

Adult Services Weekly Meetings

Weekly Thursday Morning Meetings

OffDeskNotes

Guidelines–What to Share:

- *Current projects you are working on*
- *Things you've learned*
- *Celebrate successes, either for you or a colleague*
- *Reminders*
- *Bring a challenge to the group, where we can constructively work together on a possible solution*

If you are unable to attend the meeting, review the notes and ask a colleague what was discussed. Important information will be sent in an email and/or added to the DeskNotes/Off DeskNotes LibGuide.

REMINDER - TIME SHEETS DUE TO TJ ON THURSDAY

9/11/25

- OMH reminder JM
- Driver's Manuals JM
- SRP residue on desks JM

9/4/2025

- Printing shutting down 15 minutes before close JM
 - JM to check on 1st floor printing station shutting down
- WPL Card Required for Database Access - Home Library vs. 28139/D78
 - Databases tied to Home Library - Overdrive
 - Databases tied to 28139/D78 - All other databases that require a WPL library card
 - JM will check on Kanopy
 - Go to PS with database questions
- Evergreen Amnesty mode
 - Send patrons with fines to Welcome Desk
- Booklists on Aspen ZM
 - Go through booklists on ADult Services 2 card
 - Update (add the updated date) or delete
 - Tell KR if you delete a booklist so she can delete if from Reader's Corner
- Lost & Found procedure Highlights:

- Small and valuable items are to be stored in a designated locked drawer at each desk.
 - Attach a p-slip noting your initials and the date of receipt to each item.
 - Library cards should be shredded/destroyed if the patron cannot be located on the first try, i.e. making an announcement over the PA for the patron.
 - When checking a purse or a wallet for identification, please make sure to have a manager or Security staff present.
 - *The Children's Center staff follow their own protocol for left-behind items of clothing. They keep clean and nonhazardous items, including clothing and toys, for up to 1 week in a bin at the service desk.
 - **Restocking Toner: - JM to check on procedure**
 - The copier/printer will indicate which toner is required
 - Toner is located at the service desk on each floor
 - Replace toner in the machine
 - Email toner@mywpl.org
 - Write "USED" on the box and put on the cart in the basement in front of the IT storage area (right next to Joel's office)
 - Waste cartridges can be put in trash
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8/28/2025

- [Reference Interview webinar](#)
- End of summer reading 2025 Sept 1 JM
- Best place to look in Communico to view all room bookings JM
 - Reserve module
- Check Fic and Nonfic Suggestions Carts in TS360 JM
- Check reconsideration shelf on the bottom of the blue mends/relocate/catalog cart near Tech Services JM
- [Placing part level holds for LoT](#) JM
- Reminder: age restrictions for computer use JM
- Pride - 9/6 - if working, feel free to wear your t-shirts
- Romance Bingo OD
 - It is only open for readers who are 18 and older.
 - It will run from September 1st until November 30th, with a winner being chosen in early December.

- The BINGO card can be found [here](#) — additionally, it is on the website under the Reader's Corner.
- The grand prize is a basket filled with autumn and bookish themed goodies.
- Participants will complete the prompts on the BINGO card by reading or listening to books that fit within the romance tropes in each square. They will need to cover 5 squares either vertically, horizontally or diagonally to get BINGO! Participants must complete the BINGO card before November 30 in order to be entered into the drawing for the grand prize.
- Patrons can only submit one BINGO card during this challenge.
- We have included the branches in this challenge, so all branches will have cards available for interested patrons.
 - Branch Staff
 - In the instance you run out of BINGO cards, feel free to print them in color on standard 8½x11 paper.
 - Myron has sent out an email regarding the processing of the BINGO cards and information about when they will arrive.
 - We have sent them out to the branches via interdepartmental envelopes through Libby/Lilly.
- To process any returned BINGO cards, please scan to email and send directly to Olivia at odouglas@mywpl.org. After confirmation of receipt, please shred or destroy the BINGO card as the cards will have patron information on it.
- The prize is not available for staff, but please feel free to participate if you are a romance reader!

Thank you all so much for helping out with spreading the word about this challenge and answering any patron questions that might come up. If there are any questions or concerns, they can be directed to Olivia Douglas (odouglas@mywpl.org) or Zoey Mills (zmills@mywpl.org).

8/21/2025 MF BI BGS DS OD HD HP AK KHS MC ZM TJ PS

- **Sunday OT sign up due Friday, August 22, 2025 JM**
- Winter program deadline 9/15 to TJ (see bullets from last week) TJ
- [Display tables open on 2nd and 3rd for fall](#) AK
- [Quarterly Reading Recs](#) – I need 4 more nonfiction titles ZM
- [NELA Conference \(10/26-10/28\) early bird rates end 9/1](#) JM
- Saturday's yoga class is in the ellipse JM
- 2nd floor JM
- Romance Bingo OD
 - Once cards are returned at Main, OD will designate a drawer at each desk to hold cards. She will pick them up periodically.

- Scrabble Tournament MF
 - On a Saturday 11/8
 - Still in planning phase
- Bat discussion ALL
- Ebsco packet is in Community Resources PS
- Volunteer Fair 9/20 and Civic Engagement 9/10 - Tax Dollars at Work AK
- New Users DS MC
 - Banned Book week - 10/5-10/11 - working on a social media campaign - tote bag giveaway while supplies last
 - Library card sign up month
 - Wooskers meet and greet Saturday 9/13
 - Bookmark contest w/LS - prize for each age category \$100 gift card
 - Both will have the button maker
- Pride 9/6
 - Tabling
 - Swag
 - Passive children's craft
 - Teen program
 - Decor
- Regular patron finally got a job! MF

8/14/2025 ZM AL BI PS AG JD OD TJ SZ DS

- **Sunday OT sign up due Friday, August 22, 2025 JM**
- Anybody see LOT pop up tent? Was in the AMH room JM
 - Alert GM if you find it
- Starting in Fall - we will no longer use Zoom integration through Communico
 - If patrons are calling for a Zoom link to one of our programs check the following:
 - [DeskNotes - Zoom Links tab](#)
 - [Off DeskNotes - Zoom Links tab](#)
- Winter program deadline TJ
 - Due Monday, 9/15
 - Check with TJ for open dates for presenters
 - Recurring programs i.e. book clubs will continue to be held the same day/week
 - TJ looking for a new yoga instructor to fill B team Saturday slot
 - Working to create a system for each monthly celebration, etc..
- Refer anyone with qs about the Volunteer Fair to AK - AK
 - Will be held 9/20
- Study pods

- Interior light is not very bright JD
 - Could manufacturer change these settings
 - Reminder from PS - review the Ebsco order when you receive it and then pass it along to the next staff person (currently on the 4th floor)
 - True Crime book club - author attended this month - found herself on our FB page! OD
 - [Quarterly Reading Recs!](#) Please and Thank you! ZM
 - Notary Public options - banks (normally free, don't need to be a member), FedEx/UPS (charge a fee), AAA for members
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8/7/25 BB BGS KR PS HD AK ZM KHS SE HP TJ BI

- Making change at service desks JM
 - We don't make change for patrons at the desk
 - If the change box is low, please reach out to me and IT
- Reminder: study pod monitoring JM
 - Ideas:
 - KHS - camera access
 - PS - camera with monitor facing patrons
 - Signage that says "you're on camera"
- Damaged books JM
 - Patrons who have paid for a damaged book can keep book
- Yearly periodical renewal packet PS
 - Will be sent around to selectors
 - Selectors will look at titles and make recommendations to renew or remove
 - Selectors can also make recommendations to add titles
- Block Party this Saturday JM
 - If working, wear a WPL t-shirt if you are so inclined
- Book donations TJ
 - Bring/direct patrons to Friends
 - Also to the Bay State bin near staff parking lot
 - Local author donations - check Collection Development Policy
- True Crime book club - author attended! AK
- FPB garden is full of veggies! BI
- New patron at DIY Crafts for Adults! KHS
- Come see Jen for a new lanyard

7/31/25 No meeting

7/24/25 AL TJ ZM MC BGS AK XW BB SZ OD SE BI

- JM/TJ on vacation 7/28-8/1
 - Changes to Quarterly Reading Recs JM/ZM
 - meetingroombooking@mywpl.org for all meeting room inquiries JM
 - Reminder: [Collection Budget & Circulation Stats](#) on Wiki JM
 - Closing clean up and patron count TJ
 - Pick up books from tables/scan for in-house use
 - Take note of patrons on the floor
 - Use radio to communicate with Sec/Custodian
 - 3rd floor patron JM - check JM's email from yesterday
 - Incident reports - factual and professional TJ
 - Continue to write incident reports 😊
 - Email refresher TJ
 - AL will write up a fun research q for board report
 - Blueberry pick on Sunday with Staff Association
 - Staff Association t-shirts deadline this Saturday - Get AK your cash or check
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7/17/25 ZM BI XW HP HD SZ JD KHS MF TJ

- Welcome Hannah!
- Email refresher TJ
- Do not mark items as Claim Returned in Evergreen JM
 - For consistency at the Main Branch and to avoid confusion, please call down to Circulation or send the patron down to Welcome if there are questions that you cannot answer. Please avoid claiming an item returned, as we are likely working to resolve the matter or will initiate attempts to.
- Changing contact info on a LibAnswers ticket from a form JM
- Vacation approvals for **Jan - Dec 2026** JM
 - Requests in October

- Approvals in November
- [RA tips when working in Children's room on DeskNotes](#) JM
- Green Bell Peppers at FPB
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7/3/25

- Check schedule for changes TJ
- Incident reports for study pods TJ
- New L2 in N&M PS
- Use Google translate for documents - use the camera function in the app to translate AK
- Fire Insurance Maps database PS
 - Remote currently not working, Mike will fix
 - In library use only as of 7/3
- FY 26 IMLS budget cuts PS
 - Remind patrons of BPL eCard
 - We still carry our usual resources - look for our logo next to the database on our website. This is paid by our own budget.
- Staff Association meeting today - feel free to join! AK
 - Spooky field trip this fall? Yes, says TJ & KHS

6/26/25 SZ MC AK KR JD OD PS BB ZM

- Welcome Brandon JM
- Friends Bookstore closed 7/1-7/3 JM
- Reminder: LibStaffer & off desk time for projects ZM
- Reminder: only address a patron's behavior 1x during your shift. The next time that same patron breaks the patron behavior policy, call security. JM
- Reminder: [training opportunithttps://momentmag.com/jews-and-science-fiction/ies](https://momentmag.com/jews-and-science-fiction/ies) JM
- Borrowing laptops from 3rd fl kiosk without physical card AK
- Buying areas to be finalized end of this week/early next week JM
 - Submit carts
- FPB - 3rd week open! BI
- Out to Lunch BI
 - Suggestion - mesh chairs
- One-on-One form
 - Adding cricut & sewing
- FiMO - Fire Insurance Maps Online to be added next week PS
- Hoopla - extra funds - more to come PS

6/12/2025 DS PS JD RA AL AK BGS XW BI SZ TJ JM

- New GL2 starting 6/23 - Brandon Bourgeois JM
- Continue building carts JM
 - Be ready to send carts on July 1!!!
- Badges next Monday and Friday JM
 - TJ will schedule for either shift
- Meeting rooms JM
 - Check your email – Jason sent info on this
- Changes to 3D printing coming Monday JM
 - Lower cost - 5 cents (from 15 cents)
 - First print free will be eliminated
- XW on vaca 6/14-7/1
 - Send proctoring request to Jen
 - Send 3D printing request to Melody
 - Help out with Pop Reads when on Tuesday mornings and Jackie's DOFWS (B team Fridays)
 - When you are scheduled on 1st, check AMH room and shelve Pop Reads as needed
- FPB reopened! BI
 - Garden is good - expect more tomatoes - patrons CAN pick anything in the garden!
 - No seed library at FPB
 - TJ slowly working on implementing a seed library at Main in the future/next spring?
 - Great pumpkin conversation
- New book assignments coming to assist BGS on Mondays and Fridays JM

6/5/2025 KR OD ZM TJ BI MF AK AL XW JD

- Upcoming SDD in July for the cookout JM
 - July 10
- LoT - allowed to checkout 1 item/category, only 1 hotspot JM
- \$50 Gift Card Raffle KHS OD
 - Check email
 - Box and tickets are in cabinet printer paper at 1st floor information desk
 - Inform OD and KHS if the box gets too full
 - Will get back to you re: yoga and zumba
- Reminder - Recommending patrons to Azajuah TJ

- Recommend office hours first
 - Patrons in crisis-call to see if she is available
- Calling ahead to another desk JM
 - Continue doing this :)
- Patrons bringing their own printer paper TJ
- Timesheet procedure TJ
 - Starting next week - **due by EOD Thursday, June 12**
- [Reader's Advisory tips](#) ZM
- Update on career computers JM
 - career/career
 - Sign out option for careers→click username career from Windows menu on bottom left side and select sign out
 - Also to edit the desktop message
- Desk supplies - notify OD when items are getting low so we can fill them before they are completely empty JM
 - Contact Sarina for p-slips
 - Continue to put in building tickets when paper is down to 2 reams
- Reference cards - new name ex. **2DEPARTMENT, ADULT SERVICES AK** (formerly Reference 2 card)- same card number/password - AK
- Diners, Drive-ins, and Dives - 43 people! AL
 - Need to correct # of chairs in Communico to match registration
- Pop Reads will be offered to Ted for OCOL JD
- New OMH JM
- SRP JM
 - Staff can get totes
- 122 sign outs for laptop kiosk

5/29/25 MF DS RA KHS SE AG BI AK ZM TJ JM

- PS out 6/2 - 6/9 (reach out to Jen for database/eresources issues)
- Summer reading outreach swag TJ
 - Beach balls, bubbles, slime for outreach this summer for Out to Lunch
 - Stash near TJ desk, cabinet next to SRS office
- [Study Pod Management](#) JM
 - on desk notes
- Career computers moving to Envisionware JM
- New distribution list JM
 - adultleadership@mywpl.org
 - Anytime you need to reach all supervisors

- Check-ins returning JM
 - Starting again in June
- When calling out sick - inform us if you have a program that day JM
- Plant swap on Monday - all day! AK
- Security changes next week JM
- June 15/16 - programs/supplies for fall due to TJ
- SRP
 - Starts Sunday
 - Delivery of boards?
 - T-shirts coming
- New Users - design a bookmark coming in the fall DS
 - \$50 gift card for winner
- FPB - may reopen soon - maybe next week BI
 - Garden planted this week
 - Lots of tomato
 - Planted flowers along side of building
- Board report examples TJ
 - Pictures are welcome!

Tara hosted Miss Trans Global USA 2024, Chelsea Page Moses, in honor of Women's History Month and Trans Day of Visibility. While the audience was small, this event received positive feedback from organizations such as Queer The Scene, Worcester Pride, Massachusetts Transgender Political Coalition, and OutStanding Life. Chelsea Page Moses expressed a desire to return to WPL in the future. WPL was one of only two libraries listed on the Mass Trans-Librarians Advocacy Group Trans Day of Visibility event calendar. With Worcester establishing itself as a sanctuary city for transgender and gender diverse people, it is only natural that the library lend our support and establish ourselves as a safe, educational space for people to gather to learn more about the transgender and gender diverse community.

Olivia hosted a DIY Beauty event in honor of National Stress Awareness Month. Patrons learned how to create detoxifying seaweed wraps and dead sea masks. Patrons also learned about the benefits of seaweed, which is packed with nourishing minerals and antioxidants. Patrons passing by the Innovation Center stopped by just to see what was going on, which was a great opportunity to promote our makerspace services. Lastly, a patron with mobility issues was brought in by her caretaker. Olivia worked to clear a space to accommodate this patron's mobility device and brought supplies to her, ensuring she had a satisfying experience.

5/22/25 XW MC AL AK SE OD PS JD BGS BI ZM SZ KHS

- Pharos → Envisionware JM
 - Call Ming or Mike
 - Zoey is also familiar
 - Will ask about password
- Career computers not shutting down at end of day
 - AL submit IT ticket
- Books at end of day
 - Email coming
- Gov Docs/Ref books in-house use
 - Patrons who return LH/Gen ref books to the desk, put them on AL cart and he can reshelve them
- Stories for the board report to TJ, please and thank you! JM
 - Pictures are also welcome 😊
- New Books
 - Shelving arrived
 - Signage coming
- FPB updates BI
 - Mitigation work yesterday and today - then testing
 - Hope to open next week
 - Garden next week
- Evergreen messages
 - Continue to use Alert Message in Edit section for IC orientations
 - Will check on “show proof of address” and other similar notes for Alert Message
- MLA Outstanding Para Librarian award - nominated! Congratulations!!
- Raffle tickets for programs will be at 1st floor Information Desk along with the boxes
 - KHS will send out an email

5/15/25

- SRP training
- Patron account notes TJ
- Program - Plant Swap this Saturday! (SA Plant Swap is June 2) AK
- FIMo trial PS
 - Send PS your feedback
- LanguageLine iPad on 3rd moved JM
 - Genealogy computer code drawer at desk
- Innovation Center OMH - new iteration! JM

- Changes coming June 1
- Board report stories! JM
 - Send them to TJ
 - Pictures are a great bonus!
 - DIY had 18 patrons 5/14! Will send to TJ

5/8/25

- Zoom OD
 - Book club zoom program requested a passcode to log into Zoom
 - Mike looking into removing the passcode requirement
- Incident report for patron complaint TJ
 - Ask if they want to speak to LIC
 - Give JH card
 - Can also document patron complaints in incident reports - there is a box to check
- Comcat JM
 - ComCat Staff Login
 - (Select Worcester Main)
 - **Barcode: ill staff**
 - **PIN/Password: worps**
- Reminder: LoT items including hotspots must be returned to the library from which it was borrowed - currently making exceptions for FPBL LoT items during the temporary closure
- Reference titles
 - If you have
- ILL requests TJ
 - If you can't find a title in world cat, don't put in a request. Let the patron know it is unavailable.
 - Digital items are not requestable
 - Patrons who request items here need to pick up the item at a Worcester branch
 - If they want to pick it up at Shrewsbury, they will need to contact Shrewsbury
- YS/TBL/Tech Services staff to cross-train on AS service desks JM
 - Who needs to be trained in children's and teens?
- Patron 1:1's for Board Report ZM
- Send TJ stories for the board report for each month
 - Patron interactions
 - Program successes
- Project Outcome coming back TJ

- Tech Tip: patron with photo of resume needed it in Word printed BI
 - BI had her email the photo
 - BI popped it into ChatGPT - and asked it to create a Word doc out of the photo with great success!
 - Also used this to translate a resume from Spanish to English
- Tech Tip: turning an image into text - use a text converter like imagetotext.io KHS
 - Notes app on an iPhone will also take an image and turn it into text
- Tech Tip: PowerPoint allows you to record a voiceover for a presentation JD

5/1/25 MF XW HP AG PS JD BGS ZM TJ JM RA DS BI AL

- Mac & Cheese off today!
- Cleaning supplies moved/staff tissues - keep in cabinets JM
- Language Line iPads JM
 - Moving forward - keep them plugged in
 - Working on solution for 3rd floor iPad
- Out to Lunch starting Wednesdays this summer 10:30-1, 1-3:30 shifts, staffed with a GL and L
 - When assigned, review outreach guidelines, ask TJ for a refresher if needed
- Directing requests to N&M via phone PS
 - Newspaper and magazine requests from patrons via TIS, create a ticket and route to N&M
- Outlets behind self-checkout are not available to patrons JM
 - Other options - tables, computers, benches
- Timesheets TODAY!!! 😊
- Vet clinic visit with Wooskers yesterday with TJ and Sean the page TJ
 - Partnering with them on an animal heat stroke prevention class in June
- New signage in AV
- Innovation Center arts & crafts display flyer board mentions roving DS
 - KHS will replace

4/24/25 ZM DS XW AL HP TJ BI

- Collection spending due dates JM
 - Carts should be sent no later than June 1
 - Publication date should be no later than June 15
- Buying duplicates - Pop reads vs New books JM
 - Focus more on buying dupes for the New books over Pop reads
 - Buy dupes in Pop reads for very popular titles (use your best judgement)

- Don't forget about the [hold ratio guidelines](#)
- Changes coming to the Innovation Center OMH and orientations starting June JM
- Party for Julia (2-4 in N&M tomorrow) JM
- [Computer Lab procedure](#) & computer classes TJ
 - Don't forget to make an announcement before computer classes to help increase attendance
 - Consider adding ways for patrons to continue their learning after the class
- Patrons who request a specific staff regarding an ongoing reference question (i.e. patron interested in Notre Dame cathedral) - if the question is general, answer what you can, but don't necessarily need to transfer calls from TIS, but manage expectations and let them know that his request is being processed. AL

4/17/25 MC KD SE PS TJ KR HP OD JD BI AG ZM

- Outreach guidelines - TJ
 - Please ask for a refresher, if you need one
 - Outreach procedure doc is in your CWMARS drive
 - Updates coming soon regarding outreach closet and swag
 - TJ ordering swag for AS only
- Incident reports- TJ
 - Not sure if you should write one? Ask a Manager - we're happy to help! :)
- New fiction/nonfiction TJ
 - All new books are now on the dance floor. Pop Reads is near the Info Desk. Tiered display between Pop reads is for celebrity book clubs display - if you need to fill the display, it's okay to add books that are no longer on the Pop Reads display but were celebrity picks.
 - This is a work in progress. More furniture and merchandising to come.
- KD will be in attendance - any questions about New Americans or Community Resources programs/services?
 - ZM - Can you confirm what we should be telling patrons who call about the Immigration Lawyer Clinic?
 - ZM - in addition to that, can you explain a little bit about the clinic? I've had patrons ask *for* a lawyer, and some think you are assigned a lawyer.
 - 40 minute meeting to get advice from a lawyer, but cases are rarely taken on.
 - Community Legal Aid is at capacity, so many are sent to WPL
 - ZM - What is under your purview/when should we send patrons to you?
 - Refer patrons to KD office hours (Tuesday 1-4 & Fridays 10-12 - CRO) or Megan ESOL Navigator (Mondays 11-2- CRO)

- Patrons can also text KD - cell number on card
 - Use appt form for KD & AJ: [Social Services in Worcester | Worcester Public Library](#). Also has hours for tabling organizations.
- Mitigation system installed soon at FPBL BI
- New door on Community Resources pod coming soon KD
- Big turn out for DIY Beauty on 4/16 OD
- Fall programming due on 6/15 TJ

4/10/25 HP SZ PS AG BGS JD AK OD ZM XW BI KHS TJ JM

- Reminder about Immigration Clinics TJ
 - Check your email for KD's email
- Laptop kiosk is live PS
 - MR will bring a second charger at some point...
 - Check desknotes for guidelines
- Free parking for comp classes for April and May TJ
 - Review TJ's email from yesterday
- Study pod guidelines JM
 - Check email today for these
- Pop reads/new fic/nonfic switch JM
 - Either this week or next - expect these collections to shift to their new locations
- JM on vacation 4/11-4/21
- Replacing ink at desks have changed '
- FPB updates
 - Reopening 4/28*
 - BI reshelving periodically
- AK new photo scanner in digital studio - 30 same size photos at once
 - AK will train patrons during an orientation
- Patrons attend DIY crafts for the vibes! KHS
- More craft swap items in basement near the Dr. Green collection AK
- Question regarding signage/wayfinding SZ
 - Currently being worked on
 - Waiting for updates

4/3/25 AL BGS MF ZM PS KR XW JD HP KHS TJ BI

- Welcome, Zoey!
- Add notes to LibStaffer time off desk for meetings and programs JM
- Craft Swap on Saturday April 5 AK

- 12-4 pm to Banx Room
- Hanover raffle NLW TJ
 - Tickets to Much Ado About Nothing - email coming today
- Hoopla pin - let PS know of any issues
- AARP - last day 4/12 - appts are full
- Franklin St door - currently waiting on a part
- Craft - anything but a paintbrush - substitute everyday items for a paintbrush - i.e. bubble wrap, clementine mesh bag, etc...
 - If you have anything of interest, drop it on Kira's desk
- For AL, BGS, KHS, MC, RA, ZM - New! Laptop kiosk - [instructions on DeskNotes](#)

3/19/25

- [New LoT items added often](#) - check website JM
- Flyer reminder TJ
 - If you need more copies of a flyer, please do not make copies or print from a public printer. The quality is poor, so it's best to print from the Xerox on the fourth floor.
 - Also, make sure the info in the upper right corner ("adult/Main Library") and the address and logo at the bottom are not cut off. Download the flyer as a PDF, click "shrink oversized page." This usually works, but if it doesn't, let TJ know and we can try to troubleshoot it.
- Elsie Rivera - email address incorrect in LibAnswers - update email address if she contacts us
 - MF will check Evergreen
- IRS will remain at 120 Front Street for the foreseeable future JD
- Cameras at desks -
- Increase calls for Social Security to TIS - fyi
<https://blog.ssa.gov/social-security-strengthens-identity-proofing-requirements-and-expedites-direct-deposit-changes-to-one-day/> (AK)
- New! Laptop kiosk - [instructions on DeskNotes](#)

3/13/25

- NTO list on SHP has been updated JM
- [Book/DVD recommendation requests instructions on OffDeskNotes](#) JM

- Incident reports - check staff initials list on SHP - top right near incident report form OR check the phone directory TJ
- IRS office at 120 Front Street - open door office, may be closing according to WBJ JD

3/6/25 AG BS MF MC OD AK TJ JM XW PS DS SE

- [30-day study pod ban list on SHP](#) JM
- [Collection budget adjustments sent to Lesya](#) JM
 - If you asked for a budget adjustment and didn't get an email from me yesterday, come see me! JM
- Update on books left on tables on 2nd and 3rd JM
 - Ref books on 2nd - patron should be putting them on the purple cart
 - On 3rd, if you have the last shift of the day and you are able, bring the put away cart to the table he is at and have him place his books on the cart. You should bring the cart back to the desk.
- Self-checkout outside the lab (popreads area) JM
 - Email Circ Lead distribution group when receipt paper is low/out
- Romance Bingo extended until Monday 3/10 OD

2/27/25 MF KHS TJ PS AL NG DS

- [Training opportunities/Webinars now up on Off DeskNotes](#) JM
 - If you have other sites you'd like to share, let JM know
- Hunt group - x35360 JM
 - Mike created a hunt group for Adult Services librarians
 - When this number is called it will ring all GL phones
 - Use this when you are busy on desk and need another librarian to help
- Language Line iPad at 1st floor information desk JM
 - Located on left side in the middle drawer - label coming soon
- Staff computer at 4th floor reception desk for printing to Xerox JM
 - 1st floor office - you can use this computer to send print jobs to the Xerox on 4th
- Large amount of books left on tables by patron JM
 - Adult Services staff are responsible for reshelfing reference. These should not go through the AMH machine as it automatically changes the status of the book to recently returned/available
 - Circulating books should be placed on the reshelfing cart next to the desks
 - If there are reference books to reshelve, take a few minutes of downtime to reshelve them
 - I've placed a purple cart next to the 2nd floor desk for reference books that need to be reshelfed. In the past, this patron knew to put them on the cart when he

was finished with his books. I have not had a chance to speak with the patron, so he is not aware that this is expected of him yet.

- PressReader and LOTE4Kids databases PS
 - Will not be renewed this year - last day is 2/28/25. Will be removed from website.
 - Remove any promotional items you see around the building.
- Supply request: Old t-shirts (plain or graphic) for DIY Crafts KHS
- Remember to plug in instructor laptop after use MF
- Summer programming TJ
 - Send TJ ideas ASAP

2/20/25 MF XW KR DS AG TJ BI

- Patron handoff at end of shifts JM
 - Continue to apprise the next librarian re: patrons who have been spoken to re: behaviors, and continuation of assistance
- Lost & Found update TJ
 - Read CC's email from yesterday
 - Important - label each item with the date that it was found
- Collection budgets/Hoopla JM
 - Healthy Cooking Cookbook - AI generated content on Hoopla
- Conferences JM
 - Resend email today

2/13/25 - NO MEETING

2/6/25

- Add "virtual" to the sub title section when creating a new event in Communico TJ
 - Don't edit/recall your virtual event - Tell TJ and she can edit it without recalling to avoid changing the Zoom link
 - In-person events - if you recall/edit an event, let TJ know so she can publish it
- Last chance for more (or less money) for your collection for FY25 JM
- New office desk chairs coming soon JM
- Summer Reading updates JM
- Study pods JM

1/30/25

- Reminders:
 - Web Resources due 1/31 JM

- Keep phone volumes at an audible level JM
- JM off tomorrow
- Community Resources updates CC/KD
 - CC will send email
- Ref Desk Committee formed JM
- Romance Bingo, 2/1-2/28 OD
 - Email to come
- National Library Week - MC & DS: New Users task force wants to showcase all departments, TBL, branches & book mobiles, in short videos (under 1 min.) to post on social media (something informational or behind-the-scenes, could include an interactive element). Let us know if you are interested in making one for Reference or Community Resources.
 - Volunteers reach out to MC and DS as soon as possible
 - Deadline is 4/1 to submit to Linnea for review
- FPBL - retooling Spanish book club into a Spanish Conversation Circle - 1st Monday of the month 6 - 7 pm at FPBL - BI
- FPBL - collaborative art, lower participation than desired - fun output

1/23/25

- Upcoming due dates - 1/24 collection budget adjustments, 1/31 web resources JM
- Beanstack is going away end of February - moving to Reader Zone JM
- Databases training JM
 - LH/GEN resources with AL - 1/29
 - 2 sessions in PM (1-2 & 2:30-3:30)
 - Business resources with JD next month
- Office moves JM
- Booksale FPBL BI
- Spring programs due yesterday - see TJ if you have questions or issues

1/9/25 MC XW AK KHS SE PS AG DS RA OD BI SZ TJ JM

- Reminder: Collection Development JM
 - By January, should have 30% left to spend - check the [Acquisitions Dashboard](#)
 - **DUE DATE - email Jen by Friday, January 24 if you need MORE or LESS \$\$**
- Call buttons at desk JM
 - Should be used to silently request Security's presence in the corresponding area without using the radio in an effort to prevent any escalation of unwanted behavior that might

occur if a patron sees or hears staff call for Security over the radio. Using these buttons will also reduce chatter over the radio.

However, there are still times to use the radio, including the following:

- To call the LIC
- To call a custodian
- To call Security if they don't respond to the button in a reasonable amount of time
- In an emergency requiring Security's immediate response
- In an All Hands on Desk situation

Please be advised only the Security Officers will wear pagers, and they will wear them throughout the entirety of their shift. There will be a learning curve. We will troubleshoot this new procedure as our Security team gets used to wearing a pager, so please be patient and, again, use the radio to call Security if necessary.

- Writing incident reports TJ
- New displays JM
- Coming soon - Checking online database tutorials for accuracy and Selected Web Resources JM
- Library card clarifications JM
 - Out of state patrons can still get a library card. Circ is working on updating the language on the policy.
 - New! on DeskNotes - [Giving library card number over phone - OK as long as you verified their information](#)
 - WE DO NOT GIVE PIN # without proper verification
- New on Off DeskNotes - [Ramifications of unpublishing a Zoom event in Communico](#)
- Study pod issues JM
 - Communico glitch - disappearing reservation
- Communication when sending patrons to another service point JM
- Patron calls for new Zoom link TJ
- Give old graphic tees/stretchy shirts to Kira for an upcoming program
- Comfort food potluck AK

12/19/24

- FPBL coverage starting Friday, 12/20 until Monday, 12/30 JM
- Signage changes on each floor JM
- [Collection signage](#) JM

- Print instructions in Spanish TJ/OD
 - MF created instructions with KD
 - MF and KHS will create a small handout in Spanish similar to what we have now
 - Look out for this in the next couple of weeks
- CWMARS Gmail account should be used for all work related docs TJ
- Program proposal forms TJ\
- Paint your partner night at FPBL
 - 8 patrons attended
 - Upcoming art programs for January/February
- Study Pods iPad needs pin MF/AL - JM to follow up with Mike

12/12/24 SZ AG PS KR AL KHS SE JD MF MC OD DS TJ BI JM

- Carts in basement JM
- First Amendment Audits JM
 - Read Jason's email
 - [Visit the MBLC LibGuide](#)
 - [Video recommended by Angela](#)
 - Stay calm, be boring, and kill them with kindness
- [New on DeskNotes: WHAT TO DO WHEN YOU NEED A TRANSLATOR ON DESK](#) JM
 - First option - Language Line iPad (including ASL for video call) or Language Line conference call (TIS)
 - Next option - Google Translate
 - Last option - calling staff members for language translation
 - If you need to call a staff member, use only the staff on the Staff Language List on SHP
 - Security/custodians should not be called to assist with the reference interview
 - **EMAIL ME WHEN LANGUAGE LINE ISN'T WORKING** 😊
- **Reminder: Shared carts in B&T - GO THROUGH THESE MONTHLY** - if you are missing any of these carts in your shared folder in B&T - let Jen know JM
 - **Sent PopReads Fiction and PopReads Nonfiction Carts**
 - Added every month by Jackie (nonfiction) and Amy (fiction)
 - If we purchase a popreads title (nonholdable), we are required to purchase a holdable copy—***the subject specialist is responsible for purchasing the holdable copy***
 - It is your job as the subject selector to see which titles Jackie and Amy have purchase and to buy a holdable copy for your collection
 - Jackie and Amy will delete carts from the shared folder

- **Fic Suggestions & Nonfiction Suggestions**
 - These carts are NEVER deleted
 - It is your job to go through these each month and find the suggestions that are part of your buying area
 - You can then decide to add it to your cart (move) or delete if from the suggestions cart (delete)
 - Titles should not be sitting in this shared cart for long periods of time
- **PopularRds Fic Suggestions & PopularRds NF Suggestions**
 - You may add titles to this cart for Amy and Jackie
 - Amy and Jackie will review this cart monthly
 - They will decide to add it to their cart (move) or delete if from the suggestions cart (remove)
- **Reference Suggestions**
 - This cart is never deleted
 - You may add reference titles to this cart
 - I will review suggestions and determine which titles to purchase in the spring
- [Closed stack collection evaluation](#) JM
 - KHS, DS - no basement collections - will be assigned to work with staff with larger collection
 - AK, MF, OD -divide fiction into three sections and work together
 - Example:

- The WPL closed stack 900 DDC range collection houses a vast collection of historical materials, spanning over 1400 linear feet. The Q (Oversized) collection adds 500 linear feet to this total, and the CS Reference collection adds another 140 linear feet for a total of 2,040 linear feet.
 - These collections include books, maps, journals, and manuscripts, with varying conditions from excellent to completely deteriorated. Due to its size and complexity, the inventory of this collection will require more time and manpower than other collections.
 - It is clear that certain materials, while rarely used, are simply unavailable online.
 - Certain areas (946-954) are not well-lit; multiple sections are cramped. There are two HVAC vents that blow black dust onto the 973.6's and the 912.4's.
 - When conducting this broad inventory, the subject specialist made a determination that about a dozen items were duplicative / unnecessary / outdated and deaccessioned them.

- Gift wrapping party - added for Sunday 12/22, 1-3 pm TJ
- Latches at service desks TJ
 - Joel is working on adding latches to first
 - Doorbells have been removed
- Innovation Center updates KHS
 - Peg board organizers have arrived! Go take a look!
 - Sewing items - dress forms, irons, ironing board are now all together
 - KHS is very excited.
 - See Kira about adding a display to the top of the peg board.
- LibAnswers requests to N&M PS
 - Obit and Historical Newspaper lookup queues - automatically go to N&M
 - What N&M do
 - Microfilm readers does not include index
 - If patron submits requests without an "exact" date, N&M can not browse an entire year of microfilm
 - If you (GL) receive a request without an exact date in LibAnswers - follow up with a ref interview to get dates from the patron. Once you have the dates, then you can send it to the N&M queue
 - N&M staff will not interact with patrons through LibAnswers. Questions without proper dates will be sent to the Adult Services queue for GLs to follow up with the patron.
 - Patrons requesting articles after 1980 - GLs can use the database to fulfill these requests

12/5/24

- Reminder about 1:1 google doc JM
 - Use same doc each time
 - Push last months responses down and add new responses to prompts at top of page
 - Successes - write it like you are writing for the board report
- Vacation email coming this week for 2nd half of 2025 JM
- Closed stack collection evaluation JM
- Standing order - final evaluations and recommendations in January JM
- Grinch Bingo at GBV BI
 - 12 or so kids attended

- FPB - electricity has been run to update the HVAC
 - Waiting for electric panel install
- Tax assistance update JD
- AIDS Project Worcester display - here through the end of December TJ
- 12/6 NG MC TJ - AIDS Project Worcester will have a luncheon 11-1
- Worcester Room updates AL
 - Items that say available are actually not available - it should NOT circulate - questions? Check with AL, JM, TJ, PS
 - Items that say "available" should be put on Worcester Room desk with note
 - For the patron, you can let them know that this copy doesn't circulate and check for other items that may circulate either from WPL or other libraries in the system

11/21/24

- Festival of Lights sign up by 11/29 - <https://mywpl.libwizard.com/f/FL2024> JM
- Shifting project JM
- Aubrey Beardsley - overdue book AL
- Upcoming projects
 - Closed stacks KR/PS/JM/DL
 - Mini shifting projects JM
 - 800s/700s
 - 900s
 - 100s
 - 500s/600s
- Quarterly reading recs TJ
 - Add to this by Monday
- Electrical work at FPBL BI
 - Upgrading electricity & HVAC
 - Sisters in Crime end of November
 - Candlelight yoga for Winter
- AL - 21 people History of Holidays in Worcester
 - No genealogy club in winter, may relaunch in person in the spring/summer TBD
- Highlight calendar is now monthly!
 - December is done and printed
 - Added to z drive for printing
- Innovation Center Orientation
 - Patrons need a valid CW Mars card = unexpired, fines are okay for the purposes of open maker hours, just let them know that they have fines

- Study pod reservation AL
 - Patron came for their reservation in study pod 2 for 11 am. A patron was still in study pod 2 but other study pods were available. Instead of asking patron in study pod 2 to move, can we put the 11 am reservation in another study pod since there are others available? YES.

11/13/24

- Entering programs into Communico and [FY25 Adult Programs & Classes document](#) TJ
 - Any info you input into this document will also need to be added to Communico.
 - setup, staff contact, presenter contact, and description
 - The flyer team will use this information to create flyers, so they will not be able to create flyers until all program details are available. - the sooner the info is in the quicker flyers will be able to be made
 - Check email for assignments for facilitating programs
 - Can communico email staff when TJ sends it back to programmer for changes - JM will look into this with communico
- Reminders:
 - Collection spending should be down to 50% by the end of the month
- Updates:
 - Shifting project - continue to shift leaving 12" of space on shelves. 200s will move over along with the 100s. This will leave the 000s and bios together in front of the 2nd floor office
 - From James: Selectors can mark the slip Repair then check the Binding checkbox (or whatever fits best), wear and tear damage before 6 months or 6 circs –then write after that **"B&T 6 and 6 rule"** or something similar, so we know it falls under the replacement guidelines. MORE ON THIS TO COME FROM TECH SERVICES
 - In the meantime, if you have a new book with damage, mark the appropriate box on the repair slip and note **B&T 6 and 6 rule and Tech Services will work to get a replacement copy.**
 - Add to DeskNotes - JM - Document checklist on RMV - <https://www.mass.gov/lists/rmv-translated-documents#standard-class-d-or-m-driver%E2%80%99s-license-documents-checklist-> . It's available in many languages, including Spanish, Portuguese, and Haitian Creole.
- Breaks will be removed from schedule starting next week - email coming today
- Reminder for week of Thanksgiving - Wednesday we close at 5:30, Wednesday night staff will work 9-5:30

- Innovation Center Open Maker Hours - MC tried to check badge out to patron, received error message - MC to investigate

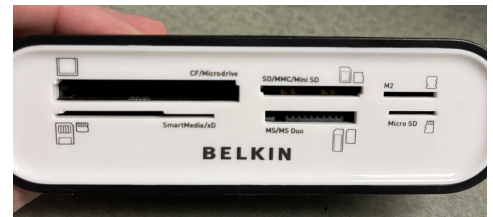
11/6/2024

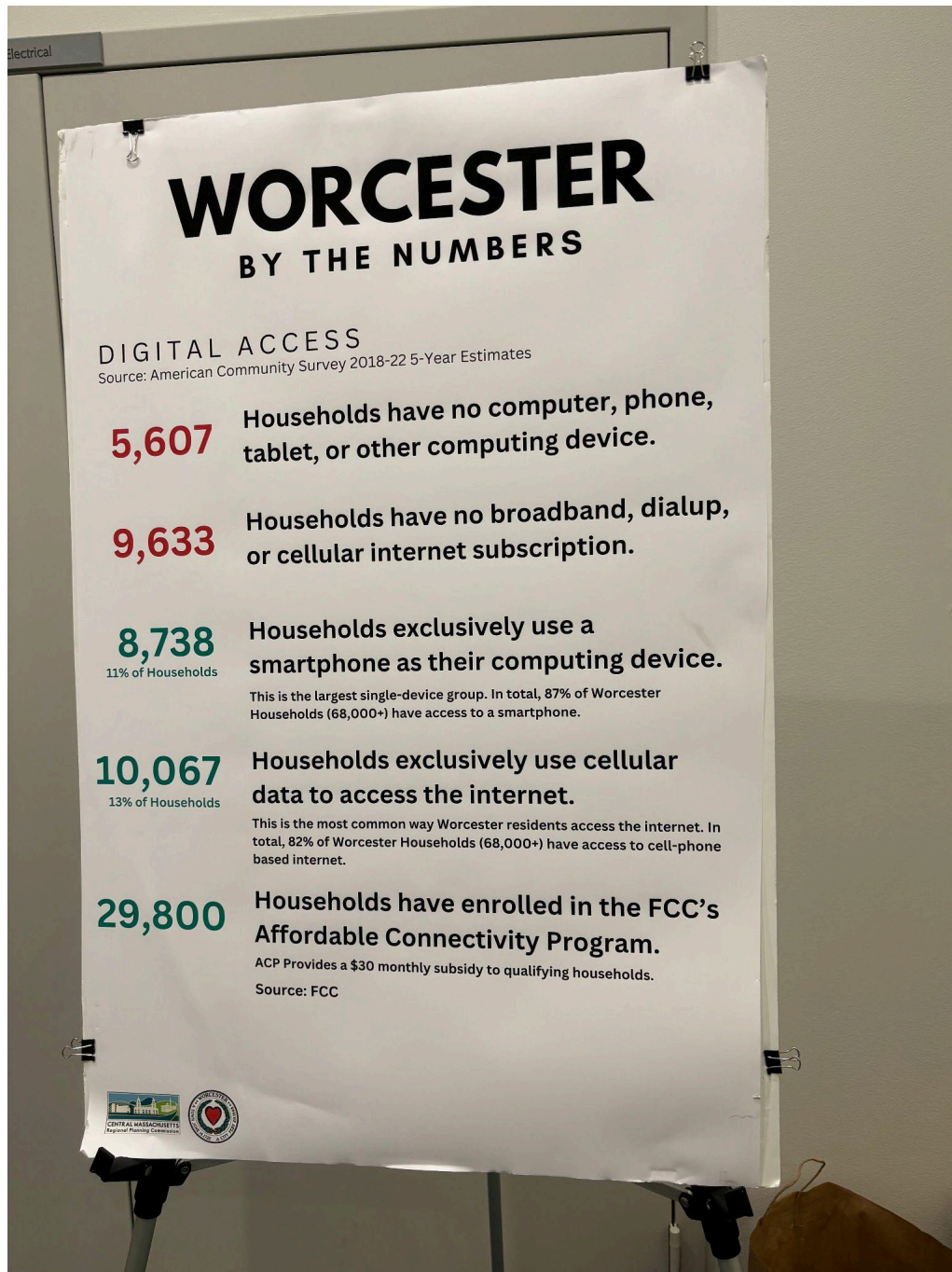
- Strategic Imperatives DL
 - See me or Doug for a copy if you need one
- Damaged item slips JOM
 - Simple fixes - RFID tag issue, barcode issue, etc...will now go directly to Tech Services
 - **Bottom shelf of blue cart outside of Tech Services - reconsideration shelf (for selectors) - TEch services staff will add items here that selectors need to take a look at - visit this on a weekly basis**
 - **Visit damaged shelves in basement on a weekly basis**
 - YA games are now in Teen room
- Fill out 1:1 google doc reflecting on October JM
 - **Don't delete last month's responses!** Push last month's responses down, copy questions and answer them for October
 - Priya, Tara, and I will reach out to schedule a time to meet
- [Good news in the T&G](#)
- Reporting problems JM
 - Write incident reports as needed
 - Use the building ticket form for building issues
 - Use the IT email - tickets@mywpl.org for IT issues
 - Other issues - i.e. LanguageLine - email me so I can pass info along
- Field trip to 1st floor desk JM
- Program descriptions should be entered into Communico & [FY25 Adult Programs & Classes](#) **by Wednesday, Nov. 13th** TJ (check email from last week)
- All program paperwork (funding request, W-9, performer's agreement, invoice) is due by **by Wednesday, Nov. 13th** TJ
- All winter programs should be entered into LibStaffer **by Wednesday, Nov. 13th** TJ
- Reducing registration for programs to 20-25 TJ

10/31/2024

- LoT on display next Welcome
- Strategic imperatives DL
 - Programs to fit into one of the 5 goals
 - Aligning programs, engage other orgs, draw them back to library

- Take pictures at your programs - use media releases, or take pictures of the back of heads, or just hands etc...
- Charging power banks in the library - **only 1 left JM**
 - Don't promote to patrons, we will not be purchasing anymore at this time
- Over 100 study pod reservations since last Tuesday JM
 - Can not hear closing announcements
 - Use the the air freshener as needed
- 1st floor information desk JM
 - Lock drawer with CBS \$ box always
 - Place patron returns on shelf behind desk
- Collection mgmt
 - B&T - check/clean up suggestion carts - fiction/nonfiction - make it part of your monthly routine
 - New access point for FAR on [OFF Desk Notes](#) (still on staff share drive)
- New programming tab on [OFF Desk Notes](#) featuring Communico College
- Reminders:
 - SD card reader, micro SD card reader available at 2nd floor JM
 - In-house use laptops must be put away after patron returns it to desk (or at least hidden out of patrons' view if you are busy).
- Adding tags in Communico TJ
 - Angela's all staff email
 - TJ books rooms ahead of time which might prevent staff from adding their programs for the quarter - TJ to look into how to manage this
- Halloween Mocktail Hour 12-2





10/10/2024

- Open Maker Hours JM
- Check in - Ref. weeding, shifting, S.O - JM
 - Shifting - Are two people necessary? Please give Jen feedback
 -
- Update on Study Pods JM

- Share the guidelines with staff JM
- 3rd floor moves
 - Microfilm filing cabinets moved to basement - FamilySearch and local history microfilm remain on 3rd
 - Clipping files cabinets moved to where the directories were
- SF Book Club authors - MF
- I'm happy to report that in the coming 8 months several authors will be joining our SF Book Club meetings .

11/19/24	Lost in Time	A.G. Riddle	Author joining us!
12/17/2024	Time Travelers Never Die	McDevitt , Jack	Author joining us!
1/21/2025	Supersymmetry	David Walton	He may join us
2/18/2025	Trading in Danger	Elizabeth Moon	Invited
3/18/2025	Carnival	Elizabeth Bear	Invited
4/15/2025	Do You Dream of Terra-Two?	Temi Oh	Invited
6/17/2025	The Downloaded	Robert J. Sawyer	Author joining us!

10/03/2024 AG PS SE KR AL SZ MC MF XW TJ JM BI DS

- Update on Collections collection JM
- Weeding questions? Shifting updates - shifting will start next week JM
- [New sign template](#) in Canva JM - can be used for displays (always use new WPL logo for displays)
- Program planning reminder TJ
 - Remember to submit programs well in advance

- HR and Finance staff responsibilities TJ
 - Regarding PTO - If you see a discrepancy with your time, see Jen, Tara or Priya before asking Peggy or Cheryl
 - Questions about how to use your PTO - see Peggy or Cheryl
 - Need a copy of your timesheet - see Max
- Innovation Center
 - The key to the new staff cabinet is available in the key cabinet, on the orange keychain and on a set of cabinet keys in the drawer of the Teen desk.
 - Patrons have been accessing the key cabinet and unlocking staff only cabinets so just make sure the key cabinet is locked when a staff member is not in the room.
 - Cricut Tools and Mats are now located in the top drawer of the Kobalt.

9/26/2024 MF XW AK KHS AG PS DL KR DS OD BI JMo TJ JM

- Monthly check-ins starting in October JM
- [LanguageLine conference instructions](#) on DeskNotes JM
- Floating/Welcome Desk feedback JM
 - When you are called as a Floater, always respond, “on my way,” or “with a patron, be there momentarily.”
- Check your Sunday schedule PS
 - Get back to SRS with issues
- 2nd/3rd floor updates
 - New legs coming
 - Dividers coming
 - Teen laptops temporarily on 2nd - press enter to login, close laptop to shutdown computer
- Winter programs and future programs TJ
 - Fewer programs on Saturdays/Tues/Wed night
 - Look for an email from TJ re: your programs
- Take advantage of free fitness in the park TJ
 - Free fitness in the park - check Pam’s email, also on city website
- FPBL updates
 - Printing at front desk - going well - patrons pay at desk with cash or card
 - Badge scanner for staff to enter building
- Weeding 2nd floor reference
 - Check your email
 - Goal is to make room for bios
 - Check for the *Reference Bible* - the blue book

- Issues with print calendar/Communico
 - Send JM emails re: issues or improvements you want to see in Communico
- Innovation Center
 - Reorganized
 - Navy/gray cabinet is now staff only (formerly the basic supplies cabinet)
 - Shared programming supplies
 - Power strip
 - Kobalt cabinet is now powered
 - Heat press tool on top
 - Jewelry supplies
- Signage around the library
 - A work in progress, to be completed after the mini reno
- Marty, the Robot - ask AK

9/19/2024 - no meeting

9/12/2024

- Civic Engagement 9/18, Volunteer Fair 9/21 AK
 - Promote!
- PS DOFWS moving from Friday to Monday on B weeks
- JM off Friday & Monday
- Summer reading t-shirts JM
 - Patrons who might have missed out on a summer reading t-shirt
- Helping Circ reshelve JM
 -
- Review of Collections collection MF
 - Re: scifi
 - Inconsistencies with Collection vs. anthology
 - Collection = multiple authors
 - Anthology = stories by same authors
 - AK & MF to work together to discover inconsistencies
 - JM to email James regarding any documentation collections/bio
- Credit cards and PCI compliance JM
 - Don't touch patrons cards
- Shifting project JM
 - Weeding 2nd fl ref
 - 2-3 weeks will be shifting 2nd floor and moving bios up to 2nd
 -

- Back to Welcome! JM
 - Starting September 23
 - October 24
- Tentative plan for new computer tables starting 9/25:

Wednesday evening, September 25:

- Ming temporarily removes all public computers on **3rd floor**

Thursday, September 26:

- Old computer stations are removed from **3rd floor**
- New computer stations are installed on **3rd floor**
- Public computers are reinstalled on **3rd floor and available to the public**
- Ming/Mike temporarily removes computers on **2nd floor (late Thursday afternoon)**

Friday, September 27:

- Old computer stations are removed from **2nd floor**
- New computer stations are installed on **2nd floor**
- Public computers are reinstalled on **2nd floor and available to the public**

9/4/2024

- Shifting 900s JM

8/29/2024

- **Sunday Overtime due tomorrow. Please hand in by today or tomorrow before 1 pm**
- Opening day for the Worcester Railers - Petition for theme days where we can wear something a little different to work.- KHS
 - Alumni day, Worcester Railers merch for the Railers opening day (Oct. 19)
- ESOL Navigator hours update + Holly's classes start again Sep 9 KD
 - ESOL Hours will change from Monday afternoons and Friday mornings
 - New hours - as of September 9 - Mondays 11-2 and other day TBD
 - Holly's classes will resume on September 9
 - In Communico
- FamilySearch Affiliate Library beta test - Wednesday, September 25, 2 pm in the Computer Lab JM
 - What they are doing:
 - Creating training and resources to better assist librarians when helping patrons with genealogy and local history.

- The 'test' period would be about 3 months and would start with training staff on FamilySearch- One of the newly developed resources is this page: [Affiliate Library Quick Instructions • FamilySearch](#)
 - Over the 3 months, FamilySearch will track usage (using the existing static IP address) and share information with your library.
 - if libraries have the resources they need, then FamilySearch will be a valuable resource for them to use in helping patrons.
- Due to the 3 day weekend: Timesheets by EOD today/Friday Morning at the latest TJ
- Computer classes - lesson plans will be shared today via our CWMARS account TJ
 - Please review the lesson plan prior to your scheduled date
 - Reach out to TJ or XW for any questions
- Weeding/Shifting JM
 - Shelf signage templates coming!
- Upcoming programs - build a ghost, bridal veils/Beetlejuice week
- AL doing a genealogy club visit next Thursday
- Python starts on Tuesday - starting early this quarter JM
 - Yes you can ask for email when they register using Event Questions dropdown menu
- First floor JM
 - Blue tape on floor where bios were to indicate a potential place for the reference desk - take a look
 - Community Resources is getting a pod and reworking the World Language area
- LanguageLine option for TIS callers coming JM

8/22/2024

- Ermira is retiring on Friday, September 6. Congratulations, Ermira!! Stop by N&M on that Friday to say goodbye
- No DOFWS next week! AK
- Flyer team TJ
 - Please do not print flyers for fall yet. The flyer team is working on them and we may adjust the previous design. We'll send an email when flyers are ready.
 - -The flyer team consists of myself, Amy, Kira, Nicole and Missy. We will create all program flyers and promote all programs via social media and other promotional sites.
 - - It is up to you to make sure your program description is in the [FY25 Adult Programs & Classes](#) document so the flyer team can create graphics for your program.

- -Books clubs will have 1 flyer with all clubs listed, as we do now. Separate flyers for individual book clubs will not be created. This will help cut down on printing since we won't be printing multiple copies of various book club flyers.
 - -The library has a lot of signs in a lot of places. I ask that you do not put your program flyers at the desks or on tables.
 - - Other places you can put program signs: end caps, in the collection related to that topic (ask subject specialist before doing so), create a display.
 - - Please print flyers in size 8.5 x 11.
 - -All program flyers will be on the Z drive for you to view.
 - -If you have a question regarding program flyers and promotion, please email the flyer team.
- Information table policy TJ
 - Re: SRS email earlier this week
 - Quarterly reading recs JM
 - 1 more fiction - JD will take care of
 - 3 more nonfiction - JD will take care of 1 nonfiction
 - 3rd floor
 - Study pods
 - 3rd floor
 - Ebsco renewal list reminder PS
 - SEI Safe Exit Initiative DL
 - Weeding ref DL
 - Bibliographies of yore
 - Tech Services staff on desk JM
 - 3rd floor - reminder - pop sheet music in binders at desk (Ben & Gretta's project)
 - Missing classical sheet music?
 - Sunday OT sheets 8/30 - need to hand in
 - Comp time is available as the schedule allows
 - Immigration clinic already full - KD
 - Emailed Spanish script

8/15/2024

- New desk discussion - what do we want/don't want etc...provide feedback [here](#) - can include improvements/changes to the current desks JM
- Collections staff joining us on desk! Welcome Jennifer, Cindy, and Lesya JM
 - Train as new staff, including TIS calls

- Who is responsible for retrieving Items from CS now that Roving is gone? KHS
 - 2nd person on the desk can retrieve the item
 - Reminder, even if the book is pre-1920, if it's in good condition, it can be checked out
- Upcoming - 3rd floor Reference weed and relocation JM
 - Email will come soon
 - Probably starting next week
 - Doug is happy to help
- Help with small local history projects AL
 - I will reach out to staff directly to help
- Patron w/issues logging into FB - Alpha 2 has info JM
- Princh/Printer convo
 - AL - there is no confirmation email
 - Reword the screen on the print station and flyer DS, pop up idea?
- Use internal LibChat to update reference desk staff as necessary - i.e. the 2nd floor printer will be busy for x time, it's a useful tool for quick messages to staff on desk
- Desk signage to indicate to patrons coming off the elevator KHS

8/8/2024

- New timesheet deadline: **End of day Friday**
- New SHP TJ
 - Accessible via mywpl.org
- Paid presenter paperwork TJ
 - Print example in 4th floor office
- Yoga stats TJ
 - Roving staff check Saxe Room and enter into Communico
- Yearly EBSCO renewal for periodicals PS
 - Review list of EBSCO renewals provided by PS by 8/28
 - Check off name after you're done
- Fall Quarterly Reading Recs due 8/12 - still need 4 fic and 6 nonfic AK
 - It is not required for you to have to have read the book
 - Ideally we have a copy, but CWMARS must have a copy
- Communico location selection TJ
 - Be sure to choose Main Library under location on left side
- Sunday OT requests due by August 30th PS
 - Cross out dates you cannot work
 - Circle dates you can work
 - Do not leave dates "open" (not circled or crossed out)

- Canceling time-off on LibStaffer PS
 - Please speak w/ a supervisor before canceling PTO in Libstaffer
 - Staff can delete programs and classes w/out supervisor approval
- Captain Planet movie in the works? BI
 - Millennials are excited
 - Glen & Leo are working on it
- Block Party is back inside!
 - LS will get you your t-shirt if you are working on Saturday
- Puzzle swap and puzzle race BI
 - Swap a success
 - Planning a puzzle race

8/1/2024 MC NG AK JD KD MF OD BI ET JMo AG DL

- Princh TJ
- Attendance in Communico TJ
 - Enter stats as “adult” or all “all ages.”
- No DOFWS for Labor Day weekend (8/31- A) TJ
- Fall computer classes TJ
 - XW is helping with lesson plans
 - Lesson plans will be converted to Google slides, accessible from your CWMARS account
 - Schedule will be sent within the next 2 weeks
- Programming TJ: All descriptions should be entered into [FY25 Adult Programs & Classes](#) and Communico by **Monday, August 19th.**
 - Please ask for a refresher, if you need one. TJ/JM/PS are happy to schedule time with you to review Communico - we’re all learning together! 😊
 - Presenter contact: use N/A if there is no presenter. Not necessary to put in “notes” section in Communico.
 - Set up: use N/A if there *is no set up* (i.e. computer lab, Innovation Center, reading room). Not necessary to put in “notes” section in Communico.
 - If *you do have* set up instructions (i.e. Banx Room, Saxe Room, N&M area), those specific instructions need to be entered into Communico for the custodians.
 - Staff contact: Use full name, no initials. This info will always be required for the “notes” section in Communico.
- Law Libraries DL
 - Trial Court Library on Main Street - staffed by 2 people Anna and Kayla

- DL working on a relationship with the library
- Go over for a tour if you can
- Food insecurity DL
 - Worcester Community Food Assessment
 - One cataloged in Worcester Room
 - KD Reminder - Azajuah can help patrons apply for snap and has contacts
- Digital equity DL
 - Having internet access/devices - super social determinant of health
 - ACP going/gone away
 - Mass Broadband Institute/Tech Goes Home
 - More details to come
- Tiny Art SHow starts at FPBL today! BI
 - 40 submissions from patrons of all ages
- Olympic live stream happening now KD
 - Special pommel horse event at 11 on 8/3 in the Banx Room
- Communico daily report JMo
 - Something similar to CS's email each morning?
 - Option to receive daily events to your email (available through public end when you create a brochure)
- **REMINDER:**
 - *Provide updated numbers in the new sheet on the **Weeding Spreadsheet by Friday, July 26th**. - INCLUDE THE TOTAL NUMBER WEEDDED*
 - *As we wrap up our big weeding project, I would like you to submit a collection report including stats and some highlights from your collection. Please enter your weeding report in this **Google Doc by Monday, August 12**.*

7/25/2024 JD MC TJ DL JM KD ET PS XW BI AL SZ RA

- [Printing updates on LibGuide](#)
 - KD to update signage
- Enter your stats into Communico under the event entry (in Attendance) and click "Attendance Complete" and "save!" AK
- Chamber of Commerce AL
 - With JH, 150th anniversary next year
 - Looking for resources at WPL
 - AL to pull items

- Also seeking resources at WHM and T&G
- Weeding JM
 - Worcester-related books AL
 - Not easily identified
 - Several copies on the shelf might be a good indicator that it is something to pay attention to
 - Give to AL
 - Provide updated numbers in the new sheet on the [Weeding Spreadsheet by Friday, July 26th](#). - INCLUDE THE TOTAL NUMBER WEEDED
 - As we wrap up our big weeding project, I would like you to submit a collection report including stats and some highlights from your collection. Please enter your weeding report in this [Google Doc by Monday, August 12](#).
 - [Wood block templates](#)
- 2nd and 3rd floor updates:
 - Deciding on number of meeting pods for 3rd
 - Will begin plan to shift 700s, 800s, and 900s
 - Items will be ordered in August
- Fall program dates will be sent by TJ today:
 - Enter programs into [FY25 Adult Programs & Classes](#)
 - Then enter into Communico
 - Make sure all programs have an image uploaded to Communico. You can find royalty-free images at [pixabay.com](#) and [pexels.com](#) or Canva
- Holly's classes M W English, T Citizenship class will resume in September KD
- Law Libraries DL
 - Trial Court Library on Main Street - staffed by 2 people Anna and Kayla
 - DL working on a relationship with the library
 - Go over for a tour if you can
- Food insecurity DL
 - Worcester Community Food Assessment
 - One cataloged in Worcester Room
 - KD Reminder - Azajuah can help patrons apply for snap and has contacts
- Digital equity DL
 - Having internet access/devices - super social determinant of health
 - ACP going/gone away
 - Mass Broadband Institute/Tech Goes Home
 - More details to come
- Meet a Service Dog in Training at 11 am today! Don't hug it as you would with the therapy dogs. TJ

- Baby bird rescue last Tuesday in English Conversation Circle KD
- Plant an Herb Garden event at FPBL - Rebecca had parents/kids picking garden items - eggplants, green beans etc..

7/18/2024 MF XW DS AK RA TJ BI JM DL

- Add program stats to Communico, even if no one shows up AK
 - Communico stats - do we have to click complete attendance? AL will follow up
- 2nd & 3rd floor JM
- Food truck TJ
 - Reminder - WD takes care of announcement, M-F ages 18 and under, 1:45-2pm, corner of Library Lane and Salem
- Flyer team starting fall quarter TJ
 - MC, NG, AK, KHS, TJ
 - Flyers/graphics/online print promotion
 - No more single flyers for book clubs - one flyer for all book clubs
 - Do not print flyers for fall yet. Flyer team is working on them and they may adjust the previous design.
- Program training part 2 TJ
 - Coming next week
- Review Garrett's email regarding updated LOT agreement TJ
- BI - updated electricity coming to FPBL, along with a new HVAC system
- DL - impressed with your work!
 - Attended a resource sharing event on food insecurity in Worcester
- Weeding - email to be sent by JM
- Civic engagement panel in October AK/SE
 - 3 presenters and are looking for a few more
 - League of Women Voters, City Clerk office
- Craft swap went well AK another one TBD in October
- Science of Wine went well - 20 people! DS
- Science Fiction Authors panel - has 5 authors date TBD for winter programming
- Xuhong out to lunch!

7/11/2024 DS AL AK KHS PS OD MC TJ JM SZ AG

- Digital studio reminders TJ

- First come, first served for open digital studio - <https://mywpl.org/?q=article/digital-studio>
- Exception - Amy and Alex will book a PC for 1:1 appts with N&M, Macs are still available
- Chat reminders TJ
 - Particular questions geared towards staff members:
 - Turn chats into tickets and transfer to particular staff member, if needed
 - Don't forget about the ask for contact information button in chat
- Fall program descriptions and supply requests TJ
 - Get them to TJ this month, provide updates as needed
 - Program descriptions due by August 1
 - TJ on Vaca end of July, back 8/1
 - Communico & Zoom
 - More to come
- JM away 7/29-8/9 back on 8/12
- Closing procedures JM
 - Phone - answer until the closing announcement - if a patron calls close to closing - manage the patron's expectations - and let them know you might not be able to answer the question tonight, but to call back in the morning
 - At the end of the night - pick up books on tables/scan for in-house use, push in chairs
 - LH/Gen books - put them on carts behind the desk
 - Approach patrons to let them know we are closing
 - Let LIC and Security know if patrons are still on floor when they radio for those numbers and if you have any patrons left after the closing announcement
 - If you are in your office at the end of the day, stay until the closing announcement
 - Don't wait by the exit with your bags etc...before the closing announcement
 - If you are on desk at the end of the day, wait until the closing announcements to grab your bags to leave
- CART (Communication Access Realtime Translation) provider/ASL interpreter JM
 - Available - email JM if a patron requests this service
- LanguageLine 3 way call option for translation assistance in TIS JM
 - SZ, DS, JM - setup a meeting
 - Plug for Mango - Spanish for librarians
- Out to Lunch AK

- Thurston Taylor's great grandson, former head librarian - checkout Amy's blogpost from 2021 AK
- JD - Directories moving? To another location on 3rd - seeing bxs from patrons
- Wet books
 - Lay them out open
 - Point a fan at them
 - Call facilities as needed
 - Check on them periodically
 - Moldy books - get barcodes, dispose in a bag, throw away .
 - Give barcodes to the selector to delete
 - Let JM, PS, TJ know
- KHS - needs jars, glass containers ANY SIZE!!!
- TJ - Upcoming - October - Bat appreciation month - bat conservation program, KHS bat mosaic craft
- PS - staffing at N&M needed occasionally - Let PS know if you need a refresher - KHS, NG, MC, SE will get training

6/13/2024 KHS AK RA SZ PS DS JMo TJ MF BI

- Communico registration adjustments TJ
 - Split
 - Let PS or TJ know if you see any discrepancies
 - Training on entering events for Fall
- Full classes TJ
 - Rec to patrons - check back for cancellations, esp day before/morning of
 - Use waitlist if it's an option
 - We won't add patrons if it's full
- Test the Beanstack challenges JM staff/beanstack
 - Paper logs for children/adults
- Add Communico to ref desk bookmarks - PS will add to ref desk comps (done)
- Changes coming to 3rd floor JM
 - Study pods
 - 900s moving in with the 800s
- Let AL know of any broken LH/GEN links on website
- Innovation Center Open Maker Hours
 - If patrons are in there when they shouldn't be and it might be an issue, you can let them know the current open maker hours. If there is an issue, call LIC
- Collection budget should be out soon JM

- Send me an email if you want more/less money - no guarantee

6/6/2024

- June 27 ½ staff dev day JM
 - Email to come
- Weeding JM
- Databases added to Aspen JM
- Have carts ready to go JM
- Outstanding Life Book Club on pause TJ
 - Outstanding Life is undergoing organizational changes and is on pause until further notice.
- Game nights - board games, de-stress with dogs BI
 - Garden is doing well!
- 2nd & 3rd ref desk will be linked to public copier
 - Don't print items for the library
- Problem on 3rd floor copier - slow with color and b&w
 - JD to put in IT ticket
- Lovely patron interaction KHS
 - DIY crafts
 - KHS to send email for board report for June
- Movie Matinee TJ
 - SWANK - can't publicly display movie titles— only on our website
- Communico JM
 - Alert appropriate staff to any issues—we are still learning!
 - Authors & Literature? For writing workshops? KHS
 - Study Rooms - patrons can now cancel their own bookings

5/30/2024 KD AK XW MF PS JD AG ET TJ JM

- KD Award today! Thomas Greene Award for municipal employees @ Mechanics Hall
- Communico JM
 - Reserve - Assabet bookmarked at home and continued using, MR deactivated the Assabet study to rooms to prevent this issue
 - Let us know if you see issues, continue to play around
 - Coming June 1st
 - Staff account on ref desks JD
- Handling patrons without card/id/repeat users JM
 - When you notice a pattern and the patron approaches the desk again to get access to computer, explain our procedure and that they need a library card or ID

- Note on the sign in sheet if there was no ID/card used MF
- Don't forget the hour long computers are also an option TJ
- NEW! Shared calendar on [Off DeskNotes](#) JM
 - Includes important dates
- Weeding JM
- FPBL BI
 - REC - garden in Tuesday - bush beans, kale, lettuce, tomatoes, zucchini, marigolds, carrots, basil, sunflowers, rock snake
 - Yoga - 2x month/Tuesdays 4-5 or Thursdays 7-8
 - Tiny Art show
- Summer Reading JM
 - 6/15 - 8/10
 - Tiered prizes - mug, t-shirt
 - Grand prizes - \$150 gift card to Gibson's, Stanley cup/\$100 gift card to Target, WooSox package - 4 tickets/autographed baseball
 - More tomorrow at all staff meeting
-

5/23/2024 AK AL ET KR XW JLM DS BI SZ DL TJ JM

- Innovation Center [Hold Harmless Agreement](#) TJ
 - AL patrons w/ issues in Inno Center - policy issues vs. bx issues
 - Email JM TJ PS if there are issues consistently with a certain patron
- Enter classes into LibStaffer by 5/29 TJ
 - Next Wednesday
- Carts JM
- New Users group JM
- Reserve module to open on 5/25 for Communico JM
- BI presented to board re: garden going in at FPBL Tuesday, 5/28 - veggies and flowers
 - Raised garden beds, picnic tables, rock snake project
- AL 70 patrons at Major Taylor event
 - Remind presenters to get their parking validated at the Welcome Desk in a timely fashion
 - Includes anyone doing a program/fair etc...
- Dog picture contest summer 2024 TJ
 - Taking photos now until 6/15 with name etc.. to be hung in Franklin st. windows
 - Email or brought to Welcome Desk
- Weeding JM
 - AL Oversize 900s black carts not big enough - use flat carts and put sign on
 - Reminder - no books on bottom shelf of black cart - JM will talk to JW
 - If the signs are missing - look for them near the friends area

- Carts for July JM
- KHS - LibAnswers - if patrons asks for supplies, mark it as directional
- JLM - Attend module brochure feature - patrons can create brochure from home

5/16/2024

- Fall programming - will be trained on how to enter programs into Communico JM
- Summer reading update JM
- [Quarterly reading recs JM](#)

5/9/2024 BI AK DL PS KHS NG DS JMo JM

- Have carts ready to send for the start of the new fiscal year in July JM
- Weeding JM
- Gov docs training PS
- Include PS on emails that you send to JM and TJ
- Communico's Attend and Reserve happening on 6/1 JM
 - [Attend](#) (events)
 - [Reserve](#) (study and meeting rooms)
- "Unrepairable books" shelf on blue cart by Tech Services - AK
 - See James' response below:
 - So we started the "reconsideration shelf" due a few factors.
 - The main reason for the reconsideration shelf is that we receive items for corrections/repair that upon further investigation and/or attempt to repair we decide they are either not repairable or we found evidence that the item no longer passes some of the MUSTIE criteria – this then allows the selectors to replace item with a new copy or find a suitable replacement
 - Also, either in the case of recataloging something or having something sent to us, we may determine the item fits the criteria for either replacement or deletion, this allows the selectors to make that decision
 - We have also noticed sometimes there is only one set of initials on the slips from circ, so we cannot be sure if selectors have seen those items – this would ensure selectors have seen them and can make that judgement

With the various versions of slips, and that some of them have a lot going on, or there is very little information written on them from staff, this would ensure that selectors didn't miss/forget to check the box to be notified

We mainly want to ensure we aren't making unilateral decisions for items that may be filling a hole in the collection. We know there is more than circ stats as to why we may want to keep an item, so we are trying to do what makes the most sense right now to ensure we are doing right by the collection and the patrons.

If it is determined there is not a need for this system, we can either think of other options or simply do away with it.

Hopefully that helps, and let me know what other questions arise.

James

- Databases to be added to Aspen for June JM
- Taping signs to woodwork? DL
 - Please use the 3M sticky pads only on all wall surfaces

5/2/24 AL AK PS AG JD OD SE DL RA DS BI

- Spending JM
 - Just under \$10k to spend
 - Pop Reads carts in shared folder on B&T JM
- Weeding JM
 - In May - Focus on weeding
- Vacation JM
- Requesting 2 people per desk on 2nd & 3rd (Buddy System)/Transfer Roving to 2nd - SE
 - Days after holiday busy JD
- Cordless phones JM
- [When to call AJ](#) JM
- Affordable Connectivity Program funding ending- patrons looking for discounted wireless/internet <https://www.fcc.gov/affordable-connectivity-program-consumer-faq> - AK
 - Lifeline still available for subsidized phones
 - Lending out tablets? AL
- To what extent do we help patrons who need extensive hand holding on 2nd floor? AK
 - Review of [customer service guidelines](#) TJ
- Birthdays TJ
- Reminder: Lock laptop cabinet TJ
- Reminder: Use only initials when you write an incident report TJ
- Gov Docs
 - Training/Wednesday next week PS
- Alyson
 - Patron letter PS

- Innovation Center Orientations
 - DS “wonderful!”

4/18/24 - AK SE TJ JM JD DL

- Please have all titles and descriptions for your summer programs submitted to Tara by **Monday, May 6th** TJ
 - Recurring programs are all set and do not need to be sent to TJ
- Send me your weeding updates - **JM will send an email with more info** JM
- Innovation Center Open Maker Hours orientations JM
 - Adult and Youth to be trained for scheduled sessions
- Phone updates
- Staff updates? JM
 - Writing workshops SE - going well
 - Gale Virtual Reference Library JD - dated material JM and PS are reviewing

4/11/24 - canceled

- SG pics SDD JM
- Update to Ref Hacks on DeskNotes re: books checked out on child’s card JM
- Evergreen search for “animation” returned dozens of hits on “animals” MF
 -
- Submitting Building tickets (SHP) and IT tickets (tickets@mywpl.org) JM
- **SPEND YOUR MONEY 😊** JM
 - If you are having trouble spending down your budget, come see me
 - **You should be close to 0% and it is recommended that you overspend by 10% to account for cancelation and delayed pub dates.**
 - All books purchased should have a **publication date of 6/15/24 or earlier**
 - Once you’ve spent your money, have carts “waiting in the wings”
 - Last day to submit carts is June 1 - don’t wait for this date - **spend now!**
 - Monthly Percentage Guidelines added to [OFF DeskNotes](#)
- Add additional catalog computer on 3rd floor DS
 - There are 3 on 3rd - near 700s, near comp 1, near microfilm reader
- New PA system TJ
 - To connect to the PA using the new phone system, the number is **35999**.

4/4/2024

- Upcoming JM
 - Golden Ticket (April 10)
 - Out to Lunch (every Thursday from July 11 through August 15, 11 am - 2 pm) JM

- Eclipse - staff selected for common event, every staff member will get a pair of glasses
- New phones JM
 - [Quick Reference Card](#) at 2nd and 3rd
 - Making a call while someone is on hold
 - Transferring -works the same as the old phone system
 - Roving #35355
- Reminder: Viewing LIC schedule and calling LIC TJ
- Updates:
 - Notary services update TJ
 - CS emails - appt only, no walk ins, need all paperwork at that time
 - Weeding project JM
 - 2,793 books weeded 3/1-4/3/2024!
 - Make sure books are weeded
 - Updates to DeskNotes/OFF DeskNotes
 - What number do we call for delayed opening or closing since we have new phone system? Kr DeskNotes updated - see below:
 - Inclement weather:
 - Per Jason's email from 1/4/2024 - Inclement Weather Procedure: As a reminder, our inclement weather procedure is attached and can be found on the staff homepage under procedures. There is one update, because of our issues with voicemail now, we will be using the Borrower Services / Sunday call out line for updates. It is this number is: 774-314-2879. This will be updated before 6:30am. I will also make sure to email it out as soon as possible because of the changes around the voicemail.
- Vacation Memo JD
 - Date range to submit
- Programs for June TJ
- Discussed furniture JM
-

3/21/24 KHS MF AL XW TJ JM KD

- LanguageLine iPad on 1st - JM
 - Use the CRO or the N&M - return to location after each use
- Designated tables for eating for medical conditions TJ
 - Indicated by orange sign on each floor
- Budget JM
- Weeding - [collection report example](#)

- Upcoming - Golden Ticket Promotion, SRP new theme, Dog Days of Summer JM
- *For your own Evergreen workstation (if you want it to search only Main)*
 - *Changing Evergreen to search WOPR-MAIN instead of CW MARS*
 - *Search Catalog -> select Catalog Preferences on the right -> in Default Search Library select WOPR-MAIN*
 - *Can also select Exclude Electronic Resources at the bottom, if desired*
- Worcester Room usage up AL
 - Postcard program virtual April - numbers are low at the moment, look for a display on 1st
 - Worcester at War in person May
 - Help promote these new programs
- Goal for Summer programming (specifically the 1st 2 weeks)
 - Programs (esp ongoing programs) should be planned early enough to promote
 - TJ to send out email
- Scavenger hunt - promote
- Patron asked to check out a gov doc book on display on 2nd JD
 - Ask a custodian to unlock it to check out the book
 - Let the librarian know an item was removed from the display

3/14/24 JD KHS MF NG TJ JM DL

- [Shared Carts in B&T](#) JM
 - Be careful not to delete shared carts
- Busy desks/patrons without cards - JM
 - Patrons who want computer access but don't have a card on 2nd and 3rd - override their session and suggest they get a library card on their way out.
- Weeding project will start Monday JM - email coming
- Vacation email coming! JM
- Program review TJ
 - Know what we are offering - ask Jen, Tara, or the person moderating
 - Ask Community Resources about their programming
 - Go over Online or Print Calendar
- Laptop updates (IT email from 2/28) TJ re: wifi issues
 - If you continue to have problems after the "fix," let Mike and Ming know
- [Dress code](#) TJ
 - SHP > Human Resources > Dress code
 - Jason requested that graphic t-shirts only be worn if they are Library specific or have the WPL logo (email from 4/26/2021).

- Hoodies are not allowed.

3/7/24 KD OD TJ JM DL AK SE BH

- Weeding Project - DL/JM
 - Not a large weed - but weeding to create library spaces - low hanging fruit - dupes, old editions, etc...
 - Create a pattern of weeding library-wide
 - Closed stacks is a different project that we will address in the (near) future
 - Keep this on your radar, ½ hour to 1 hr a week
 - Collections Meeting in Tech Services on Wednesday mornings - deep dive into cataloging - damaged/to be weeded etc.. - these statuses still show on the catalog - DL and Tech Services are working on a way to either fix this or give us other permissions
 - KD - get clarity on keeping "Last Copies"
- **Busy desks/patrons without cards - JM**
- [Lost & Found procedures](#) - JM
 - Read them!
- Portable chargers TJ
 - Read Garrett's email - at Welcome and Children's
- Laptop updates (IT email from 2/28) TJ
 - If you continue to have problems after the "fix," let Mike and Ming know
- All staff meeting recording TJ
 - Watch the recording sent by Cheryl
 - March Meowness
 - Survey and Feedback form
- New databases TJ (KD can give quick overview of PressReader/LOTE4Kids)
 - Try out Pressreader - can add app to phone
 - Let KD know of any fun features
- Program review TJ
 - Know what we are offering - ask me or Tara
 - Ask Community Resources about their programming
- ID scanning (2nd floor printer) AK
- Worcester Clipping Files vs. Street Files vs Bio Clipping Files - knowing the difference and where they are located- AK
 - Bio - in regular newspaper clippings in the Bs out on third floor
 - Biographical information about local people
 - W = Worcester clipping file

- Street file - located in the Worcester Room on the left past the map cabinets - more likely to have documentation, history, photos, postcards, handwritten notes,
 - For people who are looking for info about a street or how it's changed
 - There may be an index...AL?
- Book display statistics - AK
 - Remember to add your [stats](#) (link found on wiki)
- Panic buttons-what is the sound? Also, perhaps add one in Computer Lab? - AK
 - JM will look into this
 - With regard to computer lab - you are empowered to tell a patron when they are being inappropriate - if they continue leave the room and call for security

2/22/24 OD BH TJ JM SE KR

- Reminder: When to call security vs. when to call LIC TJ
 - Radio guidelines on DeskNotes - always call for security when it's a security issue, even if you know (or think) security is not in the building
- Programming TJ
 - DS, SE, KHS - programming "support" group - to assist TJ - programming is everyone's responsibility
- CC's email about Social Service Specialist TJ
 - Get clarification regarding filling out forms
- [Aspen](#) - Log into your CW MARS acct to access - JM
 - Staff account - wxmain/worp
 - Sign in and play around - masquerade with your own library card etc...
- Immigration Clinic: clarification on how to handle non-English speakers calling to register DS
- Gov docs in nonfiction collection - JM
- Staff Development Day 3/28 JM
- Avoid scheduling 1:1s on Thursday mornings JM

2/15/24 AK JM KR XW TJ

- Consumer rights webinar TJ
 - TJ will send link to recording/add to learning log
- Reminder: When to call security vs. when to call LIC TJ
 - Radio guidelines on DeskNotes - always call for security when it's a security issue, even if you know (or think) security is not in the building
- Programming TJ

- DS, SE, KHS - programming “support” group - to assist TJ - programming is everyone’s responsibility
- Upcoming Foundation training JM
 - JD to offer training - it’s on LibStaffer - you will be assigned
- Removing 2nd monitor JM
- Craft & Hobby purchased JM
 - Think of ways to promote
 - Most likely available beginning of March
- SRP subcommittees JM
 - Email JM and TJ which subcommittees you are on
- Reminder: Library closing procedure JM
 - Clean up books left on tables/scan for inhouse use and push in chairs
 - When opening, if you notice books left on tables/chairs pushed out, clean up books/scan for in house use and push in chairs
- Aspen
 - Hoopla loaded onto Aspen
 - Libby/Overdrive not loaded
 - BPL Libby not displaying checkout in Aspen, only CWMars Libby
 - Ref library accounts - MR will make these Staff accounts for Aspen

2/8/24 add items you would like to discuss: OD JD SE KHS TJ AK AL JM KR DS

- REMINDERS - [Staff Quarterly Recs](#); email stories for Board Report; [WPL Books It reading challenge](#); Conflict of Interest training/review; [Monthly collection stats](#); Call for backup if desk is busy JM
- Autolend books - if book listed as available/in process, check the shelf in the AMH room before sending patron to the Senior Center/YMCA/Union Station - AK
- Printing blank forms for patrons (ex. IRS/SSA/USCIS) at desk/print station -AK
- Join Aspen training in Computer Lab at 10 am - JM
- UPDATE - [Outreach on wiki](#); New items on [DeskNotes](#) - computer lab procedure, CRO announcements, Tax Prep, radio guidelines JM
- Create a display at Express Computers to encourage patrons to get a library card DS

2/1/24 add items you would like to discuss: JD MF AL JM XW KD DS RA

- Reminder: Program suggestion form TJ

- Please direct patrons to this form rather than transferring a phone call or giving out TJ or JM's email. The requested information on the form helps us decide if we want to work with them or not.
- Update: Autolend books AK
- Sr Ctr Black History Month book display AK
- Sr Ctr Outreach 2/15 (3rd Thursday) TJ
 - Schedule will rotate for outreach at the Senior Center so everyone has a chance to become comfortable with the outreach process.
- Time off in LibStaffer TJ
 - If you're requesting time for outreach, training or a class: Include what you'll be attending/teaching in the notes section just so we know your location in the building in case there's an emergency.
 - If you're requesting sick time, vacation, personal time: It is **not** necessary for you to include the reason for your request.
- Display guidelines TJ
 - When creating a sign for a display, please remember to do the following:
 - Use the WPL logo
 - Use large font
 - Center the font
 - Keep it short. Descriptions should be 1 or 2 sentences. If you want to provide more information on your display topic, you can write a blog post and put a QR code on your display sign.
 - With the exception of celebration displays on the first floor (i.e. Women's History Month), displays should only feature books on the same floor as the display.
- Circulation staff letting presenters in Banx/Saxe room without notifying Roving Ref OD

1/18/24 add items you would like to discuss: JD MF KHS KD DS TJ JM

- WPL Books It! JM
- Reminder: When on desk at closing, keep the radio with you at all times and respond to Security/Facilities, as needed
- Reminder: If a reporter calls or approaches you, call Linnea or Jason.
- Taxes - JD
- Facilities ticket request TJ
 - For immediate requests (i.e. spill): call a custodian
 - For non-urgent requests: fill out the facilities form
- Food waste in the 4th floor office- AK

1/4/24 add items you would like to discuss:

- One-on-one meetings every other month starting this month JM
- Discussion: circulating titles from the 1920s and earlier JM
- Car repair manuals moving to basement JM
- Express computers: extended use by some patrons make them unavailable for other patrons to do quick print jobs. Could we have 1 or 2 desktops with a 15 minute time limit dedicated just for quick print jobs? They could be located next to the catalog computers. DS

Tab 2

