
Patron-Driven Service Update:

Children's Services: We're done with the majority of our "Favorites" picturebook neighborhood, and we're on to our "Celebrations" section. This will include books about holidays and other celebrations like weddings and birthdays. A huge thank you to the Collection Strategies Team, especially Linda Foens and Sue Gerth, for making sure our picturebooks are in good condition and up-to-date before moving on with this project. One added benefit of breaking the picturebooks into neighborhoods is we will have much more flexibility in the redesign of our area that Joe Huberty is proposing.

We are a hub of community activity especially for children and families. We had almost 1500 patrons attend programs and events this month! In collaboration with our Marketing & Promotion and Collection Strategies Teams, we are gathering surveys about how we can better serve our patrons through our offerings of events, programs, and materials.

Adult Services: Updated Book Club Kits should hit the shelves in January. New titles were selected after conversations with vendors, programming staff, and kit using patrons.

A new monthly program series began December 8. "Expressive Journaling" combines personal organization and art therapy for a personal exploration. This class will be held on the second Saturday afternoon of the month.

Teen Services: Teen volunteers were a huge help at the library for the Christmas in the Park celebration. A group of middle schoolers was responsible for cutting all the ribbon used to hang the cinnamon ornaments. Teens helped to mix most of the cinnamon dough. When the musicians arrived to play at the library, another group of teens helped them carry in their instruments. We are grateful for their efforts and appreciate the ways they give back to the community.

More service: 27 teens came to the library on Friday, December 14th for a special "Do Good Craft." They made cards and wrote kind messages. The cards were then given to Encore Café attendees. One teen said, "I love coming to the library because it's the one place I can be myself. And I love helping the community."

At the end of December, due to the dedication of its members, we split our Teen Pathfinder Club into two groups: middle schoolers will meet Tuesday evenings and high schoolers will meet Wednesday evenings. We are grateful to Derek Trainor, our volunteer "Game Master," for all his time and hard work in making this club so well-loved.

Patron & Access Services: We have been working on our customer service skills along with making our material handling processes much more efficient. We have been able to get our items back to the shelves much quicker.

Collection Strategies: Working with the Children and Youth Services group, we finished physically weeding the easy readers in the Children's area. We weeded based on physical condition and age; and reordered many popular favorites in order to offer new, fresh and appealing copies of our materials. Collection strategies has also moved into one space in order to make communication and project management flow easily. Sue also moved her desk back to what was a volunteer check in station. Cataloging and processing new materials are also now transitioning to the Collection group, and this process continues on over the next few months. We are looking at ways to make cataloging and processing more efficient in order to make materials available to patrons as quickly as possible.

Marketing & Promotion: We are working on the 2019 calendar of events and the marketing and communications which can support all we having going in in the library. Additionally, we have taken over authorship of e-news communications for the library. We are exploring new ideas and platforms for our web site as well. We continue to define our social media engagement and refine the voice of Hollie and the library we message externally.

Talent-Development Update:

Children's Services: We welcomed Renee Greenlee to our team, and we're thrilled to have her on board! She has been shadowing the Children's Services Staff, and learning all the ins and outs, plus adding her own ideas to how we can grow and improve our department. She even jumping in to do an impromptu storytime to cover when a staff member was under the weather.

Adult Services: Adult and Information Services Specialist, Berlinda Owens, has grown the library's capacity as a resource for caregivers and those experiencing loss. Berlinda is a certified grief counselor and used those skills to create programming plans and resource guides for the busy – and emotional – holiday season. She will continue to expand this line of programming with a partnership with Mercy Caregivers in January.

Teen Services: No update.

Patron and Access Services: The circulation leadership team has worked on a check list for most process that the front-line staff will be working on. This will tell us where our needs for training lay.

Collection Strategies: Jacob and Linda continue to process ILL requests for patrons; Miranda is now processing materials. Sue now catalogs adult fiction and DVD's and will transition to all cataloging under Collection Strategies in the next few months.

Marketing & Promotion: No update.

Risk-Taking & Flexibility Update:

Children's Services: We had to be flexible for our two big events in December, Christmas in the Park and Noon Year's Eve. We were expecting a big turnout for Christmas in the Park and we had over 550 people make cinnamon ornaments, with many more coming in just to hear the musical guests in the lobby. The last few times we hosted a Noon Year's Eve Party we had a little over 100 people attend, this year we had about 350! What an exciting time to engage with our growing community! A HUGE "Thank You!" to all of our staff and volunteers who jumped in to help with these fun events!

Adult Services: Madeline and Berlinda are exploring how to best utilize their limited staff work space as well as highlight efficiencies at the Information Desk.

Teen Services: Rachel Pollari, Teen Services Assistant, met with Alicia Mangin, the Youth Services Librarian at the Hiawatha Public Library, to chat about teen services at both libraries and the possibility of future, teen-specific MLN collaborations.

We hosted the Marion High School Book Club for a showing of the movie *Love, Simon* based on the book *Simon vs. the Homo Sapiens Agenda* by Becky Albertalli. High schoolers came, enjoyed pizza, and got to talk about how the movie measured up to the book. Immediately following the event, one teen went to the young adult section and checked out the rest of Becky Albertalli's books to read. We continue to make monthly visits to Vernon, MHS, and St. Joseph. We also have another fun activity scheduled with Excelsior Middle School in February. Rachel had the opportunity to speak with a Linn Mar High School journalism student for a project about why libraries matter and how to increase their popularity through teen engagement.

Shanel Slater, Teen Services Specialist, organized a Cooking Club program called "Eat Around the World." Community members representing different cultures came and shared

food from their culture with teens. We had a representative from Mexico show teens how to make fresh guacamole (and taught them some Spanish words); a representative of the Philippines spoke about tea; a representative of Lebanon showed them how easy it was to make your own hummus; and a representative from the National Czech and Slovak Museum and Library shared a sauerkraut salad. Many teens tried new foods and found they enjoyed them more than anticipated. We anticipate this event returning again in 2019.

Collection Strategies: We continue to look at improving the cataloging process, project management, and creating a weeding schedule for the whole library.

Marketing & Promotion: No Update

Marketing Communications Update:

Children's Services: We are looking forward to getting results back from our brief survey about what we offer in our collection and in programming.

Adult Services: No update.

Teen Services: No update.

Collection Strategies: No update.

Marketing & Promotion: No update.

Building Project Campaign Update: No update.

Building/Facilities Update: To be discussed in New Business

Technology Update: No update.

Metro Library Network Update: No update.