

Member Services Report

Amanda Perrine

December 2023, reporting on November 2023

- € I participated in the planning of Tor Loney's visit from the state library and went with him to 2 branches and 3 member libraries. We were able to show him a wide selection of our libraries and hope to have him visit again in the future.
- € Maggie, Amy, and I attended the NYLA conference. There were phenomenal programs that I hope to bring to OCPL as trainings such as using data, employee reviews, and information on the NYS Regents Advisory Council on Libraries (RAC).
- € I was elected NYLA Leadership and Management Section president for 2023-2024.
- € I had my final member library meeting at Liverpool and have now visited every member library since starting this position. I look forward to continuing to visit the libraries and assist directors and trustees.
- € I met with Rene and Becky to discuss how my position could assist them for OCPL: City
- € I hosted the Youth Services meeting and offered training on how to plan 2024 goals
- € I will be teaching IST 717: Library Leadership and Management in-person at SU's iSchool for spring semester. I'm very excited (and nervous!) about this opportunity.

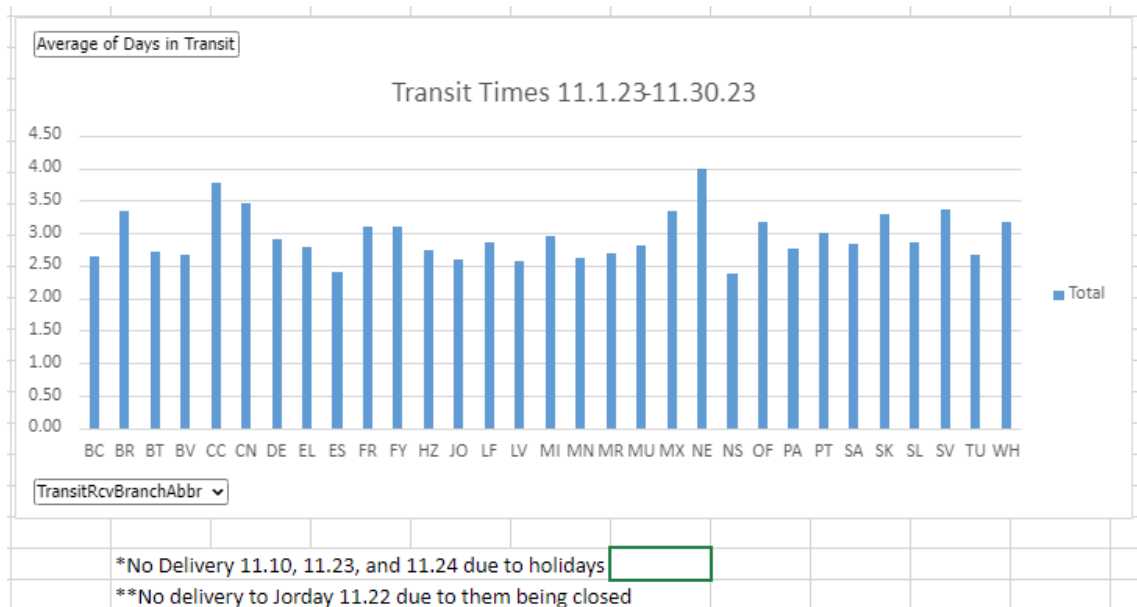
Outreach (Maggie Foster)

- Outreach Services was able to co-table with Mid-York Library System at the Clear Path for Veterans Canteen Lunch on November 8. We were able to quickly assist patrons from both service areas, including library card sign up!
- Coordinated outreach this month resulted in 6 New Library Cards and updates to at least 5 existing users. Planning meetings with Central staff and potential volunteers provided the opportunity to open the STAR Lab for appointments and walk-ins, starting in December.

Literacy (Amy Thorna)

- Prepared presentation for Literacy Coalition Adult Ed. Resource sharing meeting to be held on Dec. 4.
- Interviewed with Beth Clarke-Gareca, TESOL professor at Binghamton University regarding her research into NY services to refugees.
- Attended NYLA 2023 where I was able to connect with other library literacy services providers.
- One of the best workshops I attended was offered by QPL and Albany that centered around services to asylum seekers, and gave great ideas about including refugees in regular library programs.
- Met with Yona to develop 1000 Books Before Kindergarten landing site for onlib.org.

Delivery (Jesse Anderson)



- ⌘ November brought with it the start of the Holiday season and it showed in the delivery. Throughout the month we had full trucks and a lot of bins going through delivery. Our transit holds were also high for the month. We saw three days without delivery due to holiday closures. Despite this, our transit times still averaged under three days. Excellent work by all of the staff in the delivery and sorting room.
- ⌘ Average time in transit: 2.9 days