

Office Manager's Report April 2022

Thank you for a great first five months! I hope that as I familiarize myself more with White Pine's operations that I can improve upon the services we provide to our members. Part of this includes streamlining prior administrative duties that were split between Sheila and Jane so that they can be efficiently performed by one person. This in mind, Kate and I thought it would be helpful for me to share how my end of the office workflow has evolved over the past few months as well as some of the projects that have been going on in the background.

Weekly Overview

Monday Check-in: Kate and I sit down every Monday morning to go over what our week looks like in terms of meetings and projects. It's been a great way to touch base and know how to structure our days to best accomplish the work that needs finished that week.

Interlibrary Loan (ILL): I primarily work on Interlibrary Loan requests on Monday, Wednesday, and Friday. Typically, I get these done in the morning so that reminders about requests can be automatically sent to participants in the afternoon.

On average, approximately 60 borrow requests are submitted every month in Peabody. During Q1, the actual number was 179 over the course of three months. If you are not currently participating in ILL and would like to join, please feel free to reach out to me via email. Additionally, if you wish to adjust any lending terms (such as the items you are willing to lend through OCLC), please let me know. The main guideline in place is that you do not make requests for items through OCLC that you would not lend out in kind.

Administrative Work: After I have finished loans on MWF, I reserve most of this time for bookkeeping, website maintenance, and any other additional projects that are in my ongoing to-do list. More on this in the section below.

VLC Library MARC Record Requests: Tuesdays and Thursdays as my primary days to work on MARC record requests for VLC libraries. If loans are particularly light one day, I try to fit in some extra work on record requests around that. Currently I receive an average of approximately 100 record requests per week, about 400-500 per month. Some months are heavier; in March I received 739. My Q1 total was 1690, just shy of 1700 MARC record requests.

Key Projects

Library Certification & Niche Academy: I completed the Niche Academy Beginning Pathway and New Director's Workshop courses and received my Level 3 Limited Professional Library Certification from LoM as of March 2022. This was a priority to me in order to help bridge the knowledge gap I have between what it means to be a library user versus a library administrator.

Beth Z & TechSparks 2022: I've taken up all the marketing and logistical planning for the TechSparks 2022 lecture series. In case you missed the first session, Beth Z, Your Nerdy Best Friend, offers some great technology how-tos in easy-to-follow webinars. I create the flyers that are sent out via the listserv, maintain contact with Beth Z's management team, send reminders about events, and keep track of how many members attend each session.

WPLC Website: I am currently in the process of updating the WPLC website and making it an even more reliable source of information for members. The biggest changes so far have been to the Resources tab. The WPLC documentation page is still the same, but the "Additional Resources" subpage has been revamped to make items easier to find by category. A section has also been created and linked through the Additional Resources page for resources related to [Intellectual Freedom & Materials Challenges](#). In the future, I would also like to update the calendar and event pages on the website to be more robust. I'd ideally like them to be a place where you can see not only upcoming WPLC sponsored events, but additional events from groups like MLA and ALA that may be of interest to members.

I'm also looking at switching website hosts in the near future. Sheila previously encountered issues with our current webhost, and the more I work on the website, the more I encounter those problems. The switch will hopefully lead to faster website loading times and fewer incidents like the one we encountered a few months ago in which going to the WPLC website resulted in a 500-error page.

General Administrative Business

Changes to business hours, contact info, etc.: If there is a change to your website, operating hours, or contact information for your library, please let us know so that we can keep the directory up to date.

Phone Tree: As a final note, I wanted to make sure that members are aware that I am typically in the office between 9am to 3pm Monday through Friday. While I know that some issues may warrant leaving a recorded message for Kate if she is out of the office, please feel free to select my line (option 2) on the phone tree if you would like to run something by me or have me leave a physical message on Kate's desk. I'm happy to help in any way I can. Typically, if a call comes in on Kate's line, I am inclined to allow the message to go to voicemail so that she may answer it later. But if you would like to speak to me instead, feel free to call back and select option two. Chances are that I will be in the office and happy to chat.