

By: Timothy Baird

Dept. Adult Services

Subject: Monthly Report – August 2020

Date: September 5, 2020

### Administrative

- Attended a Door Counter meeting with Business Manager Deierlein and Manager of Youth Services Carlson.
- Updated the HotSpot Lending Program to add a contactless feature. This required editing TixKeeper, the online reservation software, editing our existing forms, preparing all of the HotSpots, and training staff. Everything was in place for a September 1<sup>st</sup> launch.
- Discussion with Director Kenney about the future of the Museum Pass Lending Program. As more museums are opening, especially in NYC, the passes would certainly be used but each museum has different restrictions and we want to make sure patrons are aware of all the permutations while keep staff and patrons safe. I'm sure we can find a workable solution.
- Meeting with Director Kenney, Youth Services Librarians, and Librarian Bauman as the library prepares programming in support of the Kendi zoom program.
- Reworked staff scheduling while maintaining workforce reduction to accommodate the expanded hours starting after Labor Day.

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

- Librarian Rothman attended the following webinars/zoom meetings: "Library Events: Book, Read, Repeat"; "Zoombombing Response Training"; "Morning Book Buzz"; "Sourcebooks: Fall Titles"; "50+ Job Search Best Practices"; "Candid: Monthly Foundation Directory Meeting"; "Elevator Pitch". Librarian Perez attended two webinars offered by The New York Black Librarians Caucus: **Impostor Syndrome** How impostor syndrome affects black librarians and librarians of color specifically. **Cultural Competency** How cultural competency get us closer to anti-racist librarianship and why this is every librarians responsibility
- Librarian Wenglin has been preparing for her fall short-story book discussion series to begin October 8 through January 2021 using a bold new anthology, *100 Years of the Best American Short Stories*, available to borrow in hard copy and as an e-book through Hoopla and Libby/Overdrive. Library website includes posting with story selections and dates: [Story Series](#). Zoom registration is suggested for the whole series or specific dates.
- Many staff attended Olney's Zoom Bombing Prevention training.

- Librarian Bauman attended a Kendi planning meeting with Youth Services Staff; Programming meeting with Director Kenney and myself; WP JazzFest meeting; Wellness Programming meeting with Librarian Deschamps; Craft Programming meeting with Librarians Carroll and Deschamps;
- Librarian De Stefano worked with Zork on Poem a Day videos. She worked with the Mayor's Office on the Mayor's monthly newsletter and the One Book, One White Plains website. De Stefano edited, updated, and uploaded many blogs to the Library website.

### Customer Service:

- Digital Media Specialist Olney Continued popular series for patrons who have various technical issues. Each patron booked a 15 minute session to chat live about various issues, which were then followed up promptly with customized tech help.
- A patron called needing help with moving her resume from her flash drive to her computer, and then to Indeed. She wanted us to do it in-person but we could not do that. Librarian Bauman sent her a step by step guide instead (seeing steps might be easier than going blind over the phone) and said she could also call back if the guide didn't help. Bauman sent her screenshots and explained what various things were and where to find them but unfortunately didn't hear back to help her complete the next steps.
- Another patron needed help with how to write an MLA formatted outline. She was a senior returning to college online and wasn't sure what that meant or how to figure it out. Librarian Bauman sent her a link to a guide, explained what MLA generally meant, explained what the headings meant, and sent her an example.
- De Stefano assisted a patron with editing document layout in Microsoft Word over the phone.
- De Stefano provided Libby training to a patron via the phone. This has become a fairly common training request.

### Community Outreach:

- Please see the Community Outreach report for more details.
- Librarian Bauman sent an email to the library at Manhattanville College to try to initiate a partnership for a lecture series. They replied to say they are interested. They are trying to determine who might be the contact for such a program
- Librarian De Stefano reports that the number of Twitter, Facebook, and Instagram followers all increased in August. The most popular tweet was on the charging stations after the power outages. The most popular Instagram post was on our New Books layout.

### Programs:

- Spanish for Beginners completed the summer session.
- English Conversation Group met weekly via Zoom.

- The International Film Festival concluded in August with showings of “Becoming Astrid” and “Get Out Your Handkerchiefs”. Our first attempt at a fully online film festival.
- Jessica Flores program in Spanish on understanding and working with family members and friends who Alzheimer’s or Dementia.
- The Future is Female book group discussed “The Library Book” by Susan Orlean.