

## Member Services Report

Amanda Perrine

February 2024, reporting on January 2024

- € TAC Trustee Training: *Trustee By Numbers* had almost 40 registrants and received excellent reviews
  - We are working on further training and an in-person meet and greet
- € Attended Member Council, L3, and MOU meetings
- € Met with staff on their 2024 goals
- € Ran Youth Services meeting where our focus was Eclipse programming. Emily from the MOST came and spoke as did Maggie Foster.
- € Began work with annual reports and did a training for the directors and managers

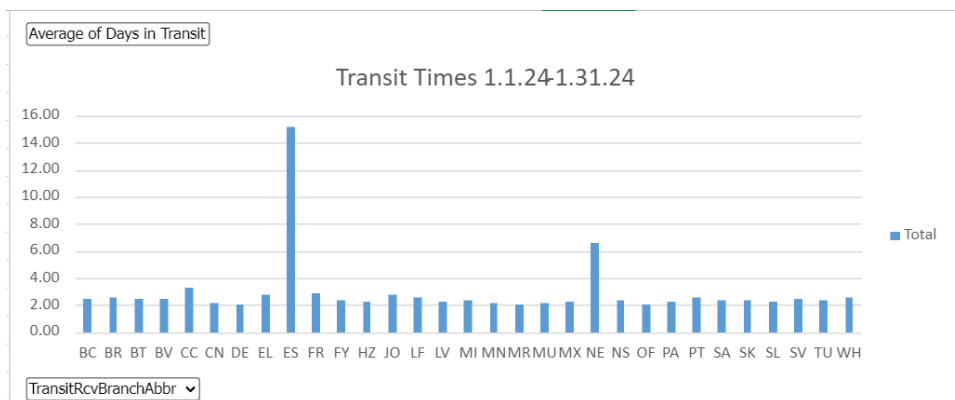
### Outreach (Maggie Foster)

- Outreach Services this month went to 3 different Outreach Events and signed up 21 New Library Cards and made updates to 6 Accounts! The STAR Lab was open to the public for a total of 6 days, and was featured on two different news channels! Outreach was also interviewed about the importance of combining reading and sports on a special news feature for Channel 9. To round out the month, we also made contact with partners at Hillbrook Detention and Jamesville Correctional.

### Literacy (Amy Thorna)

- Shared RFP for Literacy Champion grants and assisted two librarians in developing a proposal and writing the grants.
- Met with LitCNY and SCSD to collaborate on a program for supporting low-level learners in and out of the classroom. Currently there are no formal programs for adult learners reading below a 4th grade level, with the exception of one-on-one tutoring from LitCNY

### Delivery (Jesse Anderson)



- € The delivery staff started off the new year strong, with full trucks and a lot of items. The month saw more hold items going through the system than the previous month. We have begun our search to fill our vacant sorting room page position. The job will be posted as of the first of February.
- € Average time in transit: 2.53 days