Office Manager's Report December 2022

First off, **thank you!** I've been with White Pine for one year as of November 22nd! I'm so happy to have found a place within White Pine, and I truly can say that I love my job. I hope that in the year to come I can continue finding new ways to better serve you and your communities, and I appreciate you all so much for the warmth and kindness you've shown me since I took over for Sheila and Jane.

Interlibrary Loan (ILL): I've completed my updates to the Peabody/ILL policy and procedure guides, and they now reflect the recent updates to the WorldCat interface. I'm nearly ready to send them out to the WPLC and ILL discussion lists, but I want a couple of people to test them out for me first. That way I can ensure that the instructions make sense from not only my perspective, but on the user end. I'm hoping to send out the completed documents in the next week or so and update the files on the WPLC/Peabody websites as well.

Kate proposed to me the idea of holding a webinar on ILL and Peabody in the future where participants can ask questions and go through the process of submitting a request. I thought it was a great idea, and it's one that I intend to implement after the holidays wrap up. I will send an email the WPLC ILL and Discussion lists with dates and times once I have times set up. If there are any specific topics that you would like to make sure I cover, please feel free to send me an email & I will ensure it is included in the webinar.

A reminder, 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.

VLC Library MARC Record Requests: Requests have been steady over the past month or so, and I've been able to get requests for records turned around in less than a week. In October I received requests for 520 records, and November's total was 530.

I also attended two smaller MARC record courses in October through MCLS to help better my understanding of records & assist in keeping the VLC Database in as good of shape as possible. Once I finish touching up the Peabody guides and sending them out, I will be able to start work on my record request policies and procedures guide.

MLA Annual: I was given the opportunity to attend MLA 2022 this year, and it was an incredibly informative and beneficial experience. One session that I took a lot away from discussed the needs of non-verbal library patrons and how that relates to making ALL members of our communities feel welcome. A great takeaway that I hope I can carry into my work is that just because a proposed accommodation has not been asked for by multiple members of your community does not mean that it is not needed by more than one person. Some people with disabilities do not like to ask for accommodations that would make their visit substantially better either out of embarrassment, resigning to living in a world that is not designed in a way that they can easily navigate, or any other number of reasons. So, while a single visually impaired patron may be asking for an expensive piece of equipment to be installed in the library to better their experience, it does not mean that they are the only person who would benefit from it. Cost is always a factor for small libraries, yes, but community connections and good old-fashioned resourcefulness can help to work around these financial barriers.

Beth Z & TechSparks 2022: Session 5 was cancelled due to issues with network connectivity on the TechSparks team's end, and rather than do a basic recording of the presentation for us, Beth created a full interactive eBook project in Canva about AI and its uses. I'll link the finished project in my notes for this report, but I've also mailed it out to the WPLC Discussion list. If you missed it, please let me know, and I'll be happy to forward along the information.

[Artificial Intelligence: The Future is Now!](#)

Our last OFFICIAL TechSparks session is scheduled for next Friday, December 16th, and Beth Z intends to discuss the Best in Tech for 2022. Information to join the live webinar session is posted on the WPLC website along with my latest flyer should you wish to print it out for your locations.

Beth Z intends to hold a final Zoom meetup in the future to close out this series of TechSparks webinars. Details and dates are still TBD, so keep an eye out on the WPLC listserv for more information!

WPLC Policies and Procedures: Kate and I have finished reviewing the WPLC Personnel Manual with our lawyer, and it will be presented to the Board today (12/07/2022) for official approval.

WPLC Website

Events: If there is an event that you think would be of interest to WPLC members (webinars, conferences, etc.) and you do not see it on the WPLC website's calendar page, please feel free to forward it to me! I would appreciate the tip and be happy to add it to the calendar. I try to keep expanding the net of resources I pull from to make sure that a variety of events are offered and that those included on the calendar are as broadly useful to you all as possible.

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 now so that we can keep the directory up to date. *This is especially important if you have had any changes regarding who manages ILL services for your location!* Please check your location's ILL contact in the WPLC directory, and if an update needs to be made, shoot me an email so that I can ensure that person receives the newly updated Peabody manuals.