

DATE: July 17, 2020

TO: Eric Cisney and the FOML

FROM: Kathleen Wilson, Manchester Branch Manager

RE: June-July 2020 Activities Report

Branch Operations

Public Services supervisor Susan Lee and I are taking turns with supervision days between the Manchester and Port Orchard locations. As part of the directive from Governor Inslee allowing for library service to begin in curbside mode during Phase II, there must be a supervisor onsite at all times. Due to this, in order accommodate days off, Patron Experience Manager Sharon Grant has been working at Manchester on Mondays. Starting next Monday, July 20th, Community Engagement Manager Lisa Lechuga will be working at Manchester on Mondays. The current Manchester supervisor schedule as of 7.20.2020 is:

Monday: Lisa Lechuga (Kathleen at Port Orchard)

Tuesday: Kathleen Wilson (Susan at Port Orchard)

Wednesday: Susan Lee (Kathleen at Port Orchard)

Thursday: Susan Lee (Kathleen at Port Orchard)

Friday: Kathleen Wilson (Susan at Port Orchard)

Saturday: Kathleen Wilson (Susan at Port Orchard)

We started curbside returns on June 18th with Susan Lee and I working with various members of KRL leadership to welcome our community back and start to collect the thousands of items we had checked out right before we closed our doors. All items are quarantined for 72 hours, and we had an immediate and enthusiastic response from our community, with lots of items coming back in during the first 3 days of returns, prior to staff returning to our buildings.

Our Manchester staff returned on Monday, June 22nd and have been working to provide curbside services, as well as all of the back end work that goes into curbside for nearly a month. From June 22-July 6, KRL staff (systemwide) checked in over 28,000 items. The number of holds placed has dramatically increased as well – in March there were 1,444 holds placed throughout the system while in July –so far – there have been 8060!

Last week we experienced a hiccup when our phone line went down to external calls. Eventually it was found to be a problem on the external line and CenturyTel was able to make the repairs. We have now (as of today!) switched our method of curbside service from having a staffed tent outside in the parking lot during curbside hours to

having designated curbside spots that we can easily view from a staff workstation by the window, and patrons will call in for service (although we usually are out helping them before they can call!).

Library Director Jill Jean and I had a terrific meeting with Eric on Wednesday the 15th where Eric walked both of us around the back exterior of the building and Jill was able to see firsthand how much space will be gained by moving the retaining wall and really to have the opportunity to visualize the plans for the addition. I'm really excited to begin detailed planning with our staff for the interior work. Jill was uncertain if this work would need to go out for bid again, or if we can go with the originally chosen firm for the "refresh" project.

Programs and Services

Nell continued her full roster of "virtual" children's programs, and continues to have between 30-40 at her Tuesday story times. I am really happy to have physical copies of our August book for the book group "An Odyssey" by Daniel Mendelsohn to hand out, even though we will still be meeting virtually.

In Jill's weekly message to staff on July 10th she spoke about how KRL is working to on a long term plan "to address the equity issues in our organization through conversations with staff and thought leaders in our community." She also gave a short list of suggested reading for staff, and soon these titles will be available with multiple copies for staff. I am happy to also offer these titles to the FOML to read when we receive our copies for MA:

- How to Be an Antiracist – Ibram X. Kendi
- So You Want to Talk About Race – Ijeoma Oluo
- White Fragility – Robin DiAngelo

In the ongoing conversations and work around anti-racism, the anti-racism learning circle has been very well attended, with over 50 people attending the first session and numerous small breakout groups facilitated by staff – these included a group for teens and soon a breakout group for kids will be facilitated as well.

Upcoming

A decision was made this month that all KRL programs will be virtual through the end of the year, and librarians and managers are all busily planning what this will look like. I will be keeping the FOML updated on the ongoing conversations around when we will begin opening our doors to patrons and when we KRL will begin holding meetings again.

Please consider attending our upcoming programming with Manchester resident and landscape architect Phil Waite.

August 4, 6-7pm: *Thinking Like a Landscape Architect: What They Know That You Don't*

Landscape Architects – like most designers – are creative people who like to solve problems using design. They use and apply a structured design process to solve problems. But more than some design fields, landscape architects tend toward science based design decisions – both social science as well as horticultural science and soil science. What do they know that you don't?

August 5, 6-7pm: *Happily Ever After - Relating Your Landscape to the House Part I*

A good marriage is one based in solid communication, commitment, and compromise. Interestingly enough, these are the same principles that invigorate a residential landscape design. This session looks at these three principles applied through design.

August 11, 6-7pm: *Happily Ever After - Relating Landscape to the House Part II*

A good marriage is one based in solid communication, commitment, and compromise. Interestingly enough, these are the same principles that invigorate a residential landscape design. This session continues our look at these three principles applied through design.

August 12, 6-7pm: *Practical Tips for Good Design Solutions*

The first half of this session looks at practical tips to apply in design and covers topics like minimum dimensions in landscapes; planting design tips; and creating beauty. The second half of the session will focus on questions and design problems provided by attendees. Through the marvels of technology we will attempt to apply the ideas from the first three sessions in real time design for all to see!