



DIRECTOR REPORT

To: Plymouth District Library Board
From: Shauna Anderson, Library Director
Date: May 7, 2024

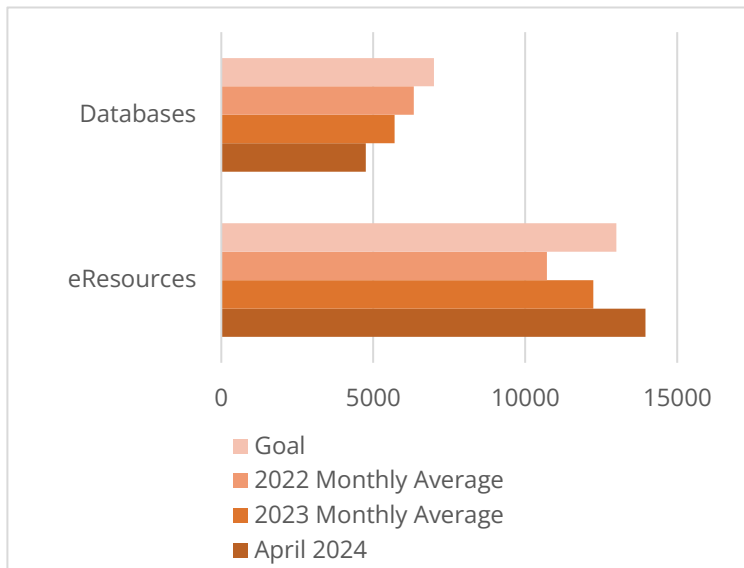
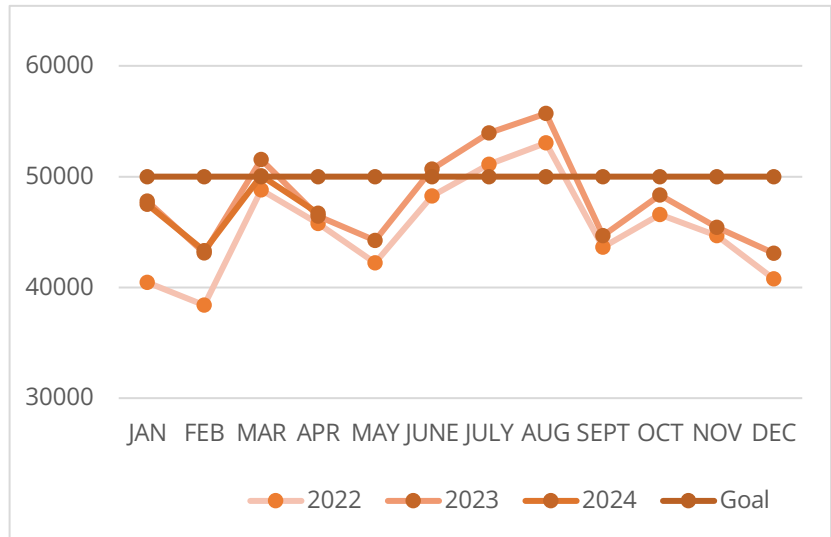
CONTENTS

Circulation	2	Technology	5
Physical circulation is under our KPI for the month but digital is over.		Mobile application setbacks, new staff in IT with a strong summer lineup in The Lab.	
Participation	3	Facilities	6
Adult program participation continues to increase.		Managing multiple vendors to complete the Amphitheater ahead of the June 1 opening.	
Community Engagement	4	Personnel	7
Collaborations with First Step, SCORE Small Business Counselors, and IFLC		Conference Reports for Public Library Association Conference	

CIRCULATION

PHYSICAL COLLECTIONS

Numbers continue to track with prior year numbers. We are 33% through the year and 31% toward our goal. Collection strategy is a topic that I will be digging in to over the next few months with leadership and librarians, especially as we look forward to a catalog migration and future interior updates.



DIGITAL COLLECTIONS

eResource usage increased 25% over the previous month, surpassing our KPI for this month. We now have a combined digital and physical circulation of 256k.

MARCH'S MOST POPULAR TITLES

- Tom Lake* by Ann Patchett
- Table for Two* by Amor Towles
- The Heaven and Earth Grocery Store* by James McBride
- First Lie Wins* by Ashley Elston
- The Women* by Kristin Hannah

PARTICIPATION



Participants clap for the Music of New Orleans (above) and color while waiting turns outside the Star Lab (below).

PROGRAM HIGHLIGHTS

- The library brought in the Star Lab, an inflatable astronomy learning experience. Over 200 participants crawled through the Star Lab and more participated in space themed activities throughout the Walldorf-Dunning Room
- Despite the beautiful weather, our Jigsaw Puzzle Tournament filled before the event started. The drop-in program had 44 participants who worked in groups to race to complete a puzzle as a team.
- The Boogie Woogie Kid performance of the *Music of New Orleans* had 55 audience members of all ages.
- Reference Assistant, Michelle Berens, worked with the Plymouth Pollinators to put together an educational pollinator scavenger hunt throughout the library. 50 people participated throughout the week. We will be bringing it back again in the summer.

↑ 19,570

Library Visits

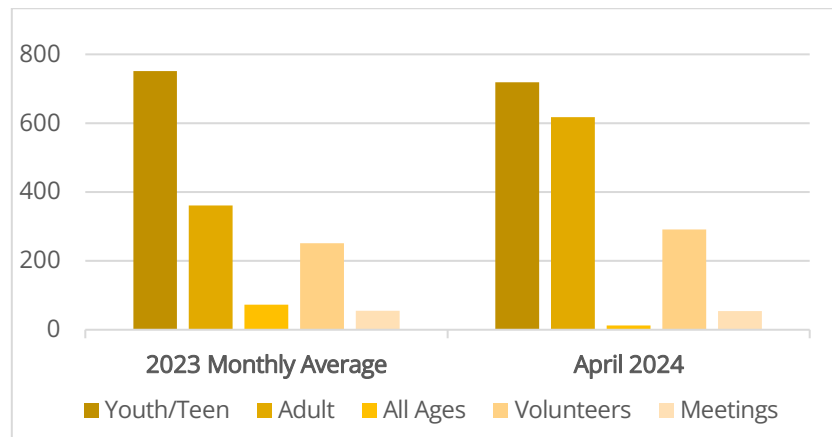
↓ 3,073

Questions Answered

↑ 85

Total Programs

Adult programs had a significant increase this month. Well-attended one-off programs accounted for the extra participation. Volunteer participation continues to grow as a resource for the community.



COMMUNITY ENGAGEMENT

PROJECT UPDATES

Volunteer Appreciation

Community Relations Specialist, Heather Pacheco, and HR Specialist, Zach Hose, planned a well-attended luncheon to celebrate our corps of adult volunteers. So far this year, our volunteers have served over 1000 hours. We are grateful for all they contribute to our community.

Mental Health Fair

The library hosted a booth at the annual PCCS Mental Health & Wellness Fair, which garnered over 250 visitors. Staff provided remote checkout for a curated selection of mental health related books and signed folks up for library cards.

Better Together Film Festival

PDL hosted a viewing and discussion of the movie *LIST(e)N* alongside the Interfaith Leadership Council of Metro Detroit for the *Better Together* Film Festival.

Collaboration & Community Participation

Heather Pacheco, along with board members Mike Pappas and John Morrison, attended the annual State of Plymouth luncheon, sponsored by the Plymouth Chamber of Commerce. Heather also attended the Human Services Collaborative meeting to represent the library. First Step, who provide services related to domestic abuse and sexual assault in our community, reached out to setup a display of literature for Sexual Violence Awareness month. Additionally, we hosted two blood drives this month to support Red Cross efforts in our region.

Plymouth District Library
April 13 at 10:00AM

National Library Week is a celebration of the vital role libraries play in enriching our communities with culture and events. In the spirit of this special week, we're excited to invite you join us for An Evening with Angeline Bouley, an author known for her narratives set in Michigan's Upper Peninsula, rooted in her Ojibwe heritage. Don't miss this opportunity to meet her at the Penn Theatre on May 7th at 6:30 pm, where she'll discuss her New York Times bestsellers *The Firekeeper's Daughter* and *Warrior Girl Unearthed*. This event is another wonderful reason to cherish and support your local library!



Yasir Khogali for Plymouth Library Trustee and 172 others 13 comments 36 shares

Plymouth District Library
April 12 at 1:00 PM

Our community has so many talented artists! Thank you to the local Watercolor Enthusiasts group for sharing their gifts with us this month. Check out their display of paintings in the main floor display case.



Yasir Khogali for Plymouth Library Trustee and 61 others 6 comments 5 shares

TECHNOLOGY

SPECIAL PROJECTS

App Update

We are preparing to beta test the new mobile application from Capira this month. Delays on the vendor side, we presume due to the number of new accounts with Capira, have continued to push back our launch date. We anticipate that circulation will increase once the new application is made available.

Digital Signage

The new digital signage interface, Yodeck, is now operating on all of the library's public screens. We are looking into options to support digital signage outside of meeting rooms as well, utilizing this same setup.

New WiFi Hotspots

We added 10 new WiFi Hotspots to the library's circulating collection. We also added two new staff-only hotspots, as our public hotspots were often checked out by staff.

Lab Updates

Reference Assistant, Michelle Berens, is in the process of moving over to the IT team, to support STEM learning and the growth of our Lab programs. Michelle brings with her experience as a retired middle school engineering teacher. We are also hiring for the Teen STEM internship program again, with support provided by the BOSCH Community Fund. Applications for those positions are available now.

↑ 14,363

WiFi Sessions

↓ 1,594

Computer Sessions

↑ 667,392

Website Hits

N/A

Mobile App Uses

FACILITIES

Service Repairs

We had 11 leaky sinks and 5 toilets repaired by Genson's Plumbing. We also had some hot water and water pressure issues addressed on the Main Level of the library. We also had a few HVAC blower motors fixed on both the Upper and Main Levels.

Outdoor Upgrades

Facilities Coordinator, Loreen Graham, is working with contractors on a basic grounds maintenance contract (blow and mow) that would work alongside a contractor to care for the new perennial planting beds that are about to be added. In preparation for the planting of the Amphitheater, Loreen is working with two contractors on lighting and irrigation installation (which also necessitated the repair of a broken water line on the north side of the library). She is also soliciting quotes for parking lot repair, as the shared lot with the City is in horrible condition. We are planning to take on costs and continue with the property ownership lines that are currently in place.

Teen Zone Updates

New lighting was added to the Teen Zone after we had some drywall re-patching done. We are waiting on the last few furniture pieces to be delivered, and this phase of the project will be done.

Inventory Controls

Loreen has led the reorganization of facilities fixed assets and storage to create a safer environment in the basement storage area.

PERSONNEL

Open Positions

4 Teen STEM Internships

New Hires

Brad Bachelor	Starting 6/24	Youth Services Librarian
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Terminations, Retirements, Resignations

None

Employee Anniversaries

Lynne Volker	5/11	3 years	Library Page
Patty Soter	5/16	7 years	Circulation Clerk
Lauren Baker	5/29	17 years	Youth Services Coordinator
Aaron Cunningham	5/31	2 years	Facilities Technician

April FTE Count: 45.2

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Zach Hose, HR Specialist

Sessions Attended

Leadership by Design: A Human-Centered Approach for Library Leaders

How to Say the Hard Things: Lessons Learned in Years of Crisis

Fostering Inclusive Organizational Culture: Effectively Design Your Staff Day Training Day

Stronger Together: Trauma Informed Methods and Models to Support Library Staff

Keynote Morning Speakers

Various Sessions at the How To Stage

What did you learn? How do you think this conference will influence your work going forward?

One thing that I learned is how to better communicate through crisis. I learned that when we are challenged by co-workers or patrons it is easy for us to get defensive and look for justice, however, it is important for us to be objective and understand the situation as a whole and to remove ourselves from the situation for more perspective. Another thing that I learned was that Staff Day is a great opportunity to really bring people together and focus on ways to create a positive culture. I think that it was great to see how the presenters structured their Staff Days in a way where there is a lot of training and learning, but also a lot of fun. A third thing that I learned was how trauma can impact staff, an organization, and the community as a whole. For things like the pandemic, this is a shared trauma that everyone in the world experienced, however, it impacts people on a personal and individual level. A final thing that I learned was that the implementation of a lot of changes are a lot of work upfront, but they are worth it in the end. Additionally, it is important to not be afraid to fail - when implementing new things, we need to be okay with things not going perfectly and find ways to find tune until we get the end result that we are looking for.

I think that this conference will influence my work going forward because it gave me a lot of perspective into other libraries and how libraries work and functional. My experience as an employee and patron is confined to PDL, so I think it was extremely valuable to learn about how libraries, their policies, their structures, and philosophies both from sessions and also from networking and connecting with other library staff members.

Anything we should consider implementing at PDL?

I went to a How To Session about the value of having a social worker/social work intern within libraries and I found this very interesting. I think that this is something that is a future possibility for PDL. I think a contracted social worker is a more viable option, but the major take away was that a social worker could offer a lot of service to both our staff and patrons. Another thing that we could potentially consider implementing at PDL would be the idea of hybrid meetings. To my understanding, we have offered these in the past for things like reference meetings, but perhaps there could be value exploring these avenues for things like All Staff Meetings.

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Shauna Anderson, Library Director

Sessions Attended

Opening Session with Shola Richards

Beyond the Numbers: Building a Culture of Data-Informed Decision-Making

How Value-Based Prioritization Created Demonstrable Equity Work for Multnomah County Library

The Library as Studio: Why Original Content Is Important for Libraries Today and Tomorrow

HOW TO Start Beekeeping at Your Library

A Year of Hands-on Program Observations and Outcomes with Our IMLS Digital Toolkit

HOW TO Start and Manage an "Experts in Residence" Program at Your Library

Hot Ones: Burning Issues in Library Operations

HOW TO Support Climate Change Goals through Non-Traditional Lending

The Promise of Public Spaces: Building Community with Our Neighbors

Big Ideas with Mary Annaïse Heglar

Create a Playful Window into the World

Reimagining Public Service and Staffing Models with Flexibility Top of Mind

HOW TO Cultivate Relationship-Driven Libraries: A Four-Step Guide for Lasting Partnerships

Is a Bigger Collection Better? The Relationship between Collection Size and Access Equity

What did you learn? How do you think this conference will influence your work going forward?

Topics that I learned more about include: utilizing Tableau for data visualization, creating metrics for project prioritization, ideas for video content, beekeeping resources, fantastic new ways to operationalize observational data, new perspectives on library operations for different sized institutions, ideas for pop-up experiences and interactive exhibits, ideas for a potential play space upgrade in the youth department, heat mapping tools for library collections, and new ideas for library displays and merchandising. I also met with tons of vendors of library products to learn more about their offerings and gain ideas for future services.

Anything we should consider implementing at PDL?

The pieces of the conference that have stayed with me over the past few weeks are topics surrounding data, outcome measurement, staffing models, and collection analysis. These four areas are real opportunities, in my opinion, to lean on the experiences of other libraries. I am never one to want to replicate what I hear at conferences, but I am letting the seeds of the ideas I learned about settle in the soil back here at PDL.

When it comes to data, one of the first things that I started implementing were the additions of KPIs to my monthly board reports. I want to have a better understanding of the direction where we want to make a difference in the outputs of the library. We are

measuring more than we were a few years ago, but the addition of KPIs will help us apply management techniques to improve these areas.

When it comes to outcome measurement, I want to think beyond the easy statistics and data that we regularly pull to find new ways to understand the impact that we have on our community. The new IMLS-funded tool "Observation Deck" is one that I have already started working on testing out. We will be using paper copies of this tool in our strategic planning research.

When it comes to staffing models, I want to continue to think through why we do what we do and who those choices serve. Since I got here, I have been working through changing the attitude around staffing models from "everyone gets the same thing" to "everyone gets what they need, in ways that serve the institution". The old model was inflexible and honestly not serving us fully. We had too many people here when we didn't need them and not enough folks when we did. Now that our model is more responsive to the library's needs and the needs of our staff, there are more discussions I want to have around WFH policies, 4/10 work weeks, etc.

When it comes to collection analyses, there are so many different ways that we can take this discussion. With the growth of eReading in our community, the most cost-effective way for us to be sustainable stewards of our resources will be to serve eReaders while also promoting the use of physical books, which will always be a more responsible choice for the library. Through better collection design, we can make it easier for folks to find what they need when they need it. I support efforts to enlarge our popular materials collection to limit hold ratios, but also to rearrange the collection for better promotion of lesser-known gems.

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Heather Pacheco, Community Relations Specialist

Sessions Attended

Opening Session with Shola Richards

Community Librari-Aid: Providing Wraparound Social Service Support Through Partnerships

We See You: Programming for Adults with Intellectual & Developmental Disabilities

Older Adults Need Jobs: Empowering Seniors to Rejoin the Workforce

Big Ideas with Dr. Bettina Love

How to Host a True Crime Podcast Discussion Group

How to Start and Manage an Experts in Residence Program

Choosing the Best Dementia Programs and Resources for Your Library

The Promise of Public Spaces: Building Community with our Neighbors

How to Support Climate Change Goals Through Non-Traditional Lending

Seniors Digital Literacy Community Librarians at Toronto Public Library

Access Denied: The Journey to Making Your Library More Accessible

How to Cultivate Relationship-Driven Libraries: A Four-Step Guide for Lasting Partnerships

Growing Readers Together: Serving Community, Caregiver and Child

Engaging Beyond our Walls: Making Neighborhood Games and Outdoor Storytelling

What did you learn? How do you think this conference will influence your work going forward?

I learned about asset mapping, especially as it relates to a) finding community organizations that fill social needs in our area to then see if it would make sense for them to extend their services at the library. I also liked the idea of surveying what our Reference questions tell us about the needs people have.

I learned a lot about programming for adults with IDD. (One of the best sessions I attended.) Ideas include book clubs, "library times" (like storytime, but different audience), in-library all-abilities clubs (crafts, speakers, outreach visits). I learned a lot of very concrete tips for making this kind of on-going programming a success. I really like the idea of implementing something like this, but it would be a big lift and I'm not sure that I have the capacity.

I learned some ways to support seniors returning to the workforce and the benefits of a series for this population. I think before implementing this kind of program, we would want to do some research on whether this is a need in our community.

I learned that I do not want to host a true crime podcast discussion group (LOL), but got lots of ideas if someone else wants to.

I learned about the idea of having an expert in residence, but I'm not sure that I see a compelling need for this kind of positioning vs just doing a series of programs. I think this could be most beneficial for a topic/expertise that would lend itself to office hours. (legal, genealogy, etc.)

I learned a lot about programming for persons with dementia and tips to make this kind of on-going program a success. Like the adults with IDD programming, I think this kind of regular programming would be an opportunity for PDL, but also a heavy lift. Like the senior workforce idea, I think we need to do some research to assess the need in our community. (Something I want to do to assess the viability of memory care kits, another idea I'd like to pursue this year.)

I learned about the social concept of fast thinking (stereotypes, group think) vs slow thinking (critical, comparative, expansive) and how incorporating social science learning opportunities in community can support this more growth-oriented thinking.

I learned a lot about potential accessibility challenges that we might be non-compliant on and where we could reach out to have someone do an accessibility assessment for us. (See the ideas section for specific quick things we could check.)

I got some interesting food for thought re: community partnerships such as:

- Focus on "How can we work together?", rather than just seeing the library as a conduit for distribution
- Find a confluence of community need AND community interest
- Review relationships after a project is completed (not just outcomes) to see what worked, what didn't, is this a partner we want to go forward with
- Give ideas time to germinate by "planting seeds" with anyone who will listen so that opportunities can find you

Anything we should consider implementing at PDL?

Offer free rides to the library on the senior transportation bus with a library card

Do a survey for a while of the Reference questions to see service/resource opportunities

Ask an Attorney: 30 minute sessions, bi-monthly with Community Legal Aid

Regular program series for adults with IDD or at least create a box for visiting groups with coloring supplies, games, fidgets, etc.

Returning-to-the-workforce series for seniors (We'd want to first assess whether there is a need.)

Participatory exhibit similar to the Unseen Stories exhibit made by SFPL and the Exporatorium. This exhibit invites people to fill in the rest of three phrases:

[Because some people... I think they're... But maybe...] -or-

[Because I... People think... But actually...]

This could be a good bridging/opening experience.

Library of things climate-related ideas: CO2 meters, thermal leak detectors, portable solar panels, radon detectors

Digital literacy outreach to senior housing, done as a series in order to build trust, foster community among participants and decrease anxiety. The sample program referenced actually had a grant to provide computers to keep for the seniors; not sure we could do that, but I definitely see the benefits of them learning on a device that stays with them, both in terms of reduced worry about their info and increased chances of retaining the learning.

Accessibility things we possibly institute:

- 36" minimum path for travel, watching especially for things like oversize books that protrude, display stands or moveable furniture that may have traveled into path over time, columns/furniture/etc. that limit path in certain points
- Coat hooks at a reachable height in the ADA restroom stalls

- Door handles and faucets should be operable with a closed fist (no grasping required)
- Exposed pipes under accessible sink should be insulated
- Staff should have training re: accessibility to inform decisions around placement of displays, temporary resources, meeting room setup, etc.
- Remove resources from top shelves
- Program flyers should all have the accessibility statement
- There should be a person or committee tasked with on-going/periodic review for accessibility
- Consider an adjustable-height universal changing table for people of all ages/sizes
- Is there money in our budget for accommodations? (There should be.)
- Do we involve people with disabilities in related decisions?

Improve inclusivity for non-parental caregivers by:

- referring to “grownups” rather than “parents” at youth programming
- reviewing collections to be sure they include non-traditional caregiver relationships and incorporate these books into storytimes
- doing some programs specifically for grandparent caregivers to help them connect with others in the same generation – possibly with coffee/social time built in.
- provide grandparent-friendly seating options at youth programs

Provide take-home early learning materials and activities to help informal caregivers (grandparents, babysitters, etc.) fill the time they spend with the children in a fun and developmental way.

Use a QR code or tool like HiveMechanic to engage community in interactive learning (i.e. QR to text with Daisy statue, storywalk with photo opps, feedback loops, playful challenges)

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Colleen Kingsbury, Teen Librarian

Sessions Attended

- Opening Session with Shola Richards
- Creating a Teen Artist-in Residence Program at Your Library
- A Staff-Centered Approach to Developing Comprehensive Teen Services
- Pay the Teens: Develop and Sustain Paid Teen Library Internships
- Beyond the Binary: Understanding LGBTQIA+ Health
- Challenging Post-COVID Impacts on School Readiness through Storytime Standards
- Genrefying Your Public Library
- Book Buzz Stage: Children's and Young Adult Publishers
- HOW TO Build a Virtual Readers' Advisory Website

- Seeding Your Library with a Trauma-Informed Approach to Service
- Engaging with Teens beyond Your Teen Library Staff
- Building Engagement and Changing Futures with Restorative Practices for Teens
- HOW TO Cultivate Relationship-Driven Libraries: A Four-Step Guide for Lasting Partnerships
- Have Wagon, Will Travel: How Social Work Outreach Changes Lives
- Rethinking Dewey (Dewey or Don't We?)
- Closing Session with Dulcé Sloan

What did you learn? How do you think this conference will influence your work going forward?

PLA was an amazing conference for me to attend because there were a lot of teen-specific offerings. It was very valuable for me to hear firsthand experiences from other teen librarians, especially when it came to internships and behavior issues. I walked away from the conference with innumerable small, but exciting, ideas that I can utilize in the future (eg. surveys to measure outcomes during Storyteen, general program ideas, etc.). I was also very inspired by the Teen Artist-in-Residence session I attended, though the program would have to be heavily modified if we ever wanted to create something similar at PDL. Genrefying fiction and using general subjects instead of DDC for NF collections is a topic that has interested me for a while, so I was excited to learn from the sessions I attended on those subjects as well. Though I have no immediate plans to implement anything like this in my collections, I took away valuable advice and ideas that I will continue to ruminate on.

Anything we should consider implementing at PDL?

As stated above, I have many ideas that I may consider implementing at PDL, but they are generally small ideas that I will implement individually. One suggestion that would require a little support from my colleagues (because it would require a purchase for the Teen Zone) is to place a chalkboard in the Teen Zone and write a new Question of the Day on it every day. If teens come to the RA desk and answer the question, they can pick a small prize. This was suggested as a tactic for relationship building, and I love the idea because that is a struggle at PDL since we lack an actual Teen Services public desk.

Additionally, The Columbus Metropolitan Library system has a Restorative Practices Worksheet that teens who have been suspended have to fill out before they can return to the library (I have saved it for future reference). We are currently at a good place with teen behavior, but I think this would be a great policy to set in place for any future issues.

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Katy Kramp, Adult Librarian

Sessions Attended

Opening Session with Shola Richards, Anti-racist Reader Services: Beyond the Basics; Building a Gender-Inclusive Library for Youth; Conducting Diversity Audits of Fairy Tale Collections and Beyond; HOW TO Host Your Own Holiday Gift Nook: A Community-Driven, Sustainable Shopping Experience; Baby Time Boredom: Building Culturally Responsive Programming for Ages 0–3; Challenging Post-COVID Impacts on School Readiness through Storytime Standards; Plaza Conversation Maps: Transforming ESL Learning with Empowering Discussions; Book Buzz Stage: Children's and Young Adult Publishers; Mamas Matter: Creating Restorative Spaces in Public Libraries for All Mothers; African American Isn't a Genre: Collecting and Promoting Black Books; Increase Religious Equity by Reclassifying Dewey 200's; Read Romance/Fight Patriarchy

What did you learn? How do you think this conference will influence your work going forward?

This was re-energizing in general! The reader's advisory sessions are most useful for me in my day-to-day work.

Anything we should consider implementing at PDL?

So much! For Anti-Racist Reader Services - have a shared spreadsheet of titles of concern that all staff can add to, which will then speed up normal weeding processes & keep the titles off displays. Make sure our collection policy centers respect and belonging, and says that we collect "meaningful resources", not just award-winners or those with positive reviews. For diverse books not going out on displays, make sure the lists are subgenre enough (eg "generational ships") or read-alikes based on popular authors so that readers will feel confident that the books are to their taste regardless of diversity.

A good quote: "You can't make people not racist, but you can make racism against the rules."

From "Building a Gender-Inclusive Library", we already know the basics. I learned that children who display non-conforming gender are as aware of their gender as those who do conform to norms.

"Baby-Time Boredom" had the key idea that we should develop relationships with the families who come to our events as well as groups at the local schools and colleges to make ourselves culturally inclusive of our community. This includes race, ethnicity, gender, language, ability, and family structure. It's important because research shows that learning is deeply personal and children can't learn if they don't see themselves. Suggestions include labeling things in all the top languages spoken here, using representative family photos in slideshows, working with the community for developing themes, displays, crafts, and guests for heritage month celebrations and secular holidays, as well as adding nursery rhymes and songs from other languages and cultures.

The handouts included great playlists and sources for inclusive toys. Other fun event ideas included pint-sized paint parties with three levels of messiness; baby olympics, baby prom, family yoga, author visits, and a baby resource fair for new and expecting families.

My big takeaway from Post-Covid Storytime Standards is that we need to be intentionally and very openly supporting early literacy standards. When we take a moment to give the elevator speech about a skill covered in that storytime, why it's important, and how caregivers can carry it on at home, it educates and empowers caregivers and shows them the value of library storytimes. The Charleston County PL, giving the presentation, also did a lot of branding work with a single storytime logo and individual icons for each age group (baby, toddler, preschool, and family) so that even low literate caregivers could easily recognize the storytime for their kids' age group. (They were very cute, too!) They also give literature and talk to First Steps so that all families receiving services get told about the storytimes. They had solid results - doubled attendance included. They give a library account (not physical card) to all children in schools, starting with preschool, with permission forms being part of the standard start-of-year paperwork families must complete. (I think.) This makes it so parents don't have to come to the library for their kids to get accounts.

Mamas Matter, with Abby Black recently of Kent District Library (she's now a director at a smaller library), was about establishing support groups for new mothers using the Circle Way. There are about 600,000 new depressed mothers every year, and libraries are a safe, neutral space, unlike the churches and hospitals that are where new parents can currently get such support. Community connections with WIC, the county health department, local yoga, and doula association provide referrals both ways and educational speakers. FoL funds new mama packs, which include parenting resources as well as board books and a baby toy. She went into all the details of running it, so I have lots more information when we're able to start such a program. We could use the same techniques for other support groups as well - I recently had a patron hoping we had one for young widows.

African-American Isn't a Genre, with Tajuana Fulton and Monique Williams of the Memphis Public Libraries, talked about conducting RA conversations rather than interviews, looking for give and take rather than transactions, and looking for unspoken needs and areas open to miscommunication as well as what's spoken. They included words for us not to use especially when speaking with Black patrons, like "the hood" or "inner city", as well as terms that are okay, like "Black", "gritty," and "marginalized." The slides included rundowns of features of various genres and Black authors who write in them, as well as improving collection development with looking at our policies and publishers that specialize in urban fiction.

Increase Religious Equity by Reclassifying Dewey 200's was unexpectedly inspiring for a non-cataloger. OCLC has an existing alternative system for the 200s that spreads the space out more equitably and logically among religions, and the presenting librarians

and catalogers have made a “crosswalk” to make it possible for libraries to easily and quickly recatalog and relabel. “Quickly” in this case means 3 days for a team of 5 to recatalog 1,500 books in one library, and about a month for a single cataloger to do the main library and all 8 branches in another system. Besides equity, doing this makes browsing more logical, call numbers shorter, and makes it easier for librarians to spot and fill gaps in the collection. They also had thoughts on moving some books on Wicca and traditional religions from self-help and fairy tales, respectively. They also suggested working with local minority faith organizations to find appropriate books for the inevitable gaps discovered doing this. Tim is already excited to do this.

Read Romance/Fight Patriarchy was inspiring and hilarious! High school librarian Lori Lieberman talked about the rapidly growing romance readership, including 16% men. She says that women choosing joy and happiness is radical, that romance is important if you think women are important, but popularity is still not acceptance. We can promote romance by getting over our own prejudices against it, making connections between romance readers in our library, talking about our own reading with patrons, and including romance in displays all year round. We could consider adding romance book clubs for teens or adults - her high school book club is very full, alternating between reading adult and teen romances. (I’ve been wanting to do genre get-togethers for a while, but my schedule is already quite full.) The presentation also included recommended titles we can make sure we have.

PUBLIC LIBRARY ASSOCIATION CONFERENCE

Melanie Bell, Assistant Director

Sessions Attended

Employee Resource Groups: And Why They Matter

RA meets AI: Building and Launching a Reader’s Advisory Kiosk

Radical Supervision

Fostering Inclusive Organizational Culture: Effectively Design Your Staff Training Day

Hot Ones: Burning Issues in Library Operations

How To Streamline Library Process with Google Forms

10 Tips for Mastering Grant Writing

Seeding Your Library with a Trauma-Informed Approach to Service

How to support climate change through non-traditional lending

Funding through Advocacy

How to cultivate relationship driven libraries: 4 step guide for lasting partnerships

Activating AI Education and Algorithmic Literacy

Have Wagon, Will Travel: How Social Work Outreach Changes Lives

Putting our Words into Actions: A Toolkit for Customer Service

Building Engagement and Changing Futures with Restorative Practices for Teens

What did you learn? How do you think this conference will influence your work going forward?

This was a really great conference and I learned a lot. The following are the highlights from some of the sessions I attended. I've downloaded the presentations for each session I attended and will be putting them on the staff shared drive and making them available for other staff to review.

Employee Resource Groups: And Why they Matter

I learned how employee resource groups promote diversity, help orient new staff, and give employees an opportunity to have their voices heard. One library formed a working caregivers group, which I think could be an interesting group. They had regular meetings to support each other and also did work to make sure employees were informed of the resources available to them through their benefits. Also learned TLN has a number of these employee resource groups that we can recommend to staff.

Fostering Inclusive Organization Culture: Effectively Design Your Staff Training Day

They introduced some good resources for ice-breakers, and interactive survey platforms. They also recommended announcing the theme to staff and allowing them to make suggestions for speakers, which I'd like to implement at PDL. Finally they had some good topic suggestions to make the staff day inclusive for all employees and not just librarians.

Hot Ones: Burning Issues in Library Operations:

This was a really interesting session. They had a panel of library leaders talking about operational decisions. It was interesting to get a wide variety of opinions on some simple policy topics. Topics ranged from food in the library, to security, to how do you handle mlis requirements for leadership positions. Some points I thought were interesting are as follows:

Regarding food at computers one librarian commented that she thought it was better to replace an \$8 keyboard and have a more welcoming environment.

Another librarian mentioned they had a cafe at their library that was specifically targeted at hiring people who needed help getting back into the workforce.

Tacoma Public Library has created some interesting policies around being welcoming to everyone by not showcasing the majority holidays. For example they don't put up Christmas displays but instead winter displays.

A library updated their book challenge policy so that only residents or card holders could challenge books and they renamed their form for such challenges the "Resident Reconsideration" form.

24/7 book lockers seem to be more popular in communities that have a lot of walking.

Another had all their people who could be in charge of the library trained in how to de-escalate things and assigned a safety liaison who is more versed in emergency procedures. The safety liaison covers a procedure monthly so that all staff are trained in how to handle a procedure.

A library located in an area with higher incidence of drug usage had vending machines for narcan free to the public and invested in vapor detectors for their bathrooms.

How To Streamline Library Process with Google Forms

This session mentioned a number of things that we're already doing. However, one of the good resources they mentioned was a cheap add-on for Google Forms called "Email Notifications for Google Forms". It offers the ability to implement conditional notifications. So if you're setting up an incident report form you can have it notify different people based on the type of incident. They also had a form called Public Service Issues that collected information on things that were either interesting, complaints from the public, or things the staff had to say no to for patrons, or issues they had to bend the rules on.

Seeding Your Library with a Trauma-Informed Approach to Service

PLA has a workbook called "A Trauma-Informed Framework for Supporting Patrons: The PLA Workbook of Best Practices". DC Public Library took a very intentional approach to making this a priority. First year they worked with managers. Social workers came in and conducted some basic sessions. Managers worked through the work books on their own. Then the team came up with real world scenarios of things that had happened at both their library and neighboring libraries. For each real world scenario manager would read through the scenario before the meeting and then each manager would lead a session on how to approach the scenario. This year managers are working on training their staff and re-imaging rules and policies through the lens of trauma informed practices. One of their key takeaways from this work was that people don't debrief enough after disruptive incidents.

How to support climate change through non-traditional lending

This was a quick 20 minute session presented by Fraser Valley Regional Library located in British Columbia focused on providing tools that will help their patrons as weather trends change. Some of the tools they ended up providing were: air quality monitors, radon detectors, solar panels for charging devices when power was out, thermal leak detectors, energy meters (which we already have) to help lower energy consumption and find energy leaks.

Have Wagon, Will Travel: How Social Work Outreach Changes Lives

The Hoboken Public Library started an outreach program that focused on providing resources for their community. They bought a wagon and started weekly visits around town to provide books, library card sign-up, and program flyers. Then they hired a social worker and they started offering basic social work assistance, voter registration, covid test, hygiene kits, and more. Their social work assistance offered weekly drop-in hours, outreach visits. They also ended up creating a number of community kits (hygiene, period, cold weather, summer heat, etc). Each kit was put in a paper bag that was color coded. So summer heat kits were all in yellow bags and cold weather kits were all in blue bags. These kits were then just placed on a shelf near their entrance doors for the public to pick up. They found that having an official ID posed the most significant barrier for patrons seeking housing or social services. So they started a program called Project ID where staff spent time helping patrons without an official ID get one. They partnered with a local organization to assist patrons with applying for unemployment insurance.

They provided pre-paid postcards at the circulation desk that they could mail to an unhoused patron. The patron could then bring that postcard back for proof of address in their service area.

Anything we should consider implementing at PDL?

I think we should be looking at updating our request for reconsideration process so that only residents and cardholders can challenge books.

I also really like the idea of letting staff suggest presenters for specific topics for staff day.

I want to see if there are opportunities for our library to work with social work interns through a partnership with Wayne State University or some other organization.

I like the idea of offering free kits on a shelf in the public that are color coded for things like: hygiene kits, period kits, cold weather kits, (hand warmers, and mylar blankets) and summer heat kits (sunscreen and ice packets). We currently offer hygiene kits but they're stored behind the desk.

Want to work on optimizing our usage of Google Forms for things like incident reports.

I plan to purchase the book "A Trauma-Informed Framework for Supporting Patrons: The PLA Workbook of Best Practices" and read it.

Would like to add radon detectors, thermal leak detectors, and possibly solar panel charging solutions to our library of things.