



### **Administration:**

- Attended an online webinar offered by MLA on Managing Human Resources: Why HR Matters to Libraries presented by Helen Lizzie Mills, an attorney with Fahey Schultz Burzych Rhodes PLC in Okemos.
- Interviewed eleven people for the position of Financial Clerk. John Rucker, Kimberly Feltner, Darlene Curtis, Jessica Tefft, and I asked each candidate a total of 12 questions (the same for each candidate), then Darlene and I administered three assessment tests to determine their proficiency with Excel, basic accounting principles, and proficiency with QuickBooks. Darlene indicated she would be most comfortable with someone with a perfect score in all three assessments. Of the eleven people tested, only one, Antonia Dauster, succeeded. She has been offered the position and will be starting on 4/20/17.
- Interviewed seven people for the position of Floating Clerk. John Rucker, Kimberly Feltner, Jessica Tefft, and I asked each candidate several questions (the same for each candidate). Keeley Briggs is the candidate we chose. She will be starting 4/17/17.
- All branches are moving into "Countdown to Summer Reading Program" mode: Counting supplies, prizes, books, confirming with presenters, and just generally getting everything in line. The theme this year is "Build a Better World!"
- Received four responses to the RFP for Strategic Planning. The Public Services Committee and I met to decide which company would be the best to choose. Maverick & Boutique was the company chosen. This went before the Board at a Special Meeting and the Board asked me to contact the company and ask if there might be a reduction in cost if some of the activities planned were deleted. I sent an email to Robert Findlay of Maverick & Boutique. We spoke on Friday and a revised cost proposal is in the packet for discussion.

### **Meetings:**

I attended the following meetings:

- Altrusa meetings
- Bronson Friends
- BDL Public Services Committee
- Spring Institute
- Special Board meeting to discuss Strategic Planning consultant
- Girard Township monthly meeting
- BDL Personnel Committee

### **Spring Institute Information:**

#### **Sessions I attended were:**

#### **A Detroit Story: An Artist's Journey to Becoming a Picture Book Illustrator**

Francis Vallejo is of Latino and Irish descent and he spoke about how this heritage informs his work and why diversity is essential to the literary world, especially to children. Diversity in literature helps us learn about the different people we live with and also acts as a mirror for ourselves.

#### **Serving People with Mental Illness @ Your Library**

According to the National Alliance on Mental Health, "1 in 5 children, ages 13-18, have or will have a serious mental illness where symptoms arise at or before the age of 14." Nearly 50% of diagnosed youth with mental health illnesses aged 8-15 won't receive the help they need. Adverse Childhood Experiences

or ACE study suggests approaching youth with a different focus and asking different questions: Shift your thinking from “What is wrong with this person?” and asking instead “What has happened to this person?” This helps to change our view of the person with behavior issues from “bad, oppositional kid” to “scared kid.” As librarians in Branch County, this is the attitude we absolutely have to adopt if we are to succeed in providing a safe, comforting place for our youth.

#### **Using Design Thinking to Create a Teen Services Vision**

Design thinking is focused on solutions and oriented on actions which create a preferred future. The presenters shared the basics of their Design Thinking methodology and explained how they used it to develop a strong Teen Vision Statement and a meaningful, relevant set of values to share with their teen patrons. They spoke of their Aha! Moment happening when, as they gathered information, they realized that the way that they’d been categorizing teens was based solely on demographics (age/grade) without looking at developmental needs. They realized that the most important quality to consider is the social and emotional needs of teens.

#### **Change Made Positive: Using Strategic Creative Thinking to Re-frame Problems into Opportunities**

Change is a given in today’s workplace. It will not go away and is happening faster all the time. For the BDL organization this means being prepared to deal with change in order for the system to survive and thrive in this dramatically changing world. The speaker suggested using the concept of strategic clarity along with creative thinking to reframe problems into opportunities. Strategic clarity is when everyone from the senior level to the entry level of an organization understands the organization's purpose - the reason it exists - the value it delivers. For BDL, I believe working on and producing a strategic plan will be a good step forward in helping us and the people we serve to deal with change.

Submitted by Linda Lyshol



## ASSISTANT DIRECTOR'S REPORT April 12, 2017

- I got the software, workflow, and training materials up to speed to go with the book scanner hardware we acquired from gifts in memory of for Heritage Room Coordinator, David Renshaw. IT department, cataloging, and Heritage Room staff did training and practice runs on the equipment. This book scanner, though not for direct public use, will benefit the public as we digitize important historical books in our collections.

Two of our inaugural items were scans of the [1896 Coldwater Library Catalog](#) and an [1874 Branch county and Hillsdale directory](#).

The book scanner will be in the Heritage Room, operated by volunteers and interns, with cataloging staff finishing the job of getting items on the web site.



- I have received quotes on 3 different phone systems for our district-wide phone overhaul. Before the next month the Technology Committee will meet to evaluate and make a recommendation. Looking forward to getting this done!
- One of the sessions I attended at the Evergreen Conference was on reporting return on investment to our stakeholders. There are several actionable things I learned about, but the first to be implemented is a report for calculating the value of checked-out items to see the financial benefit our library patrons are receiving. For our township meetings, we can easily break this down by townships, or other locations, so we can tell supervisors what use their residents are getting from the library. You'll see the aggregate totals for the past 4 years as a new table on this month's statistical report. The short of it is that annually, accounting only for physical checkouts and not other library services, our patrons are seeing quite a bit more than the benefit to the tax dollars put in.
- I was very happy to return from my conference to no disasters or huge piles in the inbox. It's great to be working with a great team! Which leads me to...

## The 2017 International Evergreen Conference

The Ninth-annual Evergreen International Conference was held this year in Covington, KY, across the Ohio River from Cincinnati. The area provided a nice backdrop to all of the integrated library system goodness going on inside the conference center. Pedestrian bridges across the Ohio and into neighboring Newport, KY, provided ample opportunities for excursions after each conference day was over, and the conference provided several social events for attendees. It was largely cool and rainy, though the sun did peak out from time to time to allow for shots like this:



I've attended these conferences starting with the second in Grand Rapids in 2010, and they never disappoint. They are an informative and inspiring time away from the regular grind of the office, and I am grateful to be able to attend and learn once again. Thank you for allowing me to attend.

The international Evergreen community is as vibrant as ever, and I encourage you to read the [community's 2016 annual report](#). In just 12 years of existence, 152 person-years' worth of coding has been done by the community. As a non-profit, open-source project—made by and for librarians—the ongoing growth and progress are thrilling. There are now almost 1,000 organizations using Evergreen at over 2,000 locations, serving more than 20 million patrons and circulating more than 100 million items. Installations in India and Africa have joined the fold recently, as well.

Back before Michigan Evergreen sort of devolved into an even looser confederation, we sent several people to the conference. Since 2014, however,

only one person has gone, and as Evergreen matures in features and complexity I found myself yet again wishing that BDL and/or Michigan Evergreen would send more than one person so that we could take in even more information. Many times, I wished I could attend more than one session at the same time! As it was, I tried to attend sessions that would bring the most benefit, even if they weren't what interested me the most. [You can view the full program schedule online.](#)

On Wednesday, I attended two half-day in-depth sessions. The morning session, taught by our former Michigan Evergreen partner from Traverse Area District Library, Jeff Godin, was on [protecting patron privacy](#), covering everything from policies and procedures to what Evergreen does and does not do with patron data. Patron privacy is one of my strong interests, and while I'm happy to say that BDL is in a good position here, there is always room to improve and I came away from this session with pages of notes and loads of ideas.

Wednesday afternoon's half-day session was on the new staff client for the Evergreen system. This will be a web-based client, instead of a standalone program on our staff computers, and will be a bit of an adjustment for our staff. In the works for a couple of years now, the web client is in heavy testing now and will be officially released in October. We in Michigan Evergreen will have to decide collectively when to upgrade, but at this point I would recommend waiting a bit before we upgrade, possibly with the release the following spring. Starting with Evergreen in 2008, BDL has done its fair share of early adopting. We can afford to wait a bit here at let the rough spots on this major change get smoothed out before we proceed.

The remainder of the conference—from Thursday through Saturday—aside from general information sessions, I attended sessions on:

- reporting on return-on-investment to stakeholders
- [using Evergreen to run a cash drawer in lieu of a proper point-of-sale system](#)
- [customizing receipt templates in the current staff client, and what changes will have to be made in the web client](#)
- [the new web client's printing sub system to facilitate more seamless printing of receipts](#)
- [how best to contribute to the documentation](#)
- presenting our electronic offerings to the public in the catalog
- setting up an Evergreen test server
- [setting up email and text message notifications to patrons](#)
- [using and configuring the new search relevance enhancements in the catalog](#)
- using user permissions to the fullest

Once again, the organizers did a great job, and the value of the content was high. I look forward to 2018 in St. Charles, Missouri (near St. Louis)!

Submitted by John Rucker

## TEEN SERVICES LIBRARIAN REPORT April 2017

April has witnessed brand new teen programming at the Coldwater, Union and Quincy branches. Beginning with "Teen Trivia", a new program designed to test the knowledge of 5 subjects: Pop culture, History, General knowledge, Disney, and Sports. Teen attendance was promising and all involved inquired about when this program could be repeated.

Summer Reading is coming along nicely, with programs being planned and prizes being ordered. I am anticipating a large number of Summer Reading sign ups. Also, the Coldwater Friends of the Library gifted the teen summer reading program \$1000.00 to help with prizes, food, and program entertainment.

I also had the opportunity to attend Spring Institute in Frankenmuth. It was a great conference packed full with programming ideas, how to get the most cooperation from local schools, and how to create an effective teen space based on extensive, conclusive data from around the United States. It also had really great vendors (especially the exotic animal rescue vendor!)

