



www.rapidcitylibrary.org

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DIRECTOR'S REPORT OCTOBER 2016

COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

NEW SERVICES:

STAFF TRAINING AND DEVELOPMENT:

DIRECTOR'S REPORT:

Strategic Planning: As part of their ongoing collection of material on the library, Malcom Chapman's firm hosted a World Café at the library on Sunday, September 18 from 5-8. We had a good, if small, turnout and got some good feedback and suggestions. Malcom said he would be contacting board member, foundation board members and Friends of the Library directly for input.

County Funding: Since the CPI was 0% for 2017, our funding from the County will remain at \$400,000.

Library Visioning: The Vision Plan Report was created as a means of envisioning the possible directions the library could take in the future. The staff was excited by the project and present the current Vision Plan Report as a means for starting the discussion with the Board for addressing the future of the library. ([see report attached](#))

Library Project: We are planning on replacing the carpet on the first floor of the library, paint the walls and ceiling on the first floor, and rearrange the stacks. This will involve going out to bid for the project. We will need Board approval to do so. (see memo)

Special Needs: We are exploring the possibilities of serving various populations with special needs. One such group would be people with autism. There are libraries around the country that open to specific groups at specific times. One possibility we are exploring is opening the library on Sunday mornings specifically for children with autism. Other libraries are hosting similar programs:

<http://publiclibrariesonline.org/2014/04/implementing-programs-for-children-with-autism-spectrum-disorder/>

<https://americanlibrariesmagazine.org/2016/03/01/sensory-storytime-spectrum-libraries-add-services-for-children-with-autism/>

<http://www.slj.com/2014/07/programs/bridging-the-gap-making-libraries-more-accessible-for-a-diverse-autistic-population/#>



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There are grants we can apply for (<http://librariesandautism.org/>).

Landscaping: We will be removing the rocks from in front of the library and replacing them with an as yet to be determined material.

Meeting Room Use: We are looking at the possibility making meeting rooms accessible to the public before the hours the library is open. There are still a few logistical problems we are trying to iron out.

As reported last month, Mobile Branch: We have been working closely with the Foundation to fund a launch of a mobile branch, but so far there has only been (generous) interest shown by the Vucurevich Foundation. Due to that, we will be putting those plans on hold and I am suggesting we take a different approach. We will be planning with Outreach to engage those areas in Rapid City (adult care facilities, daycares, etc.) where we can develop strong numbers and show a definite need that we would be meeting. Once we develop the numbers I think we will have an easier time finding more supporters. The Foundation has been notified of this change. We would like to thank the Vucurevich Foundation for their willingness to stand with us and fund this concept.

Communication: We put out a communication survey in August in order to better improve communication overall in the library. Below records some of the feedback we received, as well as what actions we plan to take to improve communication.

COMMUNICATION SURVEY

Please find the results of the survey on communication summarized below. We've responded to all of the constructive comments with ideas for implementation. If you have other comments, suggestions or questions, please speak to any supervisor. We appreciate the feedback and are working to make things better. We expect the same of every staff member who works at the library.

Some of these ideas will morph as we receive feedback and as we see what works and what doesn't. Thank you to everyone that participated in the survey! -Sean M.

How would you rate communication at the library? 1-5 stars.

The libraries overall communication rating was a 3 (Average). Most staff rated us average, with some outliers on either end of the spectrum.

What can be done to improve communication?

- Involve Staff in Changes
 - Let staff know about change with more lead time. – We're going to create a Library Wide Projects (name may change) list on Sharepoint and will start populating it shortly. The intent is to use this to track long term/larger projects once they start and it should give staff ample time to ask questions and provide feedback. Once created, this should show up on the same page as Library Projects.
 - Be able to clearly communicate “why” something is happening. – We hope the Library Wide Projects list will be a place where we can accomplish this more clearly. If you still don't know why something is happening, please ask a supervisor.
 - Listen to staff and try to understand concerns and questions. – Yes to this and the two related points below. While there will always be times when communication fails for one



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reason or another, we are all committed to seeking to understand one another and find the best solutions.

- Supervisors shouldn't take questions about a change as a personal attack.
- Be willing to tweak things based on a concern – it doesn't mean that a change shouldn't happen, but it may not be the best way to go about it.
- Involve more people in the decision making process when it's possible to do so. Consider having a staff member involved in long range planning. – [The Liaison group should be able to accomplish this along with Library Wide Projects. Based on feedback, we're also considering changes to the Liaison Group \(see below\).](#)
- Follow through when a plan changes with more information instead of leaving something unknown for long periods of time. – [Library Wide Projects should help with this.](#)
- Improve communication about available training. – [Amanda will be sharing more information at morning meetings in addition to announcements and emails.](#)
- Help Staff Promote & Answer Questions
 - Outreach should attend morning meetings to brief staff on upcoming events. – [Outreach will provide updates at morning meetings using the events calendar to go over the upcoming week.](#)
- Promote Open Communication
 - Desk schedule changes by supervisors make little sense. – [Schedule 3W should reduce this.](#)
 - Fewer closed doors and film on the office windows would help to bridge a gap between supervisors and staff. – [Supervisors usually close doors when sensitive communication is occurring. The window film is both for privacy during some of these meetings and was recommended as a security measure at one point. Everyone is always encouraged to knock if you need us - none of us will get upset for being interrupted.](#)
 - Sincerely ask how things are going when walking around. Be direct and specific about something that's going on that day. – [Yes. Feedback is always appreciated.](#)
 - Value each person's strengths and allowing them to flourish instead of hindering their abilities. – [Ask for what you want and we'll try to accommodate based on the needs of the organization.](#)
 - Bring back the suggestion board in the break room. – [We are going to get a white board for the break room to ensure this is ongoing.](#)
- Meetings
 - Liaison meeting should have standing members, with a notice a week or two before the meeting to remind staff to speak with liaisons. – [We've had feedback both ways on this in the past. I'll be sending out another survey on Thursday for more feedback on this specifically.](#)
 - Bi-annual or Quarterly meetings with Jim or Sean present. Possibly all-staff. – [This is under consideration. It will mean split shifts. Please give feedback to your supervisor.](#)
- Staff Responsibilities
 - Listen to change and don't always take them in the most negative light. - Yes.
 - When making changes in how things are done, let other staff and supervisors know. – [Please remember to update procedures.](#)
 - If something needs to be changed, speak up. – [Yes, please.](#)
 - Know about the communication tools and access them frequently. -[Yes.](#)
- Miscellaneous
 - Reduce the number of tools or avenues for communication. Or make it clear what each communication tool is for. Skype isn't always the best way to communicate. – [We are open to suggestions on this topic. In general, the main tools for long range](#)



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communication are Library Wide Projects, Announcements, and Email. And the main tools for short term/urgent communications are Skype and Phones/Texting.

Media coverage:

KOTA: <http://www.kotatv.com/content/news/Rapid-City-Public-Library-gets-outside-the-lines--393795321.html>

KOTA:

<http://mms.tveyes.com/Transcript.asp?StationID=5365&DateTime=9%2F18%2F2016+10%3A07%3A09+PM&Term=Rapid+City+Public+Library&PlayClip=TRUE>

RCJ: http://rapidcityjournal.com/news/local/local-ukulele-lovers-strum-up-a-good-time/article_e8c6c2ce-9d33-5e7d-975a-544dccfb989e.html

KEVN:

<http://mms.tveyes.com/Transcript.asp?StationID=5350&DateTime=9%2F16%2F2016+10%3A23%3A45+PM&Term=Rapid+City+Public+Library&PlayClip=TRUE>

KEVN:

<http://mms.tveyes.com/Transcript.asp?StationID=5350&DateTime=9%2F16%2F2016+6%3A24%3A25+AM&Term=Rapid+City+Public+Library&PlayClip=TRUE>

KEVN:

<http://mms.tveyes.com/Transcript.asp?StationID=5350&DateTime=9%2F19%2F2016+12%3A03%3A43+PM&Term=Rapid+City+Public+Library&PlayClip=TRUE>

KEVN: <http://www.blackhillsfox.com/content/news/Library-Goes-3-D-395201151.html>

KEVN/KOTA:

<http://mms.tveyes.com/Transcript.asp?StationID=5350&DateTime=10%2F2%2F2016+5%3A35%3A17+PM&Term=Rapid+City+Public+Library&PlayClip=TRUE>

KEVN/KOTA:

<http://mms.tveyes.com/Transcript.asp?StationID=5350&DateTime=10%2F3%2F2016+5%3A33%3A56+AM&Term=Rapid+City+Public+Library&PlayClip=TRUE>



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