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Date: September 10, 2018
To: RCPL Board of Trustees
From: Sean Minkel
Re: Library Exchange Report

From August 27 through August 31, I participated in a librarian exchange with Siouxland Libraries in Sioux Falls. The purpose of this exchange was to learn from one another, identify potential improvements and increase future communications.

My time was primarily spent shadowing with multiple personnel, attending meetings and visiting branch locations. I observed workroom operations, discussed policies and identified differences between our two libraries. It was clear that they are working with many of the same issues we experience and have, at times, come up with alternative solutions. I was also able to observe services that we have considered for future implementation such as automated materials handling and bookmobiles.

Their passion for providing excellent library services was evident throughout my visit and exemplified by clean facilities, excellent customer service and continual improvement. In the coming weeks and months, I will be sharing these experiences with library staff so that we may all enjoy some new perspectives. And while the initial exchange involved only me spending time at Siouxland libraries, we hope to have a Siouxland librarian or librarians join us here in the future.