

### **Administration:**

- *Collection:* Weeding is an ongoing process; Kimberly Feltner is also weeding Reference so that our physical collection will only contain those items which cannot be accessed online. Usage of Hoopla is steadily increasing.
- *Personnel:*
  - Children's Services Public Service Clerk: Angela Richards
  - Desktop Support IT Assistant: Angela Clark
  - Public Services Clerk, Coldwater Branch: Cheryl Washburn
  - Young Adult Services Coordinator interviews ongoing.
- *Buildings:*

The repairs to the roof of the Coldwater Branch seem to be successful. No leaks have been reported. No other problems with the branch buildings have been reported.
- *Public Relations:*

Spoke to local reporter in Union City about the Reciprocal Borrowing Agreement between BDL and Burlington Township Library.

The Chamber presented the Coldwater Branch with the prize for our winning scarecrow. It was a \$25 check which helped to cover the costs of lunch for Staff Training Day.

### **Meetings:**

- I attended the following meetings:
  - Ovid Township meeting
  - Union City Village Council meeting
  - Literacy Council meeting
  - Coldwater Public Library Advisory Board
  - Quincy Branch Library Advisory Board
- Lunched with Sue Smith and Ben Jewell
- Met with staff to discuss changes to Employment Handbook
- Telephone meeting with Sage to discuss possible purchase of accounting software

### **Committees:**

- Met with the Finance Committee to start the process of adopting the 2017 budget.
- Met with the Personnel Committee to continue editing the Employment Handbook.

### **Training:**

- I led and participated in the 2016 Staff Training Day.
- I attended an FOML Trustee Workshop in Kalamazoo.
- I attended the Harwood Institute in Lansing with the Director of Public Services.
- Looking ahead, I will be attending the Michigan Library Association's Annual Conference in Lansing on October 24-26.

Submitted by Linda Lyshol



# Branch District Library Staff Training Day

**October 3, 2016**

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8:00 - 8:30	<b>Introduction</b> Getting to Know You	Staff
8:30 - 9:00	<b>Branch County Literacy Council</b>	Executive Director Samantha Greenberg
8:30 - 9:45	<b>Safety &amp; Security in the Library</b>	Staff
9:45 - 10:00	<b>Break</b>	Staff
10:00 - 11:00	<b>Community Resources</b> Branch County Coalition Against Domestic Violence	Director Kim Hemker
11:00 - 12:00	<b>Cultural Awareness</b> AIRA of Coldwater	Director and BDL Staff Member Salwa Alsuraimi
12:00 - 1:30	<b>Lunch @ JTs</b>	Staff
	<b>Lightening Talks</b>	
1:30 - 2:45	<ul style="list-style-type: none"><li>• Policy Review</li><li>• Collection Development</li><li>• Customer Service</li><li>• Evergreen Offlines</li><li>• Collections</li></ul>	Staff
2:45 - 3:00	<b>Break</b>	Staff
3:00 - 4:30	<b>Organizational Health</b>	Kalamazoo Public Library Kevin King
4:30 - 5:00	<b>Wrap Up</b>	Staff

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# Safety & Security in the Library

## Keys for Success:

1. Understand the library's rules and Code of Conduct Policy. Be familiar enough to recall items as needed.
2. All patrons need to be treated the same. Rules must be enforced based on the behavior NOT the appearance of a patron.
3. Get comfortable in confronting public. Role playing can help practice for the real world scenarios.
4. Staff awareness = safety for both public and staff
5. Quiet Awareness: During a shift, every 30 minutes take 30 seconds to scan your surroundings. Do this for 30 days and develop a natural habit of being aware in the workplace
6. Communicate/Report safety issues to co-workers and supervisors

## Correcting Behavior:

1. Goal is to approach patrons and advise them on how to behave in library
2. Approach patron with a positive frame of mind.
3. Start nice, end tough...
  - a. Talking Points:
    - i. I know you didn't know but....
    - ii. I know you didn't see the sign but....
    - iii. We don't have a sign but...
4. Thank patron and move on. However, don't forget to go back and check
5. Be confident and cautious
6. Ignore the accusations and personal attacks

## Recognizing Levels of Emotion:

- A. Anxiety: Patron upset over an issue. May just have anxiety from their own personal situation.
  - a. Staff Response: Stop, Look, and Listen
- B. Belligerence: Patron may be yelling/shouting/cussing but necessarily mad at you specifically just mad at the world.
  - a. Staff Response: Stop, Look, and Listen
  - b. Talking Points:
    - i. I am ready to help you but you can't behave/yell like that....
    - ii. Your voice carries, can you talk softer and allow me to help you...
    - iii. Calm down/Please Settle Down/Get a Hold of yourself...
    - iv. I know your upset but can you.....
- C. Out of Control: Patron is yelling/cussing/making threatening gestures to you (as an individual)
  - a. Staff Response: Inform them that the police are being called and then actually call the police. (Don't Bluff)
- C. Calm: What we hope every Patron is!
  - a. Staff Response: Great Customer Service



The purpose of this Code of Conduct is to allow all patrons of the Branch District Library to use its facilities to the fullest extent during regularly scheduled hours, to protect the rights of others to conduct Library business without interference, and to preserve Library materials and facilities.

On the premises of the Branch District Library, the violation of any federal or state law or local ordinance will also be regarded as a violation of the Code of Conduct.

1. Patrons shall engage in activities associated with the use of the public library. Patrons not reading, studying, or using library materials and/or equipment may be required to leave the building.
2. Shirts and shoes are required to enter the library premises.
3. Patron behavior becomes unacceptable when it infringes on the rights of others, or when it interferes with library employees' performance of their duties. Unacceptable behaviors include, but are not limited to, any form of harassment that could result in physical, emotional, or mental injury to oneself or others.
4. Patrons carrying telephones, or other electronic devices, are expected to turn ringers off, or turn them down to their lowest level while in the library. Phone calls or other noisy electronic communication must be made in designated areas in the Library.
5. Personal possessions should not take up space needed by other library patrons or interfere with the normal operation of the library. The library is not responsible for unattended personal belongings.
6. Patrons may not consume food or beverages with the exception of water in a reclosable container or as part of an approved special event or meeting. Smoking, use of tobacco products, and use of any kind of electronic cigarette, are all prohibited.
7. Patrons shall not deface or mar library materials, nor shall they deface, mar or in any way destroy or damage library furnishings, structure, equipment or other library property.
8. The use of any wheeled recreation device is prohibited in the Library.
9. Patrons shall not violate the provisions of the library's "Internet Acceptable Use Policy", including exceeding computer access time limitations or disregarding requests by library staff to terminate computer use.
10. Patrons may not bring pets or animals into the library, other than service animals.
11. Any materials removed from the library must be checked out on a valid library card.
12. Members of the Branch District Library staff and Board are concerned for the safety of juveniles. However, they cannot act as babysitters nor keep watch over juveniles. Juveniles, either accompanied by an adult or left unattended, are the responsibility of their parents or legal guardians who are liable for their juvenile's behavior in the library, for damage to materials, equipment, and furnishings, and for injury to themselves and others.
  - a. Juveniles should be at the library only with the knowledge of a parent or legal guardian and shall be engaged in activities associated with the use of the Library.
  - b. Parents or guardians must pick up their juveniles promptly so that they are not forced to wait for lengthy periods in the Library. Members of the staff are instructed to contact the police before leaving when unattended juveniles are left at the Library at closing time. Staff will wait until police arrive.
  - c. Library staff will contact parents if a juvenile's behavior presents problems or if the Code of Conduct Policy is not followed.

Anyone not abiding by these or other rules and regulations of the library may be asked to leave the Library premises and may forfeit their library privileges. Library employees may call the local police if necessary.

Any person denied library privileges may appeal that decision to the Library Board either by contacting the Director or by submitting a written request for review to the Board.

*Adopted by BDL Board August 22, 2005  
Amended by BDL Board on September 17, 2012  
Amended by BDL Board on March 17, 2014  
Amended by BDL Board on March 21, 2016*