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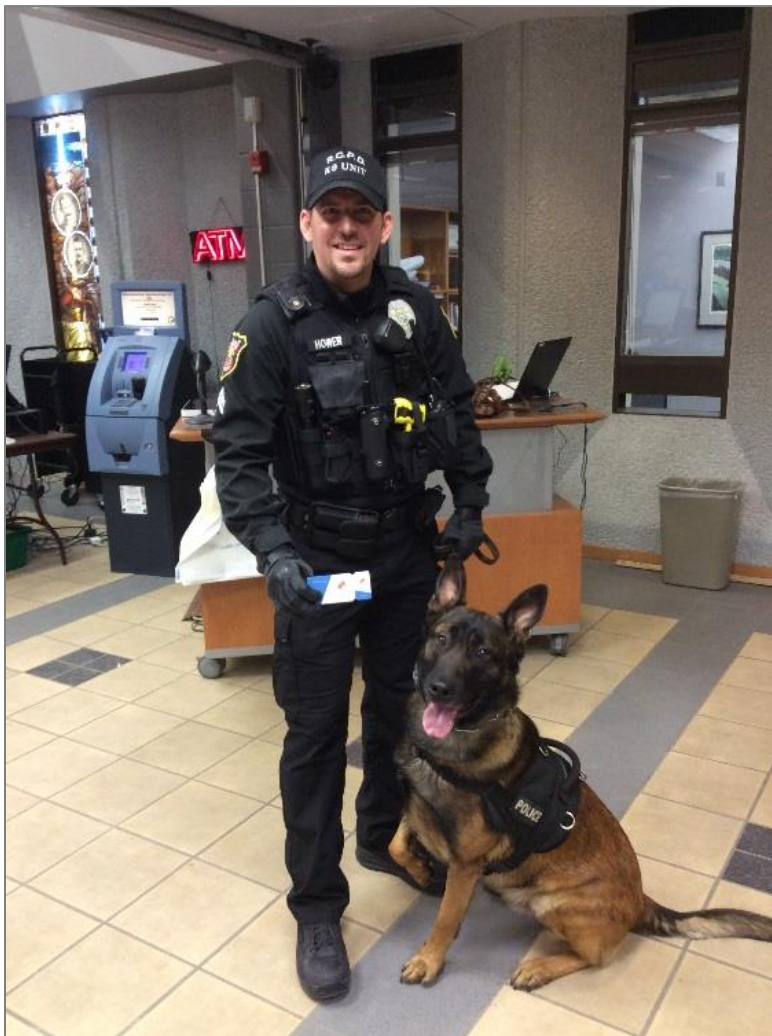
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## DIRECTOR'S REPORT JANUARY 2018

### COMMUNITY, GOVERNMENTAL, AND INTERLIBRARY RELATIONS:



K-9 Officer Jary (and his human, Officer Hower) stopped by the library to get his library card.

Becky Drury and I attended the Mayor's Legislative Breakfast on January 4. I also attended the Economic Development Annual Meeting on January 5.

We received 94 public comments in 2017, 31% more than in 2016. Compliments comprised the greatest number of comments, which was also the case for the previous 3 years. The 2017 increase may have been related to the remodeling and change to the bookstore organization of collections. Many patrons praised staff for their customer service. For the second year in a row, there were no comments specific to the North library.

During the past month, I've continued to meet with community leaders: Alderman Ritchie Nordstrom, School Superintendent Lori Simon, and YMCA Executive Director Roger Gallimore. I've also begun attending the monthly Downtown Area Watch meetings.



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**NEW SERVICES:**

New banners are hanging around the library's half block, to further promote the library.

**STAFF TRAINING AND DEVELOPMENT:**

Russell Conklin has been promoted from Custodial Maintenance Worker (CMW) II to CMWIII. In this capacity, he will act as team lead for the facilities department and take on a heightened level of maintenance and oversight of the HVAC systems.

An all-staff meeting was held on January 18, to discuss staff feedback related to internal customer service and communications.

Staff were informed that they will be part of the problem-solving and development of solutions. They were also informed that a new strategic plan will be presented in the next few months, to provide focus and direction for the coming years.



**DIRECTOR'S REPORT:**

Floor repair and carpet replacement has been completed at the checkout area. We still anticipate a February delivery of replacement check out desks.

I have been selected as a facilitator for the [Research Institute for Public Libraries](#) to be held in Atlanta late July-early August. In this role, I will be responsible for facilitating a small group through discussions focused on the research topics, connecting with other facilitators, and providing feedback to the Institute organizers. I will be required to do some initial work through webinars and online communications; we receive a reduced registration fee which includes lodging and most meals. This opportunity came about through a competitive application process, and I am honored to have been selected and represent RCPL at the Institute.

**MEDIA COVERAGE:**

December's YouTube views was almost 7 times higher than November's, due in large part to the creative [Star Wars video](#) posted by staff.



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