By: Timothy Baird  
Dept. Adult Services  
Subject: Monthly Report – February 2020  
Date: March 4, 2020

Administrative

- Attended a Mayor’s Youth Board meeting along with Head of Youth Services Carlson.
- Attended a meeting on the Museum Gallery/Auditorium renovation.
- Worked with Business Manager Deierlein on an analysis of desk coverage. Also worked with Deierlein on OverDrive statistics for the State Report.
- Attended a Census Central meeting with Librarians Bauman and Rothman with Director Kenney.

Staff Activities - Thanks to librarians Sharon Rothman, Mariel Perez, Kristen Thornton-De Stafeno, Kristy Bauman and Austin Duffy who contributed to this report.

- Staff continued to attend Census training led by WLS in preparation for Census 2020.
- Librarian Thornton-De Stafeno trained Trove Staff Reddy on editing eVanced entries. She worked with Director Kenney on publishing the Census eNewsletter for the City. She finalized the new program evaluation forms, worked with IT Staff Jackson on the “Meet the Staff” web page, and took staff photos for the website.
- Staff assigned to the Green Team conducted a staff survey and met to discuss the results and to create two new initiatives at the Library.

Customer Service:

- Media Specialist Olney offered one on one help with 3D Printing, iPad/tablet issues, and advanced computer help.
- From new Program Librarian Bauman: “A patron called for help with ebooks. She’d put an item on hold but didn’t understand how to actually check the item out or find it. We tried to discuss the matter but tech support over the phone is always difficult so I asked if she was nearby. She said she lived 10 minutes away so I said I was available until 5:00 and could help if she dropped in. She came in straight away and after some fiddling, I got Libby set up for her but the book had already been returned. I then tried seeing if it was available as an ebook through NYPL, Queens, or Brooklyn. It wasn’t but she was happy that I checked. She then asked me to sync her Apple ebooks across 2 devices which I was able to do as well. She was very happy by the end and said she wished she could tell someone but I forgot about the form for Brian until it was too late!”
• Librarian Thornton-De Stafeno assisted a patron in troubleshooting and hard reset of their laptop.
• AARP started their annual Free Tax Help, every Monday and Tuesday in the Community Room. With access available thru the Café, they extended their hours to begin at 9am.
• Librarian Duffy offered a Drop-in PC Help for Seniors.

Community Outreach:
• Please see the Community Outreach report for more details.
• Librarian Bauman attend the White Plains Rec & Parks Summer Camp Fair at the High School to spread the work about Census 2020 and the Library as Census Central.

Programs:
• Poetry Slam & Open Mic with featured Guest Poet Joanna Hoffman.
• Common Ground program was a community discussion on Inequality. Co-hosted by the YWCA, WP League of Women Voters, and the Library.
• Computer programs included: Quantum Computing; Coding With Java; Extended Reality; Web Creation.
• Spanish for Beginners with instructor Petrill started its winter session.
• Business programs included: SCORE Refining Your Concept; SCORE How to Build Your Business.
• Book Groups continued with Book’em, Slow Reading,
• Westchester League of Women Voters held a program “Coping With Disinformation”.
• Nutrition Workshop “Stretching Food Dollars” run by Feeding Westchester.