

# Today's Presenters



**Valerie Gross**

President & CEO,  
Howard County  
Library System (MD)



**Christie Lassen**

Director of Public  
Relations, Howard  
County Library  
System (MD)



**Sonya Durney**

Adult Services  
Director, Portland  
Public Library (ME)

# Civility Goes Viral:

## A New Approach for a New Era



April 18, 2018, 3 – 4 pm ET

Webinar Presented by OCLC:



### Presenters:

Howard County Library System

**VALERIE J. GROSS**

President & CEO


**CHRISTIE LASSEN**

Director of Public Relations

Portland Public Library

**SONYA DURNEY**

Head of Information & Research Services



# 485 colleagues from *around the world!*

- United States (474 participants)

- Representing 49 states

- 5 Canadian Provinces (7 participants)

- Alberta, British Columbia, Nova Scotia, and Ontario

- 3 Additional Countries (4 participants)

- Australia, the Bahamas, and the United Kingdom





# Choose Civility

— Your City, Your State —

PD  
day

# Choosing Civility

THE TWENTY-FIVE RULES  
*of* CONSIDERATE  
CONDUCT



P. M. Forni

Cofounder of the Johns Hopkins Civility Project

# Vision

We choose to be a model of civility.

# Mission

Valuing diversity, we choose respect, compassion, empathy, and inclusiveness as essential to our quality of life.

# Choosing Civility

THE TWENTY-FIVE RULES  
*of* CONSIDERATE  
CONDUCT

P. M. Forni

Cofounder of the Johns Hopkins Civility Project



# 15 Principles of Civility

Pay attention | Listen | Speak kindly |  
Assume the best | Respect others' opinions |  
Respect other people's time and space | Be  
inclusive | Acknowledge others | Accept and  
give praise | Apologize earnestly | Assert  
yourself | Take responsibility | Accept and  
give constructive criticism | Refrain from idle  
complaints | Be a considerate guest



**LIBRARIES = EDUCATION**

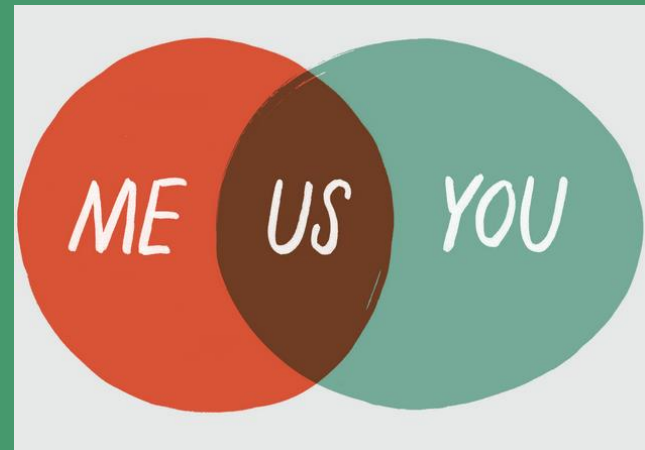
SELF-DIRECTED  
EDUCATION

RESEARCH  
ASSISTANCE &  
INSTRUCTION

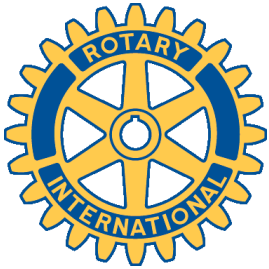
INSTRUCTIVE &  
ENLIGHTENING  
EXPERIENCES

# Collaborative Effort

- Board of Advisors
- Honorary Chair
- Committees
- Partners
- Sponsors



# Partners



**HOWARD COUNTY  
LIBRARY SYSTEM**  
Public Education for All



**HOWARD  
TECH COUNCIL**  
Economic Development Authority



**HOWARD COUNTY  
MARYLAND**  
Economic Development Authority



**HOWARD COUNTY  
CHAMBER of  
COMMERCE**



**HOWARD**  
COMMUNITY COLLEGE  
*You Can Get There From Here.*



**HOWARD COUNTY**  
PUBLIC SCHOOL SYSTEM



**Columbia**  
Association

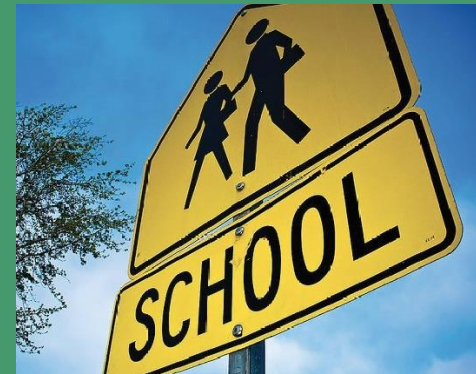
# Howard Community College



- Civility and the Virtue Tradition (Philosophy course)
- New student orientation
- Friendly Campus initiative
- Mediation and Conflict Resolution Center

# Howard County Public School System

- Board of Education
- Administration
  - Civility Policy
  - Anti-Bullying Policy





# Youth Empowerment Summit



# Sports Banners

- Fields
- Gyms





Free-standing  
banners in  
library  
branches

# Clemens Crossing Cautious Canaries Choose Civility





Choose Civility  
— HOWARD COUNTY, MD —

Choose Running

-----in Howard County-----

[www.striders.net](http://www.striders.net)

Choose Civility  
OR ELSE!!

[www.chooseincivility.org](http://www.chooseincivility.org)

Choose Festivity  
IN HOWARD COUNTY

[www.columbiafestival.com](http://www.columbiafestival.com)



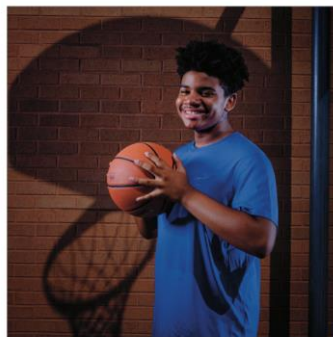
Choose A Lane

FOR THE LOVE OF GOD, JUST CHOOSE ONE!



Lt. Michelle Denton, Howard County Police Department

**PRINCIPLE OF CIVILITY #1:**  
Pay Attention



Jalen Stewart, High School Student

**PRINCIPLE OF CIVILITY #2:**  
Listen



Allan Killman, Howard County Executive

**PRINCIPLE OF CIVILITY #4:**  
Assume the Best



Valerie Gross, Howard County Library System

**PRINCIPLE OF CIVILITY #5:**  
Respect Others' Opinions



Ryan Swanson, The ARC of Howard County

**PRINCIPLE OF CIVILITY #7:**  
Be Inclusive



Nana Hogg, Worthington Elementary School

**PRINCIPLE OF CIVILITY #9:**  
Accept and Give Praise



Nestor Benavides, FERN

**PRINCIPLE OF CIVILITY #11:**  
Assert Yourself

# I Can Be a Civility Cool Cat

activity book for children of all ages



*Brought to you by Choose Civility,  
a community-wide initiative led by  
Howard County Library System*

 Choose  
Civility  
HOWARD COUNTY, MD

## #choose2Bkind



**Choose Civility** is an ongoing community-wide initiative, led by Howard County Library System, to position Howard County, Maryland as a model of civility. The initiative intends to enhance respect, empathy, consideration and tolerance in Howard County and with all those that we reach. We invite all within our community, as well as other communities around the nation, to participate.

Because little things we do during the day can make our community stronger and can inspire others to pay those kindnesses forward, this year's Civility theme is Kindness Creates Community.

How can you be involved?

- Download this month's **Random Acts of Civility calendar** then share on social media with **#choose2Bkind**
- Participate in **Columbia Dialogues**
- **Pass It On**
- Borrow a title from one of our Choose Civility **booklists** or from the Unity. Kindness. Peace. **booklist**
- **More ideas**

Click on the sliders above for details. #choose2Bkind

### FLICKR PHOTOS



### UPCOMING EVENTS

**Community Dialogue Circles** on 05/08/2017  
7:00 PM

**Understanding Transgender and Gender Nonconforming Youth** on 05/16/2017 7:00 PM

**Community Dialogue Circles** on 06/08/2017 11:00 AM

### ARCHIVES

Select Month 

## Past themes

2010: The Role of Civility in Democracy

2011: Building a Responsible, Bully-Free Community

2012: Would It Kill You to Be More Civil?

# 2013 – OMG to AARP: Bridging the Multigenerational Divide



# 2014 – The Ball's in Your Court: Can Civility and Sports Coexist?



*"If you can get his parents to go ballistic, he can't hit a thing."*



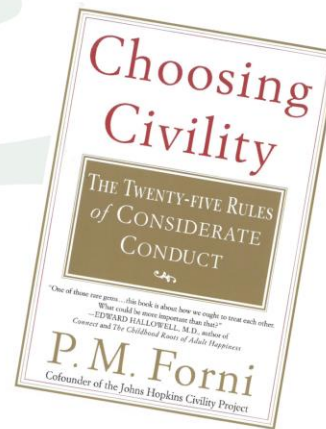
2015:  
Would You  
Say That to  
My Face?

2016: Kindness Creates Community

#choose2Bkind

ChooseCivility.org

# Pass It On!



Join Choose Civility's *Random Acts of Civility: A Year of Kindness* campaign and pass P.M. Forni's book, *Choosing Civility: The 25 Rules of Considerate Conduct* around the county and beyond!

Look for copies at Howard County Library System branches, Columbia village centers, Columbia Association gyms, senior centers, Little Free Libraries, and other locations.

- Register it at **ChooseCivility.org**. Tell us your book number and where you plan to read it.
- Read it.
- Share it on social media with **#choose2Bkind**.
- Pass it to someone else to register, read, and pass—or leave it in a public place (a bookplate inside the front cover gives directions to the next person).

Return to ChooseCivility.org throughout the year to track where the books have traveled. It's Random and it's Kind!



## EXCUSE ME, PLEASE & THANK YOU

Prepare your toddler to learn good manners and practice civility through literature, songs, and a craft. Ages 18-36 months with adult; 30 min. Registration required.

**GLENWOOD**                      Wed              Oct 3              10:30 am

## CHOOSE CIVILITY THE ELEPHANT AND PIGGIE WAY!

Learn how Elephant and Piggie "Choose Civility" and are always kind to each other. Ages 4-7; 30 min. Tickets required.

**MILLER**                      Wed              Oct 10              4:30 & 7 pm

## JUNIOR DIPLOMATS

What if you were chosen to represent your community at an international event? Learn the etiquette of diplomats: how to greet others and hold a conversation, table manners, and decorum. Finger foods served. Ages 6-8; 45 min. Registration required.

**EAST COLUMBIA**              Wed              Sep 26              2 pm      Ho. Co. schools closed

## MEAN GIRLS

Learn how to negotiate the social world of female friendships with expert Deborah West.

<b>GLENWOOD</b>	Oct 4	Thu	6:30 - 8 pm
<b>SAVAGE</b>	Nov 1	Thu	6:30 - 8 pm
<b>CENTRAL</b>	Nov 29	Thu	6:30 - 8 pm

Sponsored by the Horizon Foundation and the Women's Giving Circle.

## KEEP IT CIVIL: STRAIGHT TALK TEEN-TO-TEEN

Join us for a facilitated panel discussion exploring civility in daily life for teens. Adult panelists and student members of Howard County Voices for Change explore issues of stress, wellness, bullying and friendships, presenting practical information to assist you in making positive changes in your life. For teens and parents.

**MILLER**                      Oct 16              Tue              7 - 8:30 pm

Sponsored by Howard County Voices for Changes.



Choose Civility the Elephant and Piggy Way

# Coding for Community Hackathon





## HUMAN LIBRARY



- Someone of the Muslim faith
- Someone with bipolar disorder
- Someone who is Transgender
- Veteran living with PTSD
- Parsee Zoroastrian
- Member of the LGBTQ community
- Single parent and survivor of suicide loss

---

# Kindness

Creates Community

---



Choose Civility Poster and Video Contest

*Use your imagination, creativity, and artistic talent to show how kindness creates community.*

#Choose2BKind

"Kindness Starts With Me!"



Choose Civility  
Poster and Video  
Contest and  
Exhibit



 the  
longest  
table 



How would you describe our community?

What's the biggest challenge facing our community?

What is one thing about Tallahassee/Leon County would you change?

What brought you here, what keeps you here?

Where do you see the community in 10 years?

How would you convince a visitor to make this place home?

Race relations in our community is \_\_\_\_\_.

What do you want to accomplish at the Longest Table?

**HiTails**  
AMBASSADORS



 **Choose  
Civility**  
HOWARD COUNTY, MD

Being A Considerate Guest | Pay Attention |  
Acknowledge Others | Take Responsibility |  
Listen

- 54 students
- 27 schools (21 elementary, 3 middle, 3 private schools)

## HiTails Ambassadors



# Upcoming Events

Fake News

Community Dialogue Circles

Understanding Transgender and  
Gender Nonconforming Youth

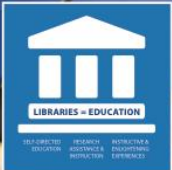
Meet the Authors: White House  
Social Secretaries

# Vision 2020: Education for All

A DISTINGUISHED TRADITION,  
CUTTING-EDGE STRATEGIES

Howard County Library System's  
Strategic Plan | 2015 - 2020

Approved and Adopted by the  
Howard County Library System  
Board of Trustees, July 2015



## Howard County Library System Customer Service Philosophy: Service is Personal

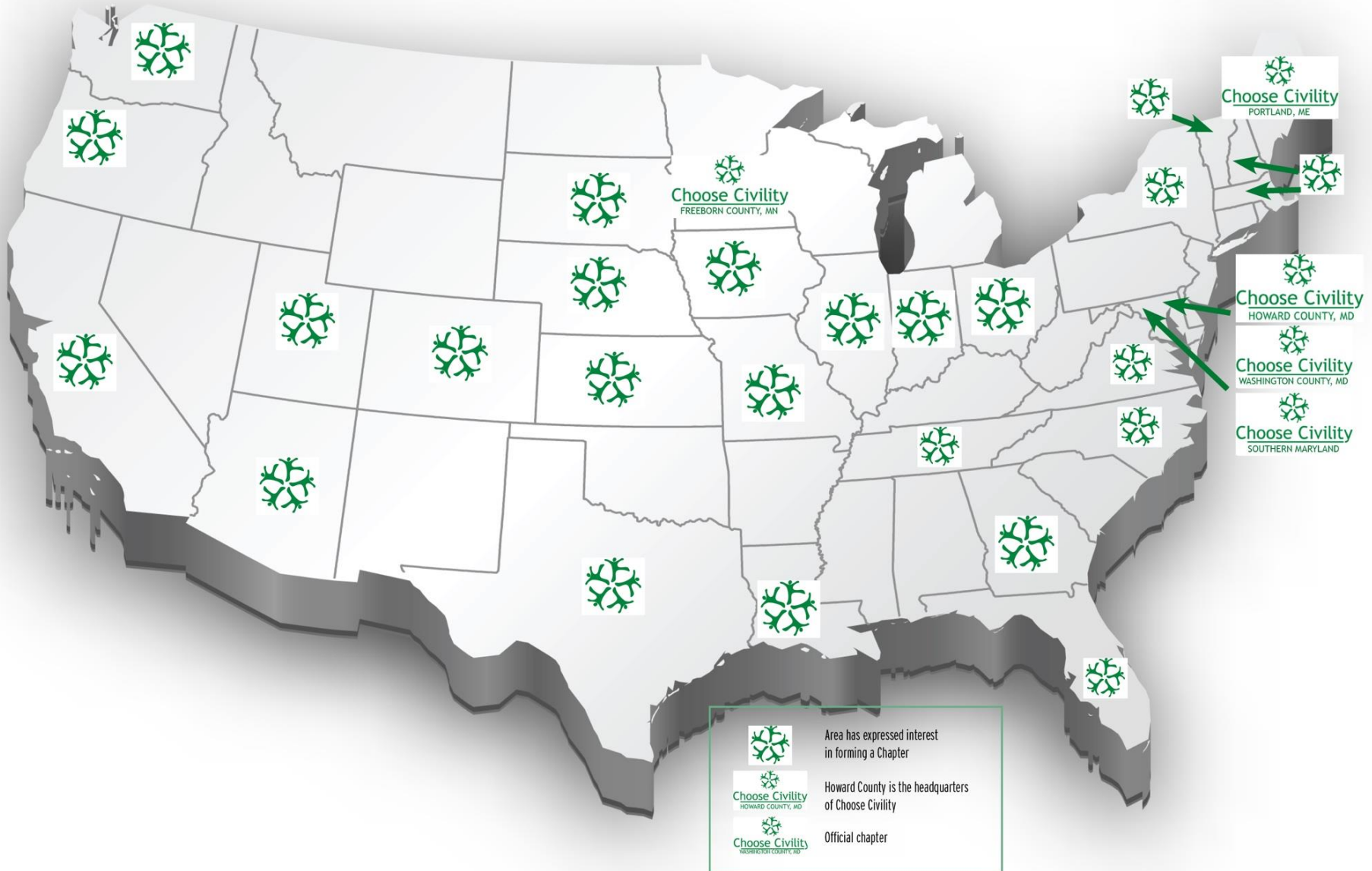


# Strategic Plan and Customer Service Philosophy

## Indicators of Success

- Number of partners
- Visibility (e.g., press coverage, social media)
- Attendance at classes / events
- Event surveys
- Anecdotes
- Chapters and Affiliates

# Choose Civility Across the U.S.



## What's the difference between a Chapter and an Affiliate?

- Chapters are external, community-wide initiatives.
- Affiliates are internal, organizational initiatives.

# Why become a Chapter or Affiliate?

- National recognition as part of this nonpartisan, unbiased initiative
- Affiliation with a national network
- Access to:
  - communications network of representatives from other Chapters and Affiliates
  - expertise and an established structure
  - toolkit, including logo and style guide



Choose Civility  
YOUR CITY, YOUR STATE



*Choose Civility Portland*



Sonya Durney  
Adult Services Director  
durney@portlib.org  
Portland Public Library, Maine

# What prompted us to *Choose Civility*?



## Vision and Mission

Vision: Howard County chooses to be a model of civility.

Mission: We choose respect, consideration, empathy, and tolerance as our fundamental values, enhancing the community's quality of life.



# Why the Library?

## Community Activists are More Likely to Use Libraries

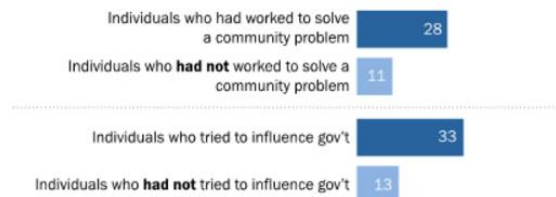
### Community Activists are More Likely to Use Libraries

% of those ages 16+ who visited a library or bookmobile in the past 12 months

#### Visited a library



#### Attended a meeting at a library

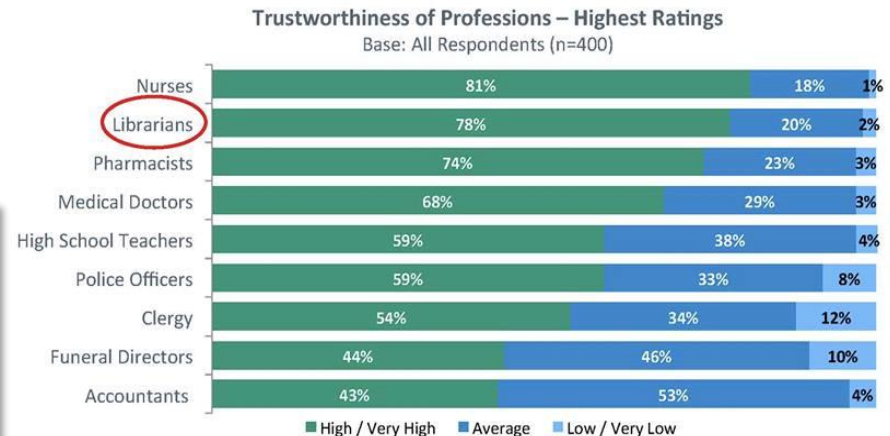


Source: Pew Research Center survey March 17-April 12, 2015. N=2,004 Americans ages 16 and older

PEW RESEARCH CENTER

## Highest Rated Professions

- Nurses (81%), Librarians (78%) and Pharmacists (74%) received the highest levels of High / Very High "trustworthiness" ratings.
- Just seven of twenty-two professions included in the research received high or very high ratings from at least one-half of respondents.



Q1-22 Please rate the honesty and ethical standards of... (please select one response)

Trusted Professionals Survey  
August 2016

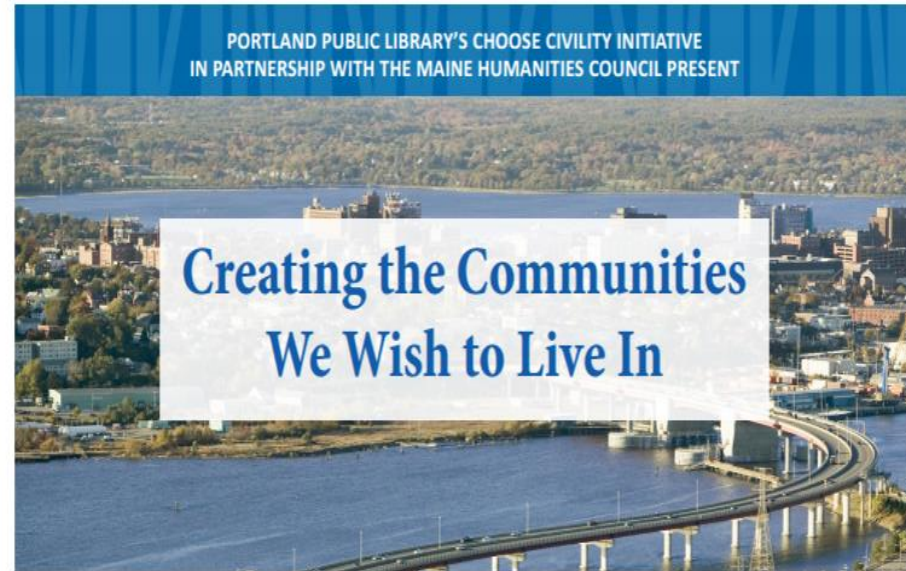


Because people trust us and come to the Library for reliable information!

- Maine State Library: [Trusted Professionals Survey](#) (2016)
- Pew Report: [Libraries at the Crossroads](#) (2015)

# Grant Stipulations

- Two year grant term. \$48 k
- Hire a P/T program coordinator
- Train staff to facilitate community conversations
- Hold 8 public forums / conversations. Four led by partner Lift360 (formerly Institute for Civic Leadership)
- Hold 4 sessions with the Maine Humanities Council , based on a reading.



**PORTLANDERS!** Join a **CONVERSATION** about what it means to be an “I” and a “we” in our neighborhoods and other communities.

We have a fabulous short poem that generates interesting questions to discuss, spaces to meet, and someone to help get the conversation going. ***All we need is you!***

Thursday, November 6<sup>th</sup> at the Portland YMCA  
11:30am-1:00pm (*Bring Your Own Lunch*)  
70 Forest Avenue, Portland

Thursday, November 20<sup>th</sup> at Portland Public Library  
11:30am-1:00pm (*Bring Your Own Lunch*)  
with Welcoming Maine  
5 Monument Square, Portland

# World Café Guidelines

**FOCUS**  
on what  
**MATTERS**

**LISTEN**  
to understand

Connect  
**Ideas**

Contribute your  
**THINKING**  
& experience

**PLAY!**  
doodle  
**DRAW**

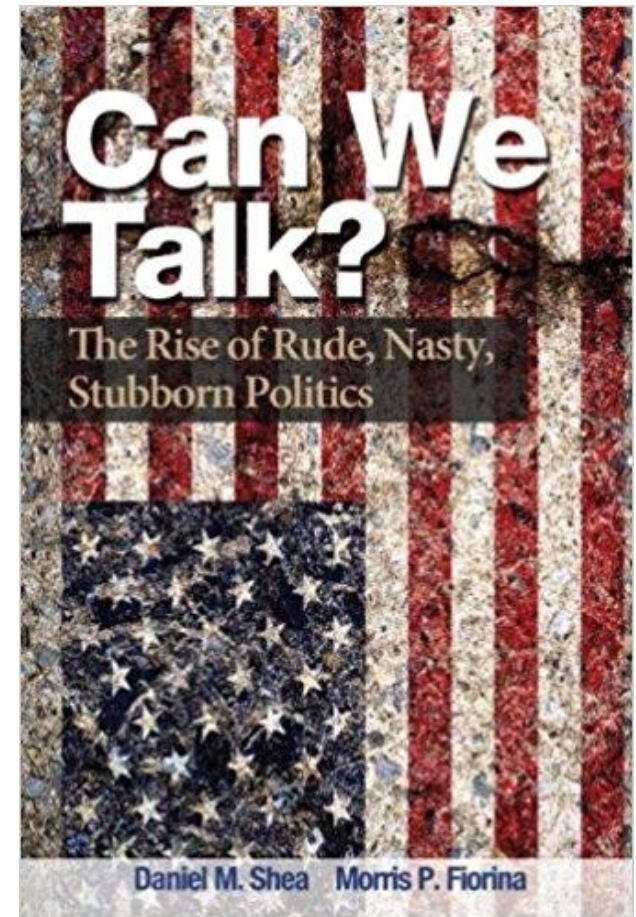
Listen together  
for **PATTERNS** insights  
& **Deeper** connections



# Dan Shea



*In September 2013 we held a facilitated conversation with the Director of the Goldfarb Center for Public Affairs and Civic Engagement.*

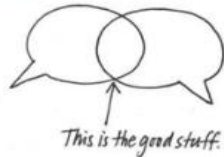


# Who are Portland's People?

A lecture from  
Amanda Rector, the  
state economist  
Followed by Q&A

PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE IN COLLABORATION WITH LIFT360  
INVITE YOU TO PARTICIPATE IN

## PORTLAND PUBLIC CONVERSATIONS



Portland Public Library's Choose Civility Initiative invites all members of our community for an authentic conversation and the chance to deepen and broaden our networks, our insights and our access to information. **Portland Public Conversations** encourages civic dialogue to help us better understand ourselves as a city. We invite you to join us for one or all in the series.

### TUESDAY, SEPT. 30

#### PORTLAND'S PEOPLE

7:30am-8:00am  
Refreshments & Networking

8:00am-10:00am  
Program & Facilitated  
Conversation

Portland Public Library  
5 Monument Square

Who lives, works, plays, learns, eats, or doesn't have enough to eat in Portland? Who are our neighbors and who do we never talk to? What can we learn from crossing divides?

This program will include an opportunity to learn about our demographics from **State Economist Amanda Rector** and to reflect on our perceptions of Portland's people with **Director of the Office of Minority Health Lisa Sockabasin**. Ample time will be allotted for facilitated conversation.

*Save the following dates for more in our series:*

### TUESDAY, NOV. 25

#### PARTICIPATING IN PORTLAND

Opportunities for Civic Engagement and Community Service

### TUESDAY, DEC. 9

#### PICTURING PORTLAND

Ideas for Improving Our Community and Celebrating our Strengths

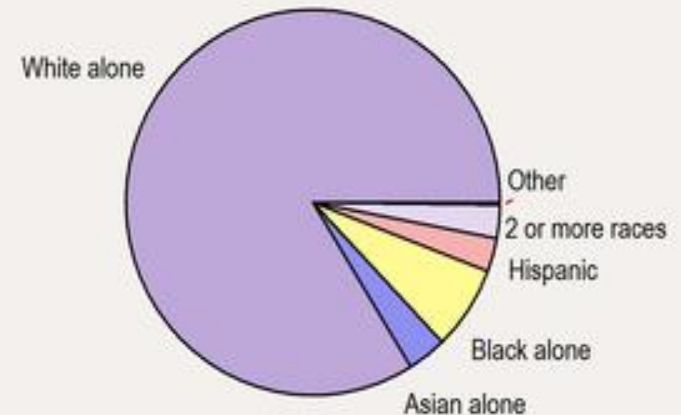


FREE AND OPEN TO THE PUBLIC  
FOR MORE INFORMATION, PLEASE CONTACT KIM SIMMONS  
AT [SIMMONS@PORTLAND.LIB.ME.US](mailto:SIMMONS@PORTLAND.LIB.ME.US) OR 207-871-1700



PORTLAND PUBLIC LIBRARY • 5 MONUMENT SQUARE • PORTLAND • 207 871 1700 • [PORTLANDLIBRARY.COM](http://PORTLANDLIBRARY.COM)

### Races in Portland, ME



# The League of Women Voters



PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE  
IN PARTNERSHIP WITH THE LEAGUE OF WOMEN VOTERS PRESENT



## How to Communicate Effectively with Legislators

WITH JOAHNIE D'ARCAANGELO, JDA CONSULTING

Wed., Dec. 9, 2015 | 5:30pm - 7:00pm  
Meeting Room 4 | Main Library

The League of Women Voters of the Portland Area in partnership with Portland Public Library's Choose Civility Initiative invite you to learn how to communicate effectively with your legislators. Discover the 10 Top Tips for connecting with legislators.

—PANEL DISCUSSION WITH—

**Senator Anne Haskell**  
Portland area State Senator

**Robyn Merrill**  
Exec. Director of Maine Equal Justice Partners

**Eliza Townsend**  
Exec. Director of Maine Women's Lobby & Maine Women's Policy Center

"This event is timely relative to the start of the legislative session, which will convene in early January. The training will provide guidance and tips not only from advocates', but a legislator's perspective as well, offering practical tools to help Mainers connect and communicate effectively with their state lawmakers. With so many critically important issues at stake this year, every citizen must be informed and prepared to engage in the process."

—JOAHNIE D'ARCAANGELO

There will be a Q&A following the discussion.



For more information, please call Sonya Durney at 871-1700 ext. 729  
FREE AND OPEN TO THE PUBLIC • NO RESERVATIONS REQUIRED



PORTLAND PUBLIC LIBRARY | 5 MONUMENT SQUARE | PORTLAND, ME 04101 | 207.871.1700 | PORTLANDLIBRARY.COM



PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE  
IN PARTNERSHIP WITH THE LEAGUE OF WOMEN VOTERS PRESENT



Meet

## Portland's Mayoral Candidates

Meet Portland's mayoral candidates and learn more  
about ranked choice voting—unique to Portland!

Tuesday, October 6, 2015 | 5:30pm - 7:00pm  
Rines Auditorium | Main Library

### OFFICIAL CANDIDATES

**Michael Brennan**  
Incumbent Mayor of Portland and Back Cove resident

**Tom MacMillan**  
Portland chair of the Maine Green Independent Party

**Ethan Strimling**  
Former State Senator and candidate for mayor in 2011

Please join us on Tuesday, October 6, at 5:30pm, to meet Portland's mayoral candidates and learn more about the voting process, facilitated by the League of Women Voters.

The evening kicks off with a presentation from FairVote Maine on the topic of ranked choice voting, the method used in Portland for the election of mayor since 2011. Kathy Jones, Portland's City Clerk, will also talk about updated voting software.

Attendees will then briefly hear from Portland's three candidates for mayor, leaving plenty of time for smaller groups to meet and ask questions of each candidate, representatives from FairVote Maine, and the City Clerk.

FREE AND OPEN TO THE PUBLIC • NO RESERVATIONS REQUIRED



PORTLAND PUBLIC LIBRARY | 5 MONUMENT SQUARE | PORTLAND, ME 04101 | 207.871.1700 | PORTLANDLIBRARY.COM

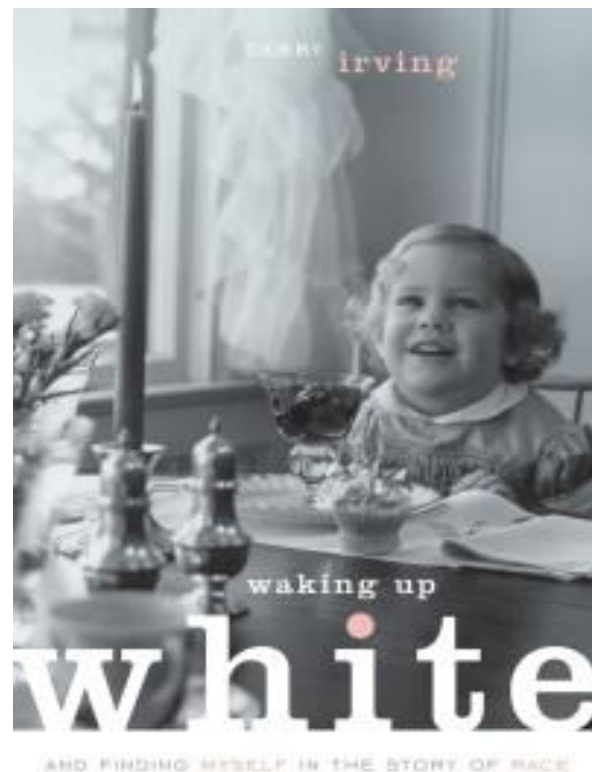
Don't forget  
to vote Nov. 3rd

JIMMY  
CARTER  
A CALL TO  
ACTION  
Women, Religion,  
Violence, and Power



"America's future... is at risk. We must  
stand up... to protect our freedom."  
— Jimmy Carter


# Tell Me the Truth: Exploring the Heart of Cross-Racial Conversations or a Black lady and a White lady talk race

*black girl in maine*




# Responding to headlines...




  SECTIONS


LOG IN 

## Opiate danger spikes in Portland with 14 overdoses in 24 hours

Police alert users to a possible 'bad batch,' and increase patrols and education efforts as heroin and other drugs tighten their grip on the city, killing two.

BY KEVIN MILLER STAFF WRITER 


Share    119 Comments



PORTLAND PUBLIC LIBRARY

Business & Government

PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE PRESENTS



## Join the Conversation: Heroin

PANEL DISCUSSION MODERATED BY JOE LAWLOR

Thursday, Sept. 24, 2015 | 5:30pm - 7:00pm  
Rines Auditorium | Main Library

By now, most of us are aware this growing epidemic here in the region and it is clear the issue is national in scope. Heroin is no longer found only in dark alleys. The fact that it is quickly becoming a drug being tried by our kids is just one of the startling and distressing things that we are learning about this rapidly growing problem.

Portland Public Library's Choose Civility Initiative invites you to join us on Thursday, September 24 at 5:30pm for "Join the Conversation: Heroin." We'll host a panel of local experts, moderated by Joe Lawlor, reporter from the Portland Press Herald, as we attempt to understand the problem and identify what we can do about it.

PANELISTS INCLUDE:

- Assistant Chief Vern Malloch, Portland Police Department
- Andrew Kiezulas, Maine Chapter of Young People in Recovery
- Lizzy Garnatz, Community Health Promotion Specialist, and others...


The discussion will be followed by a community Q&A.

The number of people who died in Maine from heroin overdose jumped from 7 in 2011 to 57 in 2014. Meanwhile, the number of Mainers seeking treatment for heroin addiction swelled from 1,115 in 2010 to 3,463 last year. Nationally, the number of people addicted to heroin has more than doubled in a decade—Source, Portland Press Herald.

Join this important conversation!

FREE AND OPEN TO THE PUBLIC

PORTLAND PUBLIC LIBRARY | 5 MONUMENT SQUARE | PORTLAND, ME 04101 | 207.871.1700 | PORTLANDLIBRARY.COM



# Once more, responding to headlines...

**Democracy in America**  
American politics



[Previous](#) | [Next](#) | [Latest Democracy in America](#) | [All latest updates](#)

**Trump on Muslims**

## Donald Trump's new anti-Muslim outrage is a fresh test for his rivals

Dec 8th 2015, 5:15 BY LEXINGTON | WASHINGTON, DC

  Like 2.9K  Tweet

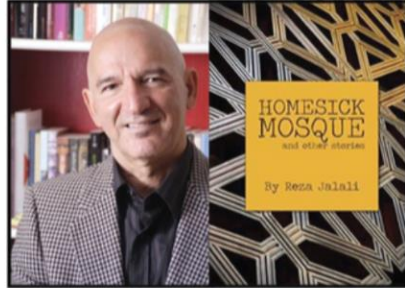


DONALD TRUMP plays the press "like a fiddle" by saying "outrageous things and garnering attention," grumbled Jeb Bush recently. "That's his strategy, to dominate the news." Mr Bush, a former governor of Florida who is stuck near the back of the field of Republicans seeking the 2016 presidential nomination, has half a point.

Mr Trump, a property tycoon and born salesman, does have a genius for dominating the

PORTLAND PUBLIC LIBRARY

PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE PRESENTS



## Join the Conversation: Muslim in America

with Muslim scholar, writer and educator  
**REZA JALALI**



Wednesday, Dec. 16, 2015 | 12:00-1:00pm  
Rines Auditorium | Main Library

**Choose Civility** is honored to host Muslim scholar, writer and educator **Reza Jalali**, who is originally from Iran. He is a long-term Maine resident. During this noontime discussion he will discuss the lives of Muslims in the US and will give an overview of Islam, a faith practiced by many of our neighbors.

Jalali has coined the term "Hew Mainers" to all of those who have immigrated to Maine, as a positive and affirming term. His books include *Moon Watchers*, an award-winning children's book, and *The Poets and the Assassin*, a play about women in Iran and Islam, which has been produced and staged more than 11 times in recent years. He will read passages from his book, *Homesick Mosque*, a collection of short stories about the lives of Muslims in the post-9/11 America.

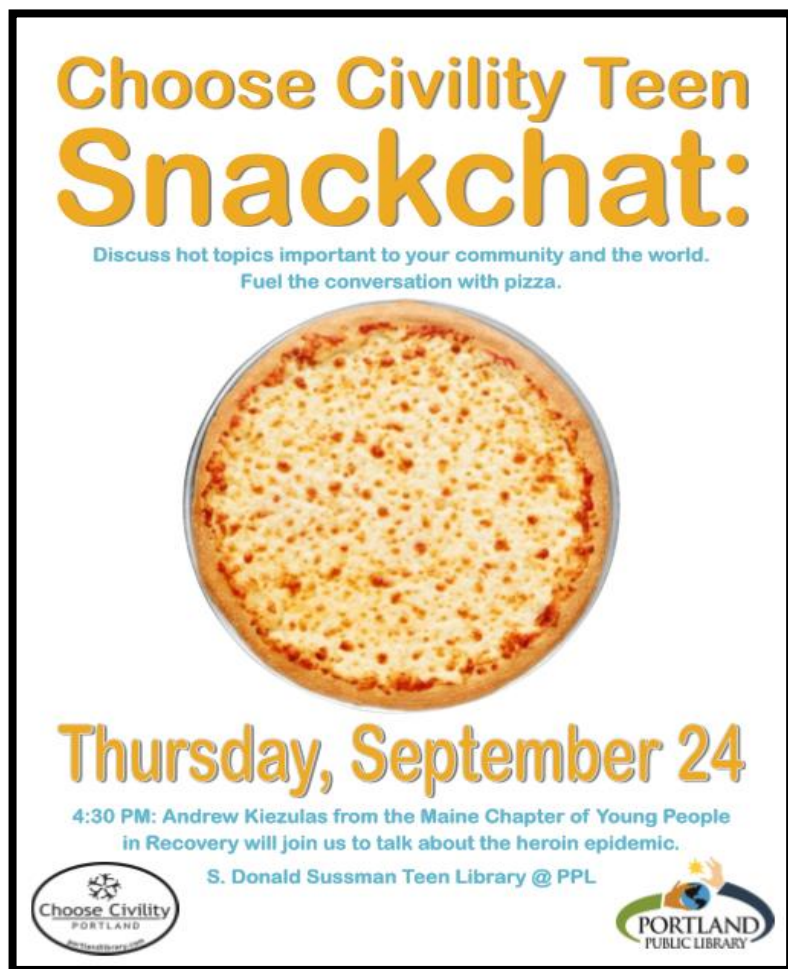
THE DISCUSSION WILL BE FOLLOWED BY Q&A  
COPIES OF HIS BOOK WILL BE AVAILABLE FOR SALE AND SIGNING

FREE AND OPEN TO THE PUBLIC

PORTLAND PUBLIC LIBRARY | 5 MONUMENT SQUARE | PORTLAND, ME 04101 | 207.871.1700 | PORTLANDLIBRARY.COM

# Snack Chat



“

I continue to learn and grow  
and see the power of  
possibility that rests within  
myself and within all of us. I  
stand in perpetual awe of its  
ability to heal and reunite.

- Andrew Kiezulas, Snack Chat  
guest speaker

Partner:  
Portland Press Herald



*Choose Civility Portland*

## CHOOSE CIVILITY ELECTION LUNCHTIME LECTURE SERIES

On November 8th, Maine residents will vote for a U.S. president, two members of Congress, a new state Legislature and on five ballot questions. The Portland Press Herald will be there every step of the process, asking tough questions and examining the issues for our readers. In addition to our daily news coverage about the election, Portland Press Herald staff will join the Portland Public Library this fall for their Choose Civility Initiative.



**THESE TUESDAY LUNCH HOUR FORUMS,** held from 12 noon to 1 p.m. at the Portland Public Library main branch, will cover both local ballot questions and topics that come up on a national level during the presidential debates.

Portland Press Herald reporters will serve as moderators at these events, asking the questions that will help us navigate these important issues.



### **TUESDAY, SEPT. 27: QUESTION 3: FIREARMS BACKGROUND CHECKS**

Question 3 seeks to require specific background checks for gun sales and transfers. Panelists Nick Wilson of the Maine Citizens Against Handgun Violence and David Trahan of Sportsman's Alliance of Maine will present either side of the issue. The forum will be moderated by Kevin Miller of the Portland Press Herald.



**UPCOMING TUESDAY FORUMS INCLUDE:**

### **QUESTION 4: MINIMUM WAGE INCREASES**

Minimum wage to \$12 per hour by 2020

# Choose Civility Election Series

Tues., 10/18, 12-1pm, Main Library, 5 Monument Square

## Maine Question 1: An Act to Legalize Marijuana

### Discussion followed by Q&A

- ✓ DAVID BOYER, Campaign to Regulate Marijuana like Alcohol
- ✓ RICK STEVES, Nat'l Organization for the Reform of Marijuana Laws
- ✓ SCOTT GAGNON, Smart Approaches to Marijuana Maine
- ✓ JENNIFER ACKERMAN, Deputy Dist. Atty. for Cumberland County
- ✓ Moderator GILLIAN GRAHAM, Portland Press Herald

### Choose Civility Election Series

Full series info available at [www.portlandlibrary.com](http://www.portlandlibrary.com)

Portland Press Herald  
Maine Sunday Telegram  
[pressherald.com](http://pressherald.com)



# VOTE

★ NOVEMBER 8, 2016 ★



# Not every program a winner...



# Resources

- [Choose Civility](#): Howard County official website.
- PPL's Choose Civility page: <https://www.portlandlibrary.com/highlight/choose-civility/>
- Harwood in a Half an Hour getting started: <http://www.theharwoodinstitute.org>
- Libraries Transform / ALA: <http://www.ala.org/transforminglibraries/libraries-transforming-communities/resources-for-library-professionals>
- World Café Toolkit: <http://www.theworldcafe.com/tools-store/>
- National Coalition for Dialogue and Deliberation: <http://ncdd.org/>
- New Hampshire Listens: <http://carsey.unh.edu/nhlistens>
- [Choosing civility : the twenty-five rules of considerate conduct](#) by P.M. Forni
- [Standing in the fire : leading high-heat meetings with calm, clarity, and courage](#) by Larry Dressler.



let's  
talk

next  
steps



Choose Civility  
Your City, Your State

 [choosecivility.org](http://choosecivility.org)



Choose Civility  
YOUR CITY, YOUR STATE

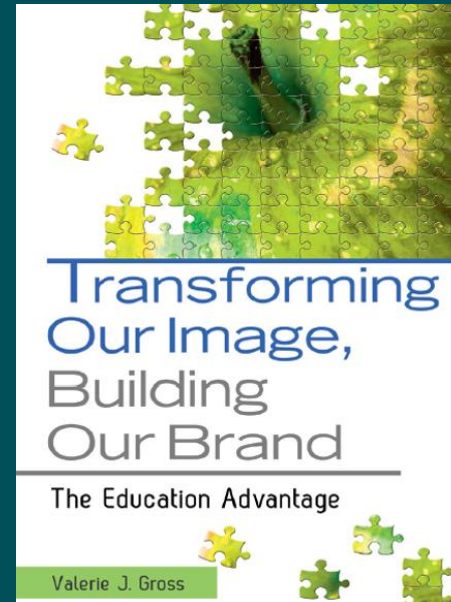
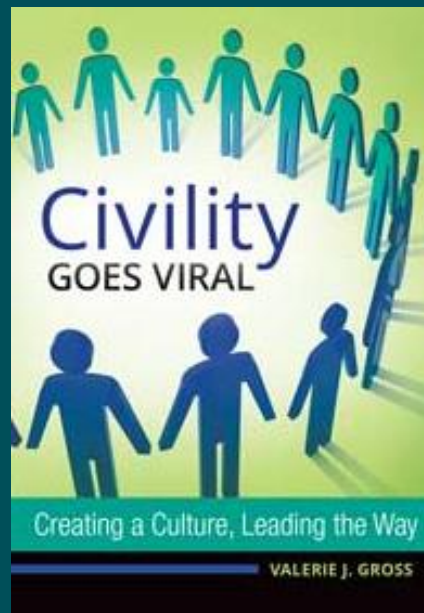
# Publications

## Choose Civility

Public Libraries Take Center Stage

*Public Libraries, PLA/ALA, Vol. 50,  
No.4, July/August 2011, p. 30-37.*

ABC-CLIO  
March 2018  
(forthcoming)



ABC-CLIO 2013  
(Amazon.com)

# Thank you!

## Choose Civility

Your City, Your State

 [choosecivility.org](http://choosecivility.org)

## QUESTIONS?

Howard County Library System

**VALERIE J. GROSS, PRESIDENT & CEO**

410.313.7750

[valerie.gross@hclibrary.org](mailto:valerie.gross@hclibrary.org)

**CHRISTIE LASSEN, DIRECTOR OF PUBLIC RELATIONS**

410.313.7786

[christie.lassen@hclibrary.org](mailto:christie.lassen@hclibrary.org)

Portland Public Library

**SONYA DURNEY, HEAD OF INFORMATION AND RESEARCH SERVICES**

207.871.1700 ext. 732

[durney@portlib.org](mailto:durney@portlib.org)

# WebJunction Learner Guide

## Civility Goes Viral: A New Approach for a New Era

<http://www.webjunction.org/events/webjunction/civility-goes-viral.html>

**Event Description:** To "choose civility" means to celebrate diversity and choose respect, compassion, empathy, and inclusiveness when interacting with others. Civility is the healing power we need to counteract the divisive, fragmented forces that seem to be undermining our social fabric. Since 2006, Howard County Library System (MD) has been leading the way toward community connectedness with their [Choose Civility](#) initiative. They, along with library systems across the country, invite you to join the movement to nurture civility in your own community. Learn how kindness creates communities, how to challenge stereotypes effectively, and cultivate random acts of civility. Find opportunities to implement Choose Civility to enhance internal and external customer service, develop partnerships and community support, and create a more connected community of people who will #choose2Bkind. Let's see civility go viral in 2017.

Presented by: **Valerie Gross**, President & CEO and **Christie Lassen**, Director of Public Relations, Howard County Library System (MD); and **Sonya Durney**, Business and Government Team Leader, Portland (ME) Public Library

What are your goals for viewing this webinar?	
Personal Goals	
Team Goals	

Principles of Civility
How do you define civility?
Howard County promotes "15 Principles of Civility" that resonate with their community. These principles are a great place to start in creating a list for your community. Which of these 15 principles resonate with you personally (place an "x" next to those)? Next, circle three principles that you think would resonate most with your community.
<ul style="list-style-type: none"><li>• Pay attention</li><li>• Listen</li><li>• Speak kindly</li><li>• Assume the best</li></ul>

### Choose Civility Partners

Identify three to five organizations to approach to become Choose Civility partners (e.g., schools, Chamber of Commerce, League of Women Voters, faith-based community,

- Respect others' opinions
- Respect other people's time and space
- Be inclusive
- Acknowledge others
- Praise and give praise
- Engage earnestly
- Take responsibility
- Praise and give constructive criticism
- Avoid complaining
- Considerate guest

### Library Classes / Events

What library classes or events is your library teaching or offering now that you could leverage to promote civility more deliberately? (e.g., children's class focusing on kindness, book discussion on civility, etc.)

### Library Classes / Events

What community challenges or issues are you dealing with any challenges or issues now? What kinds of activities/programs would be most appropriate (e.g., panel discussions, seminars, dialogue circles) to address them?

What steps, along with who, when, etc.)

Use alone or with others, to extend and apply your learning!