



Branch District  
Library

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

## **DIRECTOR'S REPORT April 16, 2018**

Quincy Branch Manager, Lisa Wood, and I had the opportunity to be at the Quincy Expo in March and it was great! It is well thought out in all aspects—from the length of the Expo (10 AM to 2 PM) to the opening “ceremony” to the door prizes given by each company. We gave away a Kindle Fire but we also handed out brochures, candy, toys, and bookmarks. We spoke to many people and talked to them about the library. If you get the chance next year to visit it, you’ll be glad you did. Kimberly Feltner, Director of Public Services, signs us up for these, staff can volunteer to attend, and Kim has everything we need to set up a table in a suitcase.

My management team and I met with Michelle Bradley from MCLS on Monday, March 26<sup>th</sup>. The purpose of that meeting was to discuss the implementation measures and the timelines for the goals, strategies, and actions in the Strategic Plan. This was the final meeting for the Plan and it is in this month’s packet for approval. I thank the MCLS staff and my staff for making this process understandable and doable. I know that some organizations are able to put together a strategic plan in an hour or a day; I am glad that we did as much as we did. Looking ahead, I hope that the communities we serve will be more open about sharing their thoughts about the library. We will always have negative thoughts and comments but if we stick to this plan for the next few years, I think we will soon see more sharing of positive thoughts and comments.

You may have seen the ads in the Shopper’s Guide looking for a clerk for Algansee and one for Sherwood. Chris Kimberlin is leaving BDL to pursue other interests. He is Sherwood’s clerk and also worked at the Coldwater Branch. He has been with BDL for 15 years and he will be missed—a very pleasant young man, very helpful, and a great worker.

I will be helping to present a MLA workshop, “Hard Conversations: Hiring, Firing and Conflict Management,” on April 25<sup>th</sup> in Ann Arbor; then, I will be attending the Rural and Small Libraries Conference in Traverse City at the beginning of May. I am looking forward to both because of the opportunities to learn and network—and looking forward to seeing Traverse City (I’ve never been there before). I am also working on my online class on Governmental Accounting.

Submitted by Linda Lyshol



**ASSISTANT DIRECTOR'S REPORT**  
**April 13, 2018**

- At the end of March, our NewsBank digital service got a very nice facelift and user interface improvement. In addition, the collection has grown by a large amount with the addition of content from around the world. If you haven't tried NewsBank in a while, head on over to [www.BranchDistrictLibrary.org/newsbank](http://www.BranchDistrictLibrary.org/newsbank) to give it a shot.
- Progress continues well on moving to our solo instance of Evergreen for our library catalog. The transition date is set for May 24.
- While we've been reporting now for a while on the value to the community in terms of how much library checkouts would have cost if they were purchased, we've been doing this only on our monthly statistical report. This total is now at the bottom of all checkout receipts so library patrons can see how much they save on each visit.
- Kimberly and I started a series of talks at the Senior Center's Computer Club on the library's digital services. The response has been really positive so far, and we have at least a couple more yet to do to highlight all of our great digital offerings.
- The contract to do repairs at the Coldwater Branch has been returned to Hoekstra Roofing, however work has not yet begun. Repairs are scheduled for May 3<sup>rd</sup> and 4<sup>th</sup>, weather permitting.
- I swapped out the public gateway server at the Coldwater Branch over the Easter weekend, taking advantage of some rare Sunday closing time to do a lengthy upgrade. All is optimal.
- The hoist cables on the dumbwaiter at the Coldwater Branch failed, and the dumbwaiter is now stuck between levels, hanging by its emergency brakes. The quote to repair was \$3825. I'm still waiting on a quote for removing the car, retrieving the unknown contents within, and abandoning the dumbwaiter.
- The iPad Kiosks are deployed at all the branches, except for Coldwater, and will be at Coldwater soon. So far, they seem to be a popular item. Starting with next month's stats, their usage will be part of the branch computer use report. Once Coldwater also has them, we'll publicize them.

Submitted by John Rucker

- National Library Week: This annual celebration of the life-changing work of libraries, librarians, and library workers was April 8-14. This year's theme was "Libraries Lead" and highlights Libraries role in transforming their communities. During this week, we handed out special "Color Craze" Bookmarks at all branches and encouraged all of our community to visit one of our branches or attend a program!
- Burnside Senior Center Presentation: BDL was asked to present an overview of Digital Library Services to the Senior Center's Computer Club. Myself and John Rucker presented to this enthusiastic group on March 27. It was a full hour of highlighting the digital library services. This group was so engaged they have invited us back for several more weeks to go through the services more in-depth. We returned to the Senior Center this past Tuesday and focused on the BDL website and catalog, MeL Cat, and Hoopla. I am glad to report that already we have had two new library users from these visits and are looking forward to more!
- Webinars: I was able to squeeze in two great Webinars. First was from Mango Languages, which provided some tips and tricks on how to promote their programs. I was also able to get a sneak peek of their new upcoming language lesson – that will be "surfacing" soon! Next I joined in with several other staff for a webinar titled "Weeding Your Collection-What Can Go Wrong" to highlight some best practices to deaccession library items.
- Meeting with Book Vendor: I met with our Sales Representative from Baker & Taylor, who is our main supplier of library materials. I had gathered concerns from all the staff who order materials and was able to get a few questions answered. This will result in our materials getting to BDL faster and therefore to our users faster!



Also in the last month, I traveled to Philadelphia for the Public Library Association for their bi-annual conference! First of all, let me start by saying - BEST CONFERENCE EVER! Even with a threat of 16 inches of snow hitting the city of Philadelphia (which we didn't get) causing closures of restaurants and public transportation, it still was a great time!

One of my favorite parts was a How-To Series. These were short 20 minute presentations that left attendees with a blueprint for a program, training, or procedure, that you could implement right away.

Going along with that were two sessions of Spark Talks, where librarians had 5 minutes to give an overview of something that they were doing at their library.

These sessions were jammed pack full of great ideas that you could take away and run with immediately. Unfortunately, due to the weather several of the workshops that I was interested in were cancelled since presenters were unable to make it to Philly. However, PLA decided to film as many workshops as possible for a Virtual Conference, to help out those who could not make it. This virtual conference is being made available to all attendees free of charge!

#### Wednesday Workshops:

- How to Run an Escape Room: A library came together to create an unique program for Teens. Offered a blueprint for anyone who was interested in creating a room at their library.

#### Thursday Workshops:

- Public Libraries 101- Fundamentals for Support Staff: With all the focus on ensuring library staff are providing high levels of customer service, this workshop highlighted what makes public library service different from working a retail job. The solution for this library was a 2-hour training for all library staff who do not have an Advanced Degree in Library Science that provided a framework and history of public libraries, the core value of the American Library Association, and case studies that applies those core values to library situations. From the background of public libraries, the training would move into library policies and procedures and explain why things are done a specific way, all relating back to the framework of values in librarianship.
- Library Digital Literacy Training: This workshop was all about working to eliminate barriers to digital literacy. [DigitalLearn.org](http://DigitalLearn.org) is a website that is considered a "one-stop shop" for computer and technology training. There are 21 modules, that range from 6-22 minutes, that cover topics such as: How to Use a Mouse, Intro To Email, Internet Privacy, Setting up a Budget with Excel, or How to Buy A Plane Ticket Online. These modules are created at a 4th grade level so it can be used by as many people as possible. There is also a section dedicated to those who teach technology classes that provides handouts, activity sheets, and class topics.
- How to Recommend a Book you Haven't Read or How to Make a Book Recommendation based on a book you haven't Read: Takes Nancy Pearl's Four Doors to Reading (4 reasons people Fall in Love with Books) The Four Doors are Story, Characters, Setting, Language. By asking patrons to tell us about a book that they like, we as a staff can recommend other titles, without reading. This can also work with Movies! The presenter also recommended using databases (which we do to some extent) to make connections for our readers
- Lost in the Library User Centered Design: User center design is all the craze in the library world! It takes a library users journey while using our branches or website, and mapping all the points where the library can interact with the user. It is a great concept and I took several ideas away to help our staff continue to move towards creating special "moments" for all library users

when they visit.

- Spark Talks: Topics included Crisis Intervention, How to clean your email Inbox (hopefully this will spark me to clean mine), Juvenile court literacy program, Staff Proposals for New Services, paperless Hold Systems, Peer Support for Library Staff. Several of these are going to be making an appearance at BDL soon!

#### Friday Workshops:

- Taking Summer Reading to the Streets: Looked at a multi-generational approach to Summer Reading and partnering with organizations to host Summer Reading off site (BDL has done this in the past with limited success). This library used AmeriCops Vista Volunteers to monitor and interact with the Summer Sites outside of the library. They were able to identify barriers to people participating in Summer Reading and by taking it to them at local Y Centers, Church Camps, Recreation Programs, they could increase children's access to reading during Summer Months
- How to Super Charge your Staff Training: I had such high hopes for this but it did fall flat. I don't think much will be used from this one.
- Operationalizing Your Strategic Plan: This library is using principles from Lean Processing to provide staff a visual tool, called an X Matrix, in seeing the progression of the Strategic Plan. I am sharing this with the Administration team to see if BDL can use this once we start implementing our Strategic Plan.
- Great Expectations, Customer Service: From an organizational viewpoint, it is important to provide the front-line staff a clear definition of what customer service. Also focused on serving both internal (staff & co-workers) and external customers.
- Spark Talks: Topics included Breaking Binary, Later Literacy, Medical Websites, Serving Patrons Experiencing Homelessness, Staff Database Training in 5 minutes or Less, Youth Services (the Cockroach Dept. of the Library World)

In between all of these great sessions, I spent some time in the exhibition hall to score FREE Books (many signed by authors), met with Vendors, and mingled with other library workers! We did not get to take in any historical sites since so much time was spent at the conference, they were all closed by the time we got out! However, we did get to meet Big Foot who is the main character in a new series of Children Books!

Submitted:  
Kimberly Feltner





What a great month it has been for training in the Teen Services Department! Last month I had the privilege of traveling to Philadelphia to attend PLA. It was an incredible conference and the best I've ever attended. The sessions were informative, the presenters personable (and willing to be contacted), and the vendors generous. All of the sessions had merit, but these were my favorites:

How to run an Escape Room: Attendees were given the steps to create and successfully execute an escape room for youth. The presenter gave us a how-to guide to create a roadmap of the escape room, the importance of color coding each step, and the necessary partnerships that are needed to have a successful program.

Success on a Massive Scale: Library Cards for all Students: This was one of the most forward thinking of all the sessions that I attended. The premise is to take library card signup forms to the schools and allow students a barrier-free application and library card. These library cards would be full access cards with no fines for youth. In one example the library partnered with the school district to have the students' library card printed on the back of their school ID's for convenience. It is a great idea and one that I'd like to look into more fully.

Librarians on the run: Building meaningful relationships through community engagement: This was an insightful session on what it means to truly work together as a community. The presenters spoke on the basics to start any good community relationship and offered helpful guides to cementing these partnerships.

Recently (April 9), the Teen Services Department went to a "Teen Unconference" in Holland, Mi at the Herrick District Library. The idea behind an "unconference" is that everyone is working with the same demographic of people and they convene to discuss their frustrations, their triumphs, and everything in between. After the introductions of all attendees, it was decided that the topics mentioned would be divided into 4 discussion groups: School Collaboration, Teen Programming, Teen Volunteers, and Teen Engagement. Our department left with great ideas for programming, (Nerf Wars, "Crafting for Charity", Griddle Art, Gamestar Mechanic Coding Club, Marshmallow Launchers, Anime programming, etc) and lots of issues to think about.