

John and Judy Gay Public Services Board Report

January 2017

Busy-ness

JJGL continues to set a racing pace in terms of circulation. In the “old days”, when the Summer Reading Program concluded, the library was less busy, and November and December were always slower months when it was possible to get shelf-reading and other projects completed. JJGL remains busy. Looking at this past December as an example, even with the library being closed four days for the holiday, our circulation was 12% higher than last December.

The last five months, the staff have also been learning the new library system, Koha, and working to tweak it. Staff suggestions and questions, as well as comments from the public, are all helping to customize the system to one that works smoothly and efficiently for everyone.

Challenges

In the past six months JJGL has not experienced the problems of teens creating difficulties for the staff and other patrons like we experienced last year. Likewise, we have not had to call the police to escort unruly patrons out. The early voting and Election day process went smoothly, thanks to the great organization of the election judge and the police officers who helped to direct traffic on the last days of voting.

We did experience a traumatic event during the voting period when a voter collapsed in the lobby. One of the election volunteers was also a nurse and she happened to be entering the building as the man collapsed. She ascertained that he did not have a pulse, and when a call was made into the voting area for people who knew CPR, three of four people came straight out to assist. We retrieved our AED (Automated External Defibrillator) for the helpers, and they were able to restart the man's heart with our machine. The nurses did report to the Fire Captain whose EMT crew came out that the machine had malfunctioned, administering a second shock when not called for. Because of this, we have been advised by the Battalion Chief Jason Hockett, to purchase a new AED. The approximate cost will be \$1,600, and we are in the process of ordering one.

JJGL always seems to have problems with its HVAC system in the winter when it is extremely cold, and in the summer, when the water in the geothermal system can't stay cool enough. We experienced all of our heating switches somehow turning themselves off on a very cold day in December. This is one problem we will not be ignoring when it comes to our building expansion.

Exciting News

We are expecting a draft of the Request for Qualifications from Patricia Jackson, the City's Facilities Construction Manager, by the end of the week. When published, this will give architects and construction firms the opportunity to learn about the project, and to respond to the RFQ.

We are starting our new adult programming at JJGL this spring. The programming includes basic computer classes, one-on-one help with accessing the Library's digital offerings, an evening crochet class, podcast creation, and some astronomy programs. We hope for a good

community response to the new programs, and we will monitor the programming's success and impact on staff scheduling.

We have a new staff recognition program in place that I began in September. It's called the Give Yourself a Hand award, and is awarded to staff members by other staff members on a rotating biweekly basis. The hand started at JJGL, but has also been awarded at Hall, and sometimes two Hand awards are given. Here are some of the nominations:

From Larry -I wanted to suggest giving the JJGL hand to "the Three JJGL shelvers" who tirelessly do their job and also volunteered for and performed extra work. They really deserve a hand". Congratulations to Linda, Lauren, and Olivia!!

From Monica (as a member of EPIC) – the Hand goes to Jason because he always goes out to buy water for us to have in the mini fridge!

From Lauren – the Hand goes to Larry for always having a positive attitude and a smile!

From Holly - Kristy is this week's recipient of the Give Yourself a Hand award, nominated by Holly for working two evenings a week to help at JJGL after assuming her full-time position at Hall. Great teamwork, Kristy and the supervisors who willingly shared her with JJGL!

Feedback

A patron submitted this on a feedback form: "Clean and well organized. The staff are helpful." We do have new staff assigned to cleaning the building, and we appreciate the responsiveness of the cleaning crew and our Facilities Maintenance staff.

Lisa Bailey

Branch Manager, John and Judy Gay Library