

December 2013
Public Services Board Report
Prepared by Lisa Bailey, Public Services Coordinator

The Public Services department at the Hall Library consists of circulation, planning of adult programming, genealogy and local history, the volunteer program, English as a Second Language, the courier system, and shelf maintenance. In many cases, a Public Services staff member will be the first person contacted by a patron entering or calling the Library. As such, our customer service ethic is very strong, and training and cross-training are ongoing. Public Services staff work at all service desks including the Circulation, Information/Computer Lab desk, the Fiction desk, Reference/Nonfiction, and the Children's desk.

The Circulation staff, three full-time and seven part-time staff members, has many responsibilities. Their primary duty is to staff the Circulation desk, issuing new library cards and updating older cards, checking items out, collecting fees, and directing patrons to other areas in the library. Much attention to detail is necessary as the staff assists patrons with their accounts and checks in materials. When items are returned, each item is checked for damage. If a book is returned with liquid damage or torn pages or a chewed cover, the patron who last had the book must be contacted. Every audiovisual item is checked to make sure that the correct CD or DVD is in the case.

As we check in items, we are careful to watch for system alerts that prompt a note upon check in. The system alerts us if the item should be sent to JJGL. Some books should have CD's in the back of the book, and a note pops up to alert us. Other items may be on hold for a patron or library department. Some items have colored dots on the cover, letting us know to reshelve it on the New Book Shelf or in an Award Book section in Children's or a display area in the Teen Zone. After everything is checked in, the items are sorted onto carts containing certain call number ranges. Items on those carts are then put into call number order, ready to be shelved.

Other extra tasks that the Circulation staff handles include:

- Teaching computer classes
- Searching for items that are missing, claimed returned, or overdue
- Pulling items on hold to send to JJGL
- Monitoring the supply of informational brochures and producing more if needed
- Bringing in the bookdrop bin from outside, and replacing it with an empty bin

These staff members are supervised by Marci Chen, who has been with us as Senior Technician/Circulation Supervisor for over a year. Marci helps to interpret our policies for patrons who have questions about their accounts, calls patrons about items that are returned damaged, writes procedures, schedules her staff, and works well with them to assure that they are representing the Library in a good way.

Elfi Roberts is our Senior Technician/Volunteer Coordinator. She supervises two part-time shelvers and two part-time couriers. Our shelvers take the sorting carts to the shelves, where they place the items in the correct order, ready to circulate again. They also keep the shelves

neat, the items fronted on the shelves, and in good order. Our two couriers bring in the outdoor bookdrop at Hall several days a week, pick up the remote drops, and convey requested and returned items back and forth between the two libraries Monday through Saturday. The last few summers, we have adjusted their hours so that they were able to do a run on Sunday, too, which helped with the increased seasonal circulation. The couriers (and our van) are an essential link in our system.

In addition to her supervisory duties, Elfi schedules the display cases in the lobby, leads the monthly adult book club at the Hall Library, and is the Volunteer Coordinator for Hall Library, working in concert with her counterpart at the John and Judy Gay Library. She also contacts patrons who return incomplete items, missing CD's or other pieces, and assists with damaged items.

Public Services addresses several specialized areas including our Spanish language collection, local history and genealogy, and E.S.L. classes. Librarian Susan Kusterbeck handles all these special collections and special patrons with aplomb. Our local history and genealogy collection holds materials on Collin County, and also on 29 states, those along the migration trail to Texas. She also orders materials for our Spanish-language collection in the west wing of the 2nd floor. Included in this collection are children's and adult magazines, DVD's, audiobooks, board books, young adult, juvenile fiction, nonfiction and adult fiction, more than 8,300 items. Ms. Kusterbeck coordinates the Library's E.S.L. program. In 2013, a total of 210 students were registered for the three semesters of classes. More than 450 volunteer hours went into the 43 successful classes.

As Coordinator, I schedule the public service desks weekly at the Hall Library, and work with the Library Manager at JJGL to assist with staffing that library when necessary. We have some staff members who are scheduled each week at both libraries, and we will be looking into sending more staff to help at JJGL when the summer reading program starts in June. I coordinate adult programming that the Library presents, ranging from the E.S.L. classes to programs on how to research a historical home, and small business classes. This January, we are debuting an adult bookclub at JJGL, a BYOBook club where attendees can share some of their favorites (second Thursday of the month at 7:00).

I order the 300's, and also am responsible for our audiobook collection, including books on CD's, MP3CD's, and e-audiobooks available through download on our Overdrive web site. I also work at each public service desk which helps me to understand issues that the frontline staff bring to my attention.

I have been with the McKinney Public Library system since June of 1999, and have enjoyed seeing it change and grow. My three years as Library Manager at the new JJGL were a great learning experience, and a lot of fun! I look forward to new challenges for our department as we look for ways to better serve and increase our library public.