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

Presenters:

Howard County Library System
VALERIE J. GROSS
President & CEO

Portland Public Library
CHRISTIE LASSEN
Director of Public Relations

SONYA DURNEY
Head of Information & Research Services

April 18, 2018, 3 – 4 pm ET

Webinar Presented by OCLC:

WebJunction®
The learning place for libraries.
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
Today's Agenda:
1) Fun
2) More Fun
3) Did I Mention Fun?
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

RULES
1. You can...
2. You can't
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
Collaborative Effort

- Board of Advisors
- Honorary Chair
- Committees
- Partners
- Sponsors
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
Choose Civility Week
OCT 6-12

Choose Civility IN HOWARD COUNTY
Free-standing banners in library branches
Clemens Crossing Cautious Canaries
Choose Civility
PRINCIPLE OF CIVILITY #1: Pay Attention

PRINCIPLE OF CIVILITY #2: Listen

PRINCIPLE OF CIVILITY #4: Assume the Best

PRINCIPLE OF CIVILITY #5: Respect Others’ Opinions

PRINCIPLE OF CIVILITY #7: Be Inclusive

PRINCIPLE OF CIVILITY #9: Accept and Give Praise

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 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
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
“If you can get his parents to go ballistic, he can’t hit a thing.”
Would You Say That to My Face?
2016: Kindness Creates Community

#choose2Bkind

ChooseCivility.org
Pass It On!


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!
<table>
<thead>
<tr>
<th>SUNDAY</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
<th>SATURDAY</th>
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<tbody>
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<td></td>
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<td></td>
<td>Looking for more ideas? Visit ChooseCivility.org</td>
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<td></td>
<td></td>
<td>Share this Random Acts of Civility calendar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Be kind to yourself – take the stairs</td>
<td>3</td>
<td>Send flowers to a friend for no particular reason</td>
<td>4</td>
<td>Listen with all your senses</td>
<td>5</td>
</tr>
</tbody>
</table>
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.
GLENWOOD Oct 4 Thu 6:30 - 8 pm
SAVAGE Nov 1 Thu 6:30 - 8 pm
CENTRAL 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

The Green Hats
• 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!”

Let me help you mom!

Do you want to play with us?

Family

Me

Friends

Kindness Brings People Together.
Choose Civility
HOWARD COUNTY, MD

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?
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 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?

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

- Maine State Library: [Trusted Professionals Survey](#) (2016)

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**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.

### Trustworthiness of Professions – Highest Ratings

<table>
<thead>
<tr>
<th>Profession</th>
<th>High / Very High</th>
<th>Average</th>
<th>Low / Very Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurses</td>
<td>81%</td>
<td>18%</td>
<td>1%</td>
</tr>
<tr>
<td>Librarians</td>
<td>78%</td>
<td>20%</td>
<td>2%</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>74%</td>
<td>23%</td>
<td>3%</td>
</tr>
<tr>
<td>Medical Doctors</td>
<td>68%</td>
<td>29%</td>
<td>3%</td>
</tr>
<tr>
<td>High School Teachers</td>
<td>59%</td>
<td>38%</td>
<td>4%</td>
</tr>
<tr>
<td>Police Officers</td>
<td>59%</td>
<td>33%</td>
<td>8%</td>
</tr>
<tr>
<td>Clergy</td>
<td>54%</td>
<td>34%</td>
<td>12%</td>
</tr>
<tr>
<td>Funeral Directors</td>
<td>44%</td>
<td>46%</td>
<td>10%</td>
</tr>
<tr>
<td>Accountants</td>
<td>43%</td>
<td>53%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: All Respondents (n=400)

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**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
  - Individuals who had worked to solve a community problem: 63%
  - Individuals who had not worked to solve a community problem: 40%
  - Individuals who tried to influence gov’t: 59%
  - Individuals who had not tried to influence gov’t: 44%

- Attended a meeting at a library
  - Individuals who had worked to solve a community problem: 26%
  - Individuals who had not worked to solve a community problem: 11%
  - Individuals who tried to influence gov’t: 33%
  - Individuals who had not tried to influence gov’t: 13%

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

[PEW Research Center](#)
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.
World Café Guidelines

Focus on what matters

Listen to understand

Connect ideas

Contribute your thinking and experience

Listen together for patterns, insights, and deeper connections

Play!

Doodle

Draw
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
The League of Women Voters
Tell Me the Truth: Exploring the Heart of Cross-Racial Conversations or a Black lady and a White lady talk race
Responding to headlines...

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

Join the Conversation: Heroin

PORTLAND PUBLIC LIBRARY'S CHOOSE CIVILITY INITIATIVE PRESENTS

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 5:30 pm 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 Yern Malloch, Portland Police Department
- Andrew Kleczakas, Maine Chapter of Young People in Recovery
- Lizzy Gremetz, 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 1,118 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 | 3 MONUMENT SQUARE | PORTLAND, ME 04101 | 207.777.1760 | PORTLANDPUBLICLIBRARY.COM
Once more, responding to headlines...

**Trump on Muslims**

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

Dec 8, 2016, 6:16 by Lexington | Washington, DC

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.

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

**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 noon 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 “New 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 | 1 Monument Square | Portland, ME 04101 | 207.871.3700 | portlandlibrary.com
Choose Civility Teen Snackchat:
Discuss hot topics important to your community and the world.
Fuel the conversation with pizza.

Thursday, September 24
4:30 PM: Andrew Kiezulas from the Maine Chapter of Young People in Recovery will join us to talk about the heroin epidemic.
S. Donald Sussman Teen Library @ PPL

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
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 is $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

Portland Press Herald
Maine Sunday Telegram
pressherald.com

Choose Civility
PORTLAND
Not every program a winner...
Resources

- **Choose Civility**: Howard County official website.
- PPL's Choose Civility page: [https://www.portlandlibrary.com/highlight/choose-civility/](https://www.portlandlibrary.com/highlight/choose-civility/)
- Harwood in a Half an Hour getting started: [http://www.theharwoodinstitute.org](http://www.theharwoodinstitute.org)
- Libraries Transform / ALA: [http://www.ala.org/transforminglibraries/libraries-transforming-communities/resources-for-library-professionals](http://www.ala.org/transforminglibraries/libraries-transforming-communities/resources-for-library-professionals)
- National Coalition for Dialogue and Deliberation: [http://ncdd.org/](http://ncdd.org/)
- New Hampshire Listens: [http://carsey.unh.edu/nhlistens](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.
Public Libraries, PLA/ALA, Vol. 50, No.4, July/August 2011, p. 30-37.

Choose Civility
Public Libraries Take Center Stage

ABC-CLIO
March 2018
(forthcoming)

Civility GOES VIRAL
Creating a Culture, Leading the Way
Valerie J. Gross

Transforming Our Image, Building Our Brand
The Education Advantage
Valerie J. Gross

ABC-CLIO 2013
(Amazon.com)
Thank you!

QUESTIONS?

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