

PUBLIC SERVICES DEPARTMENT REPORT OF July 15th to August 30th 2019.

The Public Library Services Department is structured around 6 cores services and 1 ancillary service; more services may be added once these 7 are functioning at capacity.

1. ILL (Interlibrary Loan)
2. Help Desk
3. Shared Collection
4. Training
5. Program Support
6. Database Assessment
7. Services for First Nation's Communities

REPORT July 15th to August 30th, 2019.

Staff is assigned as follows:

Anna Scott - Inter-library Loan, HelpDesk & Shared Collection Lead and supervision of summer student

Greg Morgan - Public Relations and Communications + reviewing website content

Vicky Zhang - Program Support & Statistical Analysis

All consultants are being cross-trained on one another's principal responsibilities, and there is a half-hour long, weekly staff meeting. All consultants are required to submit weekly progress reports.

1. ILL

The ILL service is being revamped to ensure same-day service on weekdays.

Moved from checking Tuesdays and Thursdays (2 checks per week)

to checking morning and afternoon on weekdays, with 2 staff checking Monday morning to clear backlog that accumulates over the weekend (10 checks per week).

This will be done with the goal of providing same-day-service on weekdays.

There will be ongoing assessment to determine how much staffing is needed; especially whether 2 staff are required on Monday mornings.

2. HELP DESK

Constant weekday monitoring by two staff members.

System is in place to ensure that every helpdesk ticket is reviewed weekly by management.

Trends are noted.

Quality control is being developed; applying principals of Customer Relationship Management (CRM).

3. SHARED COLLECTION

Weed existing blocks as they are returned

Expand number of blocks (likely 25 items each)

Barcode the blocks, and keep a record of their contents

Review number of blocks each member library can take

Review and gradually increase the block rotation (1 year, to 6 months, To 4 months)

Blocks checked out to the member libraries with that lending period (1 year, 6 months, 4 months)

Items in the block get holds placed on them to get them returned after the block returns.

Blocks sent specifically to retirement communities, starting with Largeprint items in the shared collection that have not circulated in 5 years, followed by items that have not circulated in 3 years.

Bonnyville and Coldlake agree to assist in testing changes to the shared collection.
Vermilion asked to assist, response pending.

Consulted with Yellowhead Regional Library to compare their methods for block circulation to those of NLLS; and received procedural advice and documentation from Simcoe County Library Co-operative re: shared collections.

Began systematic weeding of the shared collection, with assistance from Coldlake re: weeding of the Graphic Novel and Manga collections.

4. TRAINING

Discussion of Grant writing training and resources with Wainwright; no immediate plans on how to move forward with the this.

New Librarian Package, being developed with Bonnyville.

Statistical Analysis (service goals and performance indicators), being developed with Vermilion.

Possible options for future training materials in Policy development, and Board development.

5. PROGRAM SUPPORT

At the request of Coldlake, began creating a program kit for video editing; should be completed in mid-September. Coldlake agrees to test the kit and give feedback.

Additional kits being developed in the areas of coding and computer programming for children and teens. Consulted with Wasaga Beach public library. Bonnyville programming staff are interested in assisting with testing beginning in November.

Interest in wireless internet hotspot lending was communicated by Coldlake. NLLS agrees to act as a repository for best practice documents. NLLS is collecting documents from East Gwillimbury, and Springwater Township; Coldlake agrees to collect documents from Alberta libraries currently engaged in wireless internet lending.

6. DATABASE ASSESSMENT

Review of current usage
Decisions regarding renewals, promotion and training

Presentation from Steve Slenk of LinkedIn, regarding LinkedIn learning. There are potential issues with LinkedIn learning. Consulted with Hamilton Public Library re: LinkedIn learning. Conversations with Wainwright and Vermilion re: LinkedIn learning.

7. Services for First Nation's Communities

Significantly increasing the number of First Nations' related items in the shared collection.

Review of NLLS website content related to First Nations is ongoing.

Discussion of shared collection with Vivian Jenkins of Saddle Lake and Two Hills.

Discussion of library services at Frog Lake with Colette Poitras.

8. ADDITIONAL NOTES

Filing training for public service consultants.

Participated in a staff team-building activity.

Visit and meeting dates in attached Excel spreadsheets