



DOWNTOWN LIBRARY
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DIRECTOR'S REPORT NOVEMBER 2019

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

The library was asked to participate in Horace Mann Elementary School's STEM night this month. Students were able to learn about conducting energy as they constructed their own flashlight out of simple materials.

STAFF TRAINING AND DEVELOPMENT:

Staff members participated in a webinar to learn additional strategies to deal with angry patrons. While the vast majority of library visitors use the facility appropriately and engage with staff on a professional level, there are instances of inappropriate anger or behavior. The webinar provided staff with techniques to improve their response to emotional outbursts, learn to not take things personally, and outlined specific phrases to help keep customers' emotions under control.

DIRECTOR'S REPORT:

Amanda (Mandy) Marquez was hired as the part-time Administrative Secretary, and started work on November 4. Mandy impressed us with her professionalism and personable manner, and we look forward to her being on our team.

MEDIA COVERAGE:

- 10/1/19 [Rapid City Journal Event Mention - 2019 Young Readers One Book | Donald F Montileaux](#)
- 10/1/19 [Rapid City Journal COMPASS – October Events Article](#)
- 10/4/19 [Rapid City Journal Event Mention – October Job Skills Series](#)
- 10/8/19 [Rapid City Journal COMPASS Reader's Advisory](#)
- 10/8/19 [SDPB Event Coverage – 2019 Young Readers One Book Donald Montileaux](#)
- 10/12/19 [Rapid City Journal Event Mention – No School Days Celebrate Culture, Family & Life](#)
- 10/15/19 [Rapid City Journal COMPASS Article – Mango & ArtistWorks Promotion](#)
- 10/16/19 [Newscenter1 Event Coverage – CHAOS Kids Bats & Butterflies](#)
- 10/22/19 [Rapid City Journal Event Mention - Not Too Spooky Story Time & Spooktacular Trick or Treat Parade](#)
- 10/22/19 [Rapid City Journal COMPASS Reader's Advisory](#)
- 10/23/19 [Rapid City Journal Editorial Letter](#)
- 10/24/19 [Newscenter1 Event Coverage – Rapid City Public Library Hosts Haunted Gingerbread Class](#)
- 10/29/19 [Rapid City Journal COMPASS Article – November Events](#)
- 10/30/19 [KOTA Noon Show Live Interview –Halloween, Mango & ArtistWorks](#)
- 10/31/19 [KELO Event Coverage – Halloween Story Time](#)
- 10/31/19 [KEVN Event Coverage – Halloween Story Time](#)