COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:

I hosted Community Development Director Ken Young for a tour of the downtown library on November 16. Ken was impressed with the services and collections we offer. He is also a published author, and donated his three books to our collection; we will try and schedule him for an author talk in the near future.

Lisa DaSilva, Stephen Tafoya, Sean Minkel, and I visited the BHSU library to see their virtual reality setup. Various academic departments will use the virtual reality tools to create art and design, explore the universe and medicine, and conduct virtual orchestras. The equipment and software is accessible, and we will begin to outline plans for how we might implement it in our library to expand STEM and other learning opportunities. While in Spearfish, we also visited the Grace Balloch Memorial Library and toured their collections and services.

NEW SERVICES:

Adventure Bags have been added to the collection. Kids and families can explore a variety of topics by going hands-on with the themed bags. Each Adventure Bag contains books and items to expand knowledge or learn a new skill with family and friends. Themes include: Creatures of the Black Hills, RAWR! Dinosaurs, Kids in the Kitchen, First Steps with ABCs, and the Little House on the Prairie Experience.

STAFF TRAINING AND DEVELOPMENT:

Board members and staff participated in the November 16 Trustee Training presented by Tracy Cook of the Montana State Library. Four members of the management team and one Board member participated in the all-day session on November 17, along with other Black Hills area librarians and their board members. The focus of both sessions was on creating plans to explore public value, while being able to measure and define that value to the stakeholders. Thank you to the Board for your active participation in these important learning opportunities.

The library management team participated in the first part of a two part retreat facilitated by Leah Braun of the Harney Business Group. Part two will take place on December 12. The focus of the retreat is to enhance organizational commitment and accountability, expand trust and effectively address conflict, in order to achieve measurable results.
Library Associate Jolene Smith and the Customer Service team hosted weekly trainings on providing effective customer service to young children, including handling issues and explaining children’s needs and understanding at different age levels.

**DIRECTOR’S REPORT:**

Brent Schultz was hired as the new Publications Library Associate I; he and his colleague Deb Holz create all our brochures, newsletter (digital and print), signs, event promotions, and other marketing pieces.

A recent vacancy in a management position has provided the opportunity for a staff restructure to meet organizational needs. The management FTE is being reallocated to non-management positions, to better meet the needs of direct customer training and interaction, and support for library events. Further reorganization will take place in the coming months, to address some of the proposed strategic plan initiatives. These changes will not impact the overall library FTE, but will allow for service enhancements and expansion.

Feedback received from an unknown man who stopped by my office: “You have a lovely library, ma’am. I’m from Wisconsin and I don’t like anyone or anything, but your library is fabulous.”