

WARREN PUBLIC LIBRARY COMMISSION

One City Square, Warren MI 48093

AGENDA – REGULAR MEETING

November 21, 2013

7:00 p.m.

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Approval of Minutes – Regular Meeting of September 26, 2013**
- 5. Financial Reports**
 - a. Monthly Line Item Budget Report
 - b. Suburban Library Allocation Account
- 6. Director's Report**
 - a. Statistics/Output Measures**
 - Unique Management report
 - Overdrive statistics
 - b. Current Projects**
 - 2012-2013 Annual State Aid Report is ready to be submitted.
 - DSLRT report will be submitted prior to the due date of December 1, 2013
 - c. Services**
 - Tech Town for Tots will begin at the Civic Center. Friends of the WPL will provide the funds for this project.
 - Baby Lapsit kits have been purchased for circulation.
 - d. Staffing Issues**
 - Amy Nelson has passed her probation as a Library Technician.
 - Update on Library Technician job performance. Director and Branch Librarian Supervisor met with individual and addressed the numerous issues. Employee reviewed webinars in Human Resources and was suspended for one day without pay.
 - Director met with Branch Librarian Supervisor regarding job performance. Employee reviewed webinars in Human Resources.
 - Library Pages have received their pay increase.
 - Hello? Do You Know We're Here? Making Your Library's Presence Felt in Your Community report compiled by J. Robertson, written by K. Faba and L. McDowell.
 - MLA reports from L. McDowell and P. Konkolesky

- Library for the Blind report from J. Robertson
- Supervisor Meeting minutes from September 6 and November 19, 2013
- PLA is scheduled for March 11-15, 2014. SLC is arranging for bus transportation to Indianapolis.

e. Marketing/Outreach

- eNewsletter update
- Positive response from quarterly newsletter that was sent to Warren residents in every water bill
- Cobalt Survey rating went up from 75 % to 82%
- Upcoming Events: Please see enclosed Newsletter

f. Discussion items

- Renovations of the Busch and Burnette Branch libraries. Engineering will supervise scoping of 30" sewer line under Burnette.
- Text message holds notifications (SMS) are now available.
- Incident reports
- Computers have been installed at the Busch Branch, Miller Branch and Civic Center Library.
- Wi-Fi is off during the closed hours at the Burnette Branch and Busch Branch at the request of the Warren Police Dept.
- Two new payment types in Sirsi are "cancel - found on shelf" and "cancel - staff error".
- Received a donation of international language books from the St. Clair Shores Public Library.
- 50th Anniversary celebration of Dorothy Busch Branch.
- Kim Schearer from SLC requested current address list for upcoming Board Members breakfast.
- Page Evaluation Form was revised and submitted to Supervisors for a yearly evaluation of work performance.
- Computer usage has been standardized at the Warren branches.
- Library Commission Bylaws need to be reviewed and updated

7. Audience Participation

Members of the audience who would like to address the Library Commission this evening may do so under the Audience portion. You will have 3 (three) minutes to speak.

8. Action Items

- a) Notary Service Fee – Free for those that have a valid Warren library card and a \$5.00 charge per document for all other patrons with a maximum charge of \$20.00 for 4 or more documents.

9. Friends of the Warren Public Library

10.S.L.C. Report – Frank Pasternak

11. Commissioner's Comments

12. Next Meeting Date – January 16, 2014

13. Adjournment

SUMMARY STATEMENT OF BUDGET, EXPENDITURES, AND ENCUMBRANCES

CITY OF WARREN-LIBRARY

PERIOD 07/01/13 - 06/30/14

as of 11/01/2013

		BUDGETED	ADJUSTMENT	CURRENT	YTD	ENCUMBERED	YTD	UNENCUMBERED	YTD	%
				BUDGET	EXPENDITURE					REMAINING
70300	APPOINTED OFFICIAL	92,269.00		92,269.00	36,203.86		56,065.14		60.76%	
70600	PERMANENT EMPLOYEES	1,093,486.00		1,093,486.00	338,692.84		754,793.16		69.03%	
70602	CLERICAL								0.00%	
70700	TEMPORARY EMPLOYEES								0.00%	
70714	PERM. PART-TIME	320,000.00		320,000.00	2,352.00		(2,352.00)		0.00%	
70900	OVERTIME	20,615.00		20,615.00	94,096.17		225,903.83		70.59%	
71000	SHIFT PREMIUM	11,117.00		11,117.00	2,690.42		17,924.58		86.95%	
71302	EDUCATION ALLOWANCE	8,400.00		8,400.00	7,600.00		8,988.15		80.85%	
71500	SOCIAL SECURITY	122,017.00		122,017.00	36,981.38		85,035.62		9.52%	
71900	EMPLOYEE INS.	245,195.00		245,195.00	36,083.75		209,111.25		69.69%	
71904	RETIREE HEALTH INS.	305,781.00		305,781.00	89,412.18		216,368.82		85.28%	
71905	H.S.A. EXPENSE				1,867.57		(1,867.57)		70.76%	
71906	SUPPL LIFE INSURANCE EXP				234.32		(234.32)		0.00%	
71907	HEALTH INSURANCE CO-PAY				1,103.70		(1,103.70)		0.00%	
72100	LONGEVITY	28,544.00		28,544.00	7,225.62		21,318.38		74.69%	
72200	RETIREMENT	526,392.00		526,392.00	144,696.00		381,696.00		72.51%	
72201	DEFINED CONTRIBUTION EXP				28,355.59		(28,355.59)		0.00%	
72700	OFFICE SUPPLIES	55,000.00		55,000.00	9,875.02	4,832.09	40,292.89		73.26%	
72702	COPY MACHINE EXP.	14,000.00		14,000.00	3,429.26	2,242.37	8,328.37		59.49%	
80100	CONTRACTUAL SERVICES	158,250.00		158,250.00	18,523.07	33,595.25	106,131.68		67.07%	
80117	COOPERATIVE SERVICES	185,000.00		185,000.00	30,315.00		154,685.00		83.61%	
80130	CO-OP SERVICES-INDIR AID	30,000.00		30,000.00			30,000.00		100.00%	
80200	POSTAGE	2,000.00		2,000.00	267.24	330.38	1,402.38		70.12%	
80301	UNEMPLOYMENT COSTS	2,500.00		2,500.00			2,500.00		3.90%	
82201	VIDEO CASS & TAPES	9,000.00		9,000.00	1,264.94		7,735.06		85.95%	
82202	LIBRARY CIRCULATING MAT	38,000.00		38,000.00	5,760.80		32,239.20		84.84%	
82207	PERIODICALS	17,000.00		17,000.00			17,000.00		100.00%	
86300	TELEPHONE	10,000.00		10,000.00	1,420.78		8,579.22		85.79%	
86100	MILEAGE	1,500.00		1,500.00	35.39		1,464.61		97.64%	
86300	AUTO EXPENSE	1,500.00		1,500.00			1,500.00		100.00%	
86400	CONFERENCES-WRKSHOP	6,000.00		6,000.00	525.00		5,475.00		91.25%	
90200	BOOK BINDING	100.00		100.00			100.00		100.00%	
91000	INSURANCE/BONDS	33,100.00		33,100.00	11,033.32		22,066.68		66.67%	
92000	PUBLIC UTILITIES	215,000.00		215,000.00	65,477.54		149,522.46		69.55%	
93000	REPAIRS & MAINTENANCE	43,400.00		43,400.00	4,880.39	3,502.66	35,016.95		80.68%	
95000	ADMINISTRATIVE COSTS	206,600.00		206,600.00	68,866.64		137,733.36		66.67%	
96401	REF TAX PD UND PROTEST	50,000.00		50,000.00			50,000.00		100.00%	
96470	BUILDING AUTHORITY BONDS	134,000.00		134,000.00	105,203.16		28,796.84		91.50%	
96850	ACCUMULATED SICK LEAVE	5,000.00		5,000.00			5,000.00		100.00%	
96855	ACCUMULATED COMP TIME	1,000.00		1,000.00			1,000.00		100.00%	
98000	OFFICE EQUIPMENT	29,600.00		29,600.00	22,903.00	2,075.00	4,622.00		15.61%	
98200	BOOKS	281,470.00		281,470.00	50,366.88		231,103.12		82.11%	
99000	EST UNCOL TAXES	5,000.00		5,000.00			5,000.00		100.00%	
	TOTAL	4,307,836.00		4,307,836.00	1,229,871.68		3,031,964.32		70.37%	

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CITY OF WARREN-LIBRARY
PERIOD 07/01/13 - 06/30/14
as of 10/01/2013

		BUDGETED	ADJUSTMENT	CURRENT	YTD	YTD	YTD	YTD	%
				BUDGET	EXPENDITURE	ENCUMBERED	UNENCUMBERED	REMAINING	
70300	APPOINTED OFFICIAL	92,269.00	-	92,269.00	20,856.74	71,412.26	77.40%		
70600	PERMANENT EMPLOYEES	1,093,486.00	-	1,093,486.00	223,210.04	870,275.96	79.59%		
70602	CLERICAL	-	-	-	-	-	0.00%		
70700	TEMPORARY EMPLOYEES	320,000.00	-	320,000.00	1,146.00	(1,146.00)	0.00%		
70714	PERM. PART-TIME	20,615.00	-	20,615.00	56,313.41	263,686.59	82.40%		
70900	OVERTIME	11,117.00	-	11,117.00	2,690.42	17,924.58	86.95%		
71000	SHIFT PREMIUM	8,400.00	-	8,400.00	7,600.00	11,117.00	100.00%		
71302	EDUCATION ALLOWANCE	122,017.00	-	122,017.00	23,972.07	800.00	9.52%		
71500	SOCIAL SECURITY	245,195.00	-	245,195.00	32,838.50	98,044.93	80.35%		
71900	EMPLOYEE INS.	305,781.00	-	305,781.00	59,878.95	212,356.50	86.61%		
71904	RETIREE HEALTH INS.	-	-	-	1,223.85	245,902.05	80.42%		
71905	H.S.A. EXPENSE	-	-	-	175.74	(1,223.85)	0.00%		
71906	SUPPL LIFE INSURANCE EXP	-	-	-	398.38	(175.74)	0.00%		
71907	HEALTH INSURANCE CO-PAY	-	-	-	7,225.62	(398.38)	0.00%		
72100	LONGEVITY	28,544.00	-	28,544.00	21,318.38	21,318.38	74.69%		
72200	RETIREMENT	526,392.00	-	526,392.00	108,446.00	417,946.00	79.40%		
72201	DEFINED CONTRIBUTION EXP	-	-	-	19,149.49	(19,149.49)	0.00%		
72700	OFFICE SUPPLIES	55,000.00	-	55,000.00	6,666.65	5,205.15	78.41%		
72702	COPY MACHINE EXP.	14,000.00	-	14,000.00	2,122.25	8,303.20	59.31%		
80100	CONTRACTUAL SERVICES	158,250.00	-	158,250.00	7,757.29	46,328.47	65.82%		
80117	COOPERATIVE SERVICES	185,000.00	-	185,000.00	30,315.00	104,164.24	83.81%		
80130	CO-OP SERVICES-INDIR AID	30,000.00	-	30,000.00	-	154,685.00	100.00%		
80200	POSTAGE	2,000.00	-	2,000.00	131.29	30,000.00	72.68%		
80301	UNEMPLOYMENT COSTS	2,500.00	-	2,500.00	-	1,453.65	3.90%		
82201	VIDEO CASS & TAPES	9,000.00	-	9,000.00	1,264.94	2,500.00	85.95%		
82202	LIBRARY CIRCULATING MAT	38,000.00	-	38,000.00	5,166.13	32,833.87	86.40%		
82207	PERIODICALS	17,000.00	-	17,000.00	-	17,000.00	100.00%		
85300	TELEPHONE	10,000.00	-	10,000.00	1,023.40	8,976.60	89.77%		
86100	MILEAGE	1,500.00	-	1,500.00	9.61	1,490.39	99.36%		
86300	AUTO EXPENSE	6,000.00	-	6,000.00	-	1,500.00	100.00%		
86400	CONFERENCES-WRKSHOP	100.00	-	100.00	-	6,000.00	100.00%		
90200	BOOK BINDING	33,100.00	-	33,100.00	8,274.99	100.00	100.00%		
91000	INSURANCE/BONDS	215,000.00	-	215,000.00	35,138.06	24,825.01	75.00%		
92000	PUBLIC UTILITIES	43,400.00	-	43,400.00	2,701.50	179,861.94	83.66%		
93000	REPAIRS & MAINTENANCE	206,600.00	-	206,600.00	51,649.98	37,590.35	86.61%		
95000	ADMINISTRATIVE COSTS	50,000.00	-	50,000.00	4,239.06	154,950.02	75.00%		
96401	REF TAX PD UND PROTEST	134,000.00	-	134,000.00	33.79	45,760.94	91.52%		
96470	BUILDING AUTHORITY BONDS	5,000.00	-	5,000.00	-	133,966.21	91.50%		
96850	ACCUMULATED SICK LEAVE	1,000.00	-	1,000.00	-	5,000.00	100.00%		
96855	ACCUMULATED COMP TIME	29,600.00	-	29,600.00	-	1,000.00	100.00%		
98000	OFFICE EQUIPMENT	281,470.00	-	281,470.00	30,633.32	29,600.00	89.11%		
98200	BOOKS	5,000.00	-	5,000.00	-	250,816.68	100.00%		
99000	EST UNCOL TAXES	4,307,836.00	-	4,307,836.00	752,252.47	5,000.00	100.00%		
	TOTAL					3,496,932.15	81.16%		

**SUBURBAN LIBRARY COOPERATIVE
CENTRALIZED PURCHASING EXPENSE REPORT
(09/01/2013-10/31/2013)**

Beginning Balance	49,856.76
Purchase of 1 Dell Optiplex 7010	566.95
MLA membership for Paul Konkolesky	85.00
Ending Balance	49,204.81

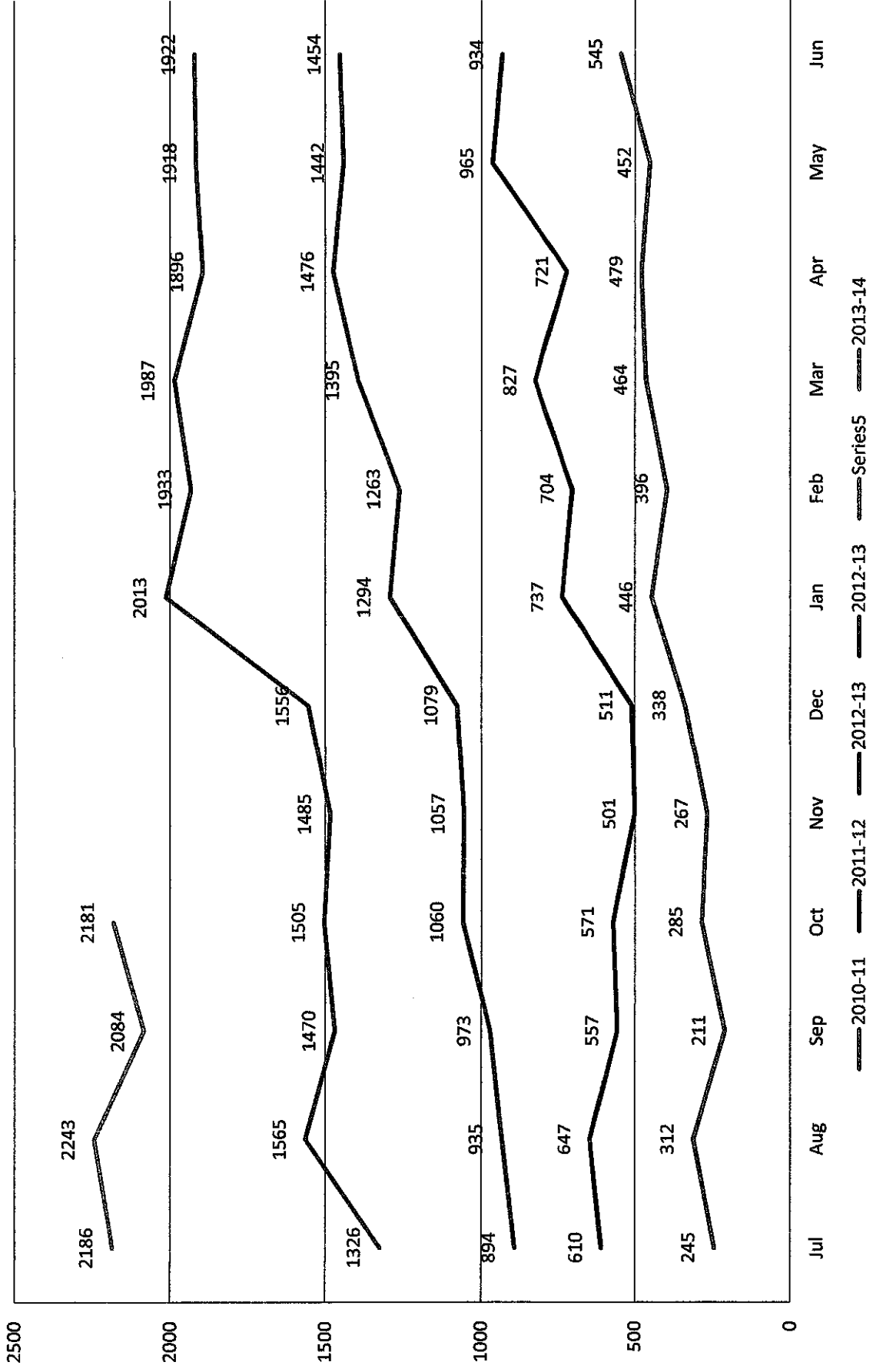
Unique Management Services, Inc.

	4/09-4/10	5/10-4/11	5/11-4/12	5/12-12/12	01/13-6/13	TOTAL
Accounts Submitted	2,197	1,004	1,057	658	434	5,350
Cash Recovered	\$17,798.30	\$13,615.29	\$15,133.86	\$8,338.32	\$8,268.93	\$63,154.70
Materials Recovered	\$17,528.07	\$12,713.89	\$12,033.44	\$8,712.40	\$4,320.45	\$55,308.25
Waived Amount*	\$4,500.80	\$4,283.54	\$3,976.66	\$2,824.75	\$1,543.03	\$17,128.78
Expenditures	\$19,663.15	\$8,985.80	\$9,460.15	\$5,889.10	\$3,866.40	\$47,864.60

	2014 Fiscal Year		2015 Fiscal Year		TOTAL
	7/13-12/13	1/14-6/14	7/14-12/14	1/15-6/15	TOTAL
Accounts Submitted	5,350.00	5,597.00			
Cash Recovered	63,154.70	67,633.59			
Materials Recovered	55,308.25	60,861.35			
Waived Amount*	17,128.78	18,299.27			
Expenditures	47,864.60	5,833.61			

* Waived amount reflects the \$5.00 processing fee that is cancelled once the patron returns the materials or pays for the lost item.

OverDrive eBook Usage Warren Public Library



Notes from
Hello? Do You Know We're Here?
Making Your Library's Presence Felt in Your Community
Wednesday, October 2, 2013 at Novi Public Library

1) Community Partnerships with Laurie Golden (Community Relations Manager), Canton Public Library

- a. Form partnerships with organizations in your area – this works best if you set up a special group or individual who solely focuses on marketing and partnering with the community.
 - i. This group/individual should focus on finding needs and mutually beneficial relationships.
 1. How will this partnership further our mission?
 2. Partner with the municipality
 3. Issue community-wide surveys
 4. Speak with township or city committees and multicultural societies
 - ii. SCORE – holds workshops, individual mentoring for small business – www.score.org
 - iii. H&R Block hold workshop on hot topic for that tax year
 - iv. Story time & craft at local farmer's markets.
 - v. Partner with the National Honor Society – service hours, tutoring
 - vi. Walgreens – flu shot clinic, blood pressure screening, walk in clinic
 - vii. Local art studio – “talk art night” chalk art in front of library.
 - viii. Sports teams story times (ex. Plymouth Whalers)
 - ix. Businesses with community DDA can offer coupons given away at library – these can be checked out (perhaps 3 a week for a 10% coupon for example)
- b. Set up structure for and administer your partnerships
 - i. Need a point person in library that does all the communicating with partner—just two people talking to each other to avoid confusion
 - ii. Have a good understanding of expectations
 - iii. Make sure that a possible partner is going to present an educational/informative program and not a sales pitch.
 - iv. Need to see if partner is satisfied with relationship – a business can get needed exposure by working with library—show their signs, give them credit
 - v. Keep track of stats and impact—number of people at the program, where the notice appeared, any media buzz that was generated (newspaper, social media). Good to know and partner will like to know how effective it is to work with the library.
- c. Evaluating partnership
 - i. Did both sides get something? Is it reciprocal?
 - ii. Value?

- iii. Would you take this partner home to meet your mom?
 - iv. Is the partner too needy?
- d. Recognize partners – recognize them in the community
 - i. Make laminated cards that partner can show in business saying how they worked with library – send this along with a thank you letter and invite them to post this at their business .
 - ii. Write thank you letters
 - iii. Write letter to editor about partner (maybe O.U. should write letter to editor praising Warren Weekly—they have really been great about publicizing our programs)
 - iv. Signage around the library should list our partners
- e. Request Canton Library's performers contract

2) Community Engagement with Bill Harmer (Director) and Anna Cangialosi (Marketing Director) – Chelsea Library

- a. Needed a marketing initiative and community awareness program....used the I Geek the Library campaign – with goal of millage election in 2014
 - i. Campaign should have a graphic designer, campaign manager (marketing director), photographer...these people, especially the campaign manager, would need to carve out time to actively be in the community and meet with people
 - ii. Raise awareness of funding challenges for the library – no whining allowed
 - iii. Geek program was moved into fundraising – annual giving, working towards the millage campaign
 - iv. Make sure that the initiative is a mirror of the community – schools, service organizations, business community, health care, senior centers, Kiwanis, rotary
- b. How did they do it?
 - i. Planning started 6 months before launch – needed to find key people from each sector. Campaign then had 3 phases.
 - 1. Teaser of “what do you geek”
 - 2. Show patrons that whatever you geek, the library supports you
 - 3. Finally bring up the fundraising issues – make them aware
 - ii. Used the “content management center” for geek the library
 - 1. This helped them localize the program for their library and let people know what the funding issues are
 - iii. Targeted 5 well known people in area. Got them to make geek posters, which led to people asking questions. Need a ‘rock star’ for this sort of program.
 - iv. Had kickoff where most well-known person’s poster was unveiled—made huge one to hang in front of library
 - v. Went to visit businesses, community group meetings, schools to promote campaign. Ended up over 400 people came to make their poster. For each

person they made two posters—one for library, one for person and a digital one so the person could put it on their social media

- vi. Had a “Geek of the Day” campaign where the individual was featured on the homepage, Facebook and twitter. The individual was notified in advance.
- vii. Had individuals from the community write testimonials of how the library has helped their lives. Storytelling is key to campaigns and work the emotional connections
- viii. Trained staff with “elevator speech” that in a few sentences talks about why they are doing the campaign and how they can help
- ix. After campaign in full swing, sent a giving letter—first time they ever solicited donations like that. Got \$25,000

3) Marketing and PR on a Budget with Kelly Ireland Rembert – Outreach Librarian for Southfield Public Library—her budget has been decreased 90% since 2008

- a. It is easy to under-communicate with the public, very hard to over-communicate
 - i. Repetition is key – people need to hear something 7 times before you remember
- b. Types of marketing
 - i. Internal marketing – staff members need to know enough of programs to recommend them or mention them
 - ii. External marketing – to everybody else
 - iii. Target marketing – to a specific audience
 - iv. Word of mouth – considered most trustworthy, best publicity. People tend to listen to someone they know telling them.
 - v. Partner marketing
 - vi. Advertising – generally paid for marketing
- c. Who in the library does the marketing? Who should do the marketing? This generally works best when it is centralized to one person or division. Everyone on the staff however should be promoting events and the library.
- d. Who should be targeted for marketing? What is your goal?
- e. Focus on who you CAN reach, not who you can’t – churches, colleges, teachers, city and government workers, professors, seniors
- f. Put notices wherever people gather—churches, schools, meeting rooms, colleges
- g. What will you market? What is unique to the library for your community?
 - i. Materials
 - ii. Services – study rooms, place to study, librarians
 - iii. Programs – story times, book clubs, etc.
 - iv. Online offerings – catalog, downloadables, databases

- h. 10 most powerful words to use in publicity: new, save, safety, proven, love, discover, guarantee, health, results, you
- i. Make templates for flyers so you just fill in blanks
- j. Foam core – for signs
- k. Have signs in the stacks—like mention Learning Express database by the books on resumes
- l. Look for natural pause points in your library for displays—places people will naturally stop for a moment when they come in
- m. Can you put a message on library receipt? Or on the automated phone call or email?
Can change frequently
- n. Outside of library you should contact City hall, churches, chamber of commerce, farmers markets, hospitals, non-profits, town gatherings (have a table), sports parks
- o. Tell a story – storytelling resonates better than statistics
 - i. People want to know how the library benefits them, so let them know the benefits.
- p. Survey for patrons – How do you find out about library programs? How would you like to find out? Surveys should be no more than 3-5 questions. Can have several different versions to ask more questions than that.
- q. Use program time to talk about other programs
- r. All workers should be informed of upcoming programs so they can then use flyers to push programs
- s. Many blogs to choose from. One of her favorites: www.nonprofitmarketingblog.com

Warren Public Library
Supervisors Meeting Minutes
September 6, 2013
Warren Civic Center Branch

Present: Oksana Urban, Sharon Lindsay, Cyndi Knecht, Lynn Bieszka, John Robertson

Corrections to previous meeting's minutes:

- Strike Kristen's name from the minutes and replace with staff member
- WDB Open House changed to October 12, 2013
- Create a button on the cash register for Notary

Sharon moved to approve the minutes with changes. Lynn seconded. Minutes approved.

Page Evaluations:

- Page evaluations should be completed on all pages before the end of the fiscal year
- Evaluations will be submitted to Human Resources and, in the future, the plan is to have raises merit based, not automatic.
- Attendance is important.
- Be objective.
- Goal is for pages to take their jobs seriously.
- This has been discussed with Human Resources, Payroll, and Personnel.

Fifty hour limit for part time staff:

- Effective immediately, all part time staff may only work 50 hours in a pay period.
- Staff members who work at more than one branch are responsible for keeping their schedules under 50 hours.

Garden gate at WCV:

- The security gate to the garden at WCV has been installed and is functional.
- The locksmith installed a doorknob so that the patrons can let themselves in.
- Door will have to be locked at night.

Denise will be off probation on September 12, 2013.

Amy Nelson started her probation as an LT on August 23, 2013.

Warren Worker / Business Owner Press Release:

- The new Warren Worker / Business Owner policy has been approved by the Library Commission.
- John will check the Overdrive contract to see if it specifies residents only.
- The ability to place Warren only holds will be tested.

Michicard:

- Michicard is scheduled to end on December 31, 2013.
- MLibraryCard is being started as a replacement for Michicard for those who are interested.
- We will look into the visiting patron option in Michicard and whether we wish to join MLibraryCard.

MLA 2013:

- Paul, Lorena, and Oksana will be attending on Wednesday.
- Lisa will be presenting with a group from CMPL on Thursday.

Oksana will be reading Woolbur on September 9, 2013.

Stacy Miller made a large version of the book which may be used at other branches.

Overdrive did a program called Big Library Read. It was an experiment to prove to publishers that releasing a children's book on Overdrive actually increased the title's sales on Amazon.

Hachette is selling books to individual libraries, not at the consortium level. John bought a James Patterson book and there are 18 holds on it.

Databases:

- Alldata at WAM and WCV
- Career Cruising, Consumer Reports, and Ancestry at all branches.

WCV is getting a one year anime movie license.

MEL is adding some early childhood databases including NovelList K-8 plus and a Scholastic database.

In the future, there will be more money in the budget for ebooks.

John will attend a meeting on September 26, 2013 at CMPL on improving services to physically and visually impaired patrons.

The eNewsletter has been compiled.

A flyer went out to 55,000 residents in their city water bills. Adult program information was on one side and children's program information was on the other.

Senior Outreach:

- Work is being done to implement an outreach program for seniors.

- It will provide a traveling collection of large print magazines and books.

The Civic Center Branch will participate in a college fair taking place at the Civic Center on September 26, 2013.

The Secretary of State, S.O.S., icon should be added to the desktop of the public computers as well as a FAFSA icon.

There has been no news on the sewer exploration project at WMB. The prebid meeting was over a week ago and the job should have been awarded.

Policy Manual:

- The changes made so far have been sent to the Library Commission for review.
- The following topics for policies should be investigated for the next meeting:
 - o Severe weather – John
 - o Confidentiality – Sharon
 - o Volunteers – Cyndi
 - o Temporary closure – Lynn
 - o Notary
 - o Fax

Smart Pay:

- Cost is \$99 and SLC will pay the charge.
- There is a convenience charge of 50¢ per transaction.
- SLC will be in charge of figuring out where funds go for lost and fines.
- There are still some issues to be worked out.

Sunday Hours:

- Begin September 8th
- SLC will not be available on Sundays unless there is a major crash. Call the computer room if there is a major problem.
- Money locker has a different lock on it now. (04WPL)

The first program for the Humanities grant has been scheduled in February with two staff members from the Michigan Department of Civil Rights.

WDB 50th Anniversary Celebration:

- Rosco the Clown and a magician will be performing.
- Formal ceremony will be in the afternoon.
- Checking on tent rental prices.
- The Busch family will be contacted if possible.

- Invitations will be sent.
- John can put a picture on and banner on the website.
- There will be a number of displays depicting life in 1963.
- Friends will provide cake and beverages.
- A number of politicians have been invited to participate as well as members of the Friends and Library Commission.

Ideas for \$2000 Grant:

- International language collection
- Language instruction collection
- Seedling collection (Braille)
- Career / Education collection

eResource Central to simplify Overdrive downloads has been delayed.

New thumb drives have arrived. They are still \$5.00 each.

Ideas for an inservice:

- Problem patrons
- Security
- Charlene Ezell
- Warren Graham

Meeting adjourned at 12:15 pm

MLA 2013

Lorena McDowell

Don't be Afraid to Fail by Baldwin Public Library

Set goals – how we would implement and reasons why we would do this

- How will you know you failed if you don't know what you were expecting?
- How do you know when you failed?
- What is the fail point?
- 3 questions to ask before you give up –
 - o Who are you trying to influence?
 - o What sort of measurable progress am I making?
 - o Am I panicking?

Evaluate –

- Surveys
- Outcomes
- Observation
- Follow-up
- Talk to patrons – what do they think, this doesn't need to be formal
- Talk to presenter – how can we make things better?
- There is usually a dip in any program or project – don't give up unless it meets the fail point
 - o Cliff - sudden, steep drop-off
 - o Cul-de-sac is mediocrity – never gets better, never gets worse
- Qualitative evaluation – storytelling

Overall you will have the following steps –

1. Choose program
2. Set goals
3. Set fail point – these can vary, can even be a gut feeling
4. Evaluate
5. Rejoice, retool, resign
6. What did you learn? Are there flaws in the expectations?

Teen Volunteers

<http://www.slideshare.net/bleboeuf/teen-volunteering>

Positives –

- Free help
- Get to know your teens

- They can be library advocates
- Can help curb bad behavior in the afterschool rambunctious crowd.
- A service to the teens – help with job apps, colleges, recommendations, and experience

Negatives –

- You get what you pay for
- Training/supervising can be time consuming
- Chaotic schedules, parents can bail too
- Keeping them busy
- They are teenager!

Getting started –

- Applications
- Survey teens at end of summer – suggestions, what did you like/not like
- Learn from others, from your mistakes
- Support from admin/staff
- Questions –
 - o Who – ages, number of teens
 - o What – jobs, scheduling
 - o Where – only at the library? Or elsewhere as well? Could be with parks and rec too.
 - o When – only in summer or year round?
 - o Why
- Recruitment
 - o Media channels – news, website, social media
 - o Around library – at circ desk or in teen area
 - o Mention it to teens in the library
 - o Schools – club advisors, honor societies, school visits
 - o Community.org – 4H, girl scouts/boy scouts, homeschoolers
 - o Tell them why they want to volunteer – meet people, experiences, skills, parties
 - Community service for Teen Advisory boards?
 -

How many do you need?

- Need staff to supervise
 - o How often do you want them to come?
 - o How much work is there for them?
 - o How many are useful at a program?
 - o How often do *they* want to work?
- Limits – what are the limits you want to set?
 - o Age limits?
 - o Only kids that we know?
 - o Good applications?
 - o Good availability?

- Send postcards to those who don't get accepted – and always accept them at the 2nd application!

What should the applications include?

- Information sheet with deadline for applications (if you have a deadline)
- Liability statement
- Should ask for contact info, parent's names and contact info, school, age, signature, photo?
- Why do you want to volunteer?
- Availability and interests – do they need hours for something specific. If so, how many?
- Questionnaire – what do they like...helps match them to jobs

Scheduling

- Multiple options
 - o Can post shifts and ask teens to sign up
 - o Can create shifts based on teen availability listed on apps – some teens may come in regularly on the same day or the same time
 - o Volunteerspot.com
 - o Signupgenius.com
- Getting in touch with teens – how frequently do you schedule
 - o Shift reminders
 - o Filling shifts
 - o Switching shifts with other teens
- Supervising – how many teens can you handle
 - o Limit shifts? 2-3 hours is normal
- Are all volunteers equal?
 - o NHS vs. real volunteers
 - o Get the well-involved ones into helping with programming
- Keeping track of volunteer hours
- Have time sheet for them to keep track of their hours.

Training

- Individual or orientation
 - o Make it fun or make it quick
 - o Job training on the job
 - o Handbook/information
 - o Introduce to staff, take pictures for badges
 - o Library tour? Go over job duties?
 - o Go over expectations and procedures
 - o Mention library programs
- Volunteer guidelines
 - o Dress code, cell phones, courtesy, scheduling
 - o Let us know if you can't come
 - o What are the consequences of breaking these rules?

Finding jobs for them

- Programs – taking pictures, helping with crafts, set-up, clean-up
- Keep a list of volunteer jobs that they can just look at and choose something – cleaning, cutting stuff out, shelf reading, etc.
- Have notes/instructions for regular jobs
- Special staff projects lists
- Go-to job that teen can do if you are busy

Supervising/Managing

- Remember, this is the teens chance to practice for a job
- Strategic scheduling
- Give clear instructions/examples
- Check their work
- Talk with them about problems
- Find out their strengths/weaknesses
 - o Consequences – follow through with these
 - o Talk to parents if necessary
 - o Give 2nd chances
- Feedback

Volunteer appreciation

- Party, t-shirts, small prizes/gifts
- Work off fines, no fee accumulation
- Small rewards after a set number of hours worked
- Certificates, recommendation letter, recognition

Stealth Programming slideshare.net/booked4lunch/stealth-programming

Passive Programming – informal (such as candy in a jar), little staff interaction

Sneak Attacks – reader's advisory (voting), low cost, little staff involvement

Monthly format - examples of programs

- My ideal bookshelf – if you fill this out, you can win the book
- National puzzle month – lots of people stopping to help with the puzzle, interacting and multigenerational
 - o Puzzle collection
- Golden globes – vote – whoever get the closest get a free book
- Elvis's Birthday – match picture to movie
- Leave "craft of month" out - Chinese new year (chopsticks)
- Book/movie dinner date – valentine's
- Photo contest – get permission, get votes, winning picture on cover of newsletter

- Weekly raffle guessing jars
- Book exchange – tickets based on items, shop using tickets
- December – learn a foreign language month

Teens

- Make and take – decorate a cookie
- Speed dating/blind date with a book - can have an age or grade range...ask for reviews
- Hunt for Hearts – raffle ticketshave lots of raffles
- Hope closet – prom dress collection, shoes, purse, etc.
- Reading incentive – dragon scale...one scale per book
- Teen Tech – Yalsa
- World Book Night – April
 - o Sign up to be a book giver...
 - These come from publishers
 - Libraries can be pick-up centers
- Flash Mob – National Library Week
 - o Pull out books to read
- National Poetry Month – April
 - o Black out poetry
 - o Spine poetry displays
 - o Cookie trays with magnetic poetry
- Tax sheet origami
- National Jelly bean day
- Teen volunteers dress up as superheroes
- Paper airplanes – design and fly – with books for examples

How do we track this?

- Hash marking, counting items put out
-

Measure of Success

- All about the #'s
- Patron rate of return

Evaluation

- Leave out evaluation forms (would you like more programming like this?)
- Talk to patrons

How to Win Teens and Influence Coworkers

Clinton-Macomb main - \$7500 dollar teen programming budget, \$14,000 materials budget, dedicated teen librarian

Winning Teens –

- Find them – spend time in the teen room
- Really obvious programming
 - o Mindcraft crafts – boys
 - o Duct tape
 - o Pizza taste test
- Partnerships – schools, local businesses that teens like (comics, etc.)
- Remove barriers to attendance – such as registration and residence
- Tailor prizes to interests – money, Dr. Who
- Throw things at Twilight characters
- Instagram, twitter, and tumblr
- Keep the teen area for teens – study space, chalkboard wall
- Don't try to be cool (just be you)
- After hour programming really works (they have had 150 teens)
 - o Run of library or confine to small area?
- Run stats to see what teen items are going out the most and program accordingly
- Keep collections current – nonfiction is important
 - o Teen oriented Sex, drugs, beauty tips and Congratulations your Gay! Section

Develop Popular Programs –

- Use suggestions
- Use popular stuff
- Steal ideas – catnip mice?
- Niche vs. General interest
 - o Magic (the gathering)
 - o LGBT club
 - o Cosplay Meetups – Costume Ball
 - o Animal programs for teens
 - o Teens read to kids – volunteer for summer

Troublesome Teens –

- Talk, don't yell
- Turn them into helpers – have teen run programs
- Candy Ball Game?

MLA 2013

By Paul Konkolesky

November 14, 2013

On Wednesday, October 16th, I attended a day of sessions at the Michigan Library Association's annual conference in Lansing. Special thanks to Warren Public Library Director Oksana Urban and Maybelle Burnette branch supervisor Lynn Bieszka for allowing me to attend. This was my first opportunity to attend a conference and I was very impressed with the quality of the meetings and definitely feel like I can use the information to further my abilities as a librarian and benefit my library. The following is a brief synopsis of the four sessions.

The first session I attended was entitled "Increase Impact of Children's Programming." I was especially interested in this topic since I facilitate the pre-school story hour at my branch. The main focus of this session was in tying early literacy programs to Michigan's 3rd grade reading proficiency goals and the library's role in assisting that. Third grade is considered a vitally important stage to children because those in kindergarten through second grade are "learning to read", whereas those from third grade forward are "reading to learn."

Unfortunately, MEAP scores from 2007 show that Michigan students ranked 45th in the nation in grade four reading performance. Only three out ten students are considered proficient readers and therefore seventy percent of children struggle to some extent in understanding school content. That is where libraries come into the picture. Because academic success is built on fluent reading, enriching and sustained learning opportunities are critically important for the development of reading fluency. A high quality early education can do wonders in helping children get ready for the rigors of education and greater success in life. With programs like toddler lap sit, pre-school story hour, the summer reading program, and Michigan Reads, libraries are, at heart, in the business of literacy. In fact, summer reading attendance has been consistently shown to maintain children's reading skills over summer break, battling the so-called "brain drain." I believe it is imperative that libraries continue to assist parents, who are their children's first teachers, in preparing them for success in life and I am very happy to be a part of that never ending process.

The second session I attended was entitled "The Reference Interview." In it, the presenters argued that the death of the reference question is greatly exaggerated. Although many library patrons today are low-income and use the library solely for internet use, there are still those in need of assistance in finding reading material, listening material, and doing good, old-fashioned research! But why are some of those patrons still leery of approaching librarians for assistance? The presenters posited a few

reasons for this reluctance. The desk, computers, and stacked materials often create a physical barrier. They also suggest a psychological barrier. In today's do-it-yourself society, people feel compelled to do independent research. Finally, the presenters believe that there is an ignorance level at play. Patrons don't know exactly what to ask for or how to ask. But doing research yourself and asking a librarian for assistance is like the difference between just staying at a hotel and staying at a hotel with a concierge. Take advantage of the expert, people! The presenters provided some techniques that librarians can use to lure patrons in. They first suggest being approachable by reducing clutter, making eye contact, paying attention for those who appear lost, and smile. They also suggested asking open-ended questions and employing the RUSA guidelines in the reference interview. Hopefully these proposals will cure our patrons reluctance to ask for assistance and help them realize what a useful tool libraries can still be.

The third session I attended was entitled "Stealth Programming." We librarians are in agreement that formal programming is a great way to get the public into our facilities, to entertain and enlighten patrons, and to make them realize how useful and vital libraries still are. However, there is usually a prohibitive cost associated with providing too many of such occasions. The presenters of this session believe that there are a number of low cost, and in many cases free, ways to provide fun programming to our patrons year round, in a way that the public doesn't even realize they are being programmed. They also referred to it as passive programming and compare it to a "sneak attack." The presenters proceeded to go through the calendar year providing a number of specific ideas for each month. Many of them involved celebrating some of the "lesser" holidays, famous person's birthdays, and obscure anniversaries. There were a number of ideas involving raffles, finding objects hidden within the library, and crafts. I am definitely going to research these ideas further and plan to incorporate some of them to make a visit to my library branch more fun for our patrons.

The final session I attended was entitled "Fun and Fascinating Nonfiction." I think that one of the more interesting jobs we do as librarians is what is called reader's advisory, assisting patrons in deciding what to read next. In this session, the presenters provided a lengthy list of potential non-fiction reading material for those who are so inclined. I tend to read a lot of non-fiction myself, which is pretty typical for a male, I understand. But, although I recognized a number of these titles, there were quite a few that I was unaware of that sounded very interesting. There was an extended list of readalikes, books that are similar in subject matter to more popular material. The idea behind such a list is that if a patron liked a certain book they may well be interested in something like it. The presenters also provided a number of online resources to assist the search for the next great read. I will be sure to recommend a number of these books to my non-fiction loving patrons.

**2013 Michigan Broadband Conference
Thursday, October 24, 2013
Kellogg Center, East Lansing, MI**

Session Summaries:

Opening Session – 9:10 am – 10:00 am

Eric Frederick, Connect Michigan Executive Director

Lt. Governor Brian Calley, State of Michigan

State Librarian Nancy Robertson, Library of Michigan

John Summersett, COMLINK, LLC

Eric Frederick gave an overview of the conference and why broadband is an important topic to consider today. He discussed that increased broadband access will translate into increased ability for Michigan businesses to compete and also lead to increased sales. The goal is to make broadband accessible and affordable, and to help eliminate the digital divide.

Lt. Governor Brian Calley discussed several aspects of Michigan's improving economy over the past two years Gov. Snyder has been in office. He mentioned that all segments of the Michigan economy have added jobs (except government), and that Michigan's population has grown. He discussed that broadband is a concern of the Snyder administration and realizes that it will take time for all of Michigan to be connected. He discussed a previous program (providing dental care to children) that was started by Gov. Engler in several counties, was increased through the Granholm administration and was completed by the Snyder administration as an example of the long-term strategic vision across administrations that will be necessary for increase broadband access in Michigan.

State Librarian Nancy Robertson offered brief welcome remarks.

John Summersett mentioned as the development of new technologies rapidly accelerates, broadband becomes even more important. Children need access to new technologies for education. We need to get technology in kids' hands sooner. Additionally, hard work, no matter the industry, demands quick, affordable Internet access, therefore, broadband development is vital.

Breakout Session One: Digital Entrepreneurship – 10:15 am – 11:15 am

Kristin Shelley, East Lansing Public Library

Jordan Breighner, Cool House Labs

Jeff Smith, Lansing Economic Area Partnership (LEAP)

Stewart Brennan, Cleary University

Kristen Shelley discussed some of the recent developments that have been happening at libraries throughout the country. Many libraries now are turning away from just being a place where patrons consume information, but where patrons are content creators. Some examples include the rise of fab labs and maker spaces in libraries. East

Lansing Public Library created a program called STEAM (Science, Technology, Engineering, Art, Math) that ran along with their summer reading program. Part of this program was Code Camp, where kids ages 7-10 learned basic computer programming. They then used their new skills to program robots. They also partnered with local science museum Impressions 5 to create a program for older children.

Jordan Breighner discussed the Cool House Labs project that he runs. He is based in Harbor Springs, and wanted to bring technology entrepreneurship to a small town. He invited 5 tech startups from across the world to Harbor Springs for a summer residency to develop their ideas. Many of these companies found this ideal as compared to such place as New York or Silicon Valley where there are many distractions. He said the keys to his project are to import talent, foster local talent, and engage youth through education.

Jeff Smith, with his position with the Lansing Economic Area Partnership, was tasked to create new economic opportunities in Lansing. The goal was to bring more year-round professionals into downtown East Lansing. One way he accomplished this was working to provide better, cheaper broadband access. Many new businesses ask "Where's the fiber? Where's the broadband?" Through development of better access to affordable broadband he has doubled the number of year-round professionals in downtown East Lansing since 2008.

Stewart Brennan discussed that to affect change, people need to get together and discuss things. He advised a kitchen table approach, where entrepreneurs meet for regular meetings in which a keynote topic is discussed, followed by networking. If businesspeople can't meet face-to-face, one great approach is by using technology such as Google Hangouts and Ustream.

Lunch Keynote Speaker – 11:30 am – 12:45 pm

Howard Rheingold, Author

Howard Rheingold is a professor at Stanford University and author of several books, including his most recent called *Net Smart: How to Thrive Online*. He is an expert in social media. During his talk, he discussed several points from *Net Smart*. Points discussed included "crap-detection" (users need to be smart consumers of information that they find on the Internet, and that they may have to dig to find out if the information is valid), "mindfulness" (it is easy to be too distracted on the Internet, users should be mindful about what they are doing), and "participation" (don't just be passive and just consume, you should create!).

Breakout Session Two: Creating Community Connections via Broadband: A Collaboration for Michigan Businesses and Libraries – 1:00 pm – 2:00 pm

Deb Biggs Thomas, Library of Michigan

Randy Riley, Library of Michigan

Bethany Kennedy, Washtenaw Community College

Bonnie Fahoome, Digerati

Bonnie Fahoome discussed and demonstrated several online resources that can be useful for Michigan businesses. These include:

- Insyght (www.insyght.co)
- Capital Locator (michiganbusiness.org/capital-locator)
- Resource Directory (microenterprise.cedam.info/resources/resource-directory)
- Business USA (business.usa.gov)

Bethany Kennedy discussed Librarybiz Connect, which is an organization that is working to improve the way libraries and local businesses do business. The goal is to provide library outreach to the local business community, and to show local businesses some of the things libraries have to offer. One of the ways that this is accomplished is by establishing a "Business Resource Center" in your library. Several libraries have dedicated websites to provide electronic business resources. Other libraries, such as the Adrian Public Library, have a Business Resource Center within their library. Bethany mentioned that this doesn't have to be a big area (Adrian's is only a couple of study carrels put together), but it houses books and other resources for patrons that are looking into starting a business or doing other business related research.

Deb Biggs Thomas and Randy Riley discussed and demonstrated some of the business resources that are available through MeL. These resources include the Business and Jobs Gateway, business books that can be found within Gale Virtual Reference Library, and some of the databases that are available through MeL, including *Demographics Now*, *Small Business Resource Center*, *BusinessDecision*, and *Business Insights: Global*.

Panel Discussion: Economic Development and Broadband – 2:15 pm – 3:30 pm

Moderator: Tom Ferre, Connected Nation

Blair Levin, Aspen Institute

Michael Finney, Michigan Economic Development Corporation

Steve Webster, Prima Civitas

Dr. Johannes Bauer, Michigan State University

In this panel, four experts in broadband and business participated in a panel discussion. Blair Levin, currently with the Aspen Institute, was the executive director for the effort that produced the National Broadband Plan from 2009 to 2010 under the Obama Administration. He mentioned that the goal of the country is to have broadband everywhere, but that it will be difficult, if not cost prohibitive, to enable broadband access to the most rural areas of the US. One place where broadband needs to be improved now are institutions such as universities, colleges, health care, and libraries. In order to speed adoption to broadband and mobile technologies, government must do what businesses are already doing: push people to access things electronically.

Michael Finney discussed some of the recent developments that have helped improved the business climate in Michigan during the past 2 years of the Snyder administration. These include business tax reform, reinvented government, and the adoption of right to work legislation. He discussed how broadband access is key to Michigan's future prosperity.

Dr. Johannes Bauer discussed some of the studies that he has conducted as it relates to broadband. He displayed slides showing that the US ranks far down in lists of other industrialized countries in broadband connectivity and overall broadband speed. He has found that increased broadband access spurs economic development. Better broadband connectivity reduces unemployment and also gives residents a better quality of life. There are some preconditions though to harnesses the benefits of broadband. One, public policy must support it. Also, users must be skilled enough to take advantage of this technology. He also mentioned some of the challenges that are faced with improved broadband

access. One is that as technologies increase, it seems we are “racing against the machine”. Instead, we need to “race with the machine”, and find useful ways to incorporate new technologies across all levels of society. Additionally, while improved broadband access shows positive effects on local business, taxes, and employment, it does not by itself secure a competitive advantage. Not having it, however, is a definite competitive disadvantage.

Steve Webster discussed how we don’t need to focus on technology for technology’s sake, but need to focus on how it can make the economy, business climate, and quality of life better. In the Lansing area, his group has developed partnerships with area technology providers to provide low-cost fiber broadband access to areas in Lansing.

After the panel there was a short question and answer session. One of the questions concerned how the rise of technology is going to affect the future economy. The panelists said it is easy to get caught up in the success story of the “app market” (for instance, consider the recent news about Facebook’s bid to purchase SnapChat for \$3 billion dollars), but the panelists agreed that the app market in no way can sustain an economy. Technology innovations need to be used to drive industries such as health care, energy, education, government, and transportation.

I was very glad to have been able to attend this conference. It was interesting to hear from such noted people in technology as Howard Rheingold and Blair Levin, as well as see why libraries consider the importance of increased broadband access.

Macomb Library for the Blind and Physically Handicapped Workshop
Thursday, September 26, 2013 – 1 pm – 3pm
Clinton-Macomb Public Library, Clinton Township, MI

John Robertson
Branch Librarian Supervisor, Warren Public Library

This short workshop was designed to show area librarians some of the services that are offered by the Macomb Library for the Blind and Physically Handicapped (MLBPH). The workshop was led by MLBPH librarian Anne Mandel.

During the first part of the workshop, Ms. Mandel gave a presentation on the history of libraries for the blind and demonstrated how technology has changed over the years in delivering these items for patrons. Libraries for the blind were established in 1931 by the Pratt-Smoot Act. Early recorded books were on long-playing records. In 1935 there were 27 titles available, including works by Shakespeare, the Gospels, and historical documents. Reel-to-reel tapes were used to deliver books starting in 1959. In 1966 Congress passed legislation extending free library service to physical handicapped readers, and shortly thereafter in 1968 audiocassettes were added. In 2009 digital talking book players began to replace cassettes. Soon, the functions of digital talking book players will be replaced by apps for mobile devices such as the iPad and iPhone.

The MLBPH serves over 850 Macomb County residents. A patron can qualify for Library for the Blind materials if they are legally blind, visually impaired, physically handicapped, or have a reading disability. To receive a library card for the MLBPH a patron needs to complete an application and provide a certificate of eligibility from medical staff or from a public welfare agency that certifies their physical handicap or reading disability. The library provides audio books, large print books, and audio described DVDs by mail free postage. Other services include computer classes, programming, and downloadable books.

The rest of the workshop was a tour of the library. The library is housed in one room of the main branch of the Clinton-Macomb Public Library. The majority of items for patrons are not housed on-site, but are delivered from Lansing for patrons. The library does have computer workstations with software installed to assist visually impaired patrons. Software includes Zoom-Text, which magnifies text on screen, as well as JAWS, which is screen reading software. They also feature a braille printer.

I was glad to have been able to attend this workshop. It was interesting to see the developments that have occurred in offering library service to physically handicapped patrons, as well as see what services the MLBPH currently offers patrons.

Look what's happening at your Warren Public Library

Get to know eBooks and OverDrive

Interested in downloading free eBooks and eAudiobooks from the library? Let us help you! Please join us as we show you how to checkout and download eBooks through our OverDrive service. Please note that classes are for specific devices.

Kindle Devices:

Monday, December 9, 6:00 - 8:00 p.m. at the Civic Center Library. Registration is required - 586.574.4564.

All Devices:

Monday, January 6, 6:30 - 8:30 p.m. at the Miller Branch Library. Registration is required - 586.751.5377

Monday, January 13, 6:30 - 8:30 p.m. at the Busch Branch Library. Registration is required - 586.755.5750.

iPads, Tablets, and Smartphones:

Monday, February 24, 6:00 - 8:00 p.m. at the Civic Center Library. Registration is required - 586.574.4564.

Were you aware that the Civic Center Library has a collection of books for all ages in foreign languages? This collection includes materials in Arabic, Bengali, Chinese, French, German, Gujarati, Hindi, Polish, Russian, Spanish, Ukrainian, Urdu and Vietnamese.

ESL Conversation Group

If you are a non-native English speaker who wants to practice and improve your conversation skills, please join us in our ESL Conversation Group January 7 at 6:00 p.m. in the Mark Twain Room of the Civic Center Library. No registration required.

Civic Center Library
One City Square, Ste 100
586.751.0770

Burnette Branch Library
22005 Van Dyke
586.758.2115

Busch Branch Library
23333 Ryan
586.755.5750

Miller Branch Library
5460 Arden, Ste 303
586.751.5377

www.warrenlibrary.net

MeL Resources for Small Business December 4, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Come and learn to use all the business resources available to you through the Michigan Electronic Library.

Holiday Music - Past & Present with Deborah Wyndham December 16, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Come and get into the holiday spirit with noted pianist and composer Deborah Wyndham.

Homemade for the Holidays: Tasty Gifts for Family & Friends with Lisa Howard, the Cultured Cook December 19, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

The Cultured Cook returns - this time to help us prepare for the holiday merry-making!

Hot Reads for Cold Nights January 9, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

How about spending the cold winter months reading some great books hand-picked by our staff? Come to the kick off and receive a bookmark with the list of books.

Knitting for Advanced Beginners (and beginners too) January 13, 6:00 p.m. at the Civic Center Library - Please call 586.574.4564 to register.

Have you mastered knit and purl? Are you ready for the next step? Then this class is for you! Join us for this six session course.

A Great Day in Harlem with Jazz Expert Stu Johnson January 14, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Stuart Johnson, a Royal Oak resident and member of the Michigan Jazz Record Collectors, will discuss the famous 1958 Esquire magazine photograph of 57 jazz musicians in New York City.

Beadwork for Beginners January 16, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Did you get a chance to see the beautiful beadwork from Great Lakes Beadworkers Guild when it was displayed in our showcases? Please come to our beginners beadwork class to get started.

Spanish for Beginners January 22—February 17, 6:30 p.m. at the Civic Center Library - Please call 586.574.4564 to register.

Learn the most commonly used vocabulary with basic grammar taught throughout the course.

Learn to Tango for Valentine's Day February 3, 6:30 p.m. at the Miller Library - Please call 586.751.5377 to register. There is an \$8 fee per couple to attend.

Face Reading with Expert Lin Klaasen Read Anyone - Anywhere - Anytime February 6, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Learn to read people you have never met before - even if you can't speak their language.

Created Equal: America's Civil Rights Struggle February 19, 6:30 p.m. at the Civic Center Conference room - Please call 586.574.4564 to register.

John Golaszewski and Rebecca Powell from the Michigan Department of Civil Rights will lead a discussion on civil rights issues today.

Preparing for the GED February 20, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Jeff Lehman, GED Test Prep Instructor from Schoolcraft College, will be with us to explain recent changes to the test and what you need to do to prepare and take the test.

Baby Sign Language with Lois Sprengnether Keel February 26, 6:00 p.m. at the Civic Center Conference Room - Please call 586.574.4564 to register.

Are you interested in communicating with your child as soon as possible? Join us as Lois Sprengnether Keel introduces us to the third most used language in the United States.

YOUNG ADULT PROGRAMS

Book Club Planning Party—Thursday, December 5 from 6:30 - 7:30 p.m. at the Civic Center Library. No registration required.

Holiday Jewelry-Making—Monday, December 9 from 6:00 - 7:30 p.m. at the Civic Center Library. Call 586.751.0770 to register.

Make A Gift Night—Friday, December 13 from 6:00 - 7:30 p.m. at the Burnette Branch Library. Call 586.758.2115 to register.

Harry Potter Party —Wednesday, January 15 from 6:00 - 7:30 p.m. at the Civic Center Library. Call 586.751.0770 to register.

Teen Book Club—Mondays, January 27 and February 24 from 6:00 - 7:30 p.m. at the Civic Center Library. No registration required.

Storytime for Special Needs Teens and Adults—Tuesday, January 28 at 6:00 p.m. at the Civic Center Library. Call 586.751.0770 to register.

Maze Runner—Saturday, February 15 at 6:00 p.m. at the Burnette Branch Library. Call 586.758.2115 to register.

Bring Back Saturday Morning—Saturday, February 22 from 2:00 - 4:00 p.m. at the Civic Center Library. No registration required.

CHILDREN'S PROGRAMS

Decorate with Santa, Saturday, December 7 at 2:00 p.m. at the Civic Center Library - no registration required

Claus and Cookies, Saturday, December 7 at 11:00 a.m. at the Burnette Branch Library - registration is required

Exotic Zoo, Tuesday, December 10 at 6:30 p.m. at the Civic Center Library - no registration required

Wear a Plunger on Your Head Day, Thursday, December 19 at 6:30 p.m. at the Burnette Branch Library - registration is required

Crazy Creations Block Party, Saturday, December 21 & February 15 at 2:00 p.m. at the Civic Center Library - no registration required

All Day Crafts and Scavenger Hunt, Friday December 27 & January 3 from 10 - 4 at the Burnette Branch Library - no registration required

Winter Craft Day, Friday January 3 from 10:00 a.m. - 4:00 p.m. at the Civic Center Library - no registration required

Library Luau, Thursday, January 9 at 6:30 p.m. at the Burnette Branch Library - registration is required

Craftmoon, Saturday, January 18 at 2:00 p.m. at the Civic Center Library - no registration required

Marshmallow Madness, Saturday, January 18 at 11:00 a.m. at the Burnette Branch Library - registration is required

Dundee's World of Fun Show, Saturday, February 1 at 2:00 p.m. at the Civic Center Library - no registration required

Take Your Child to the Library Day, Saturday, February 1 from 10 - 4 at the Burnette Branch Library - no registration required

Lego Time, Saturday, February 8 at 11:00 a.m. at the Burnette Branch Library - no registration required

Pajama Rama, Monday, February 10 at 6:30 p.m. at the Civic Center Library - no registration required

Fun After School at the Busch Branch Library (Grades K-5) These programs are the 2nd and 4th Tuesday of each month; 4:30-5:30 p.m. Registration is required - please call 586.755.5750.

December 10—Decorate the Library	January 28—Lego Block Party	February 25—Game Day
January 14—National Hat Day	February 11—Valentine's Day Fun	

Family Programs at the Miller Library - registration is required

Second Annual Holiday Stores, Monday, December 9 at 6:30 p.m.

Puppet Pageantry, Monday, January 13 at 6:30 p.m.

Science, Monday, February 10 at 6:30 p.m.

Family Fun Days at the Busch Library - registration is required

Holiday Stores, Saturday, December 14 at 10:30 a.m.

Celebrate Winter!, Saturday, January 11 at 10:30 a.m.

Valentine for the Birds, Saturday, February 8 at 10:30 a.m.

MASK (Miller After School for Kids) programs are designed for elementary age students in grades 1-5. Registration is required. Programs are 4:30—5:30 p.m. Call 586.751.5377 to register.

December 5—Third Annual Tree-Trim Party

December 19—Snowman Selebration

January 9—Thank You Notes

January 23—Chinese New Year

February 6—Simple Moments of Kindness

February 20—Game Day

**WARREN PUBLIC LIBRARY
INCIDENT REPORT FORM**

To be completed by staff within 12 hours of incident

Name of Branch Busch Branch

Address 23333 Ryan Road, Warren, MI 48091 Phone 586-755-5750

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among patrons, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Administrative Office.

Name of reporting staff: Sharon Lindsay

Location of incident: Busch Branch Library

Date and time of incident: November 8, 2013 ; 6:30 p.m.

Patron(s) involved (provide names if known): N/A

Describe the incident (to the fullest extent reasonable)-attach additional pages if necessary
I received an alarm call at home for the Busch Branch Library stating that police were dispatched. The alarm company stated that it was a motion detector in Zone 6 (which is the area near the east door facing Ryan Road). This is the same area that caused the alarm to go off earlier in the day. I arrived at Busch about 15 minutes after I received the call. I did not see the police officers, so I do not know if they came or not. I entered the building and looked around. Everything looked fine. We did move a plant a few inches the night before to allow it to get more light. That may have been the problem. I moved the plant back, and so far everything seems to be fine. The alarm company also suggested we look at the motion detectors to make sure there are no spider webs/nests around them.

Were police/emergency services called? X Yes (but I did not see them) No
If yes, please provide detail of who responded (include name of officers) and how the incident was handled.

What follow-up by Administration is recommended? Have Colin look over the motion detectors to make sure there are no spider webs or dust on them.

What action(s) should the Library take to prevent a recurrence of a similar incident?
We will make sure all areas are clear of potential items that would set off a motion detector.

Signature Sharon Lindsay Date 11-9-13

**WARREN PUBLIC LIBRARY
INCIDENT REPORT FORM**

To be completed by staff within 12 hours of incident

Name of Branch Civic Center Branch

Address One City Square, #100 Phone 586-751-0770

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among patrons, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Administrative Office.

Name of reporting staff: Kathy Faba

Location of incident: Family bathroom near parking garage

Date and time of incident: Saturday, November 2, 2013 about 11:00 a.m.

Patron(s) involved (provide names if known): Carol Lee Foster 2559 Peterboro Rd., West Bloomfield, MI 48323

Describe the incident (to the fullest extent reasonable)-attach additional pages if necessary Patron uses a walker. She went into the bathroom and fell. She could not reach the door to open it. She called out for help and another patron, Benjamin Mann, heard her. He was already helping her up when Lisa Martine and I went in. Lisa got the scooter for her. Ms. Foster said she was fine. She came into the library to use the computer. I checked with her again about a half hour later and she said she was fine and did not need medical attention.

Were police/emergency services called? Yes X No

If yes, please provide detail of who responded (include name of officers) and how the incident was handled.

What follow-up by Administration is recommended? Should there be a handicap method to open the door?

What action(s) should the Library take to prevent a recurrence of a similar incident?

Signature _____ Kathleen S. Faba _____ Date _____ 11/2/13 _____

**WARREN PUBLIC LIBRARY
INCIDENT REPORT FORM**

To be completed by staff within 12 hours of incident

Name of Branch Maybelle Burnette

Address 22005 Van Dyke Phone 586-758-2115

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among patrons, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Administrative Office.

Name of reporting staff: Lynn Bieszka

Location of incident: Outside of the library

Date and time of incident: October 16, 2013 5:10 PM

Patron(s) involved (provide names if known):

Describe the incident (to the fullest extent reasonable)-attach additional pages if necessary

Upon exiting the library after closing, a young teen was seen sitting on the flower box with one foot up with no shoe or sock on it. A woman and a boy began helping her to a car. When asked what happened, the adult said that the girl had fallen earlier in the day and then tripped in front of the library and that her ankle/foot was injured. They got in the car and drove away. I started to type some of the information into my phone so that I could convey it to our director. When I looked back up, Maggie was no longer next to me. She had seen the car stop at the corner of Studebaker and Van Dyke and the woman had gotten out to take a picture of the hole. Maggie went over to her the woman and was told she was not the girl's mother but a church friend. When I came looking for Maggie, she showed me the hole. The woman had already gotten back in the car and driven away.

Were police/emergency services called? ☐ Yes ☒ No

If yes, please provide detail of who responded (include name of officers) and how the incident was handled.

What follow-up by Administration is recommended?

Library and maintenance personnel will check the premises, lawn sidewalk, and parking lot for holes and repair any surface that may cause concern for safety of patrons.

What action(s) should the Library take to prevent a recurrence of a similar incident?

Fill in the known hole and check for similar damage to the lawn

Signature Cheryl Nelson Date 10/17/13

**WARREN PUBLIC LIBRARY
INCIDENT REPORT FORM**

To be completed by staff within 12 hours of incident

Name of Branch Maybelle Burnette

Address 22005 Van Dyke Phone 586-758-2115

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among patrons, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Administrative Office.

Name of reporting staff: Lynn Bieszka

Location of incident: Outside of the library - hole is northeast of the building

Date and time of incident: October 16, 2013 5:10 PM

Patron(s) involved (provide names if known):

Describe the incident (to the fullest extent reasonable)-attach additional pages if necessary

Upon exiting the library after closing, a young female teen was seen sitting on the flower box with one foot up with no shoe or sock on it. A woman and a boy began helping her to a car. When asked what happened, the adult said that the girl had fallen earlier in the day and then tripped in front of the library and that her ankle/foot was injured. There was no physical sign of injury on the girl's foot. The three people got into the car and drove away. I started to type some of the information into my phone so that I could convey it to our director. When I looked back up, Maggie was no longer next to me. She had seen the car stop at the corner of Studebaker and Van Dyke and the woman and boy had gotten out. They went to take a picture of the hole. Maggie went over to the woman and was told she was not the girl's mother but a church friend. When I came looking for Maggie, she showed me the hole. The woman and boy had already gotten back in the car and driven away.

Were police/emergency services called? Yes X No

If yes, please provide detail of who responded (include name of officers) and how the incident was handled.

What follow-up by Administration is recommended?

Acquire dirt to fill in the known hole and any others in the yard.

What action(s) should the Library take to prevent a recurrence of a similar incident?

Fill in the known hole and check for similar damage to the lawn.

Signature Lynn M. Bieszka Date 10/17/13

**WARREN PUBLIC LIBRARY
INCIDENT REPORT FORM****To be completed by staff within 12 hours of incident**Name of Branch Warren Maybelle Burnette BranchAddress 22005 VanDyke Phone 586-758-2115

Instructions: Please complete this form after an incident on Library premises. An incident can be a severe altercation with or among patrons, events that occurred that are dangerous to the staff or public, or where the police or emergency services were summoned (report required in such instances). Submit completed report to the Administrative Office.

Name of reporting staff: Lyan Bieszka

Location of incident:

Quiet study area - in front of magazine rackDate and time of incident: November 1, 2013 about 10:00 AM

Patron(s) involved (provide names if known):

African American woman - name unknown

Describe the incident (to the fullest extent reasonable)-attach additional pages if necessary. Staff heard a crash - Maggie turned around and observed the woman sitting in a chair and the table tipped over in front of her. Patron apologized and said that she was having issues with a man. Maggie and Lyan uprighted the table and the patron left.

Were police/emergency services called? Yes ☒ No

If yes, please provide detail of who responded (include name of officers) and how the incident was handled.

What follow-up by Administration is recommended?

none

What action(s) should the Library take to prevent a recurrence of a similar incident?

Be aware when that patron is in the library and keep track of her movements so she doesn't hurt herself or someone else or damage property.Signature Dyan M. Bieszka Date 11/1/13Rec'd & filed 11/1/13 O. Urban

Previous Incident Report

Lynn Bieszka <lbieszka@cityofwarren.org>

Mon 11/4/2013 11:50 AM

To: Oksana Urban <ourban@cityofwarren.org>;

Oksana,

Two things concerning the incident of the flipped table:

1. It was found that one of the chairs that the table had been flipped onto is broken. It is one of the old wooden chairs.
2. The patron was back in today. I went outside and talked to her. She said that it wasn't her fault because she's bipolar and depressed and had just gotten out of a "toxic" relationship and she wasn't taking her medication. When I asked her name and where she lived she handed me her driver's license and I copied down the information (See below). She said maybe she should just go to the library by her house for awhile and I said that was a good idea.

Lashonda Yvette Anderson
A 536 488 968 883
DOB 11/18/1988
5067 Outer Drive Apt. F202
Detroit, MI 48234

Lynn

Incident Report – September 25, 2013

Approximately 7 P.M.

A man walked rapidly out the front doors of the Warren Civic Center Library, setting off the alarms as he went. I then followed the man out, noting that he was carrying a black bag under one arm and a computer under the other, and asking him to please wait a moment. The man kept walking as I then repeated for him to wait a moment as the alarms had been set off as he walked through the door. He finally stopped and I asked if he had checked anything out of the library, since sometimes the items don't desensitize properly and cause the door alarm to trigger. He then walked rapidly up to me, getting very close (less than a foot of my face and body) and didn't say anything, just stared at me. This forced me to repeat myself, as I wasn't sure if he had understood and I was also feeling threatened. He then slowly replied "nooooo" and didn't say anything more.

I noted at this time that he was a tall (probably around 6 foot) Caucasian man, quite thin, with sharply delineated facial bones, brown hair and deeply sunken eyes (brown?). He was wearing a dark (forest?) green button down shirt and dark pants, possibly black. I also had the feeling that he was possibly unstable.

At this point I was alone in the atrium with the man. I still tried to speak with him, saying "I see that you have a computer and a bag. Is it possibly that, when you were done working in the library, you accidentally put a book you were working with into your bag when you were collecting your belongings?" He just kept staring at me and finally repeated "nooo." I started trying to slowly back away from the man, while also trying to get him to speak more and possibly return to the library. I asked him to please just step through the doors again to see if the alarm went off once more, as perhaps it had been a fluke. He refused. I then asked if there was a problem...going through the doors would only take a moment and then he could leave much more quickly. He said that he had an appointment. I then repeated that it would only take a few seconds and tried to back farther away from the man while waving him towards our door. He again refused and continued to stare at me.

I analyzed my situation at this point, noting that I had been alone in the atrium with the man for several minutes. No one had come to find me, nor would the other circulation person be able to come and help, as we have strict orders never to leave the circulation desk unattended. I had no way to call for help, unless I started screaming, which I was afraid would trigger the man to do something rash as he had already seemed aggressive. Screaming or shouting also seemed like overkill since he had not actually touched me. I was also afraid that screaming or shouting without very good reason would alarm our patrons unduly. If I left to return to the library and call the police, the man would simply disappear and I had no way to detain the man. I saw that I really had no other choice but to let the man go.

Note that, by the end of this incident, I still had no idea if the man had actually stolen something or not.

Lorena McDowell
Branch Librarian
Warren Civic Center Library
lmcdowell@cityofwarren.org
586-751-0770 ex. 5015

Incident Report

Branch: WMB

Date of incident: September 14, 2013

Approximate Time: 5:07 pm

Description:

After the library was closed, an individual was observed exiting the parking lot side door. When approached, the teen ran in the opposite direction and jumped a fence beside the library. Lynn reentered the library, followed shortly by Maggie. Two police cars arrived within two minutes. The building was searched by staff but no other individuals were found.

Knowledge gained by viewing security footage:

The individual planned to hide in the library and spent approximately two hours behind a display board in the computer lab. After closing, the individual exited the computer lab, walked behind the circulation desk and was surprised when the alarm went off. He ran back to the computer lab then tried to exit through the Van Dyke side door, which he could not. He then exited through the parking lot side door where he was met by staff and ran away.

Actions taken to avoid similar situations:

The display board has been removed from the computer lab. Staff is aware to be more vigilant when searching the library before closing.

Positive procedures that helped to minimize damage from the incident:

The cash register was empty and the drawer was open so the individual had no reason to try to get money from the register. The door to the back room is closed at night and requires a code to open so the individual could not gain access to the back room. The alarms sounded from the motion detectors causing the individual to flee.

Errors made:

Obviously the building has "hiding" places and was not checked adequately enough to avoid leaving a patron locked in the building. Not knowing if the individual was armed or alone, staff should not have approached the individual or reentered the building before police arrived. However, we did at the time believe that we had accidentally locked a teen in the building. We were not aware that he had other intentions.

Submitted by Lynn Bieszka

WARREN LIBRARY COMMISSION

BY LAWS

Adopted March 17, 1958

Amended March 23, 1988

ARTICLE I: Name

- A. The commission shall be known as the "Warren Library Commission".
- B. The libraries are under the jurisdiction of the City of Warren.

ARTICLE II: Object

- A. The principal object of the commission is to promote and foster the development of public libraries within the City of Warren.
- B. To bring a closer relationship and understanding between the library staff, administration, and the citizens of the City of Warren.

ARTICLE III: Meetings

- A. The regular monthly meeting of the Warren Library Commission shall be held on the third Wednesday of each month at a time and location specified by the commission.
- B. Special meetings may be called by the chairperson, or upon the written request of four (4) members for the transaction of business stated in the notice for meeting, and shall constitute a quorum of the commission.
- C. Notices for special meetings should be sent at least five (5) days before the meeting by the secretary, or by a person designated by the secretary. Agendas for the regular monthly commission meetings should be in the hands of the commissioners not later than Monday before the commission meeting.
- D. The October meeting will be the Annual Meeting during which the Election of Officers will be held. New officers will take office effective with the adjournment of the October meeting.

ARTICLE IV: Officers

- A. Officers of the Warren Library Commission shall be as follows:
Chairperson, Vice-chairperson, Secretary, and Treasurer.
- B. An officer may succeed him/herself.
- C. The chairperson of the commission shall preside at all meetings, appoint all committees, authorize calls for any special meetings, and generally perform the duties of a presiding officer.
- D. The vice-chairperson shall preside in the absence of the chairperson.
- E. The secretary of the commission shall keep a true and accurate account of the proceedings of the commission meetings.
- F. The treasurer or a staff designee shall keep an accounting of the budget, and shall report at each regular meeting on the state of the budget.

ARTICLE V: Bids

- A. Whenever a proposed expenditure is expected to exceed two thousand five hundred dollars (\$ 2,500.00), a request for bids shall be required.
- B. Bid specifications will be developed by the Warren Library staff and submitted to the Warren Purchasing Department for sealed bids to be distributed and opened as per standard procedure.
- C. Bids will be reviewed by the commission at their next regularly scheduled meeting. In the event that there is an inordinately long period of time before the commission meets, the director will, as appropriate:
 - 1. conduct a telephone poll of the available commission members and upon receiving a concurrence by a majority, submit the bids on a timely basis. The commission will verify this action at their next meeting, or
 - 2. call a Special Meeting for review and approval of bids.

ARTICLE VI: Committees

- A. Special committees for the study and investigation of special problems may be appointed by the chairperson. Such committees will serve until the completion of the work for which they were appointed.
- B. Special committees will report their recommendations to the commission on a timely basis.

ARTICLE VII: Quorum

- A. A quorum for the transaction of business shall consist of four (4) members of the commission.
- B. In the event a member(s) misses three (3) consecutive regular meetings which are unexcused in one (1) year, it may be deemed that a vacancy exists and the mayor shall be asked, by the commission, to appoint a new member(s).

ARTICLE VIII: Director

- A. The director shall be considered the Executive Officer of the Commission and shall have sole charge of the administration of the Warren Public Library under the direction and review of the Library Commission.
- B. The director shall be held responsible for the care of the building and equipment, for the employment and direction of the staff, for the

efficiency of the library's service to the public, and for the operation of the library under the financial conditions set forth in the annual budget. The commission retains the final authority for the annual budget, as adopted. The director will implement the plans and direction for the budget as delegated by the commission, under their review.

- C. The director and assistant director shall attend all commission meetings except those in which their salary , performance, or appointment is being discussed or decided.
- D. The chairperson shall be notified of the impending absence of the director and /or assistant director for more than a day or when the director and/or the assistant director is out of the area.

ARTICLE IX: Order of Business

- A. The order of business at regular meetings shall follow an agenda which will include such items as: Call to order, Minutes, Treasurer's Report, Circulation Report, Director's Report, Old Business, New Business, Audience Participation, and Adjournment.

ARTICLE X: Amendments

- A. These by laws may be amended at any regular meeting of the commission with a quorum present, by majority vote of the members present, providing the amendment was stated in the call for the meeting.
- B. Each member of the commission shall be furnished a true and up-to-date copy of these by laws.



Library Page Performance Evaluation

Employee Information

Name	Date
Review Period	

Ratings

SHELVING	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Pre-shelving Organization of Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Shelving Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Shelf Straightening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Shelf Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Picking Up Stray Materials on Shelves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					

DESK DUTIES	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Interaction with Patrons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Organizing Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Telephone Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Computer Skills / Checking IN/OUT Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Computer Skills / Transit Holds Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Computer Skills / Hold Alert Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					
Computer Skills / Drop Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments					

Computer Skills/ Fines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Use of Cash Register/ Data Entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Use of Cash Register/ Making Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Processing Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Checking Audio/Visual Materials (Correct Title, Visual Damage & # of pieces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Care & Maintenance of Copy Machine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Care of Printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					

WORK TIME	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Begins Work Immediately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Uses Time Effectively/Efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Keeps Conversation to a Minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Keeps Busy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Completes Assigned Tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Keeps Cellphone Use to a Minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Cut Up Scrap Paper/Sharpen Pencils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Keep Library Tidy/ Clear Tables of Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Keep Library Tidy/ Straighten Tables & Chairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Picks Up Scrap Paper & Pencils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					

Picks Up Stuffed Animals/Puppets etc. & Returns to Appropriate Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Cleans Up Work Area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Complies with Directions from Supervisor or Person in Charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Attitude Toward Co-Workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					

RESPONSIBILITIES	1 = Poor	2 = Fair	3 = Satisfactory	4 = Good	5 = Excellent
Complies to Dress Code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					
Borrowing Privileges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments</i>					

ATTENDANCE	Number of Days	Number of Days Scheduled	Number of Times	Number of Times Abused	
Tardy					
Absent					
Adequate Notice Given					
Breaks					

Evaluation

ADDITIONAL COMMENTS:

AREAS OF IMPROVEMENTS:

Verification of Review

By signing this form, you confirm that you have discussed this review in detail with your supervisor. Signing this form does not necessarily indicate that you agree with this evaluation.

Employee's Signature	Date
Supervisor's Signature	Date