

Check It Out! Podcast Transcript
Episode #16
“Snow to strategic relations with Susan Hempstead”
Sno-Isle Libraries, March 29, 2019



Ken Harvey:	00:00:03	Hi, I'm Ken Harvey.
Cindy Tingley:	00:00:03	And I'm Cindy Tingley.
Jim Hills:	00:00:03	Hey, good to see you again, Cindy, and I'm Jim Hills.
Ken Harvey:	00:00:05	Hey. Glad to have everyone back together again-
Cindy Tingley:	00:00:08	Yeah.
Ken Harvey:	00:00:08	And we're gonna talk about some interesting things in this episode. We're calling it, Hmm, I Didn't Know That! And we will be answering a number of questions that we've received at Sno-Isle Libraries over the last few weeks as well as, later in the show, talking with a staff member here who is our strategical relations manager, Susan Hempstead.
Jim Hills:	00:00:31	Did you steal that from Arsenio Hall?
Ken Harvey:	00:00:33	No, I think his was, Things That Make You Go, Hmm.
Ken Harvey:	00:00:40	Ours is a little different.
Ken Harvey:	00:00:42	All that and more, up next.
Ken Harvey:	00:00:53	Welcome to season two and episode 16 of Check It Out!, the Sno-Isle Libraries podcast, for lifelong learners with inquiring minds.
Cindy Tingley:	00:01:01	The views and opinions expressed on this podcast may not necessarily reflect the official position of Sno-Isle Libraries.
Ken Harvey:	00:01:08	Well, we're glad to have all the audience joining us for a special, kind of reunion of the hosts of Check It Out! podcast, and-
Cindy Tingley:	00:01:16	Yeah.

(Continued)

Jim Hills: 00:01:16 It's cozy in here.

Cindy Tingley: 00:01:17 It is.

Ken Harvey: 00:01:18 It is. Well we are broadcasting, podcasting from the Sno-Isle Libraries service center which is in beautiful downtown Puyallup, Tulalip.

Jim Hills: 00:01:27 Puyallup?

Cindy Tingley: 00:01:28 Puyallup?

Ken Harvey: 00:01:29 Nope.

Jim Hills: 00:01:29 Puyallup-

Ken Harvey: 00:01:30 Wrong place.

Jim Hills: 00:01:31 Where were you over the weekend?

Ken Harvey: 00:01:32 One day, a long time ago, I used to live in Puyallup, so for some reason that was in my mind, but, yeah, we're in Marysville, Tulalip. So ... Okay guys, we're taping this the first day after a long weekend, so-

Cindy Tingley: 00:01:46 Indeed.

Ken Harvey: 00:01:47 Yeah.

Ken Harvey: 00:01:47 Hey, this is a ... by the time you've heard this, we will have been maybe a few weeks away from what's been a pretty historic season of, and series of, winter weather.

Cindy Tingley: 00:02:05 Snowpocalypse, 2019.

Jim Hills: 00:02:06 Yeah. It was amazing stuff, though.

Siri: 00:02:09 I don't know where you are.

Cindy Tingley: 00:02:11 Somebody trying to come in.

Jim Hills: 00:02:12 Yeah.

Ken Harvey: 00:02:13 Yeah, so I think that was Siri, was trying to talk to me for just a second here, I told her I was not available to her, though.

Ken Harvey: 00:02:20 Yeah, so I think I heard someone call it Snowmageddon?

Jim Hills: 00:02:24 Yeah.

Cindy Tingley: 00:02:24 Yeah, Snowmageddon.

Ken Harvey: 00:02:25 And, let's see, what were some other ... the descriptors of the weather.

Cindy Tingley: 00:02:30 Well, there were a lot of references made to Frozen. In fact, they were starting to show the Frozen 2 trailers on TV and everybody was going, "No, too soon. Too soon."

Jim Hills: 00:02:39 Right.

Ken Harvey: 00:02:40 Still too traumatic.

Cindy Tingley: 00:02:41 Keep Elsa out of here.

Jim Hills: 00:02:42 Part of my job through that was to post the stuff on Facebook and Twitter and so I was running out of cats in snow-

Cindy Tingley: 00:02:48 Yeah.

Jim Hills: 00:02:48 Pictures that I could post with the stuff. It was like-

Cindy Tingley: 00:02:50 What's wrong with dogs in snow?

Ken Harvey: 00:02:52 So what were you posting on Facebook and Twitter?

Jim Hills: 00:02:53 I was posting what we were gonna be doing in the next six hours, 'cause it was changing that fast.

Cindy Tingley: 00:02:58 Yes.

Ken Harvey: 00:02:58 So when you say, "We," are you talking about your family, or-

Jim Hills: 00:03:01 Sno-Isle Libraries, yeah. So, posting on Facebook and Twitter what the schedule was gonna be for Sno-Isle Libraries, what the libraries were doing. You know, we have 23 locations and the weather was not uniform across the entire system, so some were closing early because of ... On the north end, the north end of Snohomish County, or Island County, Oak Harbor, the temperatures were a little colder-

Cindy Tingley: 00:03:24 Yeah.

Jim Hills: 00:03:24 Things were getting icier faster, South Snohomish County, closer to Seattle ... I remember one of the days, I was watching the traffic cams in Downtown Seattle where it was pouring rain-

Cindy Tingley: 00:03:39 Yeah.

Jim Hills: 00:03:39 And I'm looking out the window here in Marysville, and it is dumping snow. And then I look at the traffic in Oak Harbor, and it is a whiteout-

Cindy Tingley: 00:03:47 Wow.

Jim Hills: 00:03:48 Looking at the traffic in Lynnwood and it's typical Seattle snow, we always call it in our family, we call it fat rain-

Cindy Tingley: 00:03:54 Yeah.

Jim Hills: 00:03:55 You know, when it hits the windshield and it kind of splats, but it's not exactly snow and it's not exactly rain. So it was really different across the entire district. The messaging was ... you had to keep up with it, it was fun.

Ken Harvey: 00:04:08 Well, that's what can happen, though, across 2000-

Cindy Tingley: 00:04:11 Right.

Ken Harvey: 00:04:11 Square miles.

Jim Hills: 00:04:11 Yeah.

Ken Harvey: 00:04:12 And a lot of different geographical landscape issues around here, and I hear meteorologists saying that it's difficult here-

Cindy Tingley: 00:04:24 Absolutely.

Ken Harvey: 00:04:24 To forecast what the weather's gonna be because you get all of these convergent zones and the wind can come from different directions, and it just really kind of changes what they would normally forecast.

Cindy Tingley: 00:04:34 Yeah, it's microclimates, and for us, we have to be cognizant of the fact that, all right, sure we have a library in Oak Harbor, but we also have employees that live in Oak Harbor that might work here, or might work at another location, so trying to coordinate everybody and get them into their places was just insane.

Ken Harvey: 00:04:51 Well, so this was one of those times where, and not so typical for us, where we actually closed the library ... the libraries down, not just in a handful of locations but system-wide-

Cindy Tingley: 00:05:03 Right.

Ken Harvey: 00:05:03 Because of the snow events, and officials were telling the public in general, stay off the roads if you don't need to be out there and-

Jim Hills: 00:05:12 Right. And that was an important piece for us to learn also. Interestingly, just a couple of days before the snow in Monroe, completely unrelated to the weather, a big truck backs into a power pole not far from the Monroe Library, and actually took down three power poles-

Cindy Tingley: 00:05:30 Wow.

Jim Hills: 00:05:30 And took the power out to the library, took the power out to a bunch of adjacent businesses and agencies, and that's the typical closure for Sno-Isle Libraries, something local. We message that out, we tell people, we try and make sure that people aren't making a special trip in and then finding the library closed, that's really typical for us. I grew up in the northwest, I grew up in Seattle. And I actually had ice skates when I was kid because it made sense, you know, I lived close to Haller Lake and Green Lake and you get out there, you go use them. I am living through climate change. But in the time that I've been here, we've never been closed-

Cindy Tingley: 00:06:10 Right.

Jim Hills: 00:06:11 The system isn't used to this, it's just not ready to do that. So it was really interesting to watch the system gear up to respond that way, in not just a library by library, incident by incident case, to really think about it in a system-wide way.

Cindy Tingley: 00:06:31 Yeah, and two times-

Jim Hills: 00:06:33 Yeah.

Cindy Tingley: 00:06:34 In a week. I don't remember the last time we closed system-wide for one day, let alone two.

Jim Hills: 00:06:40 Yeah. Right.

Ken Harvey: 00:06:40 Well, I do remember, years and years ago, long before I worked at Sno-Isle Libraries, having a sibling, a brother, bring his new wife up to visit us from Las Vegas, and at that time we were living in Puyallup, and-

Cindy Tingley: 00:06:59 I knew there was a segue way in there.

Ken Harvey: 00:07:00 And we actually had had a cold front come through and snow had fallen the day before they arrived, and they just could not get warm, the time that they were with us. And they were, I think, with us for three or four days, and it was strange then that the snow was on the ground the entire time they were with us. Well, and what's been strange for us, or kind of weird, was essentially having snow on the ground for almost two solid weeks-

Cindy Tingley: 00:07:28 Yeah.

Ken Harvey: 00:07:28 And certainly something that is out of the norm for us.

Cindy Tingley: 00:07:34 Yeah, and it's shifted, snow, slush, ice, you know, so-

Jim Hills: 00:07:38 Yeah. Right.

Cindy Tingley: 00:07:38 Everybody's ... they're gonna venture out 'cause it was slushy yesterday, now it's ice, and it's insane.

Jim Hills: 00:07:44 So the most fun thing for me at home, was I got out my leaf blower to clear the sidewalk. You can't do that with normal Seattle snow-

Ken Harvey: 00:07:52 No, you can't.

Jim Hills: 00:07:53 That just does not work-

Cindy Tingley: 00:07:54 No.

Jim Hills: 00:07:54 You can't leaf-

Cindy Tingley: 00:07:54 No.

Jim Hills: 00:07:54 Blow slush. But you could leaf blow the snow, it was awesome. It was so fun.

Ken Harvey: 00:07:59 That's right. Well, hopefully by the time you're listening to this, we are in balmy spring weather, but who knows-

Cindy Tingley: 00:08:07 Yeah.

Ken Harvey: 00:08:07 It's been known to snow here, even though it's the dense, heavy snow-

Cindy Tingley: 00:08:13 Lumpy rain.

Ken Harvey: 00:08:14 As late as April, and even when it snows that late, it typically is gone within a few hours so-

Cindy Tingley: 00:08:19 Oh, yeah.

Ken Harvey: 00:08:20 Well, if you, as a listener, are interested in kind of weird and wacky holidays that are out there in addition to the regular holidays that are celebrated that might result in closure of a public facility, you should check out a couple websites. There's one that's called holidaycalendar.com, and you can also just plug into your search engine, weird and wacky holidays, or fun holidays, and you'll be surprised about some of the things that are uncovered.

Jim Hills: 00:08:53 Yeah.

Cindy Tingley: 00:08:54 It's fun to do that on your birthday. I've done that before, I can't remember now what my birthday is, but it seems like every day of the year has something. So if you plug it in, look for your birthday, see what you come up with.

Ken Harvey: 00:09:07 I didn't know that.

Cindy Tingley: 00:09:07 Yeah.

Ken Harvey: 00:09:08 Well, that is, as you were teasing me earlier, that is kind of the title of this episode where routinely, and I'm hoping that we can get together about a month or so ... every month or so, and just kind of chat about some of the things that we didn't know, or that we discovered or learned about ... that come to us because we are here at Sno-Isle Libraries working, and there's a number of things that I had on our list today to talk about. I think that people would be fascinated to know that Sno-Isle Libraries recently was audited by the Washington State Auditor's Office, and-

Cindy Tingley: 00:09:51 Right.

Ken Harvey: 00:09:51 Actually had a team of auditors, looking, doing two audits at the same time. So one was a financial audit, and the other one was

what they call an accountability audit, and we actually came out quite well in that.

Jim Hills: 00:10:06 32nd year in a row.

Ken Harvey: 00:10:09 Of what?

Jim Hills: 00:10:10 Clean audits.

Cindy Tingley: 00:10:11 Absolutely clean audits.

Jim Hills: 00:10:12 Yeah, no findings. A finding is a bad thing, when you have an audit. When you go to an audit, it's not like ... the language around audit is, like audit doesn't ... it isn't even like you're gonna have an audit. When you have an income tax audit, yeah, an audit? What does that mean? And so, the bad thing in an audit is a finding. No findings in 32 years.

Ken Harvey: 00:10:35 Well, and it's really remarkable because, in not having a finding in 32 years, but ... Well, I will say not a but, and I think that residents of the area that Sno-Isle Libraries serves really ought to feel good about the notion that routinely, at least once a year, Sno-Isle Libraries receives the attention of the State Auditors Office, and they take a close look at the way that we conduct our business.

Cindy Tingley: 00:11:09 Right. Yeah.

Ken Harvey: 00:11:09 And they are taking a look at whether or not we are being transparent and accountable in the way that we do the business, and they want to make sure that there's no fraud happening, that there are no errors or that if there are any errors, they're at a minimum, in terms of how we deal with financial dealings. And because essentially, we are working with the public's money, and we need to make sure that we use that money as wisely and as diligently as possible, and that there's never any sloppiness in the way that we operate.

Cindy Tingley: 00:11:53 Right.

Jim Hills: 00:11:53 We have to be sensitive to that. And we just went through a Levy Election last year. It had been seven years? Eight years.

Ken Harvey: 00:12:03 Eight years.

Jim Hills: 00:12:04 Since the previous Levy Election. And whenever you're going out and asking ourselves and other taxpayers to support an

agency like Sno-Isle Libraries, it's important to have these kinds of pieces in the history of the agency. So that people can know that their tax funds are being used as we say they're gonna be used.

- Cindy Tingley: 00:12:31 Yeah, and I also like that security piece-
- Jim Hills: 00:12:33 Yeah.
- Cindy Tingley: 00:12:34 Because they really look into our IT systems as well, not just the financial end, but they're looking at the security policies and-
- Jim Hills: 00:12:40 Yeah.
- Cindy Tingley: 00:12:40 Procedures and practices and all that stuff, too, so we're making sure that the folks that are our customers are protected as well.
- Ken Harvey: 00:12:47 Well, they take a look at our financial condition, whether or not it looks like we're operating in a way that's sustainable. And they look to see if there's any evidence that we are misstating our financial condition or the like. And so it's just really a ... I would say, kind of a resounding and kind of an endorsement by the state auditors that we're conducting business in a proper manner, as good stewards for the communities and the residents that we-
- Cindy Tingley: 00:13:25 Right.
- Jim Hills: 00:13:25 Yeah.
- Ken Harvey: 00:13:25 That we serve.
- Jim Hills: 00:13:26 Yep.
- Cindy Tingley: 00:13:27 Absolutely.
- Ken Harvey: 00:13:27 Yeah, so we really appreciate the State Auditor's Office and their team of investigators who come out to check up on us as well as others. It's just nice to know that there's not always just the assumption that everything's gonna be handled well, but there's someone who's actually verifying that.
- Cindy Tingley: 00:13:47 Right.
- Jim Hills: 00:13:48 It's interesting when they're here, when they're on site. So, the State Auditor's Office sends auditors to the service center here in Marysville, and they are here for weeks.

Cindy Tingley: 00:13:58 Yeah.

Jim Hills: 00:13:59 And you kind of get to know them, actually they don't ... You see them, you recognize them. They maintain a distance-

Cindy Tingley: 00:14:10 Right.

Jim Hills: 00:14:10 From the employees, 'cause they're there to take a look at the agency and at the books. But they're here for a long time, and they're here for long days.

Cindy Tingley: 00:14:19 Yeah.

Jim Hills: 00:14:19 They are here for long days.

Cindy Tingley: 00:14:20 That's what I was gonna say, what I noticed the most this last time, of how thorough they are, because they just lock themselves in a room, and they really get to it-

Jim Hills: 00:14:28 Yeah.

Cindy Tingley: 00:14:28 For an extended period of time.

Jim Hills: 00:14:30 Yep.

Ken Harvey: 00:14:30 Well, if you're listening to this and you're interested in seeing what those reports are, the auditor's reports, you can go to the Washington State Auditor's Office website, and just type in, Sno-Isle Libraries, Sno-Isle Regional Library, into their search engine. It will bring you up the audit reports from each of the years that they have conducted an audit for us, and interesting reading.

Jim Hills: 00:14:56 Yeah.

Cindy Tingley: 00:14:58 Very cool.

Ken Harvey: 00:15:00 Well, I was reminded recently that we have a few things here at Sno-Isle Libraries that people will typically go into a library often looking for, things like CDs and DVDs, that we are in a long term phaseout for.

Cindy Tingley: 00:15:25 Yeah.

Jim Hills: 00:15:26 Yeah.

Ken Harvey: 00:15:26 And it was one of those things I thought, hmm, I didn't know that.

Jim Hills: 00:15:29 Yeah, we should talk about that. It's interesting how, you know, you think about CDs and DVDs and phaseout. Really, is that technology phasing out? Yes-

Ken Harvey: 00:15:40 Yes, it is.

Jim Hills: 00:15:41 It really is.

Cindy Tingley: 00:15:42 Yeah.

Jim Hills: 00:15:43 And the library has a history of doing that, of moving through technologies, popular technologies that customers are using, customers expect, and as technology changes and the customers move on in their lives outside of their interactions with the library, the library moves with them.

Ken Harvey: 00:16:02 Well, I remember as a college student and high school student being able to go into a library and checking out, borrowing 33 and 45 RPM-

Cindy Tingley: 00:16:16 Yes.

Ken Harvey: 00:16:17 Vinyl records.

Cindy Tingley: 00:16:18 Absolutely.

Ken Harvey: 00:16:19 And then I remember also being able to check out cassette tapes.

Cindy Tingley: 00:16:23 Sure. And what about microfiche?

Jim Hills: 00:16:26 Yeah. Yeah, where did microfiche-

Ken Harvey: 00:16:29 Oh my gosh, yes, microfiche.

Cindy Tingley: 00:16:30 Where did that go? Wow.

Ken Harvey: 00:16:31 Well.

Jim Hills: 00:16:31 So, you used to be able to check out, here's the ... So I don't think I'm quite this old, but I might be.

Ken Harvey: 00:16:39 If you remember-

Jim Hills: 00:16:41 You might.

Ken Harvey: 00:16:44 You are.

Jim Hills: 00:16:44 I might be.

Cindy Tingley: 00:16:45 I'm hoping I don't remember whatever it is.

Jim Hills: 00:16:47 So, you used to be able to check out art from Sno-Isle Libraries.

Cindy Tingley: 00:16:52 Really?

Jim Hills: 00:16:53 And, like, framed art, and then display it in your home for a period of time, and then you brought it back, just like a book.

Cindy Tingley: 00:17:01 Well, hmm, I didn't know that. That's amazing.

Ken Harvey: 00:17:05 So I don't remember that-

Cindy Tingley: 00:17:07 Wow.

Ken Harvey: 00:17:07 But I do recall being told that-

Cindy Tingley: 00:17:10 Wow.

Ken Harvey: 00:17:11 And so the idea that libraries will, in addition to books, will also offer materials in different types of formats that are of interest-

Jim Hills: 00:17:24 Yeah.

Ken Harvey: 00:17:24 To the public. That what we offer changes with what, over time, based upon where the marketplace is, what the demand is-

Cindy Tingley: 00:17:34 Right.

Ken Harvey: 00:17:34 And in fact, what we've been notified of, is that the source of movies and materials on CD and DVD, they've made the turn-

Cindy Tingley: 00:17:52 Yeah, they're phasing out.

Ken Harvey: 00:17:53 They're starting to phaseout, actually even producing materials.

Jim Hills: 00:17:56 Right.

Ken Harvey: 00:17:56 On CD or DVD. So we're looking at that and just saying, okay, if that's happening in terms of that, and we will no longer be able to even acquire those and provide them to the public, we need

to be looking at, well, what will be taking its place. And increasingly what's taking its place is the ability to download and stream.

- Cindy Tingley: 00:18:18 Sure.
- Jim Hills: 00:18:18 Yeah.
- Cindy Tingley: 00:18:19 Yeah. Which, of course, was very convenient during our two snow days.
- Jim Hills: 00:18:23 So, I'm really interested to see the stats on downloads and streams, so, I think I heard that by the time this airs, we probably should have those, right? But, while we're doing this now, I don't think those stats are available, I'm gonna really be interested to see what the spike is.
- Cindy Tingley: 00:18:41 Yeah, I will, too. That's actually something I posted on my Facebook on the day, "Great day to do some downloading!"
- Ken Harvey: 00:18:47 So, hey, we've got about six minutes before we take a break and then bring on our guest. Let's talk a little bit about some of the question that we've gotten through our online feature, Ask Us, Tell Us, which enables to customers and residents to send a message to us or a question to us, or feedback, to the Sno-Isle Libraries website, and ask us things that are on their mind, and I'm gonna get us started out with one ... This was a question about how many times can I, as a library customer, have checked out at any one time, and for how long?
- Cindy Tingley: 00:19:27 It's a whole lot, I can tell you that.
- Jim Hills: 00:19:29 It's a whole lot.
- Cindy Tingley: 00:19:30 Actually, as far as books, you can do up to a hundred.
- Jim Hills: 00:19:34 A hundred books a-
- Cindy Tingley: 00:19:35 Per a library card.
- Jim Hills: 00:19:36 That's amazing.
- Cindy Tingley: 00:19:36 One hundred books.
- Jim Hills: 00:19:38 Yeah.
- Cindy Tingley: 00:19:38 Bring a shopping cart.

Ken Harvey: 00:19:39 Wow.

Jim Hills: 00:19:42 So I have seen that a little bit. So I've had an opportunity to go out with our bookmobile service, which goes to a variety of locations, the one location to this past summer was kind of in southeastern Snohomish County in the Echo Lake area. And there was a family that came, and they brought milk cartons-

Cindy Tingley: 00:20:05 Oh, wow.

Jim Hills: 00:20:06 Those plastic-

Cindy Tingley: 00:20:06 Yeah.

Jim Hills: 00:20:06 Milk carton things.

Ken Harvey: 00:20:07 Yeah.

Cindy Tingley: 00:20:07 Sure.

Jim Hills: 00:20:08 And they were bringing back milk carton ... those crates-

Cindy Tingley: 00:20:12 Yeah.

Jim Hills: 00:20:12 For milk cartons. Milk crates full of stuff-

Cindy Tingley: 00:20:15 That's incredible.

Jim Hills: 00:20:16 Books, DVDs, CDs, the whole thing. And doing that and then checking them back in, and then ... It was a family, it was a mom and maybe four kids, and then kind of swarming through the bookmobile. And some of the stuff they had already put on hold, it was being delivered to them, some of it was just on the bookmobile. And then loading up those crates, and then away they go. It was really cool.

Cindy Tingley: 00:20:40 That is amazing.

Ken Harvey: 00:20:40 So it's not just books that they can check out-

Cindy Tingley: 00:20:41 No.

Ken Harvey: 00:20:41 What are some of the other things?

Cindy Tingley: 00:20:42 Well, you mentioned DVDs, Jim. I mean, a few, you know, everybody goes Netflix and chill-

Jim Hills: 00:20:46 Yeah.

Cindy Tingley: 00:20:46 But if you wanna go over and get some DVDs, you can get 20 of those.

Jim Hills: 00:20:50 Yeah.

Cindy Tingley: 00:20:50 And you can have yourself a nice weekend watching those. You can do up to a hundred of the educational DVDs that we have, as well.

Ken Harvey: 00:20:58 Oh, wow.

Jim Hills: 00:20:58 Wow.

Cindy Tingley: 00:20:59 Yeah.

Cindy Tingley: 00:21:00 Music CDs, you're looking at 20 of those, right. All of these go up to that one hundred, maximum, right, so you can ... 20 of these, 20 of those, like that, and just add em up. Audio books, same thing, a hundred per library card. We have the online services, of course, that we've mentioned, and you can do 10 borrows per month for each service that we have, so, I mean, there's quite a list of things that you could just download or pick up and relax with.

Jim Hills: 00:21:30 So the question I have is, what do you do with a hundred books?

Ken Harvey: 00:21:34 That's a lot of binge reading.

Jim Hills: 00:21:36 It is a lot of binge reading.

Cindy Tingley: 00:21:37 That is a lot ... I know.

Jim Hills: 00:21:38 So I think it's a mindset, though. We had an opportunity to talk with the CEO of Community Transit, his name is Emmett Heath, and Emmett was talking about going to the library with his wife. So Emmett will go, and he goes with kind of a consumer mindset, a consumer attitude, like, well, I'm only gonna take what I'm sure I'm gonna use. Kind of like he's buying it.

Cindy Tingley: 00:22:04 Right.

Jim Hills: 00:22:05 His wife has the borrower's head, the borrower's mindset. Which I have-

Ken Harvey: 00:22:12 Now be careful, don't say anything Emmett's gonna regret.

Jim Hills: 00:22:15 Well, okay, so I am making the transition myself from this buyer mindset to the borrower mindset. And so he says he goes with his wife, and invariably, he's the Sherpa going out of the library with two armloads full of books, and-

Ken Harvey: 00:22:38 That she borrowed.

Jim Hills: 00:22:39 That she borrowed on her card. And then they go home, and the first thing she does is sit down on the couch, and he says, and then she sifts them, she sorts them. She's going to the library, she goes, oh, that looks interesting. That looks interesting. That looks interesting. Then gets home on the couch, sits down with the stacks, and goes through em and leafs through the book, and say, "Does that book really look interesting?" Puts it in the, this is gonna go back right away stack, or, this I'm gonna save stack. And then that's what happens. So the ones that looked interesting but aren't going to be, they go right back. It's not a problem. It's a head change, it's a mindset change.

Cindy Tingley: 00:23:19 Yeah.

Jim Hills: 00:23:19 A cultural shift that you go through as a borrower, and it's all available to you, it's no charge, you can do that. I was talking to my daughter over the weekend, and she goes, "Yeah, you know, I look at that, and I go, here's this title I want, and, gosh, a couple holds on there, and I don't know if I really want to wait, and, what do I do." And I said, "Well, first, put a hold on it, 'cause those hold lists go fast."

Cindy Tingley: 00:23:44 Yes.

Jim Hills: 00:23:45 "And then, look for something else. Or get ten other things that you might ..." "Well, gosh, what if I don't really read them all?" I actually asked one of the librarians here for myself, I said, "So, I kind of hold back, I don't want to get ten things that I may or may not read," and they just looked at me like I was from Mars, like ... This one guy goes, one of the librarians here at the service center says, "Life is way too short for bad books."

Cindy Tingley: 00:24:10 Right.

Jim Hills: 00:24:10 "Check it out. If you don't like it, set it aside, bring it back, get something else."

Cindy Tingley: 00:24:14 Yeah.

Jim Hills: 00:24:14 "Just do it." And then-

Cindy Tingley: 00:24:16 Or, if you run out of time, put it on your for later shelf, right?

Jim Hills: 00:24:18 Yeah, there you go.

Cindy Tingley: 00:24:19 Return it.

Jim Hills: 00:24:19 Yeah.

Cindy Tingley: 00:24:20 Mark it as for later in our system-

Ken Harvey: 00:24:23 Yeah, absolutely.

Cindy Tingley: 00:24:23 And I can't tell you how many I have in there right now.

Jim Hills: 00:24:24 Which is all available in the online catalog, right?

Cindy Tingley: 00:24:26 Yes.

Jim Hills: 00:24:27 So whether you actually take it or not, you can set it aside-

Cindy Tingley: 00:24:30 Sure. So you don't forget-

Jim Hills: 00:24:32 Yep.

Cindy Tingley: 00:24:32 If you're worried about forgetting. Yeah.

Ken Harvey: 00:24:34 Yeah, so that hundred piece limit, hundred item limit, is really not meant to say, immediately go out and borrow a hundred. It enables you to browse, find titles that you think you'd be interested in-

Cindy Tingley: 00:24:51 Yes.

Ken Harvey: 00:24:52 And then do like Jim just mentioned in his retelling the story, go home and sift it. If you discover that, well, on closer inspection, I'm really not going to read this one, go ahead and bring it back, and go on to the next one-

Jim Hills: 00:25:09 Yeah.

Cindy Tingley: 00:25:09 Yeah.

Ken Harvey: 00:25:09 Just take advantage of this amazing service and set of resources that we provide.

Cindy Tingley: 00:25:15 Yeah, and I have to tell you, I don't know what type of borrower I am, because I find, oftentimes, 'cause I like to have books that are mine, a lot of times I will check one out and try to determine, do I want to buy it?

Ken Harvey: 00:25:27 Yeah.

Jim Hills: 00:25:28 Oh, there you go.

Cindy Tingley: 00:25:29 So I preview the book. And especially if it's a heavy photo book or something like that, I want to see what it looks like, I want to get the look and feel, and then I might return it and go buy it, you know, so that's just a whole different approach.

Ken Harvey: 00:25:40 Yeah.

Jim Hills: 00:25:41 Oh, that's a good idea.

Cindy Tingley: 00:25:41 Yeah.

Jim Hills: 00:25:41 Yeah.

Ken Harvey: 00:25:41 Well, I just wanna just encourage listeners also, if you remember what we were talking about earlier in terms of starting to do kind of a long term phaseout of CDs and DVDs, it doesn't mean that we're one day going to say, okay, no more CDs or DVDs on the shelf, 'cause we're just gonna take away everything that's out there-

Cindy Tingley: 00:26:02 Right.

Ken Harvey: 00:26:03 We are simply, as they wear out, we're just not replacing those, so for the next year or two, or three, you will likely find CDs and DVDs there still available for you, and would actually encourage you, take advantage of them while they're there.

Cindy Tingley: 00:26:19 Yes.

Ken Harvey: 00:26:20 Because ...

Jim Hills: 00:26:23 'Cause technology changes.

Ken Harvey: 00:26:24 Because technology is changing.

Cindy Tingley: 00:26:25 Yeah.

Ken Harvey: 00:26:26 Hey, just one or two last questions-

Cindy Tingley: 00:26:28 Sure.

Ken Harvey: 00:26:28 End this segment. There's a question about, that one of our customers sent in, said, "How do I find a job?"

Cindy Tingley: 00:26:37 Oh. Very simple, actually. Obviously you're gonna go to the Sno-Isle website, which is sno-isle.org. And you're going to click on the employment page, and then there's a job opportunities section in there, or there's also a search feature if you have a job title in mind that you could look to see what's available. But there's so many within in our system, you know, I think sometimes people think, "Oh, I have to be a librarian." I get that a lot. Oh, you're a librarian, you work at the library. No. We have the public service sector, which of course includes librarians, but we also have library assistants, and we have our pages, but we also have administrative staff, like all of us. We work on the administrative support side of the house. So we have the HR jobs. We have the marketing and communications, IT, which is ever expanding around here.

Jim Hills: 00:27:26 Right.

Cindy Tingley: 00:27:27 The payroll department, administration, things like that-

Ken Harvey: 00:27:30 And finance.

Cindy Tingley: 00:27:30 Finance, sure, and there's so many different jobs available here, both entry level and advanced. A lot of leadership positions. And just the sky's the limit. If you think that you have an interest in working within the system, it is certainly worth it to go take a look at our employment page and see what's available at any given time. I mean, I think right now we have several positions open, and they're all over the place. They're not just librarian based jobs.

Jim Hills: 00:27:58 Right.

Ken Harvey: 00:27:59 So that's on the Sno-Isle Libraries website and you look for the employment?

Cindy Tingley: 00:28:04 Employment, yeah. There's a whole employment page, and if you don't see the link right away, of course we have that great

search feature up at the top of the site, you can just type in jobs if you want to and it'll take you where you need to go.

Ken Harvey: 00:28:15 So just search website, and put in jobs or employment, and-

Cindy Tingley: 00:28:20 Career, you know, it'll come up with any of those.

Ken Harvey: 00:28:22 And if you are out there and you're actually looking for jobs even beyond Sno-Isle Libraries, there's a lot of resources we have for job seekers in general, and there's webpage for job seekers that you can look for. And there are two different resources I would just specifically mention. There is a resource called Reference USA-

Cindy Tingley: 00:28:47 Yes.

Ken Harvey: 00:28:47 That you could take a look at. It's a database that essentially has, by title and location, jobs and careers all across the United States, that'd be amazing to even know about-

Cindy Tingley: 00:29:02 Right.

Ken Harvey: 00:29:02 Because sometimes, we only know about the jobs that we've seen around us, that maybe we've-

Jim Hills: 00:29:06 Right.

Ken Harvey: 00:29:07 Grew up with, or-

Cindy Tingley: 00:29:08 Yeah.

Ken Harvey: 00:29:09 Might've been within our family circle.

Cindy Tingley: 00:29:11 Right.

Ken Harvey: 00:29:11 And there's lot more out there-

Cindy Tingley: 00:29:13 Yeah.

Ken Harvey: 00:29:13 Than that.

Cindy Tingley: 00:29:15 And a thing I like about that one is that it's partnered with Indeed.com, which is a great search website.

Jim Hills: 00:29:19 I didn't know that.

Cindy Tingley: 00:29:20 Yeah.

Jim Hills: 00:29:21 See, there you go, I didn't know that.

Ken Harvey: 00:29:23 Well, the other thing through the website is something called the Job and Career Accelerator, which provides a number of job listings that are out there that you can search through.

Jim Hills: 00:29:34 I was gonna say, you know, the interesting thing about those, so we're providing those links as resources and they're gonna be available on the webpage when this gets posted, but you don't have to go and just click on that and try and figure it out for yourself, 'cause there's always a librarian there who's willing to help walk you through it.

Cindy Tingley: 00:29:53 Absolutely.

Jim Hills: 00:29:53 Right? That's the cool thing about the public library is. There's somebody there who's gonna be there to help walk with you and help you get through that.

Ken Harvey: 00:30:03 Yeah.

Jim Hills: 00:30:03 It's nice.

Ken Harvey: 00:30:04 That is nice. Well, I think that all of our talk over the last few minutes about jobs is a great lead in to the person that we're gonna invite to join us in just a minute after a short break. Because we're gonna talk about a job that you may not be aware exists within Sno-Isle Libraries. And that's about the strategic relations manager and office.

Jim Hills: 00:30:29 Yeah.

Cindy Tingley: 00:30:29 Yeah.

Jim Hills: 00:30:30 I can't wait.

Ken Harvey: 00:30:31 All right. Right after this break.

Speaker 5: 00:30:33 Did you know you could download some of the best business and finance magazines for free with your Sno-Isle Libraries card? Learn more online at Sno-Isle Libraries.

Ken Harvey: 00:30:33

New Speaker: 00:30:33

New Speaker: 00:30:33

New Speaker: 00:30:45 Hey, we are delighted to have joining us, Susan Hempstead, who is the strategic relations manager for Sno-Isle Libraries.

Jim Hills: 00:30:52 Yay.

Ken Harvey: 00:30:52 Hi Susan.

Cindy Tingley: 00:30:53 Hey.

Susan Hempstead: 00:30:53 Hi.

Jim Hills: 00:30:53 Welcome.

Susan Hempstead: 00:30:54 Thank you. Thanks for having me.

Ken Harvey: 00:30:56 Well, Susan, you fall into this category of conversation that we just were having before the break about the different types of jobs available at Sno-Isle Libraries. Jobs that would actually probably surprise a number of people, because often, I think we've all been asked, when people discover that we work at Sno-Isle Libraries, whether we're librarians. And people being surprised, "Oh, I didn't know you were a librarian," well, I'm not. ... So none of us sitting here-

Jim Hills: 00:31:26 I'm not. I can barely read.

Ken Harvey: 00:31:26 Yeah, so none of us sitting here are librarians, and yet, the Sno-Isle Libraries has a strategic relations manager. What does that mean?

Susan Hempstead: 00:31:37 I know, isn't that the best code for something-

Cindy Tingley: 00:31:40 What is?

Susan Hempstead: 00:31:40 What does that mean?

Cindy Tingley: 00:31:40 Yes.

Susan Hempstead: 00:31:41 What does that mean to be strategic? So we meet people where they are, and I think this is the most wonderful job title, it's like being the global government relations manager for Starbucks, right? Strategic relations is really about connecting with people, and it's building relationships. And in the case of Sno-Isle Libraries, we are building sustainable relationships that drive awareness and support of the library. And I often joked when I arrived that collectively, since I'm not a librarian, I would bring the reading quotient down ... a lot. Until-

Ken Harvey: 00:32:18 I think we all beat you at that.

Cindy Tingley: 00:32:19 Yeah. Definitely.

Susan Hempstead: 00:32:21 No, until a former colleague who listens retired said, "No, no, no, that's okay, I read trashy Amish fiction." And I said, "But I'm pretty sure my definition of trashy is definitely different than your definition of trashy."

Jim Hills: 00:32:34 There is trashy Amish fiction?

Susan Hempstead: 00:32:38 I know, do we have that in the collection?

Jim Hills: 00:32:38 There's no-

Susan Hempstead: 00:32:39 There's a genre for everything is what I'm learning.

Ken Harvey: 00:32:42 I didn't know about that.

Cindy Tingley: 00:32:44 Yeah. I didn't either.

Susan Hempstead: 00:32:45 But that's exactly what we're doing, we're cataloging the community, and we're finding organizations who might not have been invited to libraries before, understand what libraries are doing today, and we're creating connections.

Cindy Tingley: 00:33:01 Yeah. Very cool. Well, you've kind of answered the question, but go little deeper. Why do the strategic relations matter?

Susan Hempstead: 00:33:09 Right? No, that's exactly ... great question. We are rethinking who we are and how we talk about ourselves. So when we are considering all of the vast resources that a library has, how do people know about them? How do people know what we have, and not only that, but for years and years, libraries have said, "Come to my house. We have all of these wonderful things at my house. We have these great toys, you can come to my house and play." But we're finding the dynamics of community are shifting-

Cindy Tingley: 00:33:44 Right.

Susan Hempstead: 00:33:44 And now we're gonna go to other people's houses to play, and what are you working on that is creating community, and how can we help you create community? And we're, at the library district, building that infrastructure that helps us connect with community partners to really understand what is the

community identity, what are the core issues that are occurring in that community, and how we can help.

Jim Hills: 00:34:09 I just love the way you describe that. It's just so collaborative, so cooperative, and so much outreach ... I just love that. I just love all the language that you used. It's just great.

Susan Hempstead: 00:34:18 Thanks.

Ken Harvey: 00:34:22 So, let me be the bad cop to the good cop of what Jim just said.

Susan Hempstead: 00:34:29 You're my boss. You're supposed to do that.

Ken Harvey: 00:34:36 So, I'm thinking of, with Jim saying, "Well that sounds really wonderful, it's cooperative and collaborative." But, it's like, why does that matter? Isn't there a library in every community? 2000 square miles of service area, and we've got 23 different libraries, and so, that's like ... I'll do the math. Is that like one library per 100 miles, I don't know, 10 miles? Yeah.

Jim Hills: 00:34:59 I was hoping it was gonna be easier than that.

Ken Harvey: 00:35:01 [crosstalk 00:35:01].

Cindy Tingley: 00:35:01 Yeah, I didn't know there was math involved in this.

Susan Hempstead: 00:35:00 Base 10. Just go with base 10.

Ken Harvey: 00:35:09 So anyway, library in every ... Yep, per 100 miles, you know, every community-

Susan Hempstead: 00:35:15 Right.

Ken Harvey: 00:35:15 So is it that tough for a library to be part of each community and be known by folks in the community and have them understand that the library is useful to have around?

Susan Hempstead: 00:35:31 It's an amazing opportunity, but if you think of a community, any community, what do you have? You have schools. You may have a transit, transit organization. You have parks and rec. You have all of these opportunities for people to engage in their time. And there was a wonderful man called Phil [Smart 00:35:53], and he, in Seattle, talked about the eight hours. So if you have eight hours to work, and you have eight hours to sleep, what do you do with your remaining eight hours? So there are sports organizations, there are movie theaters, there are, you know, we have our partners in the United Way, and

community colleges. So there are a number of ways where people can give of their time, or have entertainment, or find joy, or binge Netflix. So the library becomes one of many offerings in a community, and I think, If you ask people for their library story, or their memory of their library, they'll think back to, oh, Mrs. Woods from third grade and my-

- Cindy Tingley: 00:36:36 Yeah.
- Susan Hempstead: 00:36:37 My library experience over the summer. And what we're finding is libraries are now more relevant to community growth, community connection than they ever have been. So if I wanna be a barista, how do I start my own business? If I wanna be a potato farmer, or own my own farmer's market booth, how do I start? And libraries for everybody are the place to start, it's the place you know. And even if you don't know your community, libraries are the place to start in any local community conversation. So if I'm newly immigrated to the community, if I've newly arrived and I don't know anything, libraries are the place I start from.
- Cindy Tingley: 00:37:21 Absolutely. Yeah. Makes total sense. And there's a term that I've heard, and that's authentic engagement. Can you expand on that a little bit, what that means?
- Susan Hempstead: 00:37:31 Absolutely. Meeting people where they are, so if I am looking to connect with you, or you're looking to connect with me, and you're, "Wow, I'd really like to talk to a Lithuanian woman who's a mom." That's connecting with me. I'm not saying I would like to meet with special groups of people. You're really getting specific about what your need is and what you want to talk about. We have wonderful populations of people that are at different levels of their life experience, or their cultural or ethnicity, and what we want to do is meet people where they are. That's a theme that I'll say often again, because we don't wanna presume anything. We have biases, all of us. So how do we learn to be authentic in our engagement, acknowledge what we know and don't know, and really try and come to some sort of mutual connection about what the library can offer, and if we can't, why not? And can we explore providing that for-
- Cindy Tingley: 00:38:38 Right.
- Jim Hills: 00:38:38 Right.
- Susan Hempstead: 00:38:38 Our community. Are we really truly meeting community needs with the services that we have today.

Jim Hills: 00:38:44 I love that part, too.

Cindy Tingley: 00:38:45 Yeah.

Jim Hills: 00:38:45 So, you know, the library has this tradition, but the community changes and the individuals within the community change, so how are we staying connecting to that, and being responsive, and change with the community to meet their needs. I'm playing good cop again, I know

Ken Harvey: 00:38:59 Oh, I'm not-

Jim Hills: 00:38:59 I always love listening to Susan talk about this stuff 'cause it's just so inspiring.

Ken Harvey: 00:39:03 Oh, I'm not gonna play bad cop again. But Susan, tell us a little bit more about the office that you manage.

Susan Hempstead: 00:39:14 We have a mighty team. We are a mighty team of four right now, and our role is to build sustainable relations that drive awareness and support for the library. Well how do we do that? We have connections with our public officials. Almost half of our public libraries are owned by cities. So are we a good partner with our city landlord? We are engaged in community. What does that mean? If we have school district partners, or public agency partners that are working on a particular initiative to better our community, should we have a seat at the table? Do we have a perspective that's of value to the conversation? We have an army of 700 people who volunteer with our libraries. They choose-

Ken Harvey: 00:40:07 Wow.

Susan Hempstead: 00:40:07 Us. We are one of the largest volunteer organizations in Snohomish County, and my colleague, [Christine 00:40:12], does a spectacular job.

Cindy Tingley: 00:40:14 Yes.

Susan Hempstead: 00:40:14 So not only do we have 700 people every day who shop up with their feet, we have 4000 people who have previously, at some point in their life, volunteered at a library.

Jim Hills: 00:40:26 Wow.

Ken Harvey: 00:40:27 So, can I just stop you for a second? Because I'm sure that the listeners are saying, "I didn't know that."

Cindy Tingley: 00:40:32 Right.

Ken Harvey: 00:40:33 So, say that again, you said 700 individuals who are volunteering? For the libraries?

Susan Hempstead: 00:40:40 So they are coming in every day. Some are individuals with special needs looking for a wonderful way to grow workforce development skills before they find their next job, professional position. So we have teenagers who come in. About a third of our volunteers are teens, either through a community service requirement at school or they need something to build a resume, so they have workforce development skills. And they're not just dusting computers or shelving books, but they're helping to create kindergarten readiness for families who are coming into the library. They are ultimately providing entrepreneur support for small business entrepreneurs who are coming in.

Susan Hempstead: 00:41:26 So our volunteers provide a really special role, and Christine, over the past two years, we've really worked to move from a more transactional opportunity for volunteers where they come in, they clock in, they say hello to their supervisor, their volunteer coordinator, they do their work, they go home, to more of a transformational opportunity, where they are, as I mentioned, contributing to kindergarten readiness. Or building civic engagement. It's a more holistic experience because we want them to keep coming back, and we feel like we have a great opportunity and experience to provide our volunteers.

Ken Harvey: 00:42:03 Wow.

Cindy Tingley: 00:42:04 That's amazing. Yeah, and plus, they become ambassadors for our libraries, which is-

Susan Hempstead: 00:42:08 We love people who get loud for libraries, right?

Cindy Tingley: 00:42:10 Yes.

Susan Hempstead: 00:42:11 That's what we're doing. I mean ultimately, that's what we're doing, we want people to get loud for libraries.

Ken Harvey: 00:42:15 So I cut you off, you were kind of going through this list, and so what else were you gonna say in terms of kind of other functions within your office?

Susan Hempstead: 00:42:26 We have a wonderful opportunity, as I mentioned, for people to get loud for libraries. So we help people become library

ambassadors. What does that mean? It means a whole host of things to different people, but sharing their library experience. And I know we'd love to come back, if you ever want to send me on the road, we'd love to bring back to you stories from the road of people who have a unique activity that they do-

Cindy Tingley: 00:42:49

Yeah.

Susan Hempstead: 00:42:49

In getting loud for libraries, 'cause we have a whole host of those-

Ken Harvey: 00:42:52

Great idea.

Cindy Tingley: 00:42:52

That's ... yeah.

Susan Hempstead: 00:42:54

And then, community partnerships. So we want to support the work that our community partners are working on. So whether that be the Snohomish STEM Network, the Economic Alliance of Snohomish County, Edmonds Community College, United Way of Snohomish County. What are our partners working on where it makes sense and there's a role for the library to support and contribute?

Ken Harvey: 00:43:17

And I also happen to know that kind of in addition to all that really important work, you're overseeing staff who are responsible for a lot of the things that kind of visually help the library get its information out. So, you wanna just talk a little bit about that?

Susan Hempstead: 00:43:40

Yes, so new to our department are graphics and reproduction team, which is a phenomenal opportunity to really align our work with community libraries. So we have 23 libraries that are all trying to tell everybody everything about what they do. So programs from baby story time to talk time, and everything in between. So how can we make our communication align so that customers see what they are interested in seeing and participating and resources that they wanna check out. At the same time, how are we presenting ourselves and representing ourselves in a way that is respectful and ultimately in a way where customers can see themselves when they walk in the library.

Jim Hills: 00:44:26

Right.

Susan Hempstead: 00:44:26

So that's what ultimately what we're looking for. And it's just been a wonderful opportunity to connect and align both of those needs.

Cindy Tingley: 00:44:34 Yeah. You know, Susan, earlier we were talking about job opportunities and the different ones that we have at Sno-Isle. What is your background? How did you get to be our strategic relations manager? Where is that coming from?

Susan Hempstead: 00:44:48 So I love providing people with information. I love connecting dots, and my background has been varied, but really wonderfully suited for this role. So I earned my masters degree in public administration, specializing intergovernmental relations, which means I can navigate, it's another code word, but I can navigate local state and federal government. And at the same time, connecting people with information is on my community side. So I love the rigor of government relations with the spirit of philanthropy.

Cindy Tingley: 00:45:20 Yeah.

Susan Hempstead: 00:45:21 And that has made for a wonderful experience here at the library district as their navigating both pathways forward.

Cindy Tingley: 00:45:28 Yeah. I just think that gives people a really good idea. 'Cause you know, I hear Susan's title, and I go, well, gee, what would I have to do-

Susan Hempstead: 00:45:34 It's code.

Cindy Tingley: 00:45:35 Yeah. What would I have to do to be in a position like that? So that's great to know.

Ken Harvey: 00:45:40 So career wise, how did you kind of come up through the ranks to be where you are today? What kind of organizations have you worked for and ...

Susan Hempstead: 00:45:49 So long story short, I was a coach for Special Olympics, and when you're 16, you think you're gonna change the world, and maybe we all have in some small way, but when I got to college, I thought, oh, I'm gonna major in social work. I went to the University of Washington, got my degree. But they don't hire anybody with just a bachelors degree-

Ken Harvey: 00:46:08 Right.

Susan Hempstead: 00:46:08 I was stunned. So-

Ken Harvey: 00:46:10 Surprise.

Susan Hempstead: 00:46:12 Surprise, so I needed more credentialing. And I got home one day and in the mail there was this envelope, and I kid you not, it said, "So you think you can change the world?"

Cindy Tingley: 00:46:24 Wow.

Susan Hempstead: 00:46:24 Of course.

Jim Hills: 00:46:25 Yes, I do.

Susan Hempstead: 00:46:25 I think I may, and I'm 18, it's my destiny, so, and it was from a recruiting school at USC for masters programs, so I signed on to do that. And I wanted to make a difference for individuals with disabilities. I wrote my thesis on Americans with Disabilities Act and making sure that there was opportunity and access-

Jim Hills: 00:46:51 Yeah.

Susan Hempstead: 00:46:51 Opportunity-

Jim Hills: 00:46:51 And access.

Susan Hempstead: 00:46:52 And equity. Right.

Jim Hills: 00:46:53 Yeah.

Cindy Tingley: 00:46:53 Yeah.

Susan Hempstead: 00:46:54 So those themes have stayed with me on the various roles that I had, and I would say one of the most fun roles I had was working as an Olympic torch relay coordinator in 1996.

Cindy Tingley: 00:47:07 Wow.

Susan Hempstead: 00:47:07 And I got to go to places like Bogalusa, Louisiana, which 20 years ago, was not as big as it is now. But you know, they were expecting thousands and thousands of people from the surrounding area to come, and you had to plan logistics, who's gonna be on stage speaking, who are the public officials who need honoring, what are the community partners that we should bring into this, how do we partner with United Way for applications of who's gonna run with the torch. I mean, it was this wonderfully connected opportunity to employ all these different skill sets, and I loved it. I just loved it.

Susan Hempstead: 00:47:44 Bogalusa, Louisiana was brilliant. Who's [crosstalk 00:47:47]?

Ken Harvey: 00:47:48 Where-

Cindy Tingley: 00:47:48 Yeah, where is Bogalusa?

Susan Hempstead: 00:47:50 Well it's on the L. It's kind of right across the border, but it's just [crosstalk 00:47:55].

Ken Harvey: 00:47:55 From where?

Cindy Tingley: 00:47:56 I don't [crosstalk 00:47:57] geography.

Ken Harvey: 00:47:57 From Mississippi?

Susan Hempstead: 00:47:58 Not Alabama.

Cindy Tingley: 00:47:59 Texas?

Susan Hempstead: 00:47:59 Texas.

Cindy Tingley: 00:47:59 Texas.

Ken Harvey: 00:47:59 Texas.

Cindy Tingley: 00:48:00 [crosstalk 00:48:00]. Okay.

Susan Hempstead: 00:48:01 Somebody will call in and let me know if I'm wrong, but I was there 20 years ago.

Cindy Tingley: 00:48:05 So, near Slidell-ish?

Susan Hempstead: 00:48:07 Oh, god love you.

Cindy Tingley: 00:48:08 Maybe? I-

Susan Hempstead: 00:48:09 Maybe.

Cindy Tingley: 00:48:09 Yeah.

Susan Hempstead: 00:48:10 Maybe.

Cindy Tingley: 00:48:13 I'm not sure.

Susan Hempstead: 00:48:14 I'm gonna go with that. We need the map, Deborah-

Cindy Tingley: 00:48:17 Yes.

Susan Hempstead: 00:48:17 Where's the big map?

Susan Hempstead: 00:48:20 But every position has had those key tenants, right? How can we provide access, equity, and opportunity? And after that I was lucky to work at Puget Sound Energy, and storm duty, you know, we've all had the power go out this year-

Cindy Tingley: 00:48:36 Right.

Susan Hempstead: 00:48:36 So how do you do information centers to provide people with information so they can reliably plan for an unexpected activity? And now here at the library, how can we provide information so that, and everybody else gets to decide what their so that is, right? So that I can open a business. So that I can learn to go to school. So that I can ...

Jim Hills: 00:48:58 Yeah.

Susan Hempstead: 00:48:59 Be ... and a fulfill my potential.

Cindy Tingley: 00:49:02 Yeah. Wow.

Jim Hills: 00:49:03 So you can change the world.

Susan Hempstead: 00:49:05 So I can write my story and change the world.

Jim Hills: 00:49:05 Yeah, there you go.

Susan Hempstead: 00:49:06 That's exactly right.

Ken Harvey: 00:49:07 Well, you've been changing the world, right?

Susan Hempstead: 00:49:10 Yeah, everybody has, yeah.

Jim Hills: 00:49:11 You know it's really interesting when you're talking about the things that have been common through ... When you're 18 and now through the job you've got now. We were talking earlier about working at Sno-Isle, and it was a thought that I had when you were talking, Cindy, about what brings you to Sno-Isle, and it's those same things. When you're working at Sno-Isle Libraries, you have this sense of that you're helping to change the world. It's a service that aligns with people's so that's, right?

Susan Hempstead: 00:49:45 Yeah.

Cindy Tingley: 00:49:46 Yeah.

Jim Hills: 00:49:46 And everything you were just saying, Susan.

Susan Hempstead: 00:49:48 Yeah, that's right.

Cindy Tingley: 00:49:49 Yeah.

Jim Hills: 00:49:50 It's always fulfilling, coming to work here.

Susan Hempstead: 00:49:52 Yes.

Ken Harvey: 00:49:53 So Susan, what would you say to someone who is maybe 18 years old and trying to figure out, okay, how can I change the world, this is the way I'd like to change the world? Any career advice or coaching advice that you'd ...

Susan Hempstead: 00:50:09 Oh, that's a great question. I think it's to start where you are. You know, wherever you have been, wherever you want to go, you start where you are, and honor the past that brings you to where you are. And then I always like to think about, do people know me? Do they know what I do? What is the story of me, and do people know it? And often times, no, we're not champions of our own story.

Cindy Tingley: 00:50:36 Yeah.

Susan Hempstead: 00:50:36 I'm trying to create library champions, but who are the champions of your own story? So do they know who you are? Do they understand what you do? Or why you're doing it? And then, do they engage with you, or how could you engage with others? So I guess a story to that might be if I'm a nursing student at the college, you know, why am I doing that? Do people identify with me as a nursing student? And then what do I want to do and how do I want to engage? Do I want to help in the neonatal facility? Do I want to help with orthopedics? Do I want with hospice and palliative care? Who am I in a work environment? Does that align with who I am in my person environment? And what else do I like to do? I don't know. Maybe you like to play guitar, or maybe you like ... I mean, so I don't think you're limited by anything. It's do you know, understand, and then opportunities to engage.

Ken Harvey: 00:51:41 Well, we have about five minutes, and I wanted to make sure that I asked you this question. I'm gonna read off three things here. The library capital facilities plan, TEDx at all our libraries, And the Mariner Community Campus project. So, I just happened to know that you've been involved in all three of those things. So, tell the audience a little bit about either common denominators or why you were a part of those or what

you saw in terms of opportunities and to be kind of harvested from those?

Susan Hempstead: 00:52:22 Brevity is the soul of wit, right? Is that so ... five minutes? I can do it in two.

Ken Harvey: 00:52:30 All right. Let me start the timer.

Susan Hempstead: 00:52:34 And-

Cindy Tingley: 00:52:34 Go.

Susan Hempstead: 00:52:34 Go.

Susan Hempstead: 00:52:34 So the library capital facilities plan several years ago is a great opportunity for our communities to talk about library facilities. Did they fit? Were they service delivery models that worked for people? Were we meeting people where they are? Do we need a bigger library? Do we not need a library? Do we need a smaller library? Where are there gaps in library service? And so we, with a number of partners, undertook a fantastic community engagement model which is still used at the library today. It was the very first time we launched an online open house, again, to meet people where they are. So if you weren't able to come to an in person open house, you could log on to your computer after you got home from work, or before you went to the late shift, or before you started your second job, and-

Ken Harvey: 00:53:20 Because people are busy, right?

Cindy Tingley: 00:53:21 Yeah.

Susan Hempstead: 00:53:21 People are-

Ken Harvey: 00:53:21 Yeah.

Susan Hempstead: 00:53:21 That eight hours, right? You have eight hours to work, eight hours to sleep. Maybe more than eight hours to work. Maybe less hours to sleep. But you have choices in what you do-

Ken Harvey: 00:53:32 And then the other eight hours is with your kids who are involved in every sport they end up going on, right?

Susan Hempstead: 00:53:37 You're right. You speak from experience, yes. So you are shuttle service. You are the free Uber or Lyft service for your family, that is correct. But we really ... again, trying to provide

opportunities to connect with the library, not when the library is open, the physical doors. So the library is open 24/7 online, and I love that. People can take us with them when they are traveling or on business or on vacation. But how can we connect with people on their schedule, and that was wonderfully successful and it gave us great information for a roadmap we're moving ahead on. We've opened two demonstration libraries in Lakewood, Smokey Point, and Mariner. Which then I guess I will launch into the Mariner Community Campus project-

Ken Harvey: 00:54:24 Sure.

Susan Hempstead: 00:54:24 About a year ago, we gave a tour to State Senator Marko Liias of the Mariner Library, and he was so overwhelmed by the volume of people. Since that library's opened, there've been a 122,000 visits-

Cindy Tingley: 00:54:39 Wow.

Susan Hempstead: 00:54:39 Through the door of that library, that is-

Ken Harvey: 00:54:42 In just two years?

Susan Hempstead: 00:54:43 Two years.

Ken Harvey: 00:54:43 Yeah. Wow.

Susan Hempstead: 00:54:43 It's extraordinary. And his mind ... And I love people who can get up on the balcony and think big-

Cindy Tingley: 00:54:49 Yeah.

Susan Hempstead: 00:54:49 And he thought, community transit is here, Sound Transit is coming to 128th and 4th in that South Everett area. We have the Mukilteo school district. We have so many partners, but there's no official there, there. It's unincorporated Snohomish County, but it has such rich community-

Jim Hills: 00:55:09 Yeah.

Susan Hempstead: 00:55:09 So how-

Cindy Tingley: 00:55:10 Right.

Susan Hempstead: 00:55:10 Can we support the community with public services in a coordinated, safe, accessible campus for the community. So we are thrilled to be a facilitator of that project with Senator Liias.

We're undertaking a community needs assessment, so we're finding, again, unearthing new ways to communicate with the community. We're finding people who can introduce us to other neighbors to talk about what's important, and what's the community identity? You know, we call it the Mariner area. Is that right?

Jim Hills: 00:55:42 Do they call it the Mariner area?

Susan Hempstead: 00:55:42 I don't know.

Ken Harvey: 00:55:43 Yeah, right?

Susan Hempstead: 00:55:45 Right? So what do you think about your own community identity, and we're doing a lot of learning.

Ken Harvey: 00:55:52 So I know it can be dangerous to drop names, but who are some of the community organizations, or regional organizations that are being part of this-

Susan Hempstead: 00:56:01 Oh, it's fantastic-

Ken Harvey: 00:56:02 Community campus project.

Susan Hempstead: 00:56:02 The Snohomish Health District is extraordinary. I mean, they are a county wide organization working on a lot of the same issues we are. So the Snohomish Health District, the Economic Alliance of Snohomish County, Community Transit. The problem with listing is you're gonna forget somebody, so we're lucky-

Cindy Tingley: 00:56:18 Yeah.

Susan Hempstead: 00:56:18 To have both Everett and Edmonds Community College, Mukilteo School District, our county government, our county executive and his staff, our county council and their staff. Again, the state government, and we're just really-

Ken Harvey: 00:56:32 Boys and Girls Club?

Susan Hempstead: 00:56:33 Boys and Girl ... Thank you.

Cindy Tingley: 00:56:34 Yeah.

Susan Hempstead: 00:56:34 Bill Tsoukalas, the Boys and Girls Club-

Ken Harvey: 00:56:36 Yeah.

Susan Hempstead: 00:56:36 It's just an extraordinary group. We have Washington Family Engagement, we have Communities of Color, it's just an extraordinary ... You know, most meetings on a Friday afternoon from 3:00 to 4:30 are not that well attended-

Cindy Tingley: 00:56:50 Right.

Susan Hempstead: 00:56:51 But, it keeps growing-

Ken Harvey: 00:56:53 Yeah. Wow.

Susan Hempstead: 00:56:53 And we keep having more people, and we're bringing more seats to the table-

Cindy Tingley: 00:56:57 That's great.

Susan Hempstead: 00:56:57 And it's extraordinary conversation about community identity and what could be art of the possible, right?

Ken Harvey: 00:57:03 Yeah.

Jim Hills: 00:57:04 It's an amazing confluence of community support for that. You know, when we were putting together the ... kind of the need assessment for the Mariner Library, the thing that just amazed me was the number of people that are south of Everett and east of Mukilteo, west of Mill Creek, north of Lynnwood, and in this donut hole, there were 30,000 people living there. It could be like the second or third largest city in the county, and it's this unincorporated area. As you were pointing out, all of the richness of community there, is there an official there, there? And maybe there will be, you know, with the Mariner Community Campus, maybe that's the spark.

Susan Hempstead: 00:57:49 Right. Maybe people want a place so their little sister feels safe, or maybe-

Ken Harvey: 00:57:53 Yeah.

Cindy Tingley: 00:57:53 Yeah.

Susan Hempstead: 00:57:54 Or maybe they want safe transportation so their mom or dad working in ... you know, getting to work on time. Maybe they want safe places. So we're working with the community and our community partners to undertake and take a look and help them find out, what do they need in their community. And what a wonderful role for the library to play, right? We're

Ken Harvey: 00:58:14 Yeah.

Cindy Tingley: 00:58:14 Yes.

Susan Hempstead: 00:58:14 Convening. We're convening a community conversation about identity of a neighborhood, that's extraordinary.

Ken Harvey: 00:58:22 So two of the projects you've mentioned, and so the third one is the TEDxSnoIsleLibraries.

Susan Hempstead: 00:58:30 TEDxSnoIsleLibraries, ideas worth sharing and spreading, and we were extraordinarily overwhelmed, joyfully, by the response to Sno-Isle Libraries' undertaking a TEDx event. It's significant, it's massive, and the response we had from the community was, yes, this was something we didn't know we wanted, but we should've always had. This is something that we never would've anticipated that the library would lead, but yes, bring more. This lecture series ideas, this unearthing of ideas, that's what the library is all about, discovery. So for the library to have hosted TEDxSnoIsleLibraries, and hopefully ... I'm knocking on wood ... we'll be able to launch it again, but it brought out our community. People with really interesting stories and really interesting ideas. And that's really exciting to community partners. Learning, everybody wants to keep learning.

Ken Harvey: 00:59:36 And you were involved in helping to bring in community partners, and to work with them in helping to share the opportunity to be part of that event.

Susan Hempstead: 00:59:45 That's exactly right. I mean, no event is an island-

Jim Hills: 00:59:48 Right.

Susan Hempstead: 00:59:49 If we can say that. That it takes a village, and the village rallied to support and provide resources, 'cause the library obviously, you know, we don't have them to pull off an event like this, and to make sure that it's free and equally accessible for everyone, either online or in person. So thanks to the generosity and commitment of our philanthropic community, and our public agency partners, and our private sector partners, we pulled off a wonderful event.

Ken Harvey: 01:00:20 Well we have used up our time, and kind of forced ourselves to be briefer than we could choose not to be, because there's more to talk about with your position. But I think that-

Susan Hempstead: 01:00:32 Next time.

Ken Harvey: 01:00:33 That we'll have-

Susan Hempstead: 01:00:34 We'll come back.

Ken Harvey: 01:00:34 We'll come back

Susan Hempstead: 01:00:34 Yes, we'll come back.

Jim Hills: 01:00:35 I could listen to this and talk about values and commitment all day long.

Ken Harvey: 01:00:40 And I would not want to be the bad cop, because I saw-

Susan Hempstead: 01:00:43 No.

Ken Harvey: 01:00:43 Those are things that are very important. Susan, we really appreciate your joining us for this-

Susan Hempstead: 01:00:47 Thanks for having me. It's a joy.

Cindy Tingley: 01:00:48 It was fantastic.

Susan Hempstead: 01:00:48 We'll unearth more next time.

Cindy Tingley: 01:00:50 Yes.

Jim Hills: 01:00:50 Yay.

Susan Hempstead: 01:00:51 Thanks.

Ken Harvey: 01:00:51 Okay.

Ken Harvey: 01:00:58 So, we just spent some time with Susan, and let's talk about what we took away from chatting with her, and also, the first segment.

Jim Hills: 01:01:05 The first thing I love with Susan is her passion.

Cindy Tingley: 01:01:08 Oh yeah.

Jim Hills: 01:01:09 It's just ... it is so infectious. You just listen to her talk about the work that she does and why she does that, I just like, I wanna go run through a brick wall, and after I've listened to her for a while.

Ken Harvey: 01:01:19 Yeah, it made me feel guilty about playing bad cop with her.

Cindy Tingley: 01:01:24 That's the thing, it was so uplifting, you know, just hearing her joy. And that spreads-

Jim Hills: 01:01:27 Yeah.

Cindy Tingley: 01:01:28 That's infectious, absolutely.

Jim Hills: 01:01:29 Absolutely. She was talking about partnerships, and the collaborations with other government agencies. She had mentioned that nearly half of our Sno-Isle Libraries, the buildings are owned by the cities that we are in.

Ken Harvey: 01:01:48 Yeah.

Jim Hills: 01:01:48 And that's the ... They own the buildings, we provide the service, I mean, what a collaboration. What a partnership. So we are literally working together to bring the community the library.

Ken Harvey: 01:01:58 So just a quick note on that, back 30, 40, 50 years ago, Sno-Isle Libraries hardly owned a building at all.

Cindy Tingley: 01:02:08 Right.

Ken Harvey: 01:02:10 The organization did not really see itself as being in that mode of being a building owner. We essentially just contracted with communities to provide ... they would provide a building, and they would contract with us to provide library service within that building. Well over the years, more and more cities have come to Sno-Isle Libraries saying, hey, we would like to get out of that arrangement. We're gonna allow our citizens to vote to become kind of an active part of the Sno-Isle Libraries district, and if they decide to annex in, then you will own the building, and provide service to it as well. And that has happened to a number of communities around the service area. So, she's right, out of the 23, I think a little bit more or less than half of those now.

Jim Hills: 01:03:04 You know, I was thinking about examples of that. Perhaps the biggest well known library in South Snohomish County is the Lynnwood Library.

Cindy Tingley: 01:03:11 Right.

Ken Harvey: 01:03:12 Yeah.

Jim Hills: 01:03:12 Or Edmonds, or Mountlake Terrace, or Mill Creek, right. Those are all ... buildings are all owned by the cities-

Cindy Tingley: 01:03:17 Yeah.

Jim Hills: 01:03:18 And the service is provided by Sno-Isle Libraries.

Ken Harvey: 01:03:19 That's correct.

Jim Hills: 01:03:20 And then here in Marysville, where we're talking from, the service center in Marysville, the Marysville Library, which is across town from where we are now, that was owned by the city.

Ken Harvey: 01:03:32 Yes.

Jim Hills: 01:03:32 And just a few years ago-

Ken Harvey: 01:03:33 That's right.

Jim Hills: 01:03:35 About three, four, five years ago?

Ken Harvey: 01:03:36 Yep.

Jim Hills: 01:03:36 Something like that. That process occurred, and now that building is owned by the library and providing the same services through the library.

Ken Harvey: 01:03:45 Yeah-

Jim Hills: 01:03:46 Through that building.

Ken Harvey: 01:03:46 And over in Island County, we've got examples like the Oak Harbor Library-

Cindy Tingley: 01:03:51 Right.

Ken Harvey: 01:03:52 Is in a facility that is kind of jointly kind of owned, operated with by the-

Cindy Tingley: 01:03:59 The college over there-

Ken Harvey: 01:04:00 By the college-

Cindy Tingley: 01:04:01 Yeah.

Ken Harvey: 01:04:02 And also the city of Oak Harbor. Then we have Coupeville-

Cindy Tingley: 01:04:06 Right.

Ken Harvey: 01:04:07 That is actually owned now by Sno-Isle Libraries through a bond measure that the residents voted to support. And then Langley is owned by the city of Langley, so-

Cindy Tingley: 01:04:18 Right.

Ken Harvey: 01:04:18 The Langley Library is ... We just provide service out of there.

Jim Hills: 01:04:21 I didn't know Langley was owned by the city, I thought that was another one of those, one that we owned-

Ken Harvey: 01:04:25 Yeah. Owned by the city.

Cindy Tingley: 01:04:27 Yeah.

Jim Hills: 01:04:27 There you go.

Ken Harvey: 01:04:27 So-

Cindy Tingley: 01:04:28 Yeah. There's something-

Ken Harvey: 01:04:28 Didn't know that.

Cindy Tingley: 01:04:28 Yeah.

Jim Hills: 01:04:28 I didn't know that.

Cindy Tingley: 01:04:30 And there is a whole map on our website, that if you're interested-

Ken Harvey: 01:04:34 Yeah.

Jim Hills: 01:04:34 I probably should know that.

Cindy Tingley: 01:04:35 You can go out there ... for everybody, you know, check it out. Is your library-

Ken Harvey: 01:04:40 Yeah.

Cindy Tingley: 01:04:41 Owned or city owned?

Ken Harvey: 01:04:41 So any other kind of takeaways?

Cindy Tingley: 01:04:44 Well, I really-

Ken Harvey: 01:04:44 On the segment?

Cindy Tingley: 01:04:45 Yeah, I really enjoyed when I asked her about authentic engagement, because she really I think put that so well. It's not just about, I go into a library and I say I wanna learn about this vast thing, but you can go in and request something very specific, and I think she used the Lithuanian mother. I wanna meet one on one with someone who has this experience in their life, and how we can provide that service for them, it's just phenomenal.

Ken Harvey: 01:05:12 Well, I think that she referred to the Lithuanian mother because there's some Lithuanian in her background-

Cindy Tingley: 01:05:17 Exactly.

Ken Harvey: 01:05:17 So that was an easy example-

Cindy Tingley: 01:05:19 That was.

Ken Harvey: 01:05:20 For her to use.

Cindy Tingley: 01:05:21 Yes.

Ken Harvey: 01:05:21 Yeah, so I'll tell you that out of our first segment, before Susan came on board, there were, you know, some takeaways from that, for me as well. I'm just constantly amazed at the types of jobs that are available through Sno-Isle Libraries. And then of course interviewing Susan is an example of something that I know that most people just wouldn't even imagine that a library organization would have a position like that-

Cindy Tingley: 01:05:49 Right.

Ken Harvey: 01:05:49 Invented. But there's so many different types of job opportunities and career paths available through public libraries and Sno-Isle Libraries specifically, and really want to just invite our listeners to tune in to ... Come to our website and just search around and find some things you ... I think you'll be very surprised-

Cindy Tingley: 01:06:10 Absolutely.

Ken Harvey: 01:06:11 At the opportunities that are available through the library.

Cindy Tingley: 01:06:15 Yeah, no matter your background, we may have a position with your name on it.

Ken Harvey: 01:06:19 Enjoying this episode of the Check It Out! podcast? Head over to the iTunes store, Google Play music store, or most other podcast stores to subscribe, rate the podcast, or leave a review. Your rating and review will make it easier for others to find the Check It Out! podcast wherever it's available. That's this week's episode of the Check It Out! podcast. Don't forget to join us next week for another episode. Thanks for listening.