

Improving Library Services to the Incarcerated – Transcript of audio

Please stand by for realtime captions.

Hello, everyone. Today's webinar is entitled, Improving Library Services to the Incarcerated. Our presenters for today are Jeanie Austin, Bee Okelo and Diane Rodriguez. Jeanie Austin is the jail and re-entry services librarian. Currently coprincipal investigator in San Francisco Public Library's expanding public information grant project. Bee who uses he/they pronouns. They lead the creation analysis and visualization of all data on the state of library programs and services. That are available to people incarcerated across the country. Diane, who uses she/her pronouns as a director at the San Francisco law library. The oldest law library in the West. She has been a law librarian for over 27 years. Quickly, some housekeeping. The first part of the presentation will be screen shared which means the chat box will just here. To reactivate the chat, you will want to hover over a blue bar at the very top of the screen and when you do that the chat will be one of the icons and you can click on that to reactivate the chat. With that I will let Jeanie take it away.

Thank you. I'm going to take just a moment. Thank you everyone for being here today. I am excited to have a chance to speak with you all and take just a moment while I get my screen share running. Okay. Can everybody see that all right? Anyone can speak to me.

We can.

Excellent, thank you. I am Jeanie Austin one of the jail and re-entry service library is at San Francisco Public Library. I hope to design our program and part of what Bee and I will be covering today is the reason for doing this work in providing background information on incarceration to anyone that doesn't have that information or maybe isn't as negatively impacted as many people are and then we will talk about some of our exciting work. Incarceration is an ongoing issue for decades and decades. Millions of people who have been incarcerated over time. You can see how incarceration looked from the 80s to the present. Incarceration rates have steadily increased. Something to know about this image while we are talking about so, so many people. It doesn't include everyone who is incarcerated. People might be held in local jails while they are waiting to be sentenced or fighting their cases, or they may be in local jails for up to a year depending on their sentence. Sometimes people are fighting their cases in local jails for 5 to 10 years. This really curtails people's access to information which is part of what we will get into. We are talking about who is currently incarcerated but when we are looking at library services for people who are incarcerated we want to think about before people are incarcerated and after they leave incarceration. It helps to think about this is a scale that basically means none of us are fully removed from the negative impact of incarceration. Many of our patrons, and our coworkers are negatively impacted by incarceration. You can see here we are talking millions and millions of people in this ongoing cycle of incarceration have been directly impacted. Things like having a felony conviction, or having a criminal record, can have ongoing and lasting consequences for people's life chances. And are directly related to things that librarians do. Like, how do you fight a case Lexi? How do you research the law? How do you figure out if you disclose your record? These are all pressing issues for people who have been incarcerated. In addition to that I think we need to think about this as this chart shows. The ongoing scale of incarceration and how when we think of incarcerated people, no matter what the kind of imagery incarceration is, it is a network or web or annexes depending on which research you are reading. When people are not only policed in incarceration but their entire family and social networks become meshed in these incarceration networks. It is a very racialized set of circumstances

as this little fact shows. That really people live in different worlds of incarceration and it very much affects their perspective of it. Anyone who is in this room who hasn't been directly negatively impacted by incarceration I really invite you to reflect on your own experiences and to recognize those are very, very different for many people in the United States. Part of what I love about this report if you get a chance to go to and you like to learn more about this systemic issue with incarceration, there is an interactive website you can scroll down and one of the most impactful points that this report makes and the reason it is called every second, it is taking a broad view of who is impacted by incarceration. It reveals that every other person if all things were equal, has at least one immediate family member who has spent at least one night incarcerated. When we start to think about that scale it is obvious this is an issue that needs to be discussed and bring to light. Here's how we do it at San Francisco Public Library. This is an overview slide I will go through a few of these and then I will pass it over to Bee in just a few minutes to tell you more about the grant work we are doing. There are two county jails in San Francisco. There used to be three, one is close at a -- but a new annexes opening this week. There is a dedicated library space in this image in the top right that is the juvenile detention center library which our department also runs. That library, youth get to come into the library and talk about books with each other and with the librarian and the teacher, whatever they want to do. Our library, the photo on the left is not representative. That is the sheriff's department PR department who took that photo. The one on the lower right actually as we just push a great big purple book cart. Purple is a beautiful color that is not common inside of jails and it fits up to 250 to 300 books. He push it into the living unit, people come up to the car and get their books and talk to librarians. Most of the jail is pretty locked down so people may be in their cell for 23 hours a day. We pushed the book cart up to their cell door and me talk through a port that is closer to where their face is to get them the books they want. We also provide a service called, reference by mail. It is incredibly important in a show this because people who are incarcerated do not have legal access to the Internet in most's. When they do it might be because they are enrolled in the class and is heavily surveilled and very time-limited. In no way it is the Internet that you and I interact with. In addition to that, library services for people inside her party's first and funding is widely varied between prison systems. The federal government and local jails. The local jail may not even have a library service just a collection of books. That is why so much of this is important. Sorry, I had to skip all of the conceptualization. Since we've gotten started with answered over 13,000 letters from people who are incarcerated at this point. They can write up to two times a month and we get all kinds of requests. From re-entry planning to how do I repair relationships with my family, to others. We hear from people that this is an incredibly important service and sometimes life-saving for them. Without the Internet, what might seem like -- when you have the Internet things like looking up the lyrics to a song or knowing what happened with a celebrity become monumentally important. We've had people write to us and say I'm in the whole, I am in my cell 23 hours a day the only way I keep myself together is reciting the songs. That speaks both to the value of the service and how terrible the circumstances of incarceration can be. We also do some re-entry work to help patrons as they leave the local jails. This is a flyer we hand out to our local San Francisco patrons when they are getting out. This focuses on different areas of discussion we've had with our patrons basically. Things like starting a small business which is incredibly important that people have a record. How to find a job and explain why you weren't working for five years. We also have things like storytime. People tell us all the time they want to connect with their kids and storytime is a great way to do that. As you might guess, if people have been incarcerated even just for a couple of years, technology has continued to move at a pretty quick pace so people's digital literacy skills are really impacted by incarceration. We highlight the work that the library already does in developing or maintaining the digital library's bills. We have also worked with the California Department of parole to move the mandatory meeting that people have to move -- go to to the library. One of the first places people go in San Francisco as to the main library for this meeting. We present all the library's resources and people can get a library card. And everyone gets a library card,

it's an amazing way to give our returning patrons a warm welcome. We are also working on this new project, this is the first in the country as this scale. You might have heard that people who are incarcerated have tablet or access to technology. It is in no way equivalent to any technology that is outside. But, the two main companies that do provide tablets either contract to make money from the prison service directly or offer services that they have to pay for or their family members are supporting the cost of. You can guess there are many barriers to people getting access to information on the tablet if it cost money. There are some things that are on the tablet that are in the public domain. You can imagine knowing where the cutoff is for most books that are pretty heavily racist and classist and et cetera. Or just not very interesting to the majority of people, unfortunately. We have worked with the financial justice project in the San Francisco Sheriff's Department to provide a many hoopla collection of books. There are some limits on checkouts but for the most part, people are pretty happy. What is amazing about this it is not just reading an e-book in his audiobooks, multimedia materials, music, television, movies, documentaries. Yesterday I was talking to a patron who was watching a documentary about the coming but Arianism -- a documentary about becoming a vegetarian. We also hear from staff at this is really great for them because people are engaged with their tablets or with each other around what materials they are looking at on number -- it is really helping to change the culture of the jail. This has been especially if because there have been continuous lockdowns because of the coronavirus and ongoing staffing issues. When we can't come in with the library we know our patrons still have library access. I think that is a pretty broad overview of what we are doing and I can't the chat I will go to after the presentation but we definitely welcome questions about all of the and it was really big picture the newest thing we have been working on is expanding information to people who are incarcerated grant and this is really based on the work when we started the department. We are getting started we called libraries all across the country if we can find any instance of a public library that was doing work like we wanted to do. We looked for model programs. It was a little difficult to find the information as a part of what we are doing with the grant is to help grants and library signed each other. This is from one of our first meeting and all those little blips on the screen represent tiny books of where people are located. This is the foundation for the work that we are doing. With that, Bee are you ready?

Yeah, are you able to hear me?

Yes.

Is that me echoing?

I'm going to go out of the share and meet myself.

Got it. Actually, I think I still need you to drive the slides.

It is just a WebEx thing. Hold on.

Thank you.

good to go? All right. So, yes thank you so much for reading that first part of the presentation. My name is Bee Okelo and I joined the San Francisco Public Library last year. Lake Jeanie has already talked about we are using a grant to kick off our new project called expanding information to people who are incarcerated. I will talk to you about that and one of the products of that grant work being an online web map with a lot of information and data related to library information services to people who are incarcerated. With that I will start with a little background about the grant. In January, 2021 the Mellon

Foundation awarded a \$2 million grant to the San Francisco Public Library team to support a collaboration in order to improve and expand library services for those who are incarcerated in California and nationwide. Improving the services and also, what is going on at the services. Like Jeanie has mentioned there is a pretty diverse range and capacity for the services and overall programming opportunities. So it is a very mixed web of what is going on and there hasn't been a lot of overall research. Like a general big teacher what is going on across the country. With that, we were awarded this grant and our team set out to accomplish for major outcomes which you can see in the top left. The first outcome being to support the development of new standards for library services or the incarcerated. Before this project kicked off there were actual standards for providing library services. That were in effect on a national level from the American Library Association. The senator put in the place in 1992, but since then almost three decades have gone by and while there have been a lot of investments in technology and communication a lot of change in the way we interact with media and information. Books and nonbook information, things that may be online are only accessible by us or phone. The standards became pretty outdated. A task force was put together in order to help update the standards and make them better tailored to the environment we live in today. And the grant that San Francisco public library was awarded allowed us to support that work and also have some of our members collaborate with the American Library Association office of diversity and outreach services in order to reimagine the standards and create a new updated list through research or improving practices and standards of people on the inside. Fortunately this past summer they were unanimously approved, so these new standards will address a lot of the inequities I described when it comes to changes in technology. And rising rates of incarceration among women and paying attention to the people who are part of the LDT PQ can community. These new standards will be published next year and you can find more information at klaeditions.org/standards so if you want to find out more you can check out that you are all for more information as time goes by. Our second goal was to put together an interactive digital map of library services for incarcerated people. That is the weather map -- web map I was talking about earlier. Our third goal was to develop professional development, training videos, for people who were library staff for information staff who work in an facility are people who want to start those kinds of services or programs. The trainings are currently being released and are available on our YouTube playlist. I will include this URL also in the chat in a moment. Basically training videos that are being developed and put out to help improve services of people on the inside. If you are somebody who would like to begin that work or you know people who are interested in network, these videos could be a great resource for getting them started. Finally, the fourth goal is to produce white papers on digital literacy. Our team has been using grant funds for ongoing research and literature reviews of scholarly articles that discuss issues that are relevant to library and information services. Some race topics include adapting to facility programs to keep up with the evolving needs in regards to digital literacy and all the technology call changes I keep talking about. Also acknowledging the rising demographic shift in the population of the incarcerated. That was a lot of talking. A lot of work. It's kind of seems big and scary, but we are doing this alone fortunately. To help us get organized and to make sure we are saying is on track and keep her hand on the pulse of what is going on at the situation, we have put together an advisory committee. It consists of individuals who I've either been incarcerated or impacted by incarceration, have incarcerated loved ones or work with groups that consists of currently and formerly incarcerated people. And also some experts on the types of information that people who are incarcerated most need and desire including information on local social services, employment opportunities and a lot of work related to the re-entry resources that Jeannie was describing a few slides earlier. Furthermore, in the summer of 2022 the jail and re-entry services team helped on an invitation-only to strengthen professional networks among people who do this work. Like I said before, this kind of range of work going on in different capacities, different staff. Different support networks. There hasn't really been a national coalition built among these workers so our team is using some of the grant funds

to capitalize on the American Library Association's annual summer conference where they bring together general librarians, people who are meeting library services, they come to this conference every year. His air grant funds to put together -- also in general help us identify where library service is exist in juvenile detention centers, jails, resins, and also how to better support these persons. The map that Jeanie showed earlier, that map was an example of one of the products of that convening. Those books were literally paced on the mat were library workers and we are really happy to see a physical manifestation of the fact we got all his people together for the very first time. Some of these people have never been in a room around other people who do the same work and can relate to the challenges they face and also share their passion to help address a lot of these challenges. We had a second convening for those librarians as you're at the summer conference supported by Chicago State University. We are loving to see our audience growing here year after year. We have about twice as many people this year as we did our first convening. We hope to continue to grow and build more support behind the effort to help build awareness and support physical resources of people who are incarcerated or impacted by incarceration. With that, Jeanie can you go to the next light? Thank you. I will talk more about the web map I mentioned earlier. This is one of our -- I don't know how to describe it. This is just a digital project we are putting together to give a general overview of all the work we have doing because hopefully we are hoping to produce information that can be shared with all kinds of information that can actually be capitalize on which we learned what is going on. So that takes us to the second part of our expanding information access for incarcerated people. This research, in order to focus his research we have a few guiding questions. First, like I said we are trying to understand who was all out there, who is as providing this work, who are they working with, are they alone. Our second research question, where is the potential for support? Where do we have neighbors? He just where can we take advantage of building this energy between people who are doing the same work, just in different buildings. Also, on the other side of that. Where are the resource gaps? Where are we seeing a lot of struggles that are directly related to a lack of availability of a particular kind of resource or just understaffing? Are people getting paid enough to do this work ? a lot of questions about Ari providing enough to have this work happened in the first place. These questions are being asked among you all, the public. Among service providers. And anyone interested in research this year. Hopefully we can develop new policies and just overall curiosity verifying more efficient ways to help meet the needs and who are inside. This is where the online map will come in and we hope it'll help visualize the current state of these programs. As well as ongoing progress in developing new programs and hopefully increasing the spread of awareness and increasing the spread of capacity between the frequency of new editions and also increasing the budget for library services across the country. In addition to that we are also looking at state and government constitution documents are basically looking at what you the require of the correctional department. What kind of policies and rules do they have in place? What budget? Just the overall bare minimum legal requirements. In addition to that, we are looking at surveys directly to librarians and library staff who work in incarcerated facilities across the country. Jeanie next slide. You will now see an example of the web map in action. Showing carious functions of the map. Yeah, this is our beautiful baby. Just turned one year old this summer. It's a lot of info, happens to be presented in map form. It's made up of a lot of different layers in what we hope is an great presentation. Other functions of the map, different pop ups that show up when you click on different symbols and icons. There are also points of interest, special programs that collect reading materials and this map also looks at external library systems. That just also have their own programs that work with facilities. I reference by mail program or programs that provide library cards for people who were recently released. Our host legal services. You should be able to see these points right now. Tiny pink and purple dots but we've updated them to be more visible. With that I would like to mention that this is something that is a living product. Something we hope to constantly collect feedback on and evolve. So when you look at the map on this webpage you will be different links that basically prompt you to throw out

feedback through different surveys that we have on there. If you use this map and you see anything you like, you love, you hate, please let us know. I will also include these links in the chat after I'm done talking. This map has a lot of various kinds of information that I think for the sake of time I will go ahead and cut out. But if you have any questions feel free to reach out to us. With that, Jeanie , next slide. This is another tab on the map that focuses on books to prisoners program. We are hoping to develop multiple tabs that focus on different areas. This first tab is to show you what states they serve. Also this shows you different links where you can find more information about the work they do, how to get involved, if you want to find something near your area. As well as restrictions and what they can accept and not accept. Next slide, Jeanie. These are basically some next steps. Future research goals and partnerships we have in mind. Like I said this is a living product and we hoped to get to feedback and as we continue to go on we get more research. Some of these include researching general library services in our survey that we sent out across our different professional networks. To reach people working directly inside the facilities. We are also looking at service staffing levels and different budget documents to understand what is budgeted in the first place. Some places you have a library and director who works with staff underneath them to help support the library program. Some people are working with a technician and we are hoping to work with the differences are across the country. Also we are just doing further research on general state policy on library services. In addition to that we are also partnering with other programs that do work related to what we are looking at. The latest edition like I said was the books and prisoners program. Also, we have begun talks with the freedom reads program which builds library bookshelves and whatnot inside facilities that don't already have the access. We are talking with them to get the data on the map to show where there library site are and where they set up different bookshelves and book programs. Where they are planning on building the new ones. We've also begun talks with colleagues at the ithaka S &R and we are hoping to work with them to get that information visualize on the map too. We also have access to an updated list of creative writing programs that are being facilitated by the Pan-American organization. We have a variety of different partnerships and are hoping to learn more through these partners and get that information on the map. Beyond that work we are also just doing more research papers and continuing further literature review on what the general landscape of the services will look like. We will also be taking a new digital literacy fellow. We really working with a new member of our team to help us learn more about this and we are excited to have them come in. I think that is it for me. With that, I will pass it back to Jeanie.

Thank you, Bee. I know that was a big overview . I will put our shared department email and the chat in just a moment. I don't want to take up too much more time from Diane but we are looking forward to questions. Thank you everyone. Sorry, we are all learning this new platform. It is like 2020 all over again.

Okay. Hi, everyone. Let me get my slides up here. All right, ready to go. I am Diane Rodriguez I am the assistant director of the San Francisco law library. I want to start by thanking Jeanie and Bee for setting an amazing stage. I am going to present you with a little bit about our library as well as tools for everyone to use. The San Francisco law library as I will introduce is the oldest public law library in all of California law libraries. AALL is the only association for legal information for professionals that it supports the growth and connection to access to legal information and materials and one of five goals of our current strategic plan. I'm going to introduce a new tool to you today that everyone can use including incarcerated patrons to find pre-legal information in your local public law libraries. Well everyone knows about public law libraries not everyone is familiar with public law libraries. Many patrons don't know they exist until they have a legal problem and many people are either intimidated or overwhelmed by the law. Many people cannot afford a lawyer and many incarcerated people have no or limited access to legal material. In San Francisco, our Superior Court Judge reports 80% of civil cases are

self represented. So how do people learn to represent themselves? A public law library, patrons can learn legal processes, how to handle legal issues themselves and get expert guided help to the law and legal system. While we can't exactly offer legal advice we can guide patrons to materials and tools to understand the law and legal procedure. Law libraries offer unique resources and many public libraries offer some legal resources such as state and federal codes, legal self-help books, but the public law libraries on the other hand, offer more. We offer professional law librarians, remote and in-house resources, legal materials in a wide variety of reading levels and formats. Free legal forms. There are so many legal forms to choose from and try and decide which to use. We offer free access to extensive and expensive legal databases such as LEXIS-NEXIS and we host clinics offering free legal assistance and provide referrals to local legal service agencies which we often have relationships with. We offer programs and classes on legal topics and research too. Law libraries offer both indirect and direct services. Some examples of indirect information requests from incarcerated patrons include questions by U.S. mail and phone calls from incarcerated persons. However, there are challenges to these indirect services. Some law libraries have page limits and other limitations on how they can respond to people. Legal information can take a really long time if you have to write back and forth between the patron over a legal question trying to narrow down what they are really trying to get down. We also cannot call people back when we get calls from jails or prison. Regarding direct services, some law libraries provide direct services to prayers and patrons can send family members or friends to research on their behalf and other law libraries. He worked directly with law librarians to find the appropriate information and resources and make referrals to help them get what they need. Many law libraries also offer remote resources and guidance and we have familiarity with common legal needs of incarcerated patrons, such as six and Schmidt, speedy trial request and family law issues. So how do you connect with these legal resources and local law libraries? I am so happy to tell you there is a tool for that. The American Association of Law libraries have a tool. AALL , online legal information resource which is also known as the OLIR, we love legal acronyms. all information included is free and intended for both information professionals and the public. Anyone can easily locate free legal materials for the United date. You can also locate public law libraries near you and which libraries provide services to the incarcerated. I have two web addresses here. I will drop those in the chat on how you can find this tool. It is front and center on the AALL .org website as well as this shortened bit.ly address. here is a screenshot of the tool and it contains all of these primary legal resources for each of the jurisdictions with live links to the resources themselves. While you might already be familiar with legal materials I will review what these are for those who may not be. The tool includes session laws which are pending in final working to the legislature. Statutory codes. Registers, those are working drafts of pending or administrative codes those are regulations and court opinions. Official published opinions of that state or territory. In addition to those official links the following information is really important for legal researchers to determine whether the legal resources are considered the official resource. Whether the resources authenticated by the government is the publication digital or in print. Is it digital or copyrighted? Has that jurisdiction adopted the uniform electronic legal material act? It also indicates whether there are universal citation rules for all that information and each document contains information about how to locate your public law library and whether or not those who look libraries provide services to the incarcerated. Here is an example. I am using California, Holmes date. As you can see here, each publication -- you can see here the administrative code of California is actually copyright. California doesn't own the copyright to its own administrative codes. That is just the way it is sometimes. Looking at page two of California you can see it has in fact adopted that the codes will be adopted for presentation. You can also see there are public law libraries in our state. For California there is a listing to the website to the Council of California law librarians which includes all of California law libraries in the state. You can see here that the Wilkins state law library has all of his contact information and it does indicate in that last column that yes, they do provide information, legal resources to the incarcerated. If you have a California question you can

direct it to the California law library or state law library. Moving on to this next example. This is Guam which is a U.S. territory of course. It can be really hard to find legal information and Guam for just about anyone. This is just a handy tool to show those official cases and you can also see here, let me go to the next slide. The public library and Guam page there is the contact information there and they do provide legal information services to the incarcerated. Great to know. Moving to the next slide. The OLIR also offers links to Canadian resources and very few people understand the legal system or publications of Canada so this is a handy tool to have. Looking at the United States federal page in addition to all these primary federal links, which are similar to the ones I discussed before, on page two of the federal information, you will see it includes links to trusted resources for federal information. The links can be considered a master resource and with the hot topic of tablets for the incarcerated I think this would be a welcome feature for just about anyone. Although, not quite clear who has access to the free Internet so that could be challenged. Lastly, I want to provide you with more context for local law libraries. AALL chapters are a great way to locate legal information expertise and some large states have multiple chapters. California we have northern and southern chapters. Others are grouped into a regional structure but they are located here on this map. Chapters offer professional development courses in your area and they have meetings, I'm sure they would love to have you reach out if you have legal information questions or you have any kind of legal information training. When in doubt, reach out. We are always happy to get questions from anyone. With that, here is some contact information. The website as well as my own personal email address. I would be happy to answer anyone's questions if you have anything to follow up on. With that, I will put my links in the chat and that is it for me. Back to you Donald.

If you have any questions please do put them in the chat. Jeanie I have seen you are answering some of those questions in the chat but would you be okay if I said them out loud and if we get them for the recording as well?

Sure, thank you.

The first question we had is I would love to learn more about how you got more on the collections in the tablets. I would love to learn more about that.

We are working with a new company, a newer company and what has been great about that is they are willing to work with us especially with white listing sites on Hoopla. which the sheriff department doesn't want to happen. We worked with them on how do you authenticate that these specific accounts are only accessed by people in the jail. I have heard of the brand in the Northeast that was able to get a small collection of books, about 200. We have thousands in our hoopla collection. The GTL tablets, I've heard they've tried to work with tablet companies and have had issues. They are hoping that with our example it can be done. It helps to sway them in they really do have an eye on the profit margin so I think it'll take a lot of public support to get that done.

Sensing several other questions because we are low on time. I will skip over questions are answered in the chat but the next one will be, how do you deal with request for copyright on requests for images or lyrics?

We operate under fair use.

Do you work at all with the talking book and braille library?

Yes. Thank you for this question. We have encountered a number of patrons who are partially or completely blind inside of the jails which is just an amount of isolation that is incredibly difficult to imagine. The talking book Center has been absolutely supportive of us in the sheriff's department has given us permission to bring in talking book players for those patrons on a case-by-case basis. They help us make custom cassettes which actually contain books the customs -- patrons want to hear.

The next question is, how do I earn trust and how to even find who to talk to. I have tried calling and asking the chaplain. I feel like I am flailing in the dark.

It can be difficult to get started. We do have a video in our training series on beginning library services, that is including things about finding the right program person. You might also cold call the facility until someone talks to you. Here in San Francisco there are people that are sheriff's department employees that are in charge of programming so if you can figure out a person that does that officially or de facto that might be the best place to start. Once you get going and once you've proven that you aren't doing anything against the rules of the facility it is really easy to keep going. But easy is a strong word. It is easier.

The question from earlier as you had advice for starting a program in an academic library or ask in another way are there lessons you have learned with your work that can be applied to academic libraries/institutions?

Absolutely. How funding has been reinstated for people who are incarcerated, as part of what Joe Biden did in the 90s is revoked. Suddenly with this reinstatement that does mean a lot more people are going to have access to college inside. It is an incredible change. It also means academic library and have the opportunity to work with college programs inside especially if they are affiliated with the University. There is a list in the acronym which I can't remember NCHPEP of higher education in prison programs. I really recommend people that get released they will be coming to academic libraries and they might be doing research. Having empathy and understanding toward them is really important.

I see we have two minutes left so if it is all right with everyone I will start wrapping up. All right.

If I could just mention, I've dropped the link to our training series on YouTube where you can see more information on how to begin services.

Thank you, Bee. I would like to check -- thank Jeanie Austin, Bee Okelo and Diane Rodriguez. Also my colleague Ashley Dahlen for doing tech support. Please check out our upcoming webinars. We have one tomorrow but the U.S. fire administration and the national emergency training center library. Next Wednesday we have a webinar on resources available for the national Indian law library. We hope you can join us. Have a great day everyone. [Event concluded] [Event Concluded]