Pay It Forward…
Tackling Today’s Work And Tomorrow’s Worklife

Virginia State Library Webinar
Bonnie McKewon:
Consultant / Trainer, State Library of Iowa
Otherwise Known As …
What If You Get Hit By A Bus 😊
Pay It Forward Agenda

- Background / Intentions
- When You Were New, What Do You Wish You Knew?
- Readiness Checklist
- Job Descriptions
- Paper, Sure…But What About Techier Tools?
- Library Boards Should Pay It Forward, Too
- Wrap Up
When someone does you a big favor don’t pay it back...

PAY IT FORWARD
WE ARE EXCITED TO SHARE OUR NEW LOGO :-)
The Ripple Effect Continues!

Days left to ‘Pay It Forward’ day.

Sunday, April 28, 2019

Pay it Forward Day Trailer
Available From ALA Online Store

Planning for retirement, but also

- Staff development
- Staff retention
- Sustainability
- “Pay It Forward” Readiness Checklist adapted from this book
When You Were New ... What Do You Wish You Knew?
Pay It Forward Readiness Checklist

• Operating
• HR Issues
• Board Business
• Building Maintenance

• Policies / Planning / Budget
• Technology
• Program Participation
• Contact Lists
Pay It Forward Readiness Checklist

Of the ideas on the Readiness Checklist, which ones would be most beneficial for your library in the short-term?

in the long-term?
Pay It Forward With Job Descriptions. Major Elements To Include

- Position title
- Who is the person’s supervisor
- Who does the person supervise
- Primary duties – majority of the time
- KSAs
- Education level / ongoing training
- Physical requirements of the job
From George PL (Iowa) Job Description …
Primary Duty Categories

- Board Relations
- Staff Management
- Collection Management
- Facilities Management
- Technology Management
- Public Service Management
Great source for building KSAs into job descriptions

From WebJunction
http://www.webjunction.org/explore-topics/competencies.html
Evaluate Your Job Descriptions For Tech Competencies
Core Technology Competencies

- Email
- Hardware
- Internet
- Operating Systems
- Software Applications
- Web Technologies
Personal/Interpersonal Competencies

In most situations in life, your effectiveness is enhanced by clear communication, strong relationships, ethical behavior and the flexibility to be a leader, team player and lifelong learner.

Collaboration

Unless you work alone in a cave, you must interact productively with others in order to accomplish your own and your organization’s goals. Master your interpersonal relationships and you have a recipe for success.

Develops and maintains effective relationships with others to achieve common goals

- Treats everyone with honesty, respect and fairness to build an environment of trust
- Contributes to a collaborative, committed and collegial work environment
- Pursues an understanding and embrace of individual and organizational diversity
- Acknowledges own strengths and contributions, and recognizes the complementary strengths and contributions of others
- Shares knowledge gained through professional discussions, conferences, formal courses and informal channels with colleagues
- Gives and receives constructive feedback from coworkers, supervisors and users
Edge helps public libraries better serve their communities through improved public technology services. *The Edge Toolkit* is based on a national set of benchmarks for public libraries to evaluate their technology services, and includes resources, recommendations, and tools for strategic planning and community engagement.
Edge. Section #3: Organizational Management

• Job descriptions for public service staff contain tech competencies and responsibilities

• Annual evaluations for public service staff include review of tech-related performance

• Annual goal-setting for public service staff include expectations for performance
Edge. Section #3: Organizational Management

- 100% of public service staff are able to answer **basic** patron technology questions.
- 25% of public service staff are able to answer **intermediate** patron technology questions.
- 10% of public service staff are able to answer **advanced** patron technology questions.

** Edge provides examples
How can we help you today?

Enter your search term here...

Create a new ticket

Solution home  /  Assessment answer key  /  8.3: Staff technology expertise

Answering basic technology questions

8.3 | 100% of public services staff are able to answer basic patron technology questions

Basic technology questions from patrons would include topics such as how to log into the public computers or connect to a library’s wireless network, how to print, how to open applications, how to set up an email account, how to save documents to an external drive, and how to locate a website on the Internet. Because basic questions often interfere with patrons’ ability to complete important tasks, all library staff who have responsibilities that involve routine interaction with the public should be able to answer these questions for patrons; patrons should not have to find or wait for another librarian to help them with these problems. Pages, shelvers, custodians, security guards and others whose public services duties are generally limited to directional interactions with patrons should not be considered public services staff for the purpose of this indicator.
Pay It Forward With Job Descriptions

How do job descriptions @ your library match up?

Are tech competencies included?
Pay It Forward With Techie Tools

- Collaborative Writing and Storing Docs
- Logins & Passwords
- Newsletters & Calendars
- Website Favorites
Techie Tools

- **Calendars**
  - Google Calendar
    - [https://calendar.google.com/calendar/](https://calendar.google.com/calendar/)
  - 30 Boxes
    - [https://www.30boxes.com/welcome.php](https://www.30boxes.com/welcome.php)

- **Collaboration / Documents**
  - Drop Box
    - [https://www.dropbox.com/](https://www.dropbox.com/)
  - Google Docs
    - [https://docs.google.com](https://docs.google.com)
  - Live Binders
  - Slide Share
    - [https://www.slideshare.net](https://www.slideshare.net)
Continued ...

- **Design / Flyers / Infographics**
  - Canva  [https://www.canva.com/](https://www.canva.com/)
  - Piktochart  [https://piktochart.com/](https://piktochart.com/)

- **Password Management**
  - Last Pass  [https://www.lastpass.com/](https://www.lastpass.com/)
  - Dashlane  [https://www.dashlane.com/](https://www.dashlane.com/)

- **Newsletters**
  - Canva  [https://www.canva.com/](https://www.canva.com/)
  - Gov Delivery / Granicus  [https://granicus.com/](https://granicus.com/)
  - Mail Chimp  [https://mailchimp.com/](https://mailchimp.com/)
  - Smore  [www.smore.com](www.smore.com)
Presentations
- MS Sway [https://sway.com/](https://sway.com/)
- Padlet [https://padlet.com/](https://padlet.com/)
- Prezi [https://prezi.com/](https://prezi.com/)

Scheduling Meetings / Scheduling Staff
- Doodle [https://doodle.com/scheduling-software](https://doodle.com/scheduling-software)
- When I Work [https://wheniwork.com](https://wheniwork.com)

Website Favorites
- Symbaloo [www.symbaloo.com](www.symbaloo.com)
To-Do Lists

- Asana [https://asana.com/](https://asana.com/)
- Drop Task [https://www.droptask.com/](https://www.droptask.com/)
- Microsoft To-Do [https://todo.microsoft.com/en-us](https://todo.microsoft.com/en-us)
- Remember the Milk [https://www.rememberthemilk.com/](https://www.rememberthemilk.com/)
- TickTick [https://ticktick.com/](https://ticktick.com/)
- Todoist [https://todoist.com/](https://todoist.com/)
- Trello [https://trello.com/](https://trello.com/)

Continued …
Pay It Forward With Tech Tools

Which of these tech tools are you already using?

Which ones would you like to learn more about?
Pay It Forward Also Applies To Library Boards 😊
For Today …

More frequent and stronger messaging about board education. Because…

“Leadership and learning are indispensable to each other”

John F. Kennedy
Consider Library Board Service!

Serving on High Anxiety Public Library Board is a rewarding experience. Make a difference in your community...join the library board!

Develop Public Policy

Local and state laws invest the library board with a great deal of decision-making authority. From Internet access to eBooks, from programming to collection development, we keep the public interest at the forefront of policy decisions.

Plan For the Library's Future

There's an expression "If you don't know where you're going, any road will take you there." Except that we don't subscribe to that! This library board works with the staff team, the city team, and all city residents to lead library services and programming into the future.

Oversee the Library's Budget

This is a city library, funded through city tax dollars. The library board acts as good stewards of public monies, working to ensure that the library is widely seen and understood to be a crucial community investment.

Advocate for the Library Staff & Services

The board is the front-line defender of library workers and library services by supporting staff compensation, by seeking needed funding, by providing equal access to collections and technology, and by upholding intellectual freedom.

Commit to Continuing Education

Ongoing board education is an expectation. Our participation in continuing education is a needed and logical commitment. Are we lifelong learners on this library board? You bet your life!

For more information, contact ...
Reference the board education standard in bylaws
High Anxiety Public Library
Board Meeting
March 28, 2019
Library Meeting Room

- Call to Order
- Agenda Approval
- Minutes Approval
  - Reports: Board Education / Director / Staff / Others
- Bill Approval
- Public Comment

- Correspondence
- Unfinished Business
- New Business
- Agenda Items for Next Meeting
- Upcoming Meetings
- Adjourn
Goal 5 – Culture of Learning

Residents of all ages will have the information, resources and assistance they need to achieve success in their personal, independent learning.

1) Continue outreach services to day-care providers

2) Continue book delivery to shut-ins and residents of the Laurens Care Center and Homestead Housing

3) Promote a Culture of Learning by hosting a monthly book discussion group

4) Promote a Culture of Learning by hosting monthly craft classes

5) Promote a Culture of Learning among library board and staff through monthly updates, as well as by promoting continuing education opportunities
Library Board

The Lansing Community Library Board (LCLB) plays a role in the development of the City’s community library. Each board member is appointed by the City Council either to a four-year term or to fill a vacancy.

The LCLB advises the Library Director and the City Council on matters that relate to library services, policies, and funding. Members are also to uphold the right of all citizens to full access to information and to participate in long-range planning for library services.

Current Members
- Anne Ehrsam-Holland
- Karen Miller
- Marlee Marshall
- Susan Connelly
- Jon Moss
- Ellen Hannon – Vice Chairperson
- Benjamin Ontiveros – Chairperson
- Mayor Mike Smith

End of Term
- September 2017
- September 2017
- September 2017
- April 2018
- April 2018
- April 2019
- April 2019
- Ex Officio Member

Meeting Dates/Times:
The Library Board meets on the fourth Tuesday of each month at 6:30 p.m. in the Lansing Community Library, 730 First Terrace, Suite 1. All meetings are open to the public.

http://lansing.mykansaslibrary.org/about-us/library-staff
Preparing for Transitions at the Library

by Kathleen Hughes on August 17, 2018

After fifteen years of service our Friends of the Library president is moving out of state and passing the baton. The process has been painful for everyone. But it is a process that will be inevitable for all.

Due to a variety of circumstances, I habitually make notes for the future. Notes
Pay It Forward With Board Education

Which of the Pay It Forward ideas for library boards will you work on in the short-term?

In the long-term?
Pay It Forward Summary

- Readiness Checklist
- Job Descriptions
- Techier Tools
- Library Boards Paying It Forward
You are here
Pay It Forward Action Plan

What were your favorite take-away ideas?

Looking at the “Pay It Forward Action Plan” what actions will you take in the short term?

In the long term?
Pay It Forward…

Tackling Today’s Work
And Tomorrow’s Worklife

That’s Our Time …
Thank You!