

Public Services Meeting Agenda

Team Goals: Build an adaptable, knowledgeable, and resourceful team to respond to rapidly changing needs of the community in person and virtually. Inspire patrons to learn, create, and connect at WPL.

Feb. 28, 2023, 12-12:45, 1st floor lab

Things you need to know and to do:

1. You are in good hands. Priya, Christina and Jen will work together to handle most of my responsibilities temporarily with support of Jason, Sulma, Cynthia and Kate. (Quote from my email to Jason “As you know, I am always mindful of what is best for Public Services and the library as a whole, and I feel this is a good time for me to retire with the strong leadership team you have in Priya, Christina and Jen. I am 100% confident in their ability to do what is necessary and beyond. My succession plan has been in the works for several years now, so any gaps in institutional knowledge will be minimal.”)
2. Scheduling ([Weekly](#) & [Daily](#)) and PTO requests: will be handled by KC PS CC JM
3. Continue to provide services, programs and classes based on the team’s best practices and current procedures.
4. Timesheets: CC PS
5. All invoices: PS-e, JM-p, CC-programming
6. Collection budget: PS-electronic, JM-tangible
7. Managing all stats gathering and reports: PS
8. Contact PS CC JM first before emailing the library administration for any department questions
9. FDPL coordinator for WPL for now: (JH) The responsibilities include managing the operation and services of this FDPL. It includes using various GPO online management tools and following requirements to manage the collection profile, process, and promote digital/online documents and tangible documents. Ben takes care of tangible materials.
10. Monthly all staff meetings: required to attend
11. I need all of you to take responsibility and ownership of work, programs, PR material, etc., support and assist PS CC JM to lead and manage the team as they will be very busy with extra tasks. Stop complaining, do what you’re told, and learn to embrace new ...

FYI:

- Monthly reports: content (ps cc jm+all), writer/editor(cc),
- Monthly update: content (cc+all), format the template and publish it(ps)
- Monthly stats: ps ak ta ag et, add new rows for a new month on all [Services sheet](#) (ps)
- Email reference: CC PS JM
- Standing order invoices: JO-JM
- Assabet: (CC JM PS)

- PopReads NF-JD, Overdrive-PS
- GL4 position: interviewed on 2/16
- Schedules: weekly, daily, LIC, Sunday for Public Services
- TS360: wplrefa/Library2010, suggestion carts>JM
- Wplrefe/ for wiki and google docs
- Manage Overdrive budget and content selection - PS, (NF-JD, Fic & Audio>RA, suggestions, special requests, pre-publ>PS)
- Facebook 2-factor authentication (ref iphone>JM)
- Canva pro accounts: PS BI CC KD AK TA JP JM XW TJ
- Staff who help other branches:
 - **FPBL:** KG and MF provide Reference coverage on M W TH F from 1-5 or 1:45-5:30
 A week: KG: M 1-5, Th 1:45-5:30 (Th 9-12 & Sat 9-5:30 at Main) | MF: W F 1:45-5:30
 FBPL
 B week: KG: Th 1-5 F- 1:45-5:30 (M 9-5:30 & F 9-12:00 Main) | MF: M W 1:45-5:30
 FPBL
 - **OCOL:** Periodicals staff: Provides L2 coverage as needed
 - XW TA OD DS: ebook help session
 - **Teen's Space:** Every A week Saturday, Reference will cover the 2nd (11-1) and 4th (3:30-5:3) shifts
 - **Community Services:** Selecting adult materials for FPBL, GBV, Mobile Libraries
 - RA: FPBL Adult AV Spoken, FPBL Adult Fiction, FPBL Adult Large Type, GBV Adult Fiction, Mobile Lib. Express (Libby) Adult AV Audio, Mobile Lib. Express (Libby) Adult Print, Mobile Lib. Express (Libby) Adult Large Print
 - JD: FPBL Adult NF, GBV Adult NF, Mobile Lib. Express (Libby) Adult Print
 - TA: FPBL Adult AV Games, ~~FPBL Adult AV Music~~ (FPBL discontinued 2/10)
 - XW: FPBL Adult AV DVD, GBV Adult AV DVD, Mobile Lib. Express (Libby) Adult AV DVD

DeskNotes: <https://mywpl.libguides.com/c.php?g=1289999&p=9554162>

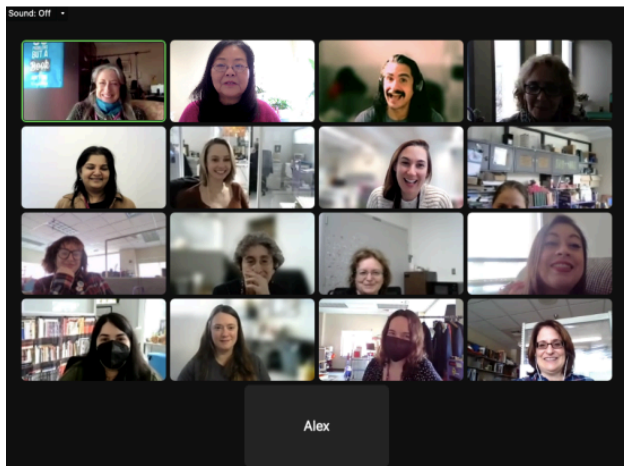
Ping's photos of WPL staff and events:

<https://photos.google.com/album/AF1QipOyi2SmTz1yTqm-aP68TWYAV4Lv4b3djTPzaj7M>

Ping's contact: pingshengchen@gmail.com, 508-439-9338







Public Services Latest Zoom Meeting on 2/17/2022



Public Services 1st Zoom Meeting, 4/7/2020











Worcester Public Library

160 Fremont Street, Worcester MA 01603 508-799-1655 Worcester Weather

GENERAL INFORMATION

- Welcome
- Directions/Hours
- Support New Library
- Employment
- Friends of WPL
- Volunteers in WPL

LIBRARY CATALOG

COLLECTIONS/SERVICES

- Branches
- Reference
- Circulation
- Booklists
- Children's Room
- Worcester Room
- YA/Teen Services
- Talking Book Library

NEWS & EVENTS

- Events/Exhibits
- Free Classes
- Press Releases

Visitors since 1/1/2000
341313
Last Updated: 03/09/00



Ground Breaking: October 22, 1999

MARCH SCHOOL COIN CAMPAIGN

Available to you at your home and business
(login with your library card numbers)

Magazine Databases: [InfoTrac Basic](#)
Reference Database: [Electric Library](#)

Search the WPL Site:

Match ALL
Search
Clear

INTERNET RESOURCES

- [Search Engines](#)
- [Business/Finance/Funding](#)
- [Computing](#)
- [Consumers Information](#)
- [Directories](#)
- [Education](#)
- [Election 2000](#)
- [Employment](#)
- [Entertainment/Recreation](#)
- [Families and Parenting](#)
- [Food and Drink](#)
- [Government / Politics](#)
- [Health and Medicine](#)
- [Hispanic Resources](#)
- [History and Genealogy](#)
- [K-12](#)
- [Law/Regulations/Decisions](#)
- [Libraries](#)
- [Literature](#)
- [Newspapers and Magazines](#)
- [Reference](#)
- [Science and Technology](#)
- [Travel and Geography](#)
- [Worcester / Massachusetts](#)

Please send us any comments, suggestions, or recommendations

... nearly three years ago.
Turn to WHITEWATER/Page A15

6/16/1995



BETTY JENEVIN

Worcester librarian Pingsheng Chen introduces Robert W. Koski of Holden to the Internet during a workshop in the main branch.

Libraries go high-tech

By Chris Sinacola
Telegram & Gazette Staff

■ Related stories, Page A2

Penelope B. Johnson, head of the Worcester Public Library, tells of a man coming into the library one day and explaining that he had spent two hours on the Internet without finding the information he wanted.

"One of our reference librarians found what he needed inside of five

minutes — in a printed reference work," Johnson said.

The tale is one to warm the heart of the technophobe — an inspiration to invoke Gutenberg, dust off the manual typewriter and sing the praises

Turn to COMPUTERS/Next Page

December 1, 2022, 9:00-10:00, 1st floor lab

Updates and reminders:

- [Subject specialists: revised](#),
- [LibStaffer](#): view, request, cancel, delete,
- **Tangible Collections** (circulating and reference): select, maintain/curate, promote,
- Digital collection: online databases, online resources, ebooks and downloading and streaming services
- eContent: blog, LibGuides for resource pages using [Libguides](#), [Canva](#)
- Programs and classes: planning, hosting, and teaching, promoting, [stats](#)
- Learning and sharing: [training checklist](#) | [learning log](#)
- Outreach and partnership: (local contacts, locations, organizations, groups)
 - current practices and information: New Americans, Small Business, Senior center, social services
 - Resources: [Quick Facts of Worcester](#) | [Outreach ideas](#) | [Beyond the Library Walls](#) | [ALA Outreach ToolKits](#)
 - **your proposal**: groups, organizations, locations, visits, tours, library cards, digital collection
- **Basic expectations at work:**
 - on time
 - be respectful, thoughtful, kind, and patient
 - [Dress code](#)

October 20, 9:30-10:30

[Libstaffer](#):

- Desk schedule
- Time off:
 - PTO
 - Programs & classes

- 1:1s, meetings, and projects
- Separate schedule for LIC, Sundays, other departments and branches

Roving: [Information sheet](#) and update

Off-desk time:

- Collections and resources: circulating, reference, cs, databases, online resources
- Programs and classes: planning, hosting, and teaching
- Learning and sharing: [training checklist](#) | [learning log](#)
- Outreach and partnership

Questions and comments:



Public Services Meeting Agenda

October 5, 2022, 9:30-10:30, Staff Lounge

(Team Goals: Build an adaptable, knowledgeable, and resourceful team to respond to rapidly changing needs of the community in person and virtually. Inspire patrons to learn, create, and connect at WPL.)

- **Food:** coffee and snacks provided by staff and the library
- **Update:**
 - CC, RH, JM PS
 - others
- **Roving Reference Service**

- **Definition:** The librarian roves through the reference area offering assistance whenever possible. Librarians should make themselves available to patrons by offering assistance at their point-of-need rather than waiting for patrons to come to the reference desk” (RUSA 2004, s. 1.7).
- [Information sheet](#) (PC)
- **Tools:**
 - Homebase with a desktop computer (wplmain/worc) (PS)
 - iPad with some useful apps and bookmarks (JM)
- **Comments and Questions**

Public Services Meeting Agenda

August 4, 2022, 9:30-10:45, Staff Lounge

Build an adaptable, knowledgeable, and resourceful team to respond to rapidly changing needs of the community in person and virtually. Inspire patrons to learn, create, and connect at WPL.

- **Food:** coffee and snacks provided by staff and the library
- **Update from Ping:**
 - Quick overview of the progress, the present, and the future of the team
 - The new slogan for our programs and classes: Learn, Create, and Connect at the WPL
- **Jason leads a discussion about:**
 - Due to covid, what behavior has changed for each of you?

- How do we improve our program attendance numbers?
- What kinds of challenges are we facing to bring more people into the building?

Updates

- Welcome Sarina and Taylor
- CC-LSTA: ESL Navigator, Partnership with many organizations in the community
- PS - Dr. Green box project, Statewide Databases Evaluation Committee
- RH- collection and budget (6/15), Worcester room: cataloging, [book displays](#)
- JM - [Booklists](#), Summer Reading list (6/11-8/13), [Dial a Story](#)
- KD -Welcome 100 new arrivals from Afghanistan
- J- Worcester Tercentennial: Historical Commemorative Book committee
- AK-outreach committee

- KG XW JD- learn to catalog
- PC
 - Government Documents: evaluating and developing a long term plan to manage the collection, biennial survey, inventory (PC BI CC ET)
 - Overdrive collection: evaluating and developing guidelines (PC RA JD)
 - CBS: Xerox multifunction printer/copier/scanner on each floor with a credit card reader attached. (The library will provide printing paper.)
 - [Your input for content included on our monthly report and update](#)
 - Request your remaining vacation time
 - Community engagement: outreach, partnership, and tour ...
 - Take advantage of learning opportunities for staff: webinars, Linkedin learning, workshops
 - Offer learning Opportunities to patrons
 - [New ways of managing our programs and classes](#)

To help you have more control in managing your programs and registrations, I have simplified the way that we have used Assabet and Zoom:

Reference Meeting

February 17, 2022, 9:30-10:30

Zoom <https://us02web.zoom.us/j/86451791161>

(FY 2022- Build an adaptable, knowledgeable, and resourceful team to respond to rapidly changing needs of the community in person and virtually.)

Updates and Reminders

- Welcome Sarina and Taylor
- CC-LSTA: ESL Navigator, Partnership with many organizations in the community
- PS - Dr. Green box project, Statewide Databases Evaluation Committee
- RH- collection and budget (6/15), Worcester room: cataloging, [book displays](#)
- JM - [Booklists](#), Summer Reading list (6/11-8/13), [Dial a Story](#)
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 - [Your input for content included on our monthly report and update](#)
 - Request your remaining vacation time
 - Community engagement: outreach, partnership, and tour ...
 - Take advantage of learning opportunities for staff: webinars, Linkedin learning, workshops

- Offer learning Opportunities to patrons
- [New ways of managing our programs and classes](#)

To help you have more control in managing your programs and registrations, I have simplified the way that we have used Assabet and Zoom:

1. Streamlined roles of setting up and promoting all programs/classes. (CC JM PS + All- to [develop programs/classes and description](#), CC-budget, paperwork, payment, schedule, CC LS - [Print calendar](#), BI-[web page](#), AK-social sites, AK TJ-Facebook, KD TJ JM-[Canva images](#), AG SZ-distribution of calendar, PS-lab)

Moving forward, if there is any issue with your program/class on Assabet or Zoom, please email me and cc: Christina.

2. Reorganized categories of all programs.
3. Used Assabet for all registrations; no more Zoom registrations.
4. Eliminated any unnecessary registrations and programs/classes, and added necessary registrations. I have discussed all these changes with staff involved.
5. Ensured all old Zoom links are expired by Feb. 28, so we can start fresh on March 1.
6. Created new meeting links in Zoom from March to May 2022.
7. <https://us02web.zoom.us/meeting#/upcoming> for all programs according to time slot and category.
8. Made all [Zoom links](#) easily accessible for staff. I will share with you where you can locate those links.

Reference Meeting

September 23, 2021, 9:30-11 Zoom

(2021 Team Focus: return to normal with best practices and creativity)

Updates and Reminders

- CC- [Programs and classes](#): in person, virtual and hybrid, planning for winter quarter: WiWJ letter of support; Gov Docs display; Chess for beginners ... , will pause: asl, meditation ...
- JM- [Fall Wooreads](#), [LoT](#), Readers' Advisory programming team, [Reader's corner](#)
- PS-Periodicals, study rooms, [digital studio](#), Dr. Green collection boxing, Newsbank trial, digital collections
- RH- [Collections](#): select, weed, maintain, and promote ([displays](#), virtual), Worc Room, CS
- PC
 - planning your vacation time for the rest of this vacation year (6/1/21-5/31/22)
 - best practices when covering the last shift of a service desk
 - MLA annual meeting, conference, group or individual projects,
 - Your collection overview and goals
 - training and learning opportunities
 - Community engagement: outreach, partnership, and tour,
 - Bridge digital divide: basic computer classes, LoT, 3d printing, digitizing family archives, sewing, craft and jewelry making ...
 - New spaces: more seating, open spaces for programming and collection
 - Government Documents: getting to know the collection and rules and standards, communicating with GPO, MARCIVE, CWMARS and BPL, developing procedures for processing, cataloging, making online govt docs accessible on Evergreen, managing profile, inventory, weeding, making offer lists, promoting ...

Training: A to Z and Reference Solutions (JD)

Reference Meeting

July 22, 2021, 9-10-, Ellipse

(2021 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and Reminders

- CC- programs for Fall and beyond and the support office
- RH-collections ([budget, stats](#), stack maintenance, and goals), planning for making crafts in the innovation lab
- PS- classes for Fall and ongoing, study rooms
- JM-Readers' Advisory Programming team, Summer Reading, and Library of things
- PC-[innovation center, digital studio and support office, equipment list, projects and teams](#)

Questions and Discussion:

The Innovation Center will provide access to resources, tools, and technology in a collaborative space where the Worcester community can explore, design, and create in pursuit of personal and professional growth and enrichment.

Initial adult services and programs will include: (Learn, Design, and Create in Innovation Center)

- Arts & Crafts: DIY crafts, Jewelry Making, screen printing, Introduction to Sewing
- Digital design: Intro to 3D Printing
- Digital Recording Studio Open Lab
- Virtual Reality

The Digital Studio will provide patrons with the means to digitally organize and preserve family history through the use of our scanner, computer and software, as well as provide patrons or small business owners the opportunity to learn Adobe Design software to market themselves or their companies.

Initial adult services and programs will include:

Creating and Digitizing Family Archives

- Scan Your Family Photos
- Convert VHS or Audio Cassette to Digital

The Reference Support Office will be nestled within the New Americans Corner and will provide a semi-private space for both reference librarians and staff from partnering agencies to assist patrons one-on-one with a wide variety of needs that require some degree of confidentiality, privacy, and extended conversation. For example, the office will afford the opportunity to address potentially sensitive topics such as citizenship, immigration status, or housing issues with patrons. The physical layout of the office will consist of a PC workstation, a phone, seating, a whiteboard, and cabinets for storage. Having an office centrally located will allow reference staff to oversee a schedule of “office hours” for visiting agencies, and to sit down with patrons themselves to provide services such as resume-building or market research without disturbing other patrons engaged in more solitary pursuits. The schedule for this office will be managed internally by a reference supervisor and will not be open to the public as a room to reserve. The sole purpose of this office is to support the work of the professional reference librarians who are embedded in the community and have created working partnerships with the following agencies, among others:

ESL, Citizenship and Immigration Support

RIAC
Catholic Charities
Ascentria Services for New Americans
Ansaar of Worcester
African Community Education
QCC Adult Community Learning Center
QCC Community Bridges
Worcester Public Schools Adult Learning Center
Training Resources of America

Literacy Volunteers of Greater Worcester
Worcester Refugee Assistance Project
USCIS

Social Services

Dept of Health and Human Services
Community Legal Aid, CORI and Re-entry Project
Eliot Community Health Services

LUK, Inc.
Pathways For Change
Dept of Children and Families
Worcester Program for Addiction Recovery
New Start Brain Injury Community
Office of District Attorney, Community Outreach
Worcester Program for Addiction Recovery
SMOC
Dept of Public Health
Central MA Workforce Investment Board
AIDS Project Worcester
Veterans, Inc.

MOAR
YWCA

Small Business Support

SCORE
Center for Women & Enterprise
Worcester Business Resource Alliance
Central MA Workforce Investment Board
New England Better Business Bureau
Social Security Administration
SHINE Program

Note: Most of the programs relating to our services for new Americans and English learners, such as the weekly English Conversation Circle, Citizenship Class, and Language Exchange programs, will continue to be held in other larger areas of the library such as the Banx Roo

Do you have old family photos sitting in a shoebox at home? Do you have film negatives or slides that you want to digitize? Join us as we demonstrate how you can use our digital conversion equipment to preserve your family photos! Bring 1 of your own slides or negatives to scan today! Once you attend this introduction session, you will be able to use our digital conversion equipment in our lab during (open lab sessions TBD)

Amy- But presumably we could technically combine that with demonstrate how to scan print photos too, as well as perhaps demonstrate some potential photo editor software (Photoshop and/or free photo editor software).

Ben - virtual reality

Basically, hoping to provide a good array of virtual reality experiences for people. Maybe a mix of drop in and by appointment. Visit places around the world virtually, pilot aircraft, drive fast cars, explore the galaxy, paint in 3 dimensions. Should be a good time for all.

Katelyn - 3D printing

Once everything is set up and we are able to have staff trained on the 3D printer, we plan to offer some combination of: an intro to 3D printing class to introduce groups to the basics of what the technology can do, a "Design Your Own Keychain" class to teach the basics of designing for 3D printing, and eventually have open lab hours and/or by appointment availability for patrons who wish to do their own printing.

Devon - digital recording studio

I was thinking of doing an orientation for interested patrons on a quarterly basis. This would be a one-hour session, and depending on staffing I thought Wednesday night might be a good time. During the orientation I would share with the patron a "tips and tricks" handout that I've been preparing. I would review the handout's information with them, the different settings on the microphone, and tips for optimal voice recording. Then, either with one of their own sound files or a test one I have ready, we'd go through some of the basics of actually editing a sound file so they get a better sense of how Audacity works.

After the orientation, the patrons would be free to use the digital studio on their own.

Questions:

Reference Check-in Meeting

April 1, 4:00-, Zoom meeting

(2021 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

One Year in a Pandemic: A year has passed since staff was sent home to work remotely. An tumultuous event, but within a matter of days, the Public Services librarians **adapted and devised how to both maintain core reference services and create new ones to enrich the lives of the community from this new vantage point.** Public Services quickly mastered Zoom, MicroSoft Teams and various video editing software to deliver the following:

- Uninterrupted reference service by answering phone calls from home (using Google Voice, email, and Zoom), and launching a live chat reference on mywpl.org. So far, we've fielded over **600 chat inquiries**, and answered a total of **17,000 reference questions** between March 2020 and March 2021!
- Since July 13, 2020, over **4000 patrons** have been served by Public Services staff through our contactless in-person service. We figured out the logistics for the entire new service, utilized technology to set up easy scheduling for patrons, and enabled remote desktop control for reference staff to assist patrons while maintaining social distance.
- **Countless** new e-reading patrons who we've walked through the process of downloading ebooks, audiobooks and movies over the phone, virtually or from behind plexiglass.

- Innovative readers advisory and book browsing services, among them, the very popular Book Bundles and Magazine Bundles (**140 patrons served and counting...**)
- New skills gleans from completing **530** LinkedIn Learning courses, online classes, conference sessions, and webinars.
- A wide range of virtual programs and classes, averaging the same number of IRL classes, programs and one-on-one appointments (**20/week**) pre-COVID.

Updates and reminders:

- **Next week: schedule: covering Welcome desk, and Periodicals desk, credit card machine stays on 2nd floor, 2 computers on the first floor,**
- **Phase 4:** 4/26- adding browsing service, M-Sat, 9-5:30?
- **Collection:** Use up your budget, order replacements, weed, dust, shift, damaged items,
- **Continue Remote and virtual services:** TIS, email, Chat(LibraryH3lp), book, dvd bundles,
- **Programming updates**
 - [This quarter: Poetry month, Financial Literacy week...](#)
 - [Summer reading \(6/7-8/14\), Kickoff at Main: 6/12](#)
(2021 Summer Library Slogan: ***Tails and Tales***, The theme for all programs: ***Animals and Stories***)

Reference Check-in Meeting

January 28, 9:30-, Zoom meeting

(2021 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and reminders:

- **Phase 3: pt 1:** In person by appointment service: computer, printer, fax, copy service, microfilm, ebook help, one-on-one help ([7/13](#), M W F by appointment, plus TIS, eMail, chat; 8/7: new chat (LibraryH3lp), email gl4-monitor 8/29: added 2 sessions on Saturdays, 11:30-1:30 and 2-4, 9/28: add appts on Tue. and Thurs. trained other LICs; no appointment service- [12/28-1/30](#), no appointments, only TIS in building +all virtual programs and services, ¼ staff in 3 days and wfh two weeks,

[2/1-2/6?](#) Resume limited by appointment service: computer, printer, fax, copy service, microfilm

- 6 appointment slots on 2nd floor,
- 4 staff and 1 LIC will be in to manage TIS and appointments
- AARP Offsite Tax Assistance: [1/25](#), starting to take down patrons' contact info
- construction workers break time: 9-10 & 12-1

- **Collection:** print and ebooks
- **Remote/virtual services:** TIS, email, Chat(LibraryH3lp), book, dvd bundles, hold guideline in TIS, Virtual programs and classes: Zoom, Facebook Live, Recorded videos on zoom and facebook live:
- **Programming: cc ps jm +all:** ongoing and planning: [current](#), [next quarter](#) and [summer reading](#) (2021 Summer Library Slogan: **Tails and Tales**, The theme for all programs: **Animals and Stories**)
- **Partnership and outreach:** [AARP Tax Help and forms](#) (JD), [1/25-](#), Book donations (CC), Senior center (JM DS JL), WISE Senior Education Talk, 3/16 (RH DS), WSU Adult English learners (KD)
- **Learning and sharing:** all
- **Projects:**
 - Book, magazine and dvd bundles (jm ps rh),
 - Evaluate and consolidate resources and procedures: e.g. [Reader's Corner](#), Equipment/Library of things: (jm bi +all)
 - Laptop and hotspot bundle: launched 1/25 (jm tj+IT, TS, Circ, LS)
 - Library of things: (ak kd cc+all)
 - Dr. Green boxing (ps j al et gc ms)
 - Community History Web Archives, (al j), submitted [1/27/21](#)
 - Free bags of books -CC DS RH JL
 - AAS MCC grant commitment;

Reference Check-in Meeting

January 21, 11-12, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Welcome Jason

Updates and reminders:

- **Phase 3: pt 1:** In person by appointment service: computer, printer, fax, copy service, microfilm, ebook help, one-on-one help ([7/13](#), M W F by appointment, plus TIS, eMail, chat; 8/7: new chat (LibraryH3lp), email gl4-monitor 8/29: added 2 sessions on Saturdays, 11:30-1:30 and 2-4, 9/28: add appts on Tue. and Thurs. trained other LICs; no appointment service- [12/28-1/30](#), no appointments, only TIS in building +all virtual programs and services, ¼ staff in 3 days and wfh two weeks,
- **Remote/virtual services:** TIS, email, Chat(LibraryH3lp), book, dvd bundles, hold guideline in TIS, Virtual programs and classes: Zoom, Facebook Live, Recorded videos on zoom and facebook live:
- **Programming: cc ps jm +all:** ongoing and planning: current, next quarter and summer reading
- **Partnership and outreach:** AARP Tax Help and forms (JD), 1/25-, Book donations (CC), Senior center (JM JL), WISE Senior Education Talk, 3/16 (RH DS), WSU Adult English learners (KD)
- **Learning and sharing:** all
- **Projects:**
 - Book, magazine and dvd bundles (jm ps rh),
 - Laptop and hotspot bundle: launched [1/25](#) (jm tj+IT, TS, Circ, LS)
 - Library of things: (ak kd cc+all)
 - Evaluate and consolidate resources and procedures: e.g. Reader's Corner, Equipment/Library of things: (jm bi +all)
 - Dr. Green boxing (ps j al et gc ms),
 - Community History Web Archives, (al j), deadline 1/31
 - Free bags of books -CC DS RH JL,
 - AAS MCC grant commitment;

Staff introductions by office

Reference Check-in Meeting

September 24, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and reminders:

- **Phase 3: pt 1:** In person by appointment service: computer, printer, fax, copy service, microfilm, ebook help, one-on-one help (7/13, M W F by appointment, plus TIS, eMail, chat; 8/7: new chat (LibraryH3lp), email gl4-monitor 8/29: added 2 sessions on Saturdays, 11:30-1:30 and 2-4, 9/28: add appts on Tue. and Thurs. trained other LICs; **no appointment service- 12/28-1/1/9, 1/11-? no appointments, only TIS in building +all virtual programs and services, ¼ ref staff will come in 3 days, the rest will wfh (two week's plan, projects and log),**
- **Remote/virtual services:** TIS, email, Chat(LibraryH3lp), book, dvd bundles, hold guideline in TIS, Virtual programs and classes: Zoom, Facebook Live, Recorded videos on zoom and facebook live:
- **Programming:** cc ps jm
- **Partnership and outreach:** AARP Tax Help, mtg 12/17, 1/19,
- **Learning and sharing:** all
- **Projects:** **Dr. Green boxing (ps j al et), cataloging records (pt), [Community History Web Archives](#), Jan 31, Bag of Books giveaway-DS**

- **Projects:** [Dr. Green boxing \(ps j al et\)](#), [cataloging records \(pt\)](#), [Community History Web Archives](#), Jan 31, Bag of Books giveaway-DS; AAS MCC grant commitment; Web resources review process

Training: Building a Diverse Collection

Reference Check-in Meeting

September 24, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and reminders:

- **Renovation phase I:** completed by the end of this month: Periodicals, WD, WL, AV, Bio, Support office, Bookstore, Banx Room ...
- **Phase III:** By appointment service, 7/13- M, W, F, 8/29- Sat., [9/28](#)- appointments will be offered every day
- **Schedule:** Staff working on Saturday will be scheduled in the building 5 times and the rest will come in 4 times. We will continue working the same 9-2/2-7 shifts on Tuesday and Wednesday for the time being. You will continue working from home according to our [weekly schedule](#).
- **Book a room for your virtual program through Cara if needed:** Oak Room, Green Room, or HL office
Let your supervisor know so she can add it to the weekly schedule.

- **The GL4s** will resume the regular LIC schedule. If you need to call out in the morning, please call 508-799-1668 at 8:30 as we did in pre-COVID times. **Regular LIC's schedule** will be resumed next week.
- **How to handle a desk and chat or phone line calmly:** chat schedule: M Th F: staff wfh, Tu, W, Sat: staff at 3rd floor desk. Please remember it is perfectly acceptable to tell a chat patron or patron on the phone, "I will be with you in ____ minutes or Please hold, I will be with you shortly" In-person service is always the priority. And, if you get totally swamped, don't hesitate to radio the LIC if it's one of the GL4s, or call Ping.
- **Masks:** enforce a strict mask wearing rule:
 - 1) Security only lets in patrons with mask on. Security has extra masks if needed.
 - 2) LIC tells each patron as they are admitted for an appointment "You will need to keep your mouth and nose covered the entire time you are in the library, otherwise you will be asked to leave."
 - 3) Desk staff gives them one more warning by telling them, "Please keep your nose and mouth covered or we will ask you to leave."
 - 4) If they persist in wearing their mask/face covering improperly, the LIC will be called and they will ask the patron to leave.
- **Cleaning schedule:**

Reference Staff Cleaning Schedule Monday - Saturday

Monday + Thursday + Friday + Saturday		
Public Session	Ref Desk Shifts	Cleaning Schedule
9-11	9-11:00	Clean ref desk at start + end of shift
11:30-1:30 2-4	11-1:00	Clean public computers + printer after 11/clean ref desk at end of shift
	1-3:15	Clean public computers + printer at 1:30/clean ref desk at end of shift
	3:15-5:30	Clean public computers + printer after 4/clean ref desk at end of shift

Tuesday + Wednesday		
Public Session	Ref Desk Shifts	Cleaning Schedule
9-11	9-11:30	Clean ref desk at start of shift/clean public computers + printer after 11
11:30-1:30	11:30-2	Clean ref desk at start of shift/clean public computers + printer after 1:30
2-4	2-4	Clean ref desk at start + end of shift
4:30-6:30	4-5:30	Clean public computers + printer after 4
	5:30-7	Clean ref desk at start + end of shift/clean public computers + printer after 6:30

Updated September 23, 2020 jm

Zoom:

Accounts: zoomref@mywpl.org for unlimited meetings and webinars (all)

(**Important step to take** before hosting or attending a Zoom event: Go to Zoom.us, log into the correct account)

Security Features: <https://tinyurl.com/y4wd4bcs>

What we have been using:

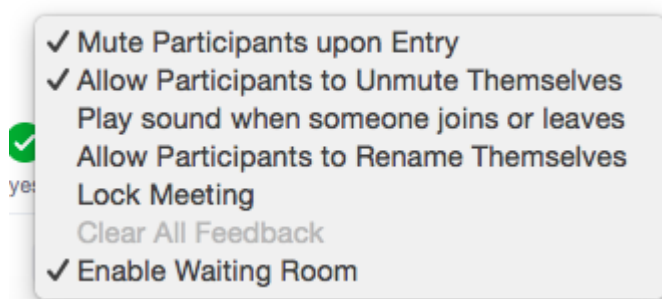
- Waiting room enabled
- Only host can share screen
- Registration required

What we have added since 9/18

- Turn off rename option
- Hide participants profile picture
- Disable private chat
- Turn off file transfer
- Turn off annotation

What you can do as a host during a zoom meeting/event:

- Mute audio (mute all or individual)
 - If you mute all, you can uncheck “Allow participants to unmute themselves”
- Disable video
- Forbid Record
- Remove unwanted or disruptive participants:
- Lock the meeting (We might need to inform patrons ahead of time if we are going to lock the meeting in 5 or 10 minutes after the program starts.)
- Play sound when someone joins



Reference Check-in Meeting

August 27, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and reminders:

- Phase III: By appointment service, 7/13-, (633/477)
Additional services: Copy service, 8/17- | Chat Service, 8/7- | Adding appointments on Saturdays, starting 8/29, 11:30-1:30, 2-4,
- Fall Programming for adults: <https://www.mywpl.org/?q=article/adult-classes-and-programs>
- [Gradual reopening update on mywpl.org and Facebook](#)
- JM-demo TS360 ESP
- Questions?

Training: [Chat Service](#) (LibraryH3lp): [best practices and guidelines](#)

Reopening plan WPL next steps?

Reference Meeting Agenda

August 13, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

Updates and reminders: PC

- Renovation
- Phase III: By appointment service, 7/13-, (381/293), 1458 calls, 133/66 emails, 18 book bundles

Virtual programs and classes: Zoom, Facebook Live, Recorded videos:

- LIVE: Programs in Zoom: total 42/181
- LIVE: Facebook Live: total: 34/1371
- RECORDED: Library eResources Videos: 4 | Monthly Views: 663
- e-circulations: children/teens/adults: 1221/683/10433 | databases: 20067
- Summer reading: 182 adults registered/ 103 logged/ 1140 books read

Additional services:

- Copy service, 8/17-,
- Chat Service, 8/7-, (setting up and training all ref staff)
- Adding appointments on Saturdays, starting 8/29, 11:30-1:30, 2-4
- Weekly schedule: 3/2, in/home, how to read schedule
- Don't forget to log your work when you work from home
- Don't forget to provide input on Periodicals for the coming year
- Use the VNC to assist patrons on computer and printer.

- Take advantage of LinkedIn Learning when working from home.
- zoomref@mywpl.org account: how to log in a correct account
- MLS strategic planning: initiatives: sustainability of service, succession planning/leadership development, equity of service

Training: [Chat Service](#) (LibraryH3lp)

- [Guidelines](#)-pc
- [Staff webclient](#)-bi

Reference Meeting Agenda

July 9, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community virtually)

Phase 3: Limited by appointment only and contactless services: computer use, printing and faxing

- **Your schedule: M W F:** 8-9 staff (call 1668 at 8:30) | **Tu Th Sat:** 4-5 staff (call or text Ping at 508-335-2396)
- **Schedule for appointments:** **M & F:** 9 - 11, 11:30-1:30, 2-4, **W** 9 - 11, 11:30-1:30, 2-4, 4:30-6:30

To locate a reservation:

- Login Eventkeeper view account (Find login info on Ref Desk Cheat Sheet on SHP.)
- Choose the date you need to check from the calendar on top right
- Once you find the date and time slot you need, click on CLASS LIST to find all those who have reserved this slot.

To cancel a reservation: Email CC/PS/PC to cancel a reservation. Please copy all three of us.

- **Computer locations:** 2 on the first floor, 6 on the second floor and 4 on the third floor
- **Contactless assistance:** via VNC-Virtual Network Computing, a graphical desktop-sharing system to help patrons remotely

INSTRUCTIONS ON HOW TO USE VNC VIEWER

To log into a computer to make it available for the public:

(available computers are indicated by the orange sign that reads, "Available by Appointment Only")

- Click VNC Viewer icon
- For each computer on your floor:
 - Click on the computer
 - Log in using the password wpl_adult
 - Close out of the window using the "X" in the top right corner of the screen

To assist a patron during a session:

- Click VNC Viewer icon
- Select the computer the patron is using
- You now have access to the computer to help patron navigate the internet or send print jobs, etc...
- When you are finished assisting patron, close out of the window using the "X" in the top right corner of the screen

To log off of a computer session:

- Click VNC Viewer icon
- For each computer on your floor:
 - Click on the computer
 - Go to the start menu on the bottom left corner
 - Go to the person icon and click on wpl_adult
 - Click sign out to end the session

To assist patron with printing

- Click VNC Viewer icon
- Select the printer that corresponds to your floor (1st - PRS1, 2nd - PRS2, 3rd - PRS3)
- If patron needs an override because there was an issue or the job is more than \$5:
 - Press ctrl + alt + A
 - Enter username and password (staff/override)
 - Select desired print job
 - Click "print"
 - If patrons need to pay at desk, handle cash contactlessly (cash box)
- Close out of session once you are finished to log out of staff account

● Schedule for Cleaning Reference Desk, Public Computers, and Logging out Patrons

Public computer sessions: 9-11, 11:30-1:30, 2-4, and 4:30-6:30 (Wed)

- 9-11 Clean reference desk at start and end of shift (as the public computers were cleaned the night before)
- 11-1 Log patrons out using VNC; Clean public computers and printer before 11:30-1:30 session; Clean reference desk at end of shift
- 1-2:30 Log patrons out using VNC; Clean public computers and printer before 2-4 session
- 2:30-4 Clean reference desk at start and end of shift
- 4-5:30 Log patrons out using VNC; Clean public computers printer after 2-4 session

- 5:30-6:15 Clean reference desk at start and end of shift
- 6:15-7 Log patrons out using VNC; Clean public computers and printer after 4:30-6:30 session; Clean reference desk at end of shift

Updates:

- CC: current and future programs
- JM: summer reading programs, Film Discussion: Race: The Power of An Illusion 7/17
- PS: fax service, periodical schedule (call PS if you are sick)
- RH: collections, budget ...

Reference Meeting Agenda

4/9, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community virtually)

Updates

- Welcome Olivia
- Renovation
- Planning for new places: [initial offerings](#) ([Innovation Center and Digital Studio](#) | [Ref Support Office](#) | [Periodicals area](#))
- Worcester room and Dr. Green collection projects
- Statistics and feedback: desk, programs and classes, learning, patron survey...
- Promotion tools: booklist, display, blog, Facebook, Instagram, newsletter, report, press release ...
- Managing your vacation time
- Email reference, circulating collection, reference collection, cs collection ...

Reference Meeting Agenda

April 7, 10-11, Zoom meeting

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community virtually)

Accomplishments and Updates

- Welcome Olivia
- Renovation
- Planning for new places: [initial offerings](#) ([Innovation Center and Digital Studio](#) | [Ref Support Office](#) | [Periodicals area](#))
- Worcester room and Dr. Green collection projects
- Statistics and feedback: desk, programs and classes, learning, patron survey...
- Promotion tools: booklist, display, blog, Facebook, Instagram, newsletter, report, press release
- ...
- Managing your vacation time
- Email reference, circulating collection, reference collection, cs collection ...

Reference Meeting Agenda

March 12, 9:30-11 Green Room

(2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw tj sm)
- **Welcome our guests:** Travis and Frank from Baker & Taylor Books and Patience
- [TS360](#): tips and issues
- **Updates & Reminders**

- Welcome Olivia
- Renovation
- Planning for new places: [initial offerings](#) ([Innovation Center and Digital Studio](#) | [Ref Support Office](#) | [Periodicals area](#))
- Worcester room and Dr. Green collection projects
- Statistics and feedback: desk, programs and classes, learning, patron survey...
- Promotion tools: booklist, display, blog, Facebook, Instagram, newsletter, report, press release ...
- Managing your vacation time
- Email reference, circulating collection, reference collection, cs collection ...

Reference Meeting Agenda

January 9, 9:30-11 Green Room

(2020 Team focus: building a culture of nurturing and collaboration)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw tj sm)
- **Updates from Sulma**
- **Celebrations:**
- [2019 Highlights](#)

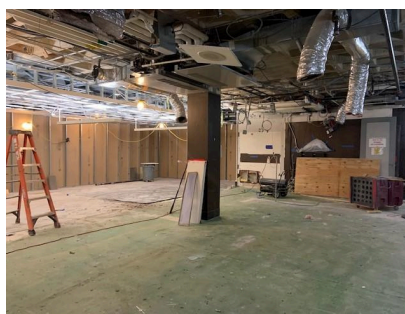
- **2020 Goals and Hopes**

Innovation Center and Digital Studio | Ref Support Office | Periodicals area | Equipment |

- Proposed Services in new spaces after the renovation:
- Other proposals, ideas or updates
- *2020 Team Focus: building a culture of nurturing and collaboration to provide equitable and inclusive services to meet diverse needs of the community*

- **Reminders and Q&A:**

- Statistics and feedback: desk, programs and classes, learning, patron survey
- Promotion tools: booklist, display, blog, Facebook, Instagram, newsletter, report, press release ...
- Managing your vacation time
- Reimbursement for traveling to another location: TRAVEL AUTHORIZATION 2019.09.pdf, ODOMETER READING.pdf



Reference Meeting Agenda

September 12, 2019 9:30-11 Green Room
(FY 2020 Team Focus: Listen, Learn, and Serve)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw tj sm)
- **Welcome our guests and q&a**
- **Accomplishments and updates from staff**
 - Adult Summer Reading program: 632 participants, 3050 books read, 832 prizes earned and 419 book reviews written
 - 24069 reference transactions, classes and programs: 156/1295, outreach: 2/165 partnership sessions: 18, 27
 - Circulation increased: both print and e-collection
 - Preservation Dr. Green collection grant: exhibit, blog entries, workshops and presentation

Print

e-books

Month	FY2016	FY2017	2018	2019	2020	%	FY17	FY18	FY19	FY20	%
July	36063	35,922	34561	35730	37544	5.08%	7919	8258	8662	10213	17.91%
August	37717	39,382	35013	35261	36255	2.82%	7147	8051	8784	10646	21.20%

What's next?

- Learning reference collection
 - Standing order titles: addition, deletion, superseded titles (by the end of November)
 - Non-standing order reference titles: know what you have, select new titles
- Go virtual and go out of the building: outreach and deliver services and programs in the community and branches
- Planning: digital studio, innovation lab, new periodicals area, Public Services support room

Reminders:

- Statistics and feedback: programs and classes, learning, patron survey
- Readers' advisory and marketing: booklist, display, blog, Facebook, Instagram
- Tips for difficult reference questions or situations
- Reimbursement for traveling to another location: [TRAVEL AUTHORIZATION 2019.09.pdf](#), [ODOMETER READING.pdf](#)

Reference Meeting Agenda

July 11, 2019 9:30-11 Green Room

(FY2019 Team building focus: building a culture of feedback, being friendly, respectful, and having fun)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw jp sm)

- **Welcome Michael Stanley!**

- **Welcome our guests!**

Life cycle of a library book:

Selecting>acquiring>cataloging & Processing>shelving>lending & returning>Re-shelving>maintaining stacks and collection

- **Inventory reports and FY2020 Goals:**

- **Q&A**

- **Next step:**

Review The Five Laws of Library Science

- Books are for use.
- Every reader his (or her) book.
- Every book its reader.
- Save the time of the reader.
- The library is a growing organism.

FY 2020 Team Focus: Listen, Learn, and Serve

Reference Meeting Agenda

May 9, 2019 9:30-11 Green Room

(FY 2019 Team building focus: building a culture of feedback, being friendly, respectful, and having fun)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw jp kp)
- **Congratulations on Kate's promotion and Jen's baby boy!**
- **Updates**
 - **Renovation:** timetable and phases, groundbreaking, 6/12,3:30 p.m. <https://www.mywpl.org/?q=article/renovation>
 - **Updates** from CC PS RH MA
 - **Collection:** last order 5/16, publication date: 6/16, budget, inventory, [stats](#)(p&e), promotion, reference titles, cs collection (RH MA), invest in ebooks, JM's responsibilities
 - **Staff Development:** conference, webinar, Linkedin, ongoing in-house, DE TJ SM
 - **Classes and programs:** current and summer (CC PS BI +all)
Summer reading: 6/10-8/17, prizes, kickoff 6/15, postcard, bookmarks, books, and booklist, Beanstack <https://mywpl.beanstack.org/reader365>
 - **2019 Action Plan Items and accomplishments**
 - 1. Satisfy Curiosity and Stimulate Learning and Imagination**
 - Responsive collection and promotion: **book clubs, author events, book lists, displays, social media, cataloging cs, reports, inventory, evaluation, preservation, Dementia Resources Center**
 - Classes and programs: a wide range of topics, measure [output and outcome](#)
 - Library Services: **drop in and online resume and job application help, fax ...**
 - 2. Connect with Technology**
 - **Deliver digital literacy and e-resources classes at branches and into the community: ebook table at main and at branches, and build up a solid ebook collection to increase awareness and add more active users**
 - Staff: keep up with new technology ([learning log](#)), learning, helping and teaching
 - 3. Provide Community Space**
 - Community events and programs
 - 4. Share Information with the Community**
 - **Outreach:** senior center, wbra, new Americans, genealogy, colleges ...
 - **Partnership:** WBRA, RIAC (Refugee & Immigrant Assistance Coalition) SMOC(South Middlesex Opportunity Council) bamsi (New Start Brain Injury and Community Center) and cla (Community Legal Aid)
 - **Promotion:** social media: Facebook, Instagram, blog entries, [Ideas for displays and content for Facebook, Instagram, newsletter...](#)
- **Clarifications and Reminders:**
 - **How to read weekly schedule:**
 - **Communication:** when to call GL4 or Ping

- [Daily Updates from Front Desk](#)
- Personal goals review and new goals in June and share your inventory summary in July

Reference Meeting Agenda

January 10, 2019 9:30-11 Green Room

(FY 2019 Team building focus: building a culture of feedback, being friendly, respectful, and having fun)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw jp kp)
- **Welcome:** Shaymaa, [Devon, and Tara](#)
- **Updates and Action Plans for 2019:**
 - **Renovation:** timetable and status
<https://lbarch-my.sharepoint.com/:f:/p/mstickney/EqFnagErDYxJolckvb38DqABkLwryT7OGPW5qTtdAroKvw?e=S1VGij>
 - **Updates** from CC PS RH MA
 - Collection (rebalance budget, inventory, weeding and stack maintenance (tips)), classes, programs, collection at welcome desk, reference and standing order list, criteria for cs collection
 - **Accomplishments in 2018:** collection inventory, classes, programs, book clubs, WooReads, LSTA grant, staff training, work groups ...
 - **2019 Action Plan Items**
 - 1. Satisfy Curiosity and Stimulate Learning and Imagination**
 - Responsive collection and promotion: e.g. urban fiction, cataloging cs, reports, evaluation, preservation, procedure for loan and display
 - Classes and programs: at branch and into the community, using project outcome
 - Library Services: outreach calendar...
 - 2. Connect with Technology**
 - Deliver digital literacy and e-resources classes at branches and into the community
 - Staff: keep up with new technology ([learning log](#))
 - 3. Provide Community Space**
 - Community events and programs
 - 4. Share Information with the Community**
 - **Outreach:** senior center, senior housing, ywca, dept of correction...
 - **Partnership:** WBRA, RIAC (Refugee & Immigrant Assistance Coalition) smoc(South Middlesex Opportunity Council) bamsi (New Start Brain Injury and Community Center) and cla (Community Legal Aid)
 - **Promotion:** [Staff Picks](#), (choose Worcester as scope), [Ideas for displays and content for](#)

[Facebook, Instagram, newsletter...](#)

- **Clarifications and Reminders:**

- **Manage your vacation time and off desk time:** plan ahead, plan time to learn and tend your collection garden ...
- **Communication:** [email guidelines](#), call GL4 or LIC, Incident report, toner replacement, email ak for Facebook, email Kate for flyers, email pc for supplies
- **Ebook station**, Popular Reads classics section, TEAS on Learning Express, earbuds, dvd player and memory card reader, career computer 4
- Locations of Antique ref, Worcester Author, Collection (short stories)
- Q&A

Reference Meeting Agenda

November 8, 2018 9:30-11 Green Room

(FY 2019 Team focus: less is more, building a culture of feedback, being friendly and respectful)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw ng jp)

- **Celebrations:** Nancy's promotion, completion of the first year of LSTA Preservation grant, birthdays ...

- **Goal sharing:**

- **Updates:**

- **Staff:** 2 new GL2s will start on Dec. 3, office, supervisor and mentor ...
- **Staff development:** office meetings and projects, continuing education (training, webinar, sharing ...), LinkedIn Learning, cross-departmental, create a supportive work environment
- **Consistent Desk service:** be approachable, helpful (patron handoffs and referrals), keep good desk stats or notes, and report issues, ask for help, and follow good tips on [Reference Hacks](#), Tuesday and Wednesday evening schedule
- **Collection development:**
 - [Buying areas rebalanced and consolidated](#)
 - **Special Notes** for Tech Services: ML 100-199 RA Nov. 2018 (see Notes)
 - Circulating materials: select, assess (analysis), maintain (inventory, weed, replace, clean and shift), improve, **promote** (display, blog, book talks and clubs), and preserve
 - Periodicals list, its projects, and Web resources: PS
 - Reference, CS cataloging, and Government docs inventory: MA
- **Programming: learn** (surveys), **plan** (Publisher's schedule, google doc, Event calendar) **promote** (print calendar, flyers, press releases, FB postings...) and **do** (running or organizing)
- **Outreach, and partnership:** general, special or target groups
- **What's next?** Books and readers ([Five Laws of Library Science](#) Books are for use. Every person his or her book. Every book its reader. Save the time of the reader. The library is a growing organism.)

- **Clarifications and Reminders:**

- Timesheets: Tuesday before 4, time off request
- Questions?

References:

[*Get better : 15 proven practices to build effective relationships at work*](#) / Todd Davis

[The DiSC personality profile explained](#)

Reference Meeting Agenda

September 20, 2018 9:30-11

Green Room

(FY 2019 Team focus: less is more, building a culture of feedback, being friendly and respectful)

- **Food: Public Services Staff Appreciation Advisory Group** (ds xw ng jp)
- **Master plan and Action Plans updates (GD)**
- **Accomplishments and updates**
 - **Staff development:** office meetings and projects, continuing education (training, webinar, sharing ...), cross-departmental
 - **Services:** filling knowledge gaps, keeping your skills and knowledge current, asking for help, communicate with your desk partner when you need to go to a different floor, keeping good desk stats and report issues ... (FY 2018: 88,238 reference transactions)
 - **Collection development:**
 - [Buying areas rebalanced and consolidated](#)
 - Circulating materials: select, assess (analysis), maintain (inventory, weed, replace, clean and shift), improve, **promote** (display, blog, book talks), and preserve
 - Periodicals list, its projects, and Web resources: PS
 - Reference, CS and Government docs: MA
 - **Programming: learn** (surveys), **plan** (Publisher's schedule, google doc, Event calendar) **promote** (print calendar, flyers, press releases, FB postings...) and **do** (running or organizing) (FY 2018: 813/7140, Summer Reading: 198/1273)
 - [Projects, outreach and partnership](#): cc kd jm jd j ...

- **New:** [Staff Picks and the Great American Read](#), Collection Reports Word documents, Sheet music, [T&G image version](#), [Adult Reading log](#), Typing computers ...
- **Next step**
 - Programs and classes for Winter: cc ps
 - Project Outcome surveys: jm ng+all
 - Promote your events before and after: flyer, press release, FB, report ...
 - Individual goals and action plans for FY 2019
- **Clarifications and Reminders:**
 - Meal break: ½ hour is paid; ½ is unpaid. You are not entitled to the paid portion of your meal break unless you have worked at least 6 hours and you can't count that as time worked.
 - Vacation time (plan ahead and save 2 days in May) and cancellations
 - Questions?

Reference: Get better : 15 proven practices to build effective relationships at work / Todd Davis.

Reference Meeting Agenda

July 12, 2018 9:30-11

Green Room

- **Food: Public Services Staff Appreciation Advisory Group** (jm ak jl -> ds xw ng jp)

- **Clarifications: work rules and work breaks(pc je)**
- **Master plan updates (GD)**
- **Accomplishments:** Eleanor Riik Team Work All Star award, Programs and classes 813 (540), Attendance: 7140 (4744), Purchased 16,552, Spent \$275,172, Circulation, 398,334, grants, special projects
- **FY 2019 Team Focus:** Enjoy stability and cultivate professional growth by creating group norms
 - less is more
 - seeking and giving feedback
 - being friendly and respectful
- **Collection management: (pc rh)**
 - [FY 2019 budget allocations](#) | selecting | Inventory | Weeding
 - TS360: ML 970-999 AL July 2018, suggestion carts, price, format and availability
 - [Cancellation codes](#)
 - [Book displays](#) (rh)
 - Government documents, Reference and CS collections (ma)
- **Programming and Classes (cc ps): Learn -> Plan -> Promote -> Do**
of Readers 454 | Prizes earned 222 | Redeemed Prizes 79 | Minutes Read 148,873
- **Outreach and partnership (pc cc)**
- [Special projects and work groups](#) (pc)
- **Periodicals (ps)**
- **Updates and reminders:**
 - **Idea Board items and criteria:** why is this a problem? Why is happening? Does it improve services? Does it require money or assistance of other departments?
 - Group questions on ref stats sheets at all desks
 - Grants: LSTA Preserving Dr. Green collection, WAC ART, UMASS AID/HIV
 - Time off requests (plan ahead and save 2 days in May) and cancellations
 - Schedule: floater, breaks ...
 - ID or library card for DVD player, keep the record on career computer sheet
 - Guest passes: put used guest passes for out of state patrons in the back of the pile (jm)
 - Mark missing books missing especially summer reading titles in Evergreen (al)
 - [Book donations](#)
 - Staff development day: Sept. 14
 - \$20 temporary charge for credit card payment option for printing

Reference: Get better : 15 proven practices to build effective relationships at work / Todd Davis.

Reference Meeting Agenda

March 15, 2018 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and community

- I. **Eleanor Riik Award:** The Team Work All Star award honors groups of City employees who have worked together to make a difference. Collaboratively they have improved the operations of a department or delivery of service to the public.

The Public Services team of twenty-four librarians at the Worcester Public Library regularly go beyond the call of duty to make a real difference in the lives of their users and community. **They align the library's goals with the data-proven needs of the community; they interact with the community to ensure equitable access to services, resources and programs; and as always, they connect patrons to community resources to change and improve their quality of life.** Librarians consistently add and improve services to meet a wide range of needs of a diverse patron base, from reading recommendations to research, from bridging the digital divide to providing assistance to new immigrants, job seekers, small businesses, and unique disadvantaged populations.

Above all, the Public Services librarians finds great reward in serving their community, in full view of the public eye **in a friendly, respectful and professional manner, while maintaining an atmosphere of peace and order in one of the only places in the city where everyone is welcome and where everything is free.** The magic ingredient to their effectiveness? **Teamwork.** For that reason, I nominate the Public Services Department for this prestigious award.

II. Updates and reminders:

- **Circulating Collections, CS and reference collections:** selecting, [recommendations through TS360 Shared carts](#) and mark on Pink desk stats sheets, budget, inventory, weeding, analysis, [book displays](#), [revised buying areas](#)
- [Training and teaching](#)
- LLB will meet with us to discuss the master plan 3/29
- [Institutional Library Cards](#)
- PC is away for PLA: 3/20-3/24: communication and supplies
- Time-off requests before and after June 1, 2018
- Idea board items (AL)

III. Life cycle for developing and implementing classes, programs, services and projects:

Learn -> Plan -> Promote -> Do

LEARN the need of patrons and community

- ALL interact with patrons in person, online, on the phone and email
- ALL be informed by participating in outreach and partnering with community agencies
- ALL read [project outcome surveys](#) results
- PC+GL4s review patrons' suggestions and proposals and prioritize projects

PLAN a class, program, service or experiment to address a need

- PC or one of GL4s works with a staff member or work group to develop a solution *in alignment with WPL's goals and which can be sustained*
- CC + with authors, performers or other community individuals or groups to develop book talks, music events, fitness offerings, and social service programs or services
- PS works with staff to develop classes and manages 3rd Floor Lab schedule
- CC manages the overall room schedule for programs, classes, tabling, exhibits, etc.
- PC CC PS decides on room locations, time slots and staff
- PC CC allocates budget for performers and supplies, if needed
- CC manages W9s, contracts, payments, room requirements, snacks, and supplies
- PC JM design surveys, and JM NG + ALL [gather feedback from patrons](#)

PROMOTE in print and online

- ALL prepare promotional info on [the google doc of Adult Classes and Programs](#) (Title/Location & Time/Description/Setup & Equipment/Registration Limits/Waitlist or Drop in) and send to CC
- CC enters promotional info into the Google Doc
- PS (classes) and CC (programs) enter brief event info and registrations into EventKeeper
- PC organizes all offerings into meaningful categories
- CC edits descriptions for calendar, flyers and press releases, working from the Google Doc
- PC works with LS on layout and organization of content for the print calendar
- PC CC PS AK KD+ALL proofread the print calendar
- CC + ALL work with LS to complete flyers, bookmarks and/ or press releases
- BI, AK, JL + ALL promote on website, FB, social web, in library, in the community, Friends, TBL...

DO [classes, programs or services](#)

- ALL greet, introduce and make sure presenter has everything he/she needs
- ALL distribute [surveys](#) to be completed at the end of the program and give them to NG
- ALL take pictures to post on FB (send to AK)
- ALL write and submit a summary with images to PC
- ALL log in stats
- NG input survey results, JM analyzes surveys
- CC highlights in monthly report, LS highlights in monthly newsletter

Learn -> Plan -> Promote -> Do -> Learn -> Plan -> Promote -> Do -> Learn -> Plan -> Promote -> Do -> (Examples of utilizing the cycle for current offerings)

IV: Practice the cycle: 2018 Adult Summer Reading Program at WPL

2018 Theme: Libraries Rock - Read, Learn and Connect at WPL!

Software: Beanstack

Brainstorm: align current offerings with the theme and focus on connecting people

- Book and Book Talks (read and learn)
- Community, Food, Fitness and Health and Music (connect and learn)

- the rest of learning offerings (learn and connect)

(Five functions of an effective team: trust, engage in unfiltered conflict around ideas, commit to decisions and plan of actions, hold one another accountable, and focus on collective results

The ideal team player: humble, hungry and people smart)

Reference Meeting Agenda

February 8, 2018 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and community

Patron Services: desk, one-on-one, telephone, email ref (Service Goal: Be unwilling to allow patrons to leave with unanswered questions)

Sample Inventory: sharing

Updates and reminders:

- **SAAC** - jm ak al jl,
- **New Americans** - kd jm bi mf xw, em,
- **Social Services** - cc bi,
- **Website** - kd bi al em mf
- **Outreach** - jp ak
- **Idea board** - jm al bi,
- **Book display** - em ak jl,
- **20-30 somethings**-jm ak al kd,
- **Healthy Living/Food Literacy:** ds jm am,
- Genealogy & Local history: J AL,
- **Business & Financial Lit:** jd pc
- Periodicals:
- **Social Media:** pc ak ps cc
- **Special projects:** kg ra

- MA RH PS

Programming & Classes: learn, plan, promote, do (LPPD)

- [March-May 2018](#) --CC PS
- **Summer Reading Adult Programs: PC**
 2016 Exercise Your Mind and Nourish Your Body
 2017 Theme: Build a Better World - Read and Have Fun Making a Difference
2018 Theme: Libraries Rock - Read, Learn and Connect at WPL!

(Five functions of an effective team: trust, engage in unfiltered conflict around ideas, commit to decisions and plan of actions, hold one another accountable, and focus on collective results

The ideal team player: humble, hungry and people smart)

Reference Meeting Agenda

January 11, 2018 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and community

Review basics and tidy collections

Welcome guests from KARMS: Patience and Joan

Welcome Melody

Review: Best Practices of Reference Services and Collection Management

- **Reference services in person, by phone or online:**

“A librarian should be as unwilling to allow an inquirer to leave the library with his question unanswered as a shopkeeper is to have a customer go out of the store without making a purchase.”

“librarians must acknowledge the presence of library users and interact with them by answering their questions.”
[Samuel Swett Green, Head Librarian, 1867-1909](#)

[Reference service ethics, guidelines and competencies](#) and [Welcome Desk Training Checklist](#) offer assistance, follow up, roving, ask for help, stats, report issues, concerns and trends

Service Points: keep desks clean, organized and fully equipped with needed supplies and tools

- **Collection management:** **select** (goals, tools, budget), acquire, catalog, circulate, maintain (weed, inventory, and preserve), and **promote/merchandise** (ra, displays, lists, reviews, booktalks/clubs, and more), **Assessment**

- **Stay informed:**

Training:

Learning and **sharing:** resources print and online, ref wiki, webinars, workshops and conferences and examples from other libraries e.g. MLS, ALA, NYPL, BPL

Ask questions:

- **Manage your off-desk time:** manage your collections, learning, group work, preparation and other tasks (email ref, donations ...)

Collection Inventory: samples

- Periodicals - PS
- 616s - JM
- 400s - KD
- Sample inventories: all
- [Running Evergreen reports](#)-KG

Voiceover: <https://www.youtube.com/watch?v=0Xk8tvBRzNg&t> -AL

Updates and reminders:

- information on the state building code
- Oversize government documents
- Class/service/program proposals
- March 30, staff development day Civilian Response to Active Shooter Events
- Vacation requests
- inclement weather policy and procedure

(Five functions of an effective team: trust, engage in unfiltered conflict around ideas, commit to decisions and plan of actions, hold one another accountable, and focus on collective results
The ideal team player: humble, hungry and people smart)

December 14, 2017 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and community

Idea board huddle (jm bi al +all)

Getting to know your team members (all)

(Five functions of an effective team: trust, engage in unfiltered conflict around ideas, commit to decisions and plan of actions, hold one another accountable, and focus on collective results
The ideal team player: humble, hungry and people smart)

Updates and reminders

- **Staff and training:** new GL2, cross-training: Ref->bookmobile, children Periodicals->circulation and TBL Ref-train FPBL ebooks, OCOL homework help databases
- **Collections:** maintenance, budget >40%, suggestions on Pink sheet, in [TS360 Shared folder](#)
- **Services:**
- **Action Plan:** education, technology, space, and community
- **Workgroups:** [idea board](#), [website](#), [outreach](#), [social services](#), [book displays](#), 20-30 Somethings
- **Grants:** LSTA Grant- Preserving Dr. Green Collection, consultants visited, report and training, NIH/NLM -UMMS, HIV/AIDS project training in Jan, StartNet Explore Tech: Engineers Make a world of difference-traveling exhibition
- **Programming and Classes:** plan, promote, do, and learn (PPDL), plan for March-May
- **Donation processing procedure**, Laptop for parents, noise level, equipment, vacation time, inclement weather policy and procedure
- Questions?

Thank you!

Happy Holidays!

Reference Meeting Agenda

November 9, 2017 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and community

Idea board huddle (jm bi al +all)

- Review progress/celebrate successes of ideas discussed during the last Huddle
- Discuss new ideas on Idea Board/assign tasks
- [In-House Use Counts](#)

Presentation: AL

Updates and reminders

- **Staff and training:** Allison starts 11/13, Cross-training: ref->bookmobile jm kd ds xw, Periodicals->circulation
- **Action Plan:**
- **Collections:** book budget, maintenance, promoting..., Reference, in-house check in, Popular Rds, CS, Govt. Doc, E-resources
- **Reference services:** desk, one on one, tour, email ref, resume online, find your next read...
- **Workgroups:** [idea board](#), [website](#), [outreach](#), [social services](#), [book displays](#)
- **C/WMARS and Evergreen info:** <http://staff.cwmars.org> (worchester/staff01608)
- **Grants:** LSTA Grant- Preserving Dr. Green Collection, NIH/NLM -UMMS, AIDS Project Worcester and WPL- Bringing HIV/AIDS Information to the Heart of the Commonwealth, StartNet Explore Tech: Engineers Make a world of difference-traveling exhibition
- **Programming and Classes:** plan, promote, do, and learn (PPDL)
[Project Outcome data analysis](#)
Programs and classes planned for Dec. 2017-Feb. 2018 (New! cooking classes and language exchange cafe) [Program & Display Idea Calendar](#)

- **Stats and your feedback:** Record your weeding, learning, programming and unscheduled one-on-one assistance
- Plan ahead your remaining vacation time

Reference Meeting Agenda

September 14, 2017 9:30-11

Green Room

FY 2018 Focus: Learn and serve your team and your community

- **Congratulations-Cara!**
- **Overview of TBL - Jim Izatt**
- **Overview of Community**
- **Review the team structure and goals: one team and one direction**

Rebuild Reference Division: One Team One Direction (7/2015)

- Action Plan -

1. Streamline the line of reporting and communication to ensure a clear chain of command and line of communication

- **Develop a clear leadership structure:** Head + 4 Supervisors
- **Optimize Communications and Simplify Procedures** to ensure that staff understands and is able to locate the division's goals, plans, procedures and decisions through the following methods:
 - Public Services Division wiki: <https://sites.google.com/site/wplrefe/> (documents, procedures, forms and Q&A)

- Email
- Meetings: morning meetings, training sessions, one-on-one, etc.

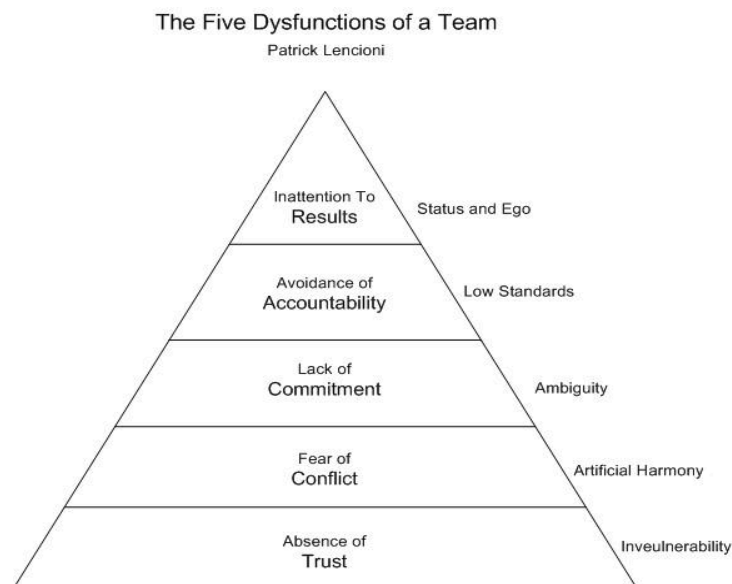
2. **Build ONE Team:** (A team is a group of people who trust each other)

- Build a cohesive team of that consists of 21 adult reference librarians and 4 periodicals staff who are dedicated, knowledgeable, flexible, forward-thinking and responsive and who strive for creating and delivering a wide range of **responsive, innovative and sustainable adult services and resources to meet the ever-changing needs of users and community in Worcester area.**

- Develop teamwork skills:

<https://sites.google.com/site/erefworkgroup/Home/teamwork>

“Five Dysfunctions of a Team” by Patrick Lencioni



The Five Functions of a Team



3: Professional and Leadership Development: essential to the future

- a comprehensive training with topics covering key reference resources, tools and services
<https://sites.google.com/site/wplrefe/Home/staff-training/basicreferencetrainingtopics>
- ongoing training to keep everyone up-to-date with new services, tools, trends and expectations
- providing or creating learning opportunities that allow staff to grow
- providing expectations, goals, guidance, feedback and support

- **FY 2018 Focus:** Learn and serve your team and your community (FY 2017 Focus: Work better and smarter to improve all services)
- **The ideal team player** : how to recognize and cultivate the three essential virtues : a leadership fable / Patrick Lencioni.

He believes when team members possess significant **humility, hunger and people smarts**--they enable teamwork by making it relatively easy for members to overcome the five dysfunctions of a team. **These are not permanent characteristics embedded in a person's DNA, rather, they are developed and maintained through life experiences and personal choices at home and at work.**

The ideal team players have little ego when it comes to needing attention or credit for their contributions, they are comfortable sharing their accolades or even occasionally missing out on them. Ideal team players work with a sense of energy, passion, and personal responsibility, taking on whatever they possibly can for the good of the team. Finally, they say and do the right things to help teammates feel appreciated, understood, and included, even when difficult situations arise that require tough love.

- Learn more about the community needs and resources through serving patrons at desk, programming, partnering with other community organizations or groups and going out into the community

- **Updates and reminders:**

1. Current, winter or future programs and classes: [proposal form](#) - CC PS
2. Using review media while purchasing their collections-RH MA
3. Calling in sick -PC
4. Lost & Found-CC
5. Timesheet: get it done by Tuesday 2:30-MA
6. Tour guides needed-RH
7. Popular Reads Cafe and book displays -RH
8. Master plan
9. Idea Board Workgroup presents:

Reference Meeting Agenda

August 10, 2017 9:30-11

Green Room

1) Updates:

Adult summer programs and services: R.370/B.1321/C.588, Prizes:392-127/265

- Evaluation and improvement: outcome-based immediate and follow-up surveys
- Prizes

Fall programming and classes: new and ongoing -- CC PS

Winter or future programs and classes: [proposal form](#) - CC PS

Collection development:

- Circulating materials: selecting, weeding, promoting, and maintaining -RH
- Reference Collection: standing orders and individual titles-MA
- Closed Stacks Materials - MA
- Circulation stats: <https://sites.google.com/site/wplrefe/>
- [TS360 shared carts](#): fiction, nonfiction, reference, popular reads

Refresher Training Topics: core print and online reference resources, govt. Docs, genealogy, foundation center, local history, business, and Readers' advisory resources ...

Library tours, outreach, partnership -- PC RH

New Americans Info. - KD

3) Reminders and clarifications

- a) Service Desks: [schedule](#), floater and TIS+2nd floor, Pink and Green Reference Statistics sheets, ask for help, helping ESL patrons, professionalism...
- b) Projector in computer lab
- c) Planning ahead your vacation time (2 days in May) and working on Sundays,
- d) Fake "Call Microsoft Tech Support" warning pages
- e) Desk printer paper for copy data printer/copier refills
- f) The level of strictness for allowing use of the "career" computers on 2
- g) Noise signs

2) Brainstorming for **Strategic Plan Action Plan 2017-2022:**

I: Satisfy Curiosity and Stimulate Learning and Imagination

II: Connect with Technology

III. Provide Community Space

IV. Share Information with the Community

Reference Meeting Agenda

July 13, 2017 9:30-11

Green Room

FY 2017 Goal: Work better and smarter to improve all services

3) Updates:

Adult summer programming and services: PC CC PS JM

- Kudos to everyone for providing the community with rich, useful, and fun summer reading adult programs and services!
- Stats: Total R. 328 T.B.L.613, T.C.L. 262, T.P.160, 77/83
- Online presence: [webpage](#), Eventkeeper, Wandoo, FB...
- Evaluation: Project Outcome survey result based on 97 responses
- [Tips and suggested script to use when you run a program, class or conversation](#)
- A floater is added to assist staff at WD

Fall programming and classes: focuses, rooms, schedules, shepherds ... -- CC PS

Collection development: analysis, allocations, ordering, reference and standing order titles, weeding, and your plan for FY 2018 - RH MA

Training: core reference, govt. Docs, genealogy, local history, business, foundation and Readers' advisory resources, webinars ... PC MA PS CC

4) Brainstorming for Strategic Plan Action Plan 2017-2022:

I: Satisfy Curiosity and Stimulate Learning and Imagination

II: Connect with Technology

III. Provide Community Space

IV. Share Information with the Community

3) Reminders:

- h) Enter all stats promptly: reference transaction and patron assistance hash marks, attendance for programs and classes on [Class, Program, One-on-One Assistance Stats Input Form](#), [One On One Assistance Input](#) (unscheduled), any training, webinars, tours, etc. on [Staff Learning Log Form](#), [Weeding Stats Input Form](#)
- i) Keep all desks clean and organized: let Ping and Amy know if more supplies needed
- j) Put all reference books away throughout the day, attend morning meetings...
- k) Things to be considered when you request vacation time: planning ahead, Fridays, Saturday swapping, 2 days in May, etc.

Reference Meeting Agenda

June 8, 2017 9:30-11

Green Room

FY 2017 Goal: Work better and smarter to improve all services

5) Updates:

- a) Adult summer program: implementation and evaluation - CC
 - i) [Printable forms & instructions](#)
 - ii) [Adult summer classes and programs](#)
- b) Kickoff: Saturday, June 24 - CC, PS
- c) Collection: analyses, weeding, cleaning and planning for FY 2018 - RH

6) Brainstorming for Action Plan for Strategic Plan 2017-2022:

I: Satisfy Curiosity and Stimulate Learning and Imagination

II: Connect with Technology

III. Provide Community Space

IV. Share Information with the Community

3) Reminders:

- l) Reference Desk Etiquette: Please remember to allow the librarian who started to answer a patron's question to finish it without interrupting. If he/she needs your assistance, he/she won't hesitate to ask.
- m) The night shift break is a quick one to grab your stuff, use the facilities, etc. It should last no longer than 10 minutes, as we already take our 30 minute break at dinner time.
- n) The Collection Analysis reports look great! If you haven't yet completed yours, please use June to do so. If you have, weed, clean shelves, and prepare carts to submit in FY18.
- o) Enter any impromptu 20 min + patron interactions on [One On One Assistance Input](#) (unscheduled) on the Public Services page
- p) Enter any training, webinars, tours, etc. on [Staff Learning Log Form](#)
- q) Enter any classes, programs, one on one statistics on [Class, Program, One-on-One Assistance Stats Input Form](#)

Reference Meeting Agenda

May 11, 2017 9:30-11

Green Room

FY 2017 Goal: Work better and smarter to improve all services

- Welcome Christopher and Elizabeth!
- Congratulations Alex on being selected to participate in Project Set!
- Christina, Jackie and Katelyn are going to MLA conference, May 22-23.
- Updates:
 - Strategic plan and action plan 2017-2022 <http://mywpl.org/article/strategic-plan-2017-2022>
 - Training new staff: Chris, Elizabeth, Dot and Xuhong
 - e-Resources: Zinio, Statewide databases new contract
 - Collection: Assessment and recommendations RH
 - [Recommended Evergreen report templates](#) KG
 - Desk and virtual reference services, stats, damaged, books, donations, cs MA
- Programming and Summer Reading Plan -PC CC
 - Streamlined procedures: plan (why, where, when, what, who and how), prepare marketing materials (paper and online), do/implement, study/assess, and improve
 - Summer Reading programming details CC

Build a Better World: Read and Have Fun Making a Difference this summer at the Library

 - Read for your own pleasure OR aloud to a child or friend in need
 - Get involved by joining a WPL Community Conversation

- Learn something new by attending a class or program (i.e., arts, gardening, wellness)
Track your own reading, classes, and/or event participation at mywpl.org and win prizes!
Bronze Level Prize: Library mug
3 books, classes, or events
Silver Level Prize: Library book bag
6 books, classes, or events
Gold Level Prize: Library Read T-shirt
9 books, classes, or events
- Kickoff on June 24 CC
- Wandoo demo BI JM
- Social Services and New Americans CC KD
- **Reminders and Q&A:**
 - Evergreen Mylist: use **28139003461518 Library2010**
<https://worp-main.cwmars.org/eg/opac/results?bookbag=168249;page=0;locg=143;depth=0>
<https://worp-main.cwmars.org/eg/opac/results?bookbag=162726;page=0;locg=143;depth=0>
 - Donations; Branch and Department Training; Youth Services Training
 - Lost and Found
 - Schedule and vacation calendar
 - Questions

Reference Meeting Agenda

April 13, 2017 9:30-11

Green Room

FY 2017 Goal: Work better and smarter to improve all services

- Welcome Dot!
- Congratulations Christina on her promotion!
- Congratulations Joy and Alex on their completion of LSTA Preservation grant and WPL 5-year preservation plan!
- Updates:
 - Circulating Collections: budget, weeding, promotion, assessment, and plan-RH PC
 - e-Resources and Periodicals: training, promotion, teaching... PS
 - Closed Stacks collections: regular, government documents, historical materials - MA
 - Traing Dot and Xuehong: 1st and 2nd floor desks, eresources, e-mail ref, collection, govt. Docs, CS collections...
- Programming and Summer Reading Plan -PC CC
 - Gathering information: budget, supplies, ideas...

- Streamline and simplify procedures
- Program Idea Bank: [Adult Program Proposal form](#), [Suggest a Program form](#)
- Outcome-based programming and services life cycle: Plan>Do>Study>Act>
<http://guides.masslibsystem.org/assessment> & [Project Outcome](#)
- Summer Reading theme, goal and activities
Goal: Build a Better World: Read and have fun making a difference this summer *at Worcester Public Library*
Activities:
 - Read for your own pleasure OR aloud to a child or friend in need
 - Volunteer to help New Americans study for the citizenship civics test
 - Get involved by attending a library event (book talk, program, or conversation)
- Reminders and Q&A:
 - Remember to put down hash mark for each reference transaction
 - Schedule: all vacation and personal days need to be requested
 - Send FY time off requests by May 1
 - Ben's book club
 - Please do not leave the library books in your office
 - Spring cleaning: your office, desk and book stacks

Reference Meeting Agenda

March 9, 2017 9:30-11

Green Room

FY 2017 Goal: Work better and smarter to improve all services

- Congratulate Cynthia and Xuhong on their promotion!

- Geoff: Strategic planning
- Ping: staff, teamwork, learning, and priorities from March - June 2017
 - Traditional materials:
 - Review needs, stats, stacks, and budget
 - Fill gaps or refresh collection
 - Prepare [a report or summary](#)
 - Have a plan for FY 2018
 - Online services and resources updates: promote [Ask a Librarian](#) service, [Online Databases](#) (PS), eBooks and ereaders, managing [Web Resources](#) (Fake News & News Literacy)
 - Promote both print and online resources using ref blog and Evergreen My List feature (WPL 3Ref, 28139003461518 pin: Library2010)
- Overview of [Commonwealth E-book Collection](#): bring your own device and be ready to ask any questions or share tips you might have.
- Updates
 - Social Services-CC
 - New Americans-KD
 - Outreach and Programming-CB
- Reminders and Q&A:
 - Log your training on the reference wiki page
 - Schedule: vacation time balance, Saturday swapping
 - Staff development day, 3/24
 - Conflict of Interest Law online training, March 14
 - 3rd floor issues
 - Computer use issues

The language to be used to let patron know why we include or not include their suggested sites:

Hello XXXX,

Your email was forwarded to me for consideration. Thank you very much for sending us your website. After review, we have added your site to our page, since we believe it will be a helpful resource for our patrons.

You can see it here: <http://mywpl.org/...> Adding your link to our site does not in any way indicate that it would be permanent. We constantly review and evaluate our resources and reserve the right to remove this link at any time.

Thank you.

Hello XXXX,

Thank you very much for thinking of us and forwarding your website for consideration. Unfortunately after review, we have decided not to add it to our website since it does not fit our needs and selection criteria at this time.

Thank you for your understanding.

Books on teamwork:

The five dysfunctions of a team : a leadership fable / Patrick Lencioni

The ideal team player : how to recognize and cultivate the three essential virtues : a leadership fable / Patrick Lencioni

Reference Meeting Agenda

Work better and smarter to improve all services=Make it easy

January 11, 2017 9:30-11

Green Room

Accomplishments and the Plan for January - June FY 2017

- Geoff: WPL Strategic Planning
MBLC Strategic Planning survey <https://www.surveymonkey.com/r/TJDRRML> by Tuesday, January 17, 2017
- Q&A for Danielle
- Updates

Overall: (PC) <https://sites.google.com/site/wplrefe/>

Successfully accomplished and enjoyed the following:

- having built a dedicated, knowledgeable and effective team and workgroups through strengths based leadership, <https://sites.google.com/site/wplrefe/Home/calendars>
- having created a culture of collaboration and continued learning,
- having cultivated and expanded productive relationships and partnerships with other departments in the library and community; and,
- having effectively communicated Public Services' goals and needs to a very supportive administration
- Reference transactions (in person and by telephone): 41,074 (6,845 monthly)
- Reference transactions through email: 267 (44 monthly)
- One-on-one instructional/research assistance(more than 20 minutes per patron): 42 (7)
- Career computer use: 1,467 (245) sessions
- Scanner: 366 (61)
- Classes and Programs: Sessions: 298 (50) | Attendance: 1,669 (278)
- Summer Reading Programs: Sessions: 38 | Attendance: 605
- Outreach events sessions:10 | Patrons reached: 203
- Tours: 5 (CSI) | Attendance: 54
- Staff Book Reviews Posted on Reference Blog: 24
- Book Display Themes:62/ Books Checked out from displays: 3787 (631)
- Print & AV items ordered: 8750 items, Amount spent/total budget 160,486/ \$250,000
- Print & AV items weeded: 18,968 (3,161)
- Print & AV items circulated: 212,864/318,492(70% of Main Library circulation)

- Popular Reads: NF 3,016 (502) Fic 2,527 (421)
- New Nonfiction: 14,613 (2,435) New Fiction: 11,265n(1,877)

-Programming and outreach: workgroups: (CB)

-Collections: (RH CB) circulating materials and standing order list

-Research and Historical Collections: (MA)

-Periodicals and e-Resources (PS),

(Statistics for July 2016 - Dec 2016)

Reading Room Use - 11697

Newspaper Requests - 4022

eBook Downloads - 56,040

Electronic Collection Usage - 68,420

Service Assistance - 1030

Microfilm Requests - 522

Study room Requests - 848

Magazine Checkout - 3645

Email Requests - 267

-LSTA grant 2017 and 2018 (J)

- Business and Foundation Center (JD)

-Social Services workgroup (CC)

-New Americans Workgroup (KD)

-Staff Appreciation Workgroup

- Hoopla and Freegal: Q&A (PS)
- Discussion

Reference Meeting Agenda
Work better and smarter to improve all services=Make it easy
December 8, 2016 9:30-11
Green Room

Theme: Renew, Refresh and Refocus

- **Amy presents:** “[Cake Pans and Tools and WiFi, Oh My! Nontraditional Materials and Why Libraries Lend Them](#)”
- **Up-to-date knowledge of the library’s services and programs is essential to ensure consistent and quality customer service**
Mid-year professional development series:
 - Ready Reference Review: things we should know, things I want to know
 - Other questions: e.g. Encyclopedia of Small Business, Banker & Tradesmen, Commonwealth eBook Collections...
 - Databases and ebooks: statewide databases and ebooks and new trial, WPL databases and ebooks
 - Print and online resources[Learning & Teaching Topics Input Form](#)
- **Updates:**
Ask a librarian page, <http://www.mywpl.org/?q=article/ask-librarian>
Email us:
 - **To email a librarian,** use this **email form**.
 - **To request a tour,** use this **Tour Request Form**
 - **To inquire about exam proctoring,** **use this Form**
 - **To email the head Librarian,** or any department manager of the library, please go to the **staff contacts page**.

Collection: mid-year review, rebalance, re-evaluate

New Balance for your buying area:

<https://docs.google.com/spreadsheets/d/1Tnp5HAyzTqNRiKEpy9-7Jj3cf587ziDMgggbzzuBjRs/edit#gid=1184719372>

Another round of weeding:

Reference Meeting Agenda

Goal for FY 2017: Work better and smarter to improve all services=Make it easy

November 10, 2016 9:30-11

Green Room

- **Staff appreciation and celebration by SAAC (JM JL AK)**
- **Welcome Jackie and Xuhong (We are fully staffed!)**
- **Updates**
 - WPL Strategic Planning: feedback from the community, survey in Jan, draft in Feb.
 - City goals: GD SR PC participated in discussion of the mission, vision, and goals
 - MLS annual meeting: goals and advocacy, CB RH

- **Collections:**
 - Circulating materials: budget, selecting, weeding, displays, stats (RH CB)
 - Reference collection: selecting, standing order list, e-titles ...(CB)
 - Basement collection: shifting, evaluating, weeding...(MA RH)
 - Worcester Room and local history and the grant (J)
 - TS360 and iPage
 - Periodicals and e-resources (PS)
- **Workgroups:** (a culture of teamwork)
 - Social Services (CC)
 - New Americans (KD)
 - Outreach (JL)
 - Other workgroups (PC)
- **Reminders and Q&As (PC)**
 - AARP Tax Assistance program: Jan 2-start booking, Feb 4-1st Saturday
 - Opening and Closing, evening breaks, wireless printing, tour request form, be consistent...
 - Call **(508)799-1622** to find out about snow emergency situations
 - Timesheets, vacation balance...
 - “Reference Hacks” by staff
 - “Updated procedures of Lost Child and Lost and Found” (RH BI)
 - Food for Fines program & Holiday party: Thursday Dec. 22, 12-2
 - Questions?

Reference Meeting Agenda

October 12, 2016 9:30-11

Green Room

- **Staff appreciation and celebration by SAAC (JM JL AK)**
- **Welcome Schuyler**

- **Updates (Goal for FY 2017: Work better and smarter to improve all services)**
Staff: GL3: Business Librarian, Jackie Dzugan, Nov. 7, L1...
 A culture of learning: HC-IFLA, AK- will present at MLS annual conference,
 CB-NELA, RH-visit other libraries, others-webinars, ecourses, workshops..(log)
Collections:
 - Circulating materials: budget, selecting, weeding, stats (RH)
 - Fiction area: large print, interfile ...(CB)
 - Reference titles, standing order list (CB)
 - Basement collection: shifting, evaluating, weeding...(MA RH)
 - Worcester Room and local history and the grant (J)
 - TS360, Popular Reads: holdable and weeding (PC)
 - Book displays (PC)
 - 1st floor periodicals (PS)**Workgroups:** (a culture of teamwork)
 - Social Services (CC)
 - New Americans (KD)
 - Outreach (CB)
 - Other workgroups (PC)**Programming: (CB)**
 - Upcoming
 - Proposal form
- **Reminders and Q&As (PC)**
 - Opening and Closing, desk and office supplies, organization, and cleaning...
 - Schedule and time off request
 - Questions?

Reference Meeting Agenda

August 11, 2016 9:30-11

3rd floor lab

- Staff appreciation and celebration by SAAC
- Priya
 - Microfilm machine and Scanpro
 - Finding periodicals in basement
- Veronica
 - Collection Display ideas
 - New books
 - Profiling with B&T
 - iPage
- Mary
 - Introduction to Government Documents
 - Tour of 3rd and 2nd floor and basement

Reference Meeting Agenda

July 14, 2016 9:30-11

Green Room

Goal for FY 2017: Work better and smarter to improve all services

Collection Development: smarter ways to manage budget, select materials and market collection

- Aligned staff's expertise and interest with specific buying areas
- Broke down fund code to better monitor demands and budget of identified dewey decimal ranges and added Non-holdable Fiction and Non-holdable Nonfiction fund code
- Allocated adequate budget for each buying area based on circ stats and current demand
- Rebalanced TSIII accounts so each subject specialist has his or her own TSIII ID
- Developing a customized profile for each subject area so higher quality and more relevant suggested titles will be sent to each subject specialist's TSIII account biweekly (RH CB)
 - A profiling form
 - Automatically Yours
- Merchandize staff and materials through booktalks, reviews, displays, book club in a bag, Readers' Advisory programming ...
- Data driven and patron driven collections: circ stats, hold ratio, most requested, weeding

II. Weeding and retaining: regular and cs collection, reference titles and periodicals

- Regular collection: Barcode and tag: A78..., RFID tag, 38139 ..., condition
- Reference titles (standing order list)
- Periodicals (PS)

Reference Services and Staff Skill Development

- Email Reference Service: **One Inbox to capture email inquiries:** general, genealogy, business, Find Your Next Great Read, proctoring,
- Ask a Librarian webpage

Programming and Outreach (CB)

- Ongoing
- Quarterly
- Have a suggestion and idea?

Updates from Geoff

Questions

Objectives

- Better ways to select and acquire materials
- smart ways to increase circulations of materials in all formats
- Better marketing: reader's advisory, book displays, promote books and other resources

Reference Meeting Agenda

June 9, 2016 9:30-10:45

Green Room

- **Survey results**
 - Accomplishments of FY 2016
 - Areas that need Improvement
 - Focuses of individuals
- **Updates and Sharing**
 - Responsibilities of all GL4s, time cards, vacation requests
 - Some useful marketing tools:
 - Monthly report <https://sites.google.com/site/wplrefe/>
 - E-Newsletter <http://www.mywpl.org/>
 - Reference blog <http://wplreferenceblog.blogspot.com/>
 - Library's website <http://www.mywpl.org/>
 - Facebook, Twitter, Pinterest, Flickr, Youtube, Instagram...
 - Summer Reading staff and patron pages <http://shp.worcpublib.org/>
 - Libguide: ESL...<http://www.mywpl.org/?q=article/welcome-america>
 - Lynda.com computer
 - Updates from Mary, Veronica and Priya:
 - Updates from everyone

Reference Meeting Agenda

May 12, 2016 9:30-10:45

Green Room

- Staff appreciation and celebration by Staff Appreciation Advisory Committee
- Thank you!!!
- Welcome our guests
- Welcome Katherine Gurbanov
- Danielle and Caitlin: a quick overview of CommCat and q&a
- Patience and Lesya: a quick over of TSIII and q&a
- Updates:
 - Summer reading programs: Wandoo, book list, and kickoff event 6/18...
 - New programs and changes for some existing programs
 - Charging and catalog (ipad) station in Fiction area
 - Checking out magazines at Periodicals
 - Game tables on 3rd floor
 - Collection Development: budget, shelf space, weeding, stats, plan for FY 2017
 - Reminders: Referral, follow-up, ebooks and ereaders, Time sheets, vacation requests, approval process, (Vacation Calendar, schedule)...
- Questions?

Reference Meeting Agenda

April 14, 2016 9:30-10:45

Green Room

- Staff appreciation and celebration by Staff Appreciation Advisory Committee
- Getting to know each other: tell us what you are working on including buying areas and projects (two minutes for each staff)
- Updates from Geoff, Ping, Cynthia, Mary, Priya and Veronica
 - Cynthia: summer reading planning
 - Mary: govt docs and special collections
 - Priya: Periodicals and e-resources
 - Veronica: Adult collections: selection, acquisition, weeding and stats
 - Geoff: upcoming 5 year- strategic planning: consultant, survey, focus groups...

- Ping: schedule- template, vacation requests, classes, programs, outreach; short term and long term plans/goals ..

Reference Meeting Agenda

January 14, 2016 9:30-10:45

Green Room

- Accomplishments: June 2015 - December 2015
https://docs.google.com/document/d/1qwF0BcEX5mYzeFHY_tHle0-RGKAdfObLenryWiukz70/edit
- Updates:
 - Find Your Next Great Read: online readers' advisory service

- Outreach and community engagement: Christina, Jessica and Jillian
 - Partnership: small business startup series
 - Buying areas
 - Safety committee: Ben and Veronica
 - More teamwork opportunities
 - Legislative breakfast: Feb. 12, Staff Recognition Feb. 24, In Service Training: March 25
 - Website: donations, local links, clipping files...
- Clarifications and reminders
 - General collection: acquisition, weeding
 - Special collections: Government documents, Reference collection evaluation, basement collection evaluation, Worcester Room and Local History collection
 - Stats: acquisition, weeding, circulation, programs, one on one, training, e-resources ...
 - Desk Supplies: tissues ...
 - Equipment and furniture list:
 - Responsibilities, expectations and time management: schedule, on or off desk duties, special projects....
- New Year New Theme: **Patron, Community, and Collaboration**
 - Summer Reading 2016: Theme: Wellness, Fitness, and Sports

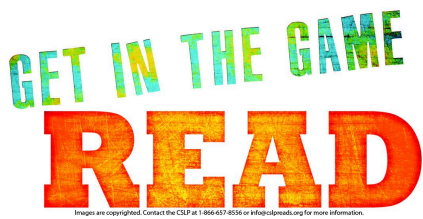
<https://docs.google.com/document/d/1ysgXa0bcqBTWT3E8tbeKdlq-vVdPu3mM2wzxPAuIvE/edit>

Slogans:

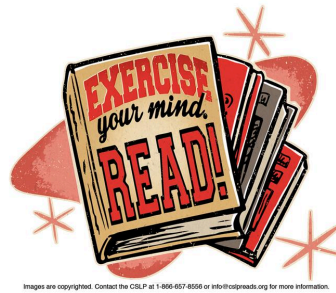
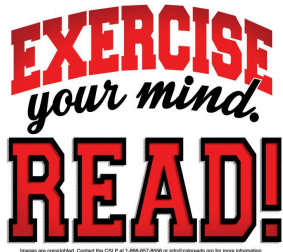
Early Literacy & Children's: On Your Mark, Get Set, Read



Teens: Get in the Game: Read



Adults: Exercise Your Mind – Read



Reference Meeting Agenda

October 22, 2015 9:30-10:45

Green Room

- Updates and reminders: stats: training, weeding, donations, new website, Customer Services group, Readers' Advisory group, Telescopes, Hotspot lending, CS evaluation and weeding, printers, toners, copies
- Building a supportive and nurturing work environment: each office consists of new and experienced librarians along with a reference supervisor

- Brainstorming: outreach ideas including target audiences/groups, organizations and community needs
- * Provide guidance and clarification on policies, procedures, professional issues
- * Sounding board for concerns/ideas
- * Help with regular goal-setting
- * Provide feedback on performance (positive and negative) regularly and as needed
- * Gateway to department head (and any upper admin or other departments)
- * Provide support
- * Assist in providing professional development opportunities
- * Assign tasks, as needed
- * Communicate information as requested to by department head or other superiors

Reference Meeting Agenda

September 3, 2015 9:30-11:00

Green Room

Thank you!

Updates and things everyone should know to stay on the same page:

- Statistics: <https://sites.google.com/site/wplrefe/>
- ARIS report 2015
- forms for weeding, training, programs, classes, workshops, tours and one-on-one sessions
- Communication: within and between departments, morning meetings, emails...
- Procedures simplified to provide consistent, efficient, and effective services
- Register for a library class, program, service or event for patrons, e.g. SCORE
- Service desks, timesheets, schedule
- Computer Lab on the 3rd floor
- Faxing: faxing out only, provided by Friends of the WPL, \$1 a page
- Using photocopier to scan a document
- Ref Hacks by Christina
- Lynda.com & Adobe Design Kiosk and Career Laptop by Priya
- Readers' Advisory workgroup by Chelsea

- Customer Service workgroup by Cara
- Other updates

Discussion:

- **Beverage in the library:** “A beverage (coffee, water, etc.) in a closed container is allowed except at computer stations, microfilm work stations and the local history area.”

Reference Meeting Agenda

July 8, 2015 3-4,
3rd floor computer lab

Rebuild Reference Division: One Team One Direction - Action Plan -

1. Streamline the line of reporting and communication to ensure a clear chain of command and line of communication

- **Develop a clear leadership structure:** Head + 4 Supervisors
- **Optimize Communications and Simplify Procedures** to ensure that staff understands and is able to locate the division’s goals, plans, procedures and decisions through the following methods:
 - Public Services Division wiki: <https://sites.google.com/site/wplrefe/> (documents, procedures, forms and Q&A)
 - Email
 - Meetings: morning meetings, training sessions, one-on-one, etc.

2. Build ONE Team:

- Build a cohesive team of that consists of 18 or more adult reference librarians who are dedicated, knowledgeable, versatile, forward-thinking and responsive and who strive for creating and delivering a wide range of responsive and innovative services and resources to meet the ever-changing needs of users and community in Worcester area.

- Develop teamwork skills:

<https://sites.google.com/site/erefworkgroup/Home/teamwork>

“Five Dysfunctions of a Team” by Patrick Lencioni



3: Professional and Leadership Development: essential to the future

- a comprehensive training with topics covering key reference resources, tools and services
<https://sites.google.com/site/wplrefe/Home/staff-training/basicreferencetrainingtopics>
- ongoing training to keep everyone up-to-date with new services, tools, trends and expectations
- providing or creating learning opportunities that allow staff to grow
- providing expectations, goals, guidance, feedback and support

4: Collection Development

Learning:

The library Collection Development Policy and the online course provided by Arizona State Library at <https://sites.google.com/site/wplrefe/Home/collection-development>

Learning by doing

- Evaluate and weed your circulated materials: consult and record the stats at Ref. Wiki
- **Reference Evaluation Project:** to make the collection more accessible (CB-MC VH)

Damaged Materials in the basement

Ordering for FY 2016

1. Send circulating material carts to Lesya directly as of **July 15, 2015** and make sure to name your cart correctly <https://sites.google.com/site/wplrefe/Home/collection-development>
2. Send reference materials to Cynthia
3. Exclude any books from the CreateSpace Publisher as the quality of materials from them is usually very poor.
4. Aim for projected publication dates that are within 6 months of the date you are placing your orders. The items will automatically cancel after the 6 month limit and your items will have to be reordered.
5. When ordering games, please be aware that Amazon should be the last choice vendor and not the first choice. Explore AV Café, Ingram and other vendors.

4. The future:

- **Reviewing 2013-2016 strategic action plans:** to set up a short and long term plans to complete unfinished action items <https://sites.google.com/site/wplrefe/>
- **Have an idea, suggestion or proposal to improve our collection, services and programs?**
Check out the Ideas List and guidelines for your proposal (CB)

Reference Meeting Agenda

February 28, 2015 2:30-3:45 in Green Room.

Meeting with Geoffrey

- to introduce yourselves and your work to Geoffrey,
- discuss the impact of the leadership turnover of the past few years on the department,
- and share your concerns or ideas for the future of public services.

Reference Meeting Agenda

February 26, 2015

- Sulma-incident reports
- Career laptop

- Copydata reminder/ print station issues
- When putting in reserve requests online for patrons, please add initials to comment field particularly if you add a comment
- Collection issues: budget, reserve fund; spend in your budget line
- Questions and comments

Reference Meeting Agenda

January 15, 2015

- Updates from Tracey and/or Sulma
- Legislative Breakfast: 4 adult users will speak, one took our citizenship class, one used our Resume and Job Help service, one from WBRA, one from Abby's House
- Collection: fiction, non-fiction, reference, carts, budget, weeding and suggest titles
- Services: AARP Tax Help, update on tax form policy, SCORE, Workforce Central
- Programming: the WAC grant, summer reading, Black Veteran's Exhibit
- Digital Literacy and 21st Century skills:
- Basics - Friday classes
- Emerging Technologies - Wednesday Drop-in Tech Help, Powerpoint and Lynda.com
- Job and Resume help-Wednesday evenings
- Citizenship – Wednesday evenings
- Projects and initiatives: career laptop, Kindle Fire, Book Club in a Bag, a LSTA grant
- Training: service points for new librarians, e-resources training and trial (Demographics Now), cross-training at OCOL, periodicals, genealogy and local history, grant resources center ...
 - Ethics training reminder
- Reminders:
 - promoting the library resources and services (e.g. E-readers and ebooks, databases, classes, programs...)
 - keeping relationships with patrons professional and limiting time spent with them on non-library related needs
 - writing out complete call numbers whenever assisting patrons with finding items on other floors
 - starting requesting vacation so as not to lose days

- schedule shifting
 - Questions/Concerns
-

Reference Meeting Agenda

November 6, 2014

- From Circ: Circ tips for Ref staff, new TIS hold form and ILL procedure—any questions?
- Review of extensions procedure
- Communication
 - Responding to emails (day-rotation list)
 - Check class and program schedules each month
 - Schedule requests—Subject line in email
- Collection issues (CY)
 - Reference collection updates and weeding
 - Standing Order review (annual)
- Programming issues (CB)
 - Year-long program planning
 - Suggesting/presenting programs
 - Scheduling programs or classes
- E updates (PC)
 - Discovery Station ready to go
 - Small Business Resource page
 - Book Club Resources—web page, book club in a bag
- Safety manual – fire drill refresher

Reference Department Meeting Agenda

September 24, 2014

Goal: Regroup and refocus to offer the best reference services in the digital age

1. Updates

- Reference statistics: [Monthly Report](#), [Infographic](#)
- eBooks: Overdrive, EBSCO, [suggest a title](#), eReader lending service process
- Email Reference: using ScanPro scans

- Virtual branch: content on the library website and social media
- Classes, One-On-One Help, and online courses (Lynda.com)
- [Staff Training](#): [new staff](#), ongoing, webinars, conferences, QCC training...
- Customer Service Reminders: follow up, referral, look out for each other
- Programs
- Community Engagement: help individual groups to fulfill their mission and goals
 - Small businesses and entrepreneurs, WBRA, SCORE...
 - New Americans: citizenship classes, ALA Carnegie-Whitley grant...
 - UMass Diabetes Center: the online diabetes management system
 - Workforce central
 - Helping students at QCC Downtown campus(See [Ask a librarian page.](#))
- Collection:
 - Evergreen reports e.g. dust cover report
 - C/WMars dashboard
 - Reference collection: weeding, updating, [reference](#)...

2. Q&A

Reference Department Meeting

March 27, 2014

Agenda

2. Review/follow-up of last meeting's To Do list
 - Policy sign displays/currency – AK
 - Staff phone directories –RH
 - Express computer sign-up instruction sign—JP
3. City Ordinance regarding smoking at library entrances
 - Review ordinance
4. Reminders
 - a. Timeliness
 - b. Quiet/Reading
 - c. Timesheets
 - d. Consistency
5. National Library Week
 - Exhibit – Books that changed lives
 - Community Readers
 - Photo Booth
 - Social Media
 - Survey
6. Team updates

7. Questions/concerns/burning issues?

Reference Department Meeting

February 27, 2014

AGENDA

1. Any questions about the last meeting's minutes and the new procedures?
1. Review "Appropriate Library Use Policy"
<http://www.worcpublib.org/pdf/policy/Appropriate%20Library%20Use%20Policy.pdf> (Patron Behavior Task Force)
2. Should staff cancel a computer sign up after X minutes if the patron is nowhere to be found?
3. Clarification: Career Computers
4. Purpose:
 - Applications
 - Job search
 - Resume
 - Tests
 - Anything that requires assistance or troubleshooting

Session length: one hour

Sign-up: Everyone needs to sign up at the 2nd floor ref desk and the librarian needs to let the patron know he or she can only use one hour.

Tips: logoff any unused career computers if possible

Reference Department Meeting

January 30, 2014

AGENDA

1. Answering questions that were submitted in writing.
2. Floor routines before closing and before opening.
3. Extension of time on Internet Computers.
4. Training requests
5. Career Computer issues