Future of Libraries

Facilitator: C. Riedell
Monitor: J. Trapasso

- Shrinking staff
- Libraries unnecessary?
- What direction? Maker spaces? Food?
- Cafe can impact use of library
- Outside food?
- Technology
- Space needs for community – nominal fee
- Flexible space
- Music series; yoga; memoir series; open mic
- Mindfulness; lecture series; art
- Libraries go local, go deep – community centered
- Libraries need program coordinator
- Sustainability
- Connecting with local school district
- STEM/STEAM
- Podcasts/collaboration
- How do we plan for the future? Past success/community conversations/respond/world review
- Partner with community
- Non-sectarian spiritual, responding to cultural needs
- Community partnerships
- Trend in libraries to fill positions with part time & para-professionals—role of librarian?
- Librarians need to talk to community about importance of Librarians and Libraries
- Job market often influenced by civil service and money
- More and more library assistants
- Fewer and fewer full-time jobs for new librarians—might affect people attending library schools>fewer library schools
- Self-check affect circ hiring
- Still need human interaction
- Respond to cultural shifts: Profession needs to also shift
- Part-timers don't always have time for programming
- Social services in library—need more people in library
- Library boards must understand what it's really like at the library
- Need support from Administrators in flow of library and day to day work in library
- LACK OF STAFF!
- Question of accountability>show us where the money went. We can't just keep taking on additional jobs
- What do we do? Make noise, don't say "yes" to extra responsibilities. Need to be unified when speaking with Administrators and Board with suggestions
- Need wellness staff development
- Miss WLS staff support like we used to have
- Need to be listened to!
- Must first staff understaffed libraries to ease stress
- Union can impact stress
- Management to pay attention—what is happening day to day
- Use of teams to create a checks and balance system and to support staff.
- Libraries are being more and more outsourced
- Time to lobby and fight
- Need to balance financial needs of the taxpayer with needs for libraries

Recap:
School library closures, Space in demand, Mindfulness, non-sectarian direction, church of the future
Sustainability: Field Goods: Renew, replace, and reuse environmental resources
Need MLS, or LSW to do this job. Do what you are doing well, just keep doing it, and do what the patrons ask you to do

Customer Service

*Reference Interview

*Supporting the Technology Needs of Patrons Now

Facilitator: A. Robbins

Monitor: G. Bell

- How to reach and communicate with our customers about our resources and offerings
- Customer service boundaries
    - Realistic service
    - Managing expectations and limitations
- Adjust/allow staffing to meet expectations and needs, doing what you can, when you can
- Customer venting vs. abusive behavior
- Providing ways for customers to be heard
- Communicating policies and enforcement to customers
- Understaffed and overworked
- Challenges with varying investment among staff
- Misinformation
- "Google" Effect
- Administration
    - Handling policies on staff responsibilities
    - Staff bringing issues up
- We need our patrons/customers
- Quick Questions = "tip of the iceberg"
- Reference interview is important

Recap: It's difficult to do job when short staffed, burdened by tasks of those no longer there. Need patrons to stay in business. Anticipating their needs and making them happy. Burdened by customer's likes/dislikes. Would be nice to act on quickly by policy makers, so they can be heard. Rules are written for a reason, part of customer service.

When faced with issues, we have to provide alternatives

Civil Service

Facilitator: T. Kirchner

Monitor: B. Katz

- How to prepare for the exams
- More transparency re: grading
  *Mechanics of scoring
- Exams available online would help
- Content of questions and reality of job don't match
- Info re: exams and prep are hard to find
- Better PR and customer service with the office staff
- Trying to translate concepts with real language, i.e., Library Clerk = ?
- Who's the source of information?
- Word of mouth
- Repackaging language re: job description
- Not taught in Lib school
- Need to proactively follow up
- Continuous recruitment titles. Need Lib 2, Lib 3, Lib assistant

Recap: Common theme that there is not enough information, very confusing. Staying eligible, consequences, contacting people and clarification, exams did not match the reality of the job. Frustration

Comment: What is the follow-up?

Is someone going to take these comments and concerns back to the County?

NYLA is forming a committee. Get in touch with them.

Comment: Each civil service works a little differently by county.

Counter Comment: Maybe WLS/WLA can bring a little weight to comment on that.

Programming on a Budget

Facilitator: D. Lennon
Monitor: M. Iwan

- Test Run > WLA/WLS Goal
- LIB STAFF SWAP – Exchange
- > directors on board? Time
- Free among lib colleagues
- Scheduling challenge
- Quality of shared resources
- Pool of people/expertise
- Topic Request
- Adult services list would use our expertise too
- Patrons of diverse backgrounds tell their stories>video. All answer same questions.
- Talk to children re their stories and lives. Publish the stories.
- "Read Around the World"
- PJS and reading story of their culture
- Grants
- Adult/Parent storytime
- Annual Fair on cultures
- Blogs and different media
- "Midsummer Tales" (CMA)
- Summer evening storytelling
- Challenge of meeting to discuss programming
- Directors and WLS need to talk
- All types – Adult, J/YS, seniors, Latinos, etc.WLS staff contact/point person to unify us
- Cooperate-collaborate-coordinate
- Public/school/acad/libraries
- Library – Town/Village cooperation and shared funding
- Library sleepover and PJ time and "Lock-in"
- Go thru already existing orgs in the town. What are they interested in? Schools involved? Relationships library/school/town
- Study nights @ library for HS
- "Library when it is closed = magic!"
- Go to the HS library
- Collaborate with police, fire, Mayor, etc.
- Big trucks days
- Collaborate/partner for grants for programs
- Rivertowns as one grant together?
- Look at what we have in common
- WLA as a grant partner
- WC grant association – membership
- Arts WC matching
- Community outreach discussions
- Programs database/GRE model
- WLS – Pat B – grants
- Friends $ - space! – WLA workshop
- WLA @ all PLD Meetings to advocate for us.
- Hire diverse to reflect community
- Get cards for all people in the community including homeless, etc.

Recap:
Library staff swap, people on our staff that have programs to facilitate, put your name on list, suggest subject. Need director's

buy-in. Adult services list. Discussion of vendors—do you know anyone who can do a program. On the WLS IT wiki, can sign up to receive @.
Programming through patrons. Program brought in patrons from diverse backgrounds, asked questions, became a storytelling program. Using patrons to tell their stories to adults/children. Read around the world, books from different cultures. Short stories to children. Idea of collaborating, writing grants for programs, collaborate with other libraries for grant funds. Arts WC has a matching grant. Westchester County Association requires membership. Greenburgh has programs database. Submission form online, patrons can submit ideas and price for their program.

Staff Wellness
*Burn Out

Facilitator: C. Riedel
Monitor: K. Beirne

- Important for the library to have a staff that is happy, healthy and well
- Library is only successful when staff is happy
- Roles in a library are changing. More of a helper role. Stressful. Need to address this. We need support.
- Not helping ourselves. What can we do? Who is helping us?
- Not talking about this in library schools.
- Half librarian/half social worker
- Not all staff members can interact with people in a social services way
- Sometimes libraries are dangerous
- End up being a police officer of sorts
- Be more accepting of our ability to say no
- Short staffing affects positive choices for ourselves
- Too many part-timers = burnout
- Lessoning the value of full-timers creates burnout
- Technology makes work go faster = less bodies = stress—short sighted
- Do we have energy left to deal with changes in libraries?
- Culture in a library has changed, specifically when setting limits with patrons
- Need customer service training specific to tech
- Don't feel respected
- Strong management improves staff wellness
- Need to support each other
- Circ staff are first contact with patrons. We have to listen to them

Recap: talked about the importance of wellness reasons why people are burned out, ideas to combat that. Important to have a healthy library to have a healthy staff. We have a sustaining role to be a community helper, with no support. Not being addressed in library schools. Responding to our shifting role without support; vacations put stress on other staff members; difficult patrons; technology; inappropriate use of technology; problems with new system; technology is reducing staff, but doesn't really erase the value that we provide. We can make noise and let our administrators know what is going on so they can implement them. Can provide staff retreats, staff workshops. Clerks dealing with problems pretty regularly. Address burnout by having teams. Identify areas to focus on according to strategic plan, good feelings and good solutions. Embrace your ability to say no – boundaries.

Assessment and Impact
Facilitator: S. Rothman

Monitor: D. Glauber

- Programs, user experience, procedure; feedback (survey)
- (happiness and competency) employee experience on community
- How do we measure? Library boards, friends, local politicians
- Programs – attendance, surveys, follow-up? LibCal, LibWizard, Project Impact
- Community – survey of services offered
- What program, but when?
- Outreach
- Long-range plan survey
- Target audiences
- Homeschooled families
- Form partnerships with public/school libraries
- Annual reviews
- Staff with longevity – assess
- Graduates after 2010 – CEU
- WLA submit CEU (digital)
- Impact: Staff unable to receive training
- Strategic plan – for staff

Recap:
Assessing libraries and staff internally; how active the program, attendance, online survey tools; simple short surveys that can be used; Qual? Reaching out to patrons, friends, board, organizations. Long range plan, survey the community. Target audience for your program and find them in your community. How you reach out to the people not coming in at all. i.e., children's department, what type of programs would you like in the community—homeschoolers. Created listservs. Public librarians working with school librarians. Internal assessment, getting CEU credits, to recertify. Strategic plan for staff. Interviewed staff members at both libraries. Something you might want to look at and try.

Comment: MK everyone was assigned a project, but problem still related to burnout situation, to reach conclusion on strategic part of it is a lot.

Outreach

Facilitator: A. Robbins
Monitor: S. Rodgers

- Ideas for outreach
- Stay current!
- Partner with community orgs.!
- "Get to" communities not already coming to library
- Reaching patrons at different times
- Social media (?)
- Community Outreach: using the community to help
- Keeping an eye on what's going on around you
- Challenges/support from admin. For doing outreach "outside the building/box"
- Real estate mailers
- Train station
- Conversations about what the library offers
- Joining/promoting at other community events
- Changing communities
- Nannies/caregivers
- Run ideas by patrons: Individually/spontaneously/focus groups

- School outreach partnerships
- Challenge: "sharing the wealth" - community institutions
- Success: Early childhood outreach
- **Recap:** Staying Current
  Using real estate offices in your community, go to train station, starting community conversations about what the library offers. Going to community events, Harrison fundraiser, get out and talk to community Nannies/Caregivers what works for them. Survey and focus group. Project outcome. Time and energy Challenge, some are willing to partner, others not, due to lack of time or conflicting goals

Social Issues

Facilitator: Z. Baird
Monitor: K.Stucko

- Differences in people
- Public Library everything is a social issue
- As librarians in ANY library, respond to needs
- Social breakdown
- How we relate to other people
- Movements – civil rights gaining power so you have a VOICE
- People disagree on what world should look like. Build understanding
- Gateway: Library can provide resources: Books, literature, non-fiction, entertainment; windows into different worlds, cultures, experiences. Entrée into worlds that are different; provide a safe space to explore
- Intergenerational/geographical
- Languages (ESOL/ELL)
- One focus – silos in communities.
- Topics you/public patrons are more interested in than others
- Have to reach out
- Light refreshments will be served
- Key – flexibility, inclusion, not exclusive, openness
- Community/give what they want vs. need, even if they do not know it
- Free and fair public space
- Opposing view/breaking news (political issues too) Ossining library
- INTEREST – VARIETY
- Work at bringing people together – How?
- Demographics of community – door open
- Marketing – newsletter—"all are welcome to attend"
- Poster – multilingual/welcome example Greenburgh
- Universally appealing program, all ages: example, barbecue, picnic, karaoke, journaling
- Being in the building
- Patrons bringing their own life into the building
- We hear email/conversation
- Kid's needs – nice
- Open to help with whatever
- An ear to listen
- Equity
- Disparity glaring at times
- Access to services
- Budget issues/hour cuts
- Chart of districts and what is available in the school setting, ex library, computers lab (elementary librarians getting rid of them)
- Ossining Library – Program parent connection, storytime movement activity
- Connection: Separate kids from parents/decorated cookie together learning. Kids "after stuff" chance to talk/get to

know each other
- Conscious effort to provide space for information connections to be made
- Public activist – Educate tax payers
- Advocacy to local and state officials
- We assume people know—get the word out
- Library still a business
- Supplies – pennies add up
- Charge to use meeting space—use piano
- Borrowing resources = free
- Social Workers embedded into library
- Done in California/city pays
- Jobs, housing, off street
- Northern Westchester social worker 1 day a week
- New Rochelle Grant/Yonkers
- Cooperate with schools
- Referral ex re-entry
- Not for profit summit book: " Palaces for the people".
- Create resilience centers!
- Punchline = public library
- Mayor of Chicago article in Times
- 5-6 story buildings built on top of libraries
- Hudson Valley Health Services
- Food Mobile comes to town feeding America/ShopRite
- Information tables with flyers/people during busy times of day
- Open door/Childcare
- Friends groups extra $
- Computer access/census taxes online
- Filling out online forms
- Library Center due to government not funding different departments
- Social issues are systemic
- Library is a piece in a puzzle for solution

Recap: What comes to mind when you hear the term social issues? For many it related to equity and civil rights. One book, one community – New Jim Crow. Generational, geographical. Silos in our community. Some are interested in different topics. Try to be inclusive, doesn't always work out. Library only free public space . Free to discuss issues that we don't all agree on. In terms of bringing people together, must include all. Cultural concerns of our groups. Kids needs are very important. School librarians defunded, more pressure on public librarians. Our space is valuable, not always possible to accommodate everyone. Emphasize tax dollars are used economically. California has implemented social workers . "Palaces for the People" book.

Team Building
Facilitator: C. Riedel
Monitor: A. Robbins

- Look at library management hierarchy
- Rotate some of the management responsibilities
- Exploit peoples strengths
- Focus on the "human"
- Unified goals
- Team building is the solution to so many of the problems that face libraries
- How can we affect change from the ground up
- Build cross functional /cross departmental teams
- Don't lose full staff mtgs—be creative
- Use your voice—speak up for yourself
- Reach out to staff members: Ask, "Can I help you?"

- Team building is extremely important in the library
- Camaraderie, - not alone- empowering
- Make opportunities in your library to meet together for team building. Support camaraderie
- Bring part-timers into the team
- Expand your idea of team: who makes your initiative happen?
- Remove the silos
- Maybe finance team building with private resources
- Remember the part-timers: include them in meetings and events
- Utilize comp time instead of money

Recap:
Is team building important? Team building is part of the solution for many. Hurdles. Can be cross functional/departmental. Inspiring. Positive and negative. One person can affect the entire team. Important to have administrative support and maintaining the team. Make sure part time staff are included and supported. It. All comes down to the people. Our libraries boil down to the staff. Important to be a strong team and find a way to build from the ground up.

Library Careers
Facilitator: K. Colquitt
Monitor: J. Trapasso

- Thinking of library school
- Second career
- Broaden knowledge
- Diversity in profession library school: 88% white women
- Support staff are diverse
- Library school – Money $$
- Online school and internship = time
- Why profession?
- Civil service/state mandate
- Migrated into career
- Large systems incentive to seed future librarians
- Age: Libraries are not ageist
- Library does not advertise profession as degree
- Info: Technical skills
- Library – Inside out>outreach
- Librarians fit the time!
- Library as Community
- Library as free access—WIFI/Computer
- Library space for all
- Library School vs. tunneling >broaden skills—offer your special skills
- Diversity in library school
    - Look of library
    - environment raised in
    - Rate on return
    - Support group
- Personal fulfillment

Recap: Library schools, online/not online. Second careers. Still 80% white women. Money, internships,
Why the profession, why now, why we work in the library we work in, how we migrated to career, future as librarians, library's not ageist, library's do not advertise the profession as a degree, some libraries should offer incentives to pay them to go back to library school. Librarians fitting into the times. Libraries in our communities. Broadening our skills, offering special skills, discussed personal stories and experiences.

Early Literacy

Facilitator: N. Guenkel
Monitor: G. Iannace

- Outreach to daycare/headstart programs

Pro:

- Guaranteed audience
- Use children to talk to parent
- Then meet the parents at the headstart/Pre-K program
- Communicate library resources for all ages

Cons:

- Language issue
- Staff turnover
- Schools integrating bilingual learning opportunities—libraries need to respond
- Leverage early literacy: Adult classes (English/Technology/etc.)
- Specialized bilingual library staff

Challenges:

- cultural differences
- TIME for outreach
- Exciting things in E.L.: mindfulness/opportunities to be successful
- Grants
- Dual language schools/education
- Partnership with agencies that can provide bilingual support
- School teaching more and more to younger and younger minds
- Word Gap
- Low-income & low-education challenges
- Parents talk to child but they don't converse
- Limited geographically and experiences
- Play-based literacy programs
- Library staff to coach developmentally appropriate behaviors

Recap: barriers working with children as young as infants. Parents, headstart, Francine Vernon gave a lot of insight. Using children to talk to the parents, to let them know that programs exist for their children. We do find that language is a barrier and cultural differences. Trends in schools. Some schools are offering dual language programs, how can we partner and offer? Talked about word gap, early literacy important for population. Greenburgh parent child connection, get people in the community to come to program about developmental milestones. Trends expecting by school age – reading and writing

Library Leadership
Facilitator: E. Provenzano
Monitor: D. Lennon

- Not only administration, but everyone.
- All staff should be empowered at all levels
- Leadership follows from having a strong library director
- Success of a library; lead from within
- Share ideas with staff
- Develop leadership skills
- Openness to ideas
- Attending meetings and conferences with support
- Direction
- PLDA meeting minutes ,can bullet points be shared? Points discussed
- Circ as WLA, etc.
- Communication in all directions

- Work teams within the library
- Involve all depts. on teams
- Then teams focus on a topic/check in with director
- Responsive not reactive
- Less adversarial
- How to handle negative people
- Library directors able to let go, but also need to approve. We can have a great idea, but we need their support
- Leaders are transparent and are supportive
- Advancement—how to:
  Develop expertise
  Civil Service Structure
- Old rules vs new rules in libraries
- Interpersonal acknowledgement among ourselves
- Community leaders + the library
- Respect from the community and their responses to us: What do you do with the power of leadership?
- Personality: Develop skills of empathy, ability to listen, how to collaborate
- Magic of bonding and personalities that work well together
- Know when to step away
- Know your staff
- Listen
- Communication
- Advocate, market your ideas
- “we’ve tried that before” person, involve them in the new idea
- Come out of the office – support the staff
- Continuous dialogue
- Meeting management and agenda
- Great ideas—plant the seed
- “No” is an acceptable answer
- Create a positive culture
- What tone are you using?
- Value others
- Leadership outside the library
- Flexible environment and passion = action and success
- Introduce new ideas
- Trust and support – leaders
- Regular staff meetings to share
- Regular internal and external communications