

SUMMER 2004

SMALL LIBRARIES DIVISION



Meet the New Directors

By Jan Haines, The State Library of Ohio

Who is the former assistant director at Vermilion? Which director has a brother who's also a director? What position did Michael Limer have at Kubisch Memorial Public Library before moving to Ada? Who is a former branch manager? Was Lisa Murray ever a clerk-treasurer? Who was a children's librarian? What connection does Gloria Osburn have to Jeff Yahraus at Williams County Public Library? Please introduce yourselves to these directors to find the answers to these questions and more!

Katherine Koch
Barnesville Hutton Memorial Library

Kathleen Jozwiak
Henderson Memorial Library
Association, Jefferson

Kathy Pape
Kingsville Public Library

Linda Slaninka
Swanton Public Library

Karyl Buchholz
Loudonville Public Library

Lisa Murray
Cardington-Lincoln Public Library

Gloria Osburn
Montpelier Public Library

Paris Head
Germantown Public Library

Theodore Allison
New Carlisle Public Library

Michael Limer
Ada Public School District Library

Secret Service takes over Wood County Library!

*By Michael Penrod, Wood County
District Public Library*

On Sunday, August 1, 2004 the Kerry-Edwards presidential campaign held a rally on Main Street in Bowling Green, Ohio. Since our library was right in front of where the stage was set up, the Secret Service took over and "owned" the library facility as their base of operations.

On Wednesday of the previous week, the Secret Service came in to meet with the library director and myself. They told us that we would be closed for business the day of the rally and that "the Service will own the facility" and all of downtown the entire day.

Continued...page 2

Adult Services
Audio Visual
Automation & Technology
Children's Services
Library Accounting
Library Services to the Institutionalized
Management and Administration
Marketing and Public Relations
Outreach and Special Services
Reference and Information Services
Small Libraries
Human Resources and Trainer Development
Subject and Special Collections
Supportive Staff
Technical Services
Young Adult Services

Secret Service

...continued

The Secret Service also closed down several businesses and had several apartment buildings vacated the day of the rally, so the library was not alone in being told what to do. Over the next three days, our library (as well as the entire downtown) was swarming with Secret Service and campaign personnel as they prepared for the rally.

Secret Service personnel needed electronic blueprints of our facility, so they could email the drawings to Washington. We spent a lot of time going over a variety of building questions... "Where does the gas come into the building?" "Where is the electrical supply accessible?" "How can someone get on the roof?" In the four days before the event, the Secret Service used our meeting room and board room as their headquarters. They received faxes at our library (paying 15 cents per page like a regular patron), used our Internet computers, etc. Also, a few members of library management were told to be at the library the day of the rally to answer any last-minute questions that might come up. Of course, each staff person that was to be there the day of the rally had to submit their full name, social security number, and birth date for mandatory background checks.

On the day of the rally, library staff had to open the building at 9:00 a.m. (the rally started at 4:00 p.m.). We were then told to unlock and open every door in the building. After doing so, we were told to sit in the library atrium while the Secret Service secured the building. Several

bomb-sniffing dogs then spent nearly an hour sniffing every outlet, vent, and corner in the building. We were also given special badges to wear that said "R-5" on them. We were told to not take the badges off at any time, or someone might pull a gun on us.

Over the next few hours, the staff just stayed out of the Secret Service's way while they geared up for the rally. It was amazing to see about 40 "men (and women) in black" going through the building while talking on cell phones (ignoring our no cell phone signs) and carrying guns (again, ignoring our no weapons signs). Next, two snipers with several rifles came into the atrium and asked for directions to the roof. Library staff also answered several reference questions from both campaign and Secret Service personnel during this time... "What is your fax number?" "How can I get onto the Internet?" "Where are the restrooms?" "Where can I find a company that sells confetti?"

The Secret Service also turned our administrative wing into "holds" for each of their "protectees" (Senators Kerry and Edwards and the Edwards family). Our boardroom was set-aside for Senator Kerry, the director's office for Senator Edwards, the clerk-treasurer's office for Mrs. Edwards, and the staff room for the Edwards children. Each room was a space for the "protectees" to spend some time alone, eat a snack, and just relax before, during, and after the rally.

Right before the campaign motorcade arrived, we were told to go outside and join the crowd of up to 15,000 people on Main Street. We were told to

stand near the stage in the VIP area, and we were only twenty feet away from the stage. As the rally began to wind down, we went up to the barricade and started to walk back to the library. Secret Service officials began to stop us, but upon seeing our "R-5" badges, they simply waved us through. We were back in the library before the candidates, and we were told to wait in the hallway away from any windows.

After about 30 minutes, Senator Edwards and his family left the building through our children's department while Senator Kerry left the building through our hallway. A campaign official brought him over to where we were standing. The official introduced us as the library staff. Senator Kerry thanked us for helping the Secret Service plan the rally. He also said that he saw some movies in our atrium (where he had apparently been interviewed by the press) that he wanted to watch, but that he did not have a library card. We told him that he was welcome to take out any movie that he wanted (it was not like we could not track him down later if the movies were not returned). Anyway, he posed for a picture with us and then hopped back onto his bus and headed to Michigan. After the event, we went into our staff lounge and found a note with the toys we had set out for the Edwards children to play with. The note simply said, in a child's hand, "Thank you, Emma Claire" (and at the bottom in an adult's hand, "and Jack").

Continued...page 3

Secret Service

...continued

Regardless of one's political views (and the views of our staff that were present that day are diverse), it was an honor to be allowed to be a "fly-on-the-wall" during the entire process and to see the behind the scenes efforts to put such an event together. We were completely impressed with both the professionalism and the good humor of the Secret Service personnel.

Are U Eroding or Promoting Your Library's Integrity?

By Toni R. Whitney,
New London Public Library

A recent article titled, "*Things Making Libraries Look Stupid*" by Chris Rippel, appeared in ALA's *Library Worklife: HR E-News for Today's Leaders*. Naturally, a title such as that aroused my curiosity.

After realizing that front staff did not know where library policies could be found, Chris Rippel of the Central Kansas Library System figured that this type of problem frequently arises. He compiled an informal survey that was directed to two electronic discussion lists seeking opinions about what type of information library staff should know. He requested information about what types of "things" might fall through the cracks, or not get done, that could make library staff look incompetent or stupid.

Rippel received responses to his survey from librarians across the country and examples of situations in which library personnel were unable to provide appropriate

responses to inquiries regarding available services within their own systems.

Rippel's investigation is timely in any age. It demonstrates how critically important it is for all library staff to be able to communicate effectively about the policies, procedures, program information in place within the library that they serve.

Here are a couple of examples demonstrating Rippel's concern:

"One contributor asked front staff where a state library association meeting of 100 people was in their library and they didn't know about it. "State Library Association, here?"

"Patron to adult services librarian: 'I guess you don't have anything for my kid to do.' Adult services librarian: 'Not really.' All around were flyers and posters telling about summer reading program with story times; performers, craft times, and other special events."

Raymond Santiago, Director of the Miami-Dade Public Library System, presented a program at the OLC Annual Conference last year called, "*The Political Arena and the Public Library: Change It? Change Yourself?*"

Santiago made the statement that, "everything we do in a library is a political statement," and he emphasized that it matters not the size of the institution or the position someone holds on the staff. His point was driven home when he provided an example of an incorrectly shelved book, and how it could not be located for the wife of an important political figure wishing to borrow

the copy. This simple incident inconvenienced the wife, and eroded the library's integrity in the eyes of her husband who just happened to be on the committee deciding funding for the library.

Chris Rippel and Raymond Santiago both bring emphasis to the importance of quality service and being able to access and provide information as needed. Time and effort put into building the integrity of the library can be quickly eroded by simple actions or answers that make the library staff look stupid.

Each of us impacts the image that is held about our organizations. That image can change quickly, and we must stay prepared on a daily basis to do the best we can to promote our integrity and professionalism to those in the world we serve.

At your work, can everyone on staff easily provide information about the library's

- Mission statement, goals, and objectives
- Budget, policies, annual report
- Program schedule
- Hours
- Board of Trustees, officers, meeting times
- Friends membership, meeting times, and officers
- Meeting room events
- Internet policy and guidelines
- Circulation policy outlining services and fees
- Interlibrary loan services
- Web site and URL
- Online catalog URL

Library's Integrity

...continued

- Collections and circulation statistics
- Objectionable material policy
- Genealogy collection
- Summer Reading and other programming
- Response to CIPA and the U. S. Patriot Act
- Filtering and Intellectual Freedom position
- Reserve procedures

Visit

<http://sunsite.berkeley.edu/PubLib/archive/0406/0036.html> to read the archived posting of Chris Rippel's article.

Five Qualities of Great Bosses

By Virginia Sharp March,
Harbor-Topky Memorial Library

- They do the right thing for the right reason.
- They never make the same mistake twice.
- They set their personal expectations higher than those of their bosses.
- They go to their bosses with action plans, not solutions.
- They follow up.

From the book: *Defining the Really Great Boss*, by M. David Delaney and Andrew R. Thomas, Praeger Publishers, March, 2004.

Tribal Wisdom vs. Modern Business Practices

By Virginia Sharp March,
Harbor-Topky Memorial Library

The tribal wisdom of the Dakota Indians, passed on from one generation to the next, says that when you discover you are

riding a dead horse, the best strategy is to dismount. However, in modern business, because of the heavy investment factors to be taken into consideration, often other strategies have to be tried with dead horses, including the following:

1. Buying a stronger whip.
2. Changing riders.
3. Threatening the horse with termination.
4. Appointing a committee to study the horse.
5. Arranging to visit other sites to see how they ride dead horses.
6. Lowering the standards so that dead horses can be included.
7. Appointing an intervention team to reanimate the dead horse.
8. Creating a training session to increase the riders load share.
9. Reclassifying the dead horse as living-impaired.
10. Change the form so that it reads: "This horse is not dead."
11. Hire outside contractors to ride the dead horse.
12. Harness several dead horses together for increased speed.
13. Donate the dead horse to a recognized charity, thereby deducting its full original cost.
14. Providing additional funding to increase the horse's performance.
15. Do a time management study to see if the lighter riders would improve productivity.
16. Purchase an after-market product to make dead horses

run faster.

17. Declare that a dead horse has lower overhead and therefore performs better.
18. Form a quality focus group to find profitable uses for dead horses.
19. Rewrite the expected performance requirements for horses.
20. Promote the dead horse to a supervisory position.

Those of us in libraries have probably seen just about every one of these 'solutions' enacted at work. But there is really only one effective way to deal with that problem: When your horse is dead, for goodness' sake, dismount.

It is similar to the old saying that says "If you find yourself in a hole, stop digging!" If you keep doing what you have always done, you keep on getting what you've always got. Do not settle for the answer "We have always done it that way."

After the Choir Stops Singing: A Realistic Look at Expectations Versus Reality in a New Library Building

By Bill Martino,
Minerva Public Library

The Minerva Public Library reopened the doors of its newly renovated and expanded library in May 2003. Public response was excellent and our circulation soared through the roof. The staff was happy, the Board was happy and I was happy. This sense of elation lasted about two weeks. Since then we have been looking back and saying "Why didn't we

Continued...page 5

After the Choir

...continued

think of that during the building project.” Hopefully the following information will be of assistance to you if you are planning on expanding and/or renovating your library. I do realize that given the uncertain economic times that we are now facing some of the following suggestions may be impractical ... so take some of this with a grain of salt.

- 1) If at all possible hire an independent construction supervisor. We did not have one and were put in the middle when issues developed between the General Contractor and the Architect. In an ideal situation the construction supervisor would stand up for the library and its needs and wants during the entire construction project.
- 2) Visit other libraries that either the architect or general contractor has worked on (in the case of the general contractor it may suffice to look at other building projects that he/she has been associated with). When you visit these buildings ask questions and take notes. Also, be sure to ask the new tenants what they like and don't like about their building.
- 3) Be sure to set aside room in your new building for expansion. This could include additional shelving units, computer workstations, and employee workspace.

- 4) Be sure to budget for possible repair work to the HVAC system in the event that there are problems after the one-year warranty expires. HVAC systems have a myriad of parts that can (and will) go bad. I have been told that it can take up to two years to effectively balance your new HVAC system and that during the initial two years there may be more repair work needed than in the next 10 years combined.
- 5) If possible give your staff at least one week (without patrons) to get used to the new building.
- 6) Be prepared for patron complaints about the new building (i.e. it was a waste of money the old one was fine, I can't find the diet books, the carpet is ugly, it's too cold in here, etc.). Undoubtedly, the vast majority of the population will love the new building, but be ready for the more negative elements of society to confront you as well.
- 7) Be prepared for staff complaints about the new building (i.e. it was a waste of money the old one was fine, I can't find the diet books, the carpet is ugly, it's too cold in here, etc.).
- 8) Budget for expanded utility bills. Our gas and electric bills tripled in cost ...and this was with an energy efficient HVAC system.
- 9) Educate your staff on how to handle

emergencies in the new building (i.e. where are all the emergency exits, what are the emergency contact numbers, etc.)

- 10) Finally, realize and do not take personally that circulation and attendance will level off eventually.

I would be more than happy to answer any other questions that may have about building projects. Feel free to contact me at either (330) 868-4101 or martinbi@oplin.org.

Your 2004 Small Libraries Division Action Council

Virginia Sharp March,
Coordinator
Harbor-Topky Memorial Library

William Martino,
Assistant Coordinator
Minerva Public Library

Toni Whitney, Secretary
New London Public Library

Arleen Leslie,
Past Coordinator
Marysville Public Library

Rebecca S. Coker, Action Council
Hardin Northern Public Library

Jan Haines, Action Council
State Library of Ohio

Deborah Pawlik, Action Council
Medina County District Library

Lorrie Wheeler, Action Council
Claymont School District Public Library

Jennifer Thompson,
Board Liaison
Chillicothe and Ross County
Public Library