

## DIRECTOR'S REPORT February 12, 2018

Another short report but in a quick and dirty poll with my management team, January and February are our favorite months to get the little things done or get to professional reading or just to clean an office!

I made branch visits last month and the increase in hours and the change in hours is making a difference, not only to staff, but, also to patrons. At my desk, I am reading about employee motivation and performance evaluations, editing the personnel handbook, and helping in my part of the audit. In terms of the budget, we have trimmed and condensed the chart of accounts into a chart with applicable accounts. It was a very unwieldy document before.

Kim, Lynnell, and I interviewed 7 people for the position of FT Public Service Clerk at the Bronson Branch. Two people were already employees. We chose Jessica Clark as the clerk and we feel this will be good for all concerned. Jessie has been with us for a few years, has subbed at Bronson, and knows Lynnell. Lynnell is comfortable with her. She can fit in seamlessly, having knowledge of the system.

Saturday, February 3<sup>rd</sup>, was Bring Your Child to the Library at the Bronson Branch. I greeted people at the doors, helped with some of the crafts, and cheered on the juggler. Lynnell, Steve, and the Friends Board do a wonderful job of making the day a success.

The repairs on the Quincy Branch have been done and, as I write this report, the shelving is going back in to be followed by the collection. They will reopen in the upstairs on Thursday.

I made the determination to close the library last Friday and Saturday because of the snowstorm. Many of the staff do not have either reliable transportation or reliable snowplowing. Sunday, Coldwater opened for its regular hours—my family and I went for a drive and it seemed many people were able to travel.

Submitted by Linda Lyshol



## **ASSISTANT DIRECTOR'S REPORT February 16, 2018**

- At the Coldwater Branch, during a January thaw we discovered a pipe to an outdoor spigot on the north side we didn't even know we had was burst and spewing water. Repairs were made by Aker, and we added to our autumn checklist to make sure that the water is turned off to that spigot. Aker also repaired an unrelated minor leak inside the building.
- The iPad kiosks have arrived, and we are working on getting them put together and getting all the software sorted out. When we are done, each kiosk will have 100 pounds of sand in the base for safety. I may need some recovery time after delivering them!
- Preparation for our switch to a standalone Evergreen catalog system continues. Our first test data extraction by Equinox Software, Inc. (ESI), went smoothly. We're not expecting any major hiccups, but it's still nice to start well. Our switchover date is scheduled for May 24.
- I am registered for the 2018 Evergreen conference, in St. Charles, MO, this year. The conference is the first week of May, and this year BDL is sending two others: Director of Public Services, Kimberly Feltner, and Technical Services Manager, Laura Sachjen, so that we may participate in more tracks at the conference. In past years there have been way too many good sessions and not enough me to go to them all!
- The purge of the overdue fines from the system is now completed, with our total owed by patrons now at \$57,662.71, down from a high of \$229,437.27. Our outstanding debts from patrons are now comprised solely of charges for lost or damaged materials and collection agency referral fees. We will continue to purge charges over 6 years old per state law on a monthly basis.
- I'd like to give a big shout out to my IT team. Curtis and Angie did a great job helping me manage the chaos of establishing the technical details of a temporary working library in the basement of the Quincy Branch during renovations, and then moving it all back upstairs again. While things were offline upstairs, we took the opportunity to improve placement of machines and wires, added some additional wiring, and dramatically improved our internal documentation. It was 3 solid days of work for the team onsite, plus a number of additional hours of planning and preparation, and the results on the IT front make me very happy.

Mulder's moving deserves big thanks for doing a fantastic job, and with courtesy and precision. They took great care of the building and all our precious cargo! Thanks to Quincy Township for making the internal

renovations possible. Our already beautiful library is now even more so.

And Lisa and Renee also deserve recognition for all that they did to keep a minimal operation running in the basement during all the noise and dust of the work upstairs. They moved a lot of materials themselves and kept that small space not just functional but actually inviting! It was fantastic that we could still be open for business during the repairs, and I'm sure our patrons really appreciate it, too.

I did have to call for some small electrical work, so there will be a bill from F&M Electric forthcoming.

- While the collection was severely limited at Quincy during the renovations, we started doing delivery 3 days a week, so that we could bring Quincy patrons library materials from around the district quicker. It worked so well that we've decided to keep delivery at 3 days. With our Monday hours now across the district, it just made sense to go to MWF delivery after seeing how effective it was during the last month. Adding an additional day, however, will not increase our costs by 1/3. The time needed for delivery each day is less per day than it was for 2-day delivery. Overall volume is up, but per day volume is a little less. So, we'll be getting 1/3 more delivery for less than 1/3 more cost. And our patrons get materials faster. Win!
- On February 15, I attended a half-day workshop with Kimberly on Social Media Strategies. This workshop was put on by the Coldwater Chamber of Commerce, and the presenter was Brian Matson of TwoSix Digital, a Michigan marketing company based in Brighton. The session was highly informative and we both left full of ideas to discuss with the full team. Stay tuned for improvements to BDL's social media presence!

Later in the day, I attended the Woodlands Library Cooperative meeting, hosted this time by BDL at our very own Bronson Branch. The Woodlands meetings travel around the service area to make it more convenient for members to attend. It was great to see librarians from all over southern Michigan converge on our historic Carnegie library. Big thanks to Lynnell for hosting!

- Stats Update: since October when we began the Strategic planning process with the Midwest Collaborative for Library Services (MCLS), I've made several changes and improvements to my monthly statistical report. The biggest changes begin this month.

After MCLS provided us with the benchmarking data packet, it occurred to me that, while I can't regularly track a group of peer libraries alongside BDL, it would be possible to automate the BDL portion of the benchmarking packet on a monthly basis.

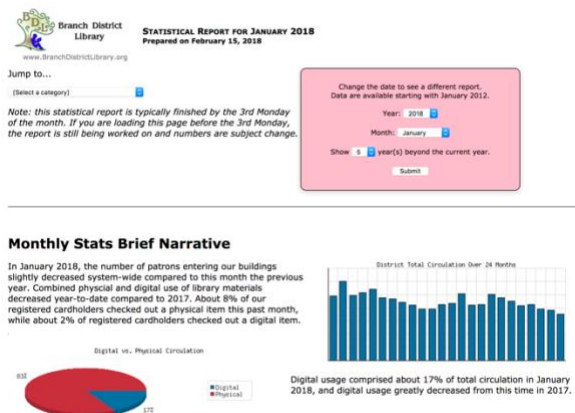
To facilitate this, I've added a number of data sources to what we collect, bringing the total to over 120 tables at this point. I'm not tracking the square footage of our buildings in this report, since it changes so infrequently. But, aside from that, starting with 2018 data each month we'll see all the data that MCLS compiled for our benchmarking report.

Since more data doesn't necessarily mean it's any easier to digest pages and pages of numbers, I've also added a single-page monthly narrative to each report. This narrative is completely generated by the software, so no additional staff time is required, and narratives can be generated for any month in the database from 2012 to the present. The content of the narrative is largely the same each month, but look for additional blurbs to come out in the future at times of year that make sense. Like summer reading wrap-ups, or end-of-year expenditure breakdowns. But this narrative will always be about a page in normal language, just with a couple of pretty graphs, and not a wall of numbers. The wall of numbers begins on page 2 (and I think it's still pretty interesting!), but page 1 will give the casual reader all they need to know about the basics.

Finally, I've made all this data public. Of course, it's *a/ways* been public in our monthly packets, but in a static format. Starting now, anyone anywhere can go to <https://www.BranchDistrictLibrary.org/stats> and pull up a report

for any month they want, since January 2012. The narrative will change appropriately for any month you choose. You can decide how many years of additional comparison data you want to see. And while I put a handful of charts in our stats PDF in the packet, on the website you can pull up a chart for any of each of the hundreds of data points each month.

I hope you find this tool useful!



Submitted by John Rucker





- The Quincy Branch has completed their interior remodeling project ahead of schedule. If you recall the original time line for the project was 5 weeks but all work was completed in a speedy 3 ½ weeks! Quincy Staff Lisa Wood and Renee Hardy, spent those 3 weeks offering library materials, computer access, and other public services in the basement and handled the construction great! A huge thanks to the Quincy Township for allowing the library extra space during the time and to the construction crew getting the work done so quickly. The Quincy Branch is truly ready for another 100 plus years!
- BDL will be offering an online registration and tracking component for the 2018 Summer Reading Program. The Library of Michigan is offering "Wandoo Reader" at no cost to public libraries, thanks to funding from the Institute of Museum and Library Services. Wandoo Reader is geared to libraries by making running Summer Reading Programs (and other reading clubs) easier to administer and will encourage and help participants with fun interactive online challenges. Staff attended a webinar on Wandoo Reader Boot Camp to learn the staff side and will continue to work on developing the site for public use!
- Attended a Social Media Workshop, coordinated by the Coldwater Chamber. This dove into evaluating a business's use of social media in a cohesive marketing strategy. Even though libraries are often over looked as a true business, so much can be learned from marketing strategies from the for-profit world. I am looking forward to bringing this information back to the BDL staff and moving our virtual marketing presence in a positive direction.
- Several days in the last month were spent interviewing a new clerk for the Bronson Branch. An internal candidate, Jessie Clark, was selected to join the busy and thriving branch. Jessie was working at the Coldwater and Algansee Branches and BDL now has openings at both locations that will need to be addressed.
- Several branches have scheduled community events that will allow BDL to interact with our library users (and hopefully potential library users) outside our library walls. Look for BDL at several school events, conferences, science fair, and a Chamber Business Expo.

Submitted:  
Kimberly Feltner



## TEEN SERVICES LIBRARIAN REPORT February 2018

The Teen Services Department has been so busy this month! We have had lots of fun-filled programming, an ending to a Reading Challenge, and planning for the Writing Challenge next month.

In addition to our normal programs (offered in all branches but Alganssee –at least until next month!), we decided to ignore Valentine’s Day in its entirety and instead opted to commemorate the Hallmark Holiday with an Anti-Valentine’s Day themed party. At the parties (2 have occurred and the other three are on the calendar), we have delicious snacks, crafts, and games. We also wanted to incorporate a way to have an indoor Snowball fight – a game that is reminiscent of “Capture the flag”. It has been a huge hit with the teens.





Our Winter Reading Challenge ended on January 31, and we had HUGE participation considering it was a non-Summer Reading affiliated program. We had three winners from each of the branches, with a total of over 100 participants! Here are some of the prize winners:

