-00-17-0129-17).

The Public Library Association (PLA) is the largest association dedicated to supporting the unique and evolving needs of public library professionals. Founded in 1944, PLA serves nearly 9,000 members in public libraries large and small in communities across the United States and Canada, with a growing presence around the world. PLA offers continuing education opportunities, unique public library initiatives, and a conference that welcomes public library staff into meaningful partnership. In collaboration with its parent organization, the American Library Association, PLA strives to help its members shape the essential institution of public libraries by serving as an indispensable ally for public library leaders.



The Institute of Museum and Library Services (IMLS) is celebrating its 20th Anniversary. The Institute of Museum and Library Services is the primary source of federal support for the nation's approximately [123,000 libraries](#)(link is external) and [35,000 museums](#). Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive. To learn more, visit www.ims.gov and follow us on [Facebook](#)(link is external), [Twitter](#)(link is external) and [Instagram](#)(link is external).

