

BLACKWATER REGIONAL LIBRARY BOARD OF TRUSTEES MEETING

Franklin Branch

Wednesday

July 19, 2023

Board Orientation/Refresher — 1:00 pm

Board of Trustees Meeting to immediately follow

Budget & Finance Committee *will NOT* meet



**Blackwater Regional Library
Franklin Branch**

**280 N. College Dr.
Franklin, Virginia 23851**



Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

Please notify Amy at 757-653-0298 x 304 if you are unable to attend or need directions.

Board Packet Contents

July 19, 2023

- Agenda – July 2023
- Minutes – June 2023
- Library Director’s Report
- Library Bills
- Monthly Statistics Report – June 2023
- Staffing and Workshop Report

**Blackwater Regional Library
Board Meeting
July 19, 2023**

Agenda

Franklin Branch

Call to Order

Adoption of Agenda – July 2023

Approval of Minutes – June 2023

Public Comment

Correspondence

Director’s Report

Committee Reports

- Budget and Finance
- Personnel and Policy

Review of Approval of Accounts Payable and File for Annual Audit

Unfinished Business

New Business

- Presentation of Committee Assignments

Board Member Comments/Announcements

Announcement of Next Meeting

- September 20, 2023

Adjournment

**BLACKWATER REGIONAL LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
June 21, 2023**

Present

Ora Briggs – Sussex County
Jennifer Cuthbertson – Southampton County
Deborah Dawson – Surry County
Cathy Funk – Isle of Wight County
Terri Hedgepeth – City of Franklin
Connie Henderson – Isle of Wight County
Pam Lease – City of Franklin
Michelle Manfred – Isle of Wight County
Jessica Moore – Sussex County
Pam Vaughan – Isle of Wight County
Bill Worsham – Southampton County
Ben Neal – Library Director
Debbie Carter – Budget & Finance Manager

Remote (via Zoom)

Absent

MeChelle Blunt – Southampton County
Sylvia Claggett – Isle of Wight County
Denise Tynes – Isle of Wight County
Bonnie Lauver – Assistant Library Director

Chair, Connie Henderson called the meeting of the Blackwater Regional Library Board of Trustees to order at 3:02 p.m. at the Franklin Branch.

Consideration of Remote Meeting Participation Requests

None

Agenda

Ms. Hedgepeth moved, and Ms. Vaughan seconded that the agenda be approved as presented. The vote was unanimous.

Minutes

Ms. Funk moved, and Ms. Lease seconded the minutes be approved as presented. The vote was unanimous.

Public Comment

None

Correspondence

None

Library Director's Report

Central/System-wide Updates

BRL launched new community partnerships with Bronco Federal Credit Union and St. Luke's Historic Church and Museum. Patrons who complete the 1,000 Books Before Kindergarten program will receive a voucher for a \$25 starter account in BFCU's Buzz Club Financial Literacy Program. BRL patrons will receive a free tour of St. Luke's Church with their library cards.

Nearly 16,000 library visits and 25,000 items circulated in May (both up double-digits YoY).

Blood pressure monitors were added to the Library of Things to aid in the public health need of our service area.

Mr. Neal presented an update on the 2023 General Assembly Public Library-centric and affected legislation and answered questions from the Board.

Committee Reports

Budget & Finance – Mr. Worsham – Staff presented an amended FY2023 budget to adjust some line items. The committee recommended approval of the FY2023 budget as amended. The vote was unanimous.

Mr. Worsham shared that Wells Fargo Advisor, Scott Carr, has again been recognized as Forbes Best-in-State Wealth Advisor, 2018-2023. BRL is fortunate to work with Mr. Carr and his team.

Personnel & Policy – Ms. Vaughan – The committee did not have quorum at its June meeting, and brought three policies to the Board.

To comply with Virginia Code, public bodies must have a FOIA policy in place. Mr. Neal discussed the policy presented by the committee and called for questions. Ms. Moore moved, and Mr. Worsham seconded that the policy be approved as presented. The vote was unanimous.

BRL's attorney reviewed and updated language in the Anti-Harassment policy. Ms. Manfred moved, and Ms. Briggs seconded that the policy be approved as presented. The vote was unanimous.

BRL's attorney also reviewed and updated language in the Rules of Patron Behavior policy, changing the name to the Rules of Library Behavior. Ms. Lease moved, and Ms. Briggs seconded that the policy be approved as presented. The vote was unanimous.

Nominating – Ms. Vaughan – The committee presented the following slate of officers for 2023-2024 at the May 17, 2023 meeting: Mr. Worsham, Chair; Ms. Dawson, Vice-Chair; Ms. Claggett, Secretary. There were no other nominations. Ms. Hedgepeth moved, and Ms. Briggs seconded that the slate of officers be elected as presented. The vote was unanimous.

Accounts Payable

Ms. Moore moved, and Mr. Worsham seconded that the accounts payable be filed for the Annual Audit. The vote was unanimous.

Unfinished Business

None

New Business

FY2023-2024 Meeting Schedule and Board Retreat Discussion – Ms. Vaughan moved, and Ms. Lease seconded that the FY2023-2024 meeting schedule be approved as presented. The vote was unanimous.

Mr. Neal asked for input on the September 20, 2023 Board Retreat. After some discussion, the consensus was to focus on strategic planning.

Acknowledgement of Outgoing Board Member – Ms. Henderson and Mr. Neal expressed gratitude to outgoing Board Member, Cathy Funk. Ms. Funk has served BRL for eight years as a Trustee on the Budget & Finance Committee.

Board Member Comments/Announcements

Ms. Vaughan – expressed thanks for the great percentage of completed Director's evaluations. She compiled the results and reviewed them with Mr. Neal. Great evaluation.

Ms. Henderson – Ms. Tynes expressed the need for longer library hours

Ms. Moore – Wakefield and Waverly book clubs are on summer break. Waverly continues to host the Farmers Market. Friends groups plan to assist with Summer Reading at both branches.

Ms. Hedgepeth – Kenny King's show at Rawls Museum Arts, concentrating on rural Southampton County and the Outer Banks of North Carolina, is up until the end of July. Come by to see his amazing work!

Announcement of Next Meeting

The next meeting of the Blackwater Regional Library Board of Trustees will be at 3:00 p.m. on July 19, 2023 at the Franklin Branch.

Adjournment

Ms. Vaughan moved, and Mr. Worsham seconded the meeting be adjourned. The vote was unanimous. The meeting was adjourned at 4:18 p.m.

Respectfully submitted,

Debbie Carter for
Terri Hedgepeth, Secretary



Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

Director's Report

June 2023

System-wide Updates

- Summer Reading Program 2023 launched in late June.
- First couple weeks of programs saw 22 SRP events reaching over 1200 participants and about 8,000 youth books checked out
- As of 7.10.23, a couple vacancies with interview scheduled in short-term for both
- BRL staff continued to achieve 100% completion of continuing education goals, and staff completed 227 (+11% YoY) total trainings in the just completed FY.



BRL in the Community



Father's Day-themed StoryTime in Hayden's Lane Smithfield



Grace's Little Angels Outreach StoryTime and Deposit Collection



StoryTime at Rainbow Smoothie Café in Windsor

26 Outreach Programs and Events in June reaching nearly 847 people

City of Franklin

- SRP kicked off with the Virginia Living Museum coming to present their program on Community Conservation, with their animal ambassadors showing how the ecosystem works.
- Children's Events continue to thrive in local businesses, such as Hubs Vine and StoreHouse.
- Staff set-up a fun StoryWalk for the city's Family Wellness Day on June 10th



Isle of Wight County

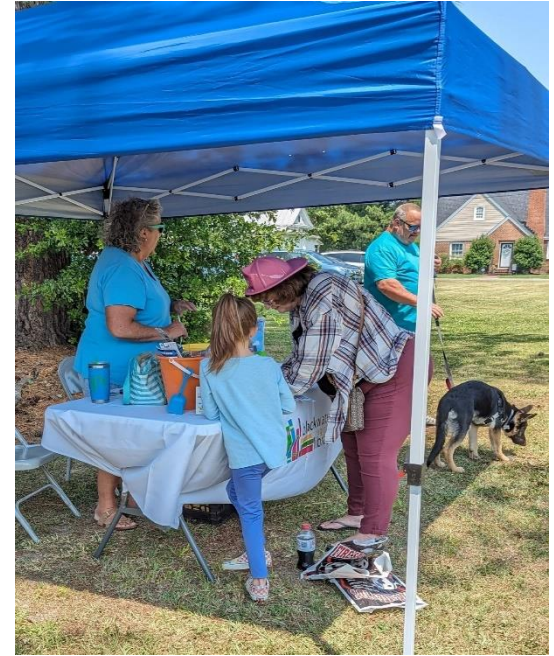
- Summer Reading Program kicked off in all three Isle of Wight Locations, including kick-off parties, magic shows, and a presentation on sea creatures by the Mariners' Museum!
- BRL also had a presence in the community, including Nike Park's Bark in the Park, Smithfield Farmers' Market, and our continuing Bookworms children's program at Windsor Castle Park.
- Partnered with Children's Center to make sure each of their May and June graduates received a free children's book to take home and information about Summer Reading

37 Outreach Programs and Events in June in Isle of Wight that reached over 1000 participants



Southampton County

- Summer Reading Kickoff was a big hit as the Courtland Branch hosted Jonathan Austin's Magic and Juggling Show
- BRL staff had a presence at Boykins Touch-a-Truck event
- Outreach to East Pavilion Residents had a patriotic theme in anticipation of July 4th



Surry County

- Summer Reading Kickoff at both locations, including Balloon Animals at Surry and STEM-inspired puzzles & games at Claremont.
- Surry's Little Free Community Pantry was recognized by 4-H Extension Office's Resource list for those suffering food insecurity.



Looking for ways to stretch your food budget?

This map includes information on where you can...

- Receive discounts with your EBT or P-EBT card,
- Get free meals and groceries,
- Apply for benefits,
- Grow your own food, and
- Find information on things like cooking, stretching your food dollars, and healthy eating on a budget.

Scan the QR Code to access the food resources map!

Sussex County

- Waverly Farmer's Market continues to provide fellowship, fresh produce, and a place for local artisans to sell their wares to the community
- Both locations started Summer Reading, with magic and juggling shows! Partnership with Sheriff's Office and Friends of the Library provided dinner for Waverly program.



Blackwater Regional Library

Library Bills

June 2023

Type	Date	Num	Account	Amount
360IT Partners				
Bill	06/21/2023	MSP229145	205 · Accounts Payable	-536.05
Bill	06/21/2023	MSP229934	205 · Accounts Payable	-6,007.76
Bill Pmt -Check	06/21/2023	10309	126 · Operating TowneBank	-6,543.81
Bill	06/30/2023	CW229279	205 · Accounts Payable	-26,151.00
Bill	06/30/2023	MSP230756	205 · Accounts Payable	-575.20
Bill Pmt -Check	06/30/2023	10332	126 · Operating TowneBank	-26,726.20
AFLAC				
Bill	06/30/2023	445641	205 · Accounts Payable	-800.18
Bill Pmt -Check	06/30/2023	10333	126 · Operating TowneBank	-800.18
Amazon Capital Services				
Bill	06/30/2023	1VQQ-DVG9-N4RQ	205 · Accounts Payable	-1,583.40
Bill Pmt -Check	06/30/2023	10334	126 · Operating TowneBank	-1,583.40
Anthem Blue Cross/Blue Shield				
Bill	06/21/2023	000723324F	205 · Accounts Payable	-15,199.00
Bill Pmt -Check	06/21/2023	10310	126 · Operating TowneBank	-15,199.00
Anthony Rawlings				
Bill	06/30/2023	1092023	205 · Accounts Payable	-400.00
Bill Pmt -Check	06/30/2023	10335	126 · Operating TowneBank	-400.00
AT&T				
Bill	06/30/2023	2077504540	205 · Accounts Payable	-3.07
Bill Pmt -Check	06/30/2023	10336	126 · Operating TowneBank	-3.07
Baker & Taylor				
Bill	06/21/2023	5018384988	205 · Accounts Payable	-3,785.84
Bill Pmt -Check	06/21/2023	10311	126 · Operating TowneBank	-3,785.84
Bill	06/30/2023	5018406180	205 · Accounts Payable	-8,163.08
Bill Pmt -Check	06/30/2023	10337	126 · Operating TowneBank	-8,163.08
Baker & Taylor - Laminate				
Bill	06/21/2023	5018380683	205 · Accounts Payable	-630.82
Bill Pmt -Check	06/21/2023	10312	126 · Operating TowneBank	-630.82
Bill	06/30/2023	5018411523	205 · Accounts Payable	-1,012.45
Bill Pmt -Check	06/30/2023	10338	126 · Operating TowneBank	-1,012.45
Balloon Creatures By Susan				
Bill	06/30/2023	10371	205 · Accounts Payable	-45.00
Bill Pmt -Check	06/30/2023	10339	126 · Operating TowneBank	-45.00
Blackstone Publishing				
Bill	06/21/2023	2105314	205 · Accounts Payable	-41.24
Bill Pmt -Check	06/21/2023	10313	126 · Operating TowneBank	-41.24
Bill	06/30/2023	2105341	205 · Accounts Payable	-134.88
Bill Pmt -Check	06/30/2023	10340	126 · Operating TowneBank	-134.88
Center Point Large Print				
Bill	06/21/2023	2023296	205 · Accounts Payable	-518.14
Bill Pmt -Check	06/21/2023	10314	126 · Operating TowneBank	-518.14
Charter Communications				
Bill	06/21/2023	0002185060823	205 · Accounts Payable	-4,261.22
Bill Pmt -Check	06/21/2023	10315	126 · Operating TowneBank	-4,261.22
Daily Press				
Bill	06/21/2023	270002414 5.31.2023	205 · Accounts Payable	-53.50
Bill Pmt -Check	06/21/2023	10316	126 · Operating TowneBank	-53.50
Demco, Inc.				
Bill	06/30/2023	7326002	205 · Accounts Payable	-743.30
Bill Pmt -Check	06/30/2023	10341	126 · Operating TowneBank	-743.30
Document Destruction of Virginia				
Bill	06/21/2023	406784	205 · Accounts Payable	-429.04
Bill Pmt -Check	06/21/2023	10317	126 · Operating TowneBank	-429.04
Document Systems, Inc.				
Bill	06/30/2023	131412	205 · Accounts Payable	-2,769.45
Bill Pmt -Check	06/30/2023	10342	126 · Operating TowneBank	-2,769.45
Dodson Pest Control				
Bill	06/21/2023	956275892	205 · Accounts Payable	-46.00
Bill Pmt -Check	06/21/2023	10318	126 · Operating TowneBank	-46.00
Dominion Energy Virginia				
Bill	06/30/2023	3233130008 6.30.2023	205 · Accounts Payable	-2,164.04
Bill Pmt -Check	06/30/2023	10343	126 · Operating TowneBank	-2,164.04
H2O To Go				
Bill	06/30/2023	7825 6.30.2023	205 · Accounts Payable	-54.50
Bill Pmt -Check	06/30/2023	10344	126 · Operating TowneBank	-54.50

Blackwater Regional Library

Library Bills

June 2023

Type	Date	Num	Account	Amount
ManryRawls Corp.				
Bill	06/21/2023	3411	205 · Accounts Payable	-4,897.00
Bill Pmt -Check	06/21/2023	10319	126 · Operating TowneBank	-4,897.00
Midwest Tape				
Bill	06/21/2023	503868573	205 · Accounts Payable	-1,459.31
Bill Pmt -Check	06/21/2023	10320	126 · Operating TowneBank	-1,459.31
Bill	06/30/2023	503934344	205 · Accounts Payable	-4,856.99
Bill Pmt -Check	06/30/2023	10345	126 · Operating TowneBank	-4,856.99
Optima Health				
Bill	06/30/2023	July 2023 premium	205 · Accounts Payable	-9,393.00
Bill Pmt -Check	06/30/2023	10346	126 · Operating TowneBank	-9,393.00
OrangeBoy, Inc.				
Bill	06/30/2023	4326	205 · Accounts Payable	-9,000.00
Bill Pmt -Check	06/30/2023	10347	126 · Operating TowneBank	-9,000.00
Overdrive, Inc				
Bill	06/21/2023	03100CO23177437	205 · Accounts Payable	-65.00
Bill	06/21/2023	03100CO23177548	205 · Accounts Payable	-467.89
Bill	06/21/2023	03100DA23179914	205 · Accounts Payable	-65.00
Bill	06/21/2023	03100DA23179832	205 · Accounts Payable	-65.00
Bill	06/21/2023	03100CO23180818	205 · Accounts Payable	-1,694.86
Bill	06/21/2023	03100DA23181704	205 · Accounts Payable	-592.80
Bill	06/21/2023	03100DA23182255	205 · Accounts Payable	-65.00
Bill	06/21/2023	03100DA23183523	205 · Accounts Payable	-65.00
Bill	06/21/2023	03100DA23188358	205 · Accounts Payable	-636.15
Bill	06/21/2023	03100DA23189476	205 · Accounts Payable	-63.99
Bill Pmt -Check	06/21/2023	10321	126 · Operating TowneBank	-3,780.69
Bill	06/30/2023	03100DA23194752	205 · Accounts Payable	-496.80
Bill	06/30/2023	03100DA23195532	205 · Accounts Payable	-88.06
Bill	06/30/2023	03100DA23201099	205 · Accounts Payable	-356.30
Bill Pmt -Check	06/30/2023	10348	126 · Operating TowneBank	-941.16
Petty Cash				
Bill	06/21/2023	6.21.2023 Petty Cash	205 · Accounts Payable	-393.45
Bill Pmt -Check	06/21/2023	10322	126 · Operating TowneBank	-393.45
Bill	06/30/2023	6.30.2023 petty cash	205 · Accounts Payable	-555.86
Bill Pmt -Check	06/30/2023	10349	126 · Operating TowneBank	-555.86
Queen B's Cleaning Service				
Bill	06/30/2023	1347	205 · Accounts Payable	-680.00
Bill Pmt -Check	06/30/2023	10350	126 · Operating TowneBank	-680.00
QuickBooks Payroll Service				
Liability Check	06/14/2023		126 · Operating TowneBank	-36,438.59
Liability Check	06/29/2023		126 · Operating TowneBank	-35,410.21
Southampton County				
Bill	06/30/2023	Acct 46 6.16.2023	205 · Accounts Payable	-53.00
Bill Pmt -Check	06/30/2023	10351	126 · Operating TowneBank	-53.00
Southampton County (1)				
Bill	06/30/2023	2023-06	205 · Accounts Payable	-497.52
Bill Pmt -Check	06/30/2023	10352	126 · Operating TowneBank	-497.52
Southampton Cty Treas, Cynthia J. Edwards				
Liability Check	06/15/2023	10308	126 · Operating TowneBank	-1,643.22
Liability Check	06/30/2023	10330	126 · Operating TowneBank	-1,595.68
Liability Check	06/30/2023	10331	126 · Operating TowneBank	-12,336.30
Spectrum Enterprise				
Bill	06/21/2023	089740301060123	205 · Accounts Payable	-945.44
Bill Pmt -Check	06/21/2023	10323	126 · Operating TowneBank	-945.44
The Library Corporation				
Bill	06/30/2023	67256	205 · Accounts Payable	-299.00
Bill Pmt -Check	06/30/2023	10353	126 · Operating TowneBank	-299.00
The Virginian Pilot				
Bill	06/30/2023	596384600 6.11.2023	205 · Accounts Payable	-167.13
Bill	06/30/2023	544295706 6.20.2023	205 · Accounts Payable	-204.75
Bill Pmt -Check	06/30/2023	10354	126 · Operating TowneBank	-371.88
Total Business Solutions				
Bill	06/21/2023	280344	205 · Accounts Payable	-623.88
Bill Pmt -Check	06/21/2023	10324	126 · Operating TowneBank	-623.88
TowneBank/Card Services				
Bill	06/21/2023	6457 0001 6.13.2023	205 · Accounts Payable	-8,466.60
Bill Pmt -Check	06/21/2023	10325	126 · Operating TowneBank	-8,466.60
Bill	06/30/2023	6457 0001 6.30.2023	205 · Accounts Payable	-988.17

Blackwater Regional Library
Library Bills
 June 2023

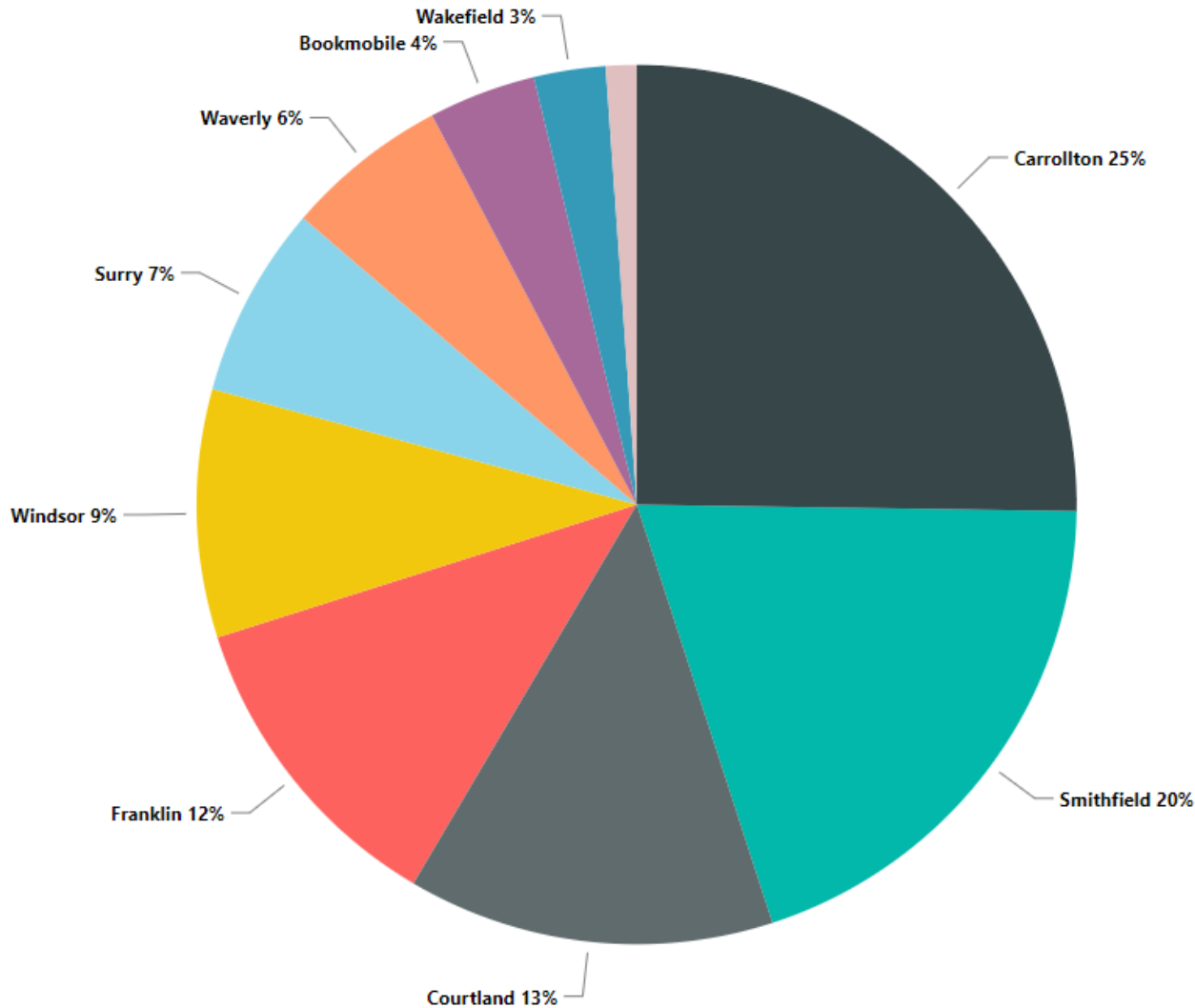
Type	Date	Num	Account	Amount
Bill Pmt -Check	06/30/2023	10355	126 · Operating TowneBank	-988.17
Unique Management Services, Inc.				
Bill	06/21/2023	6113087	205 · Accounts Payable	-267.95
Bill Pmt -Check	06/21/2023	10326	126 · Operating TowneBank	-267.95
Verizon (1)				
Bill	06/21/2023	961660704 6.9.2023	205 · Accounts Payable	-157.14
Bill Pmt -Check	06/21/2023	10327	126 · Operating TowneBank	-157.14
Bill	06/30/2023	624106825 6.22.2023	205 · Accounts Payable	-55.21
Bill Pmt -Check	06/30/2023	10356	126 · Operating TowneBank	-55.21
Verizon Wireless				
Bill	06/21/2023	9936808283	205 · Accounts Payable	-2,840.71
Bill Pmt -Check	06/21/2023	10328	126 · Operating TowneBank	-2,840.71
Xerox Financial Services				
Bill	06/21/2023	4363614	205 · Accounts Payable	-1,598.72
Bill Pmt -Check	06/21/2023	10329	126 · Operating TowneBank	-1,598.72



Franklin, Isle of Wight, Southampton, Surry, and Sussex
www.blackwaterlib.org

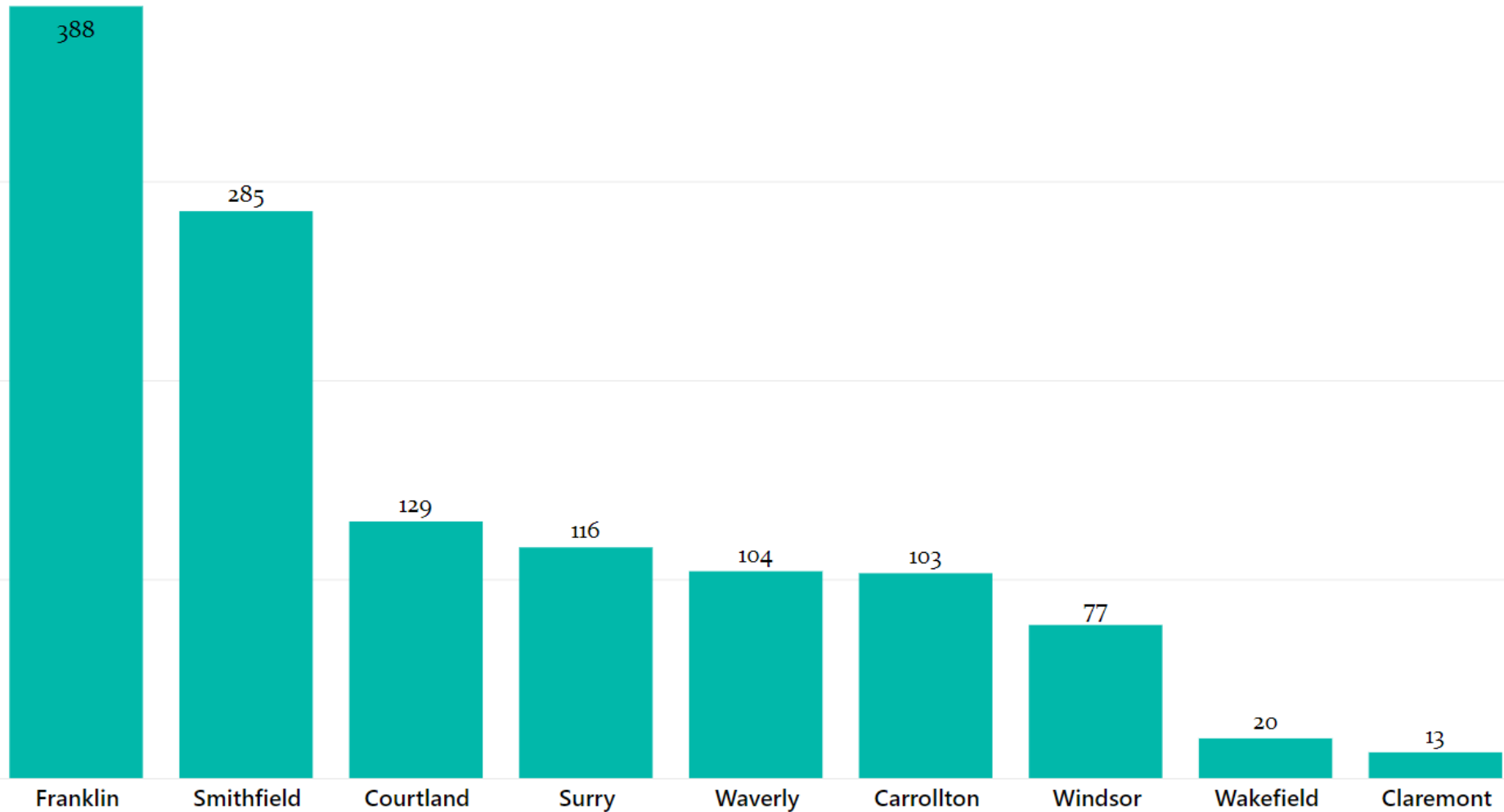
June 2023 Statistics

Monthly Report: Patron Count

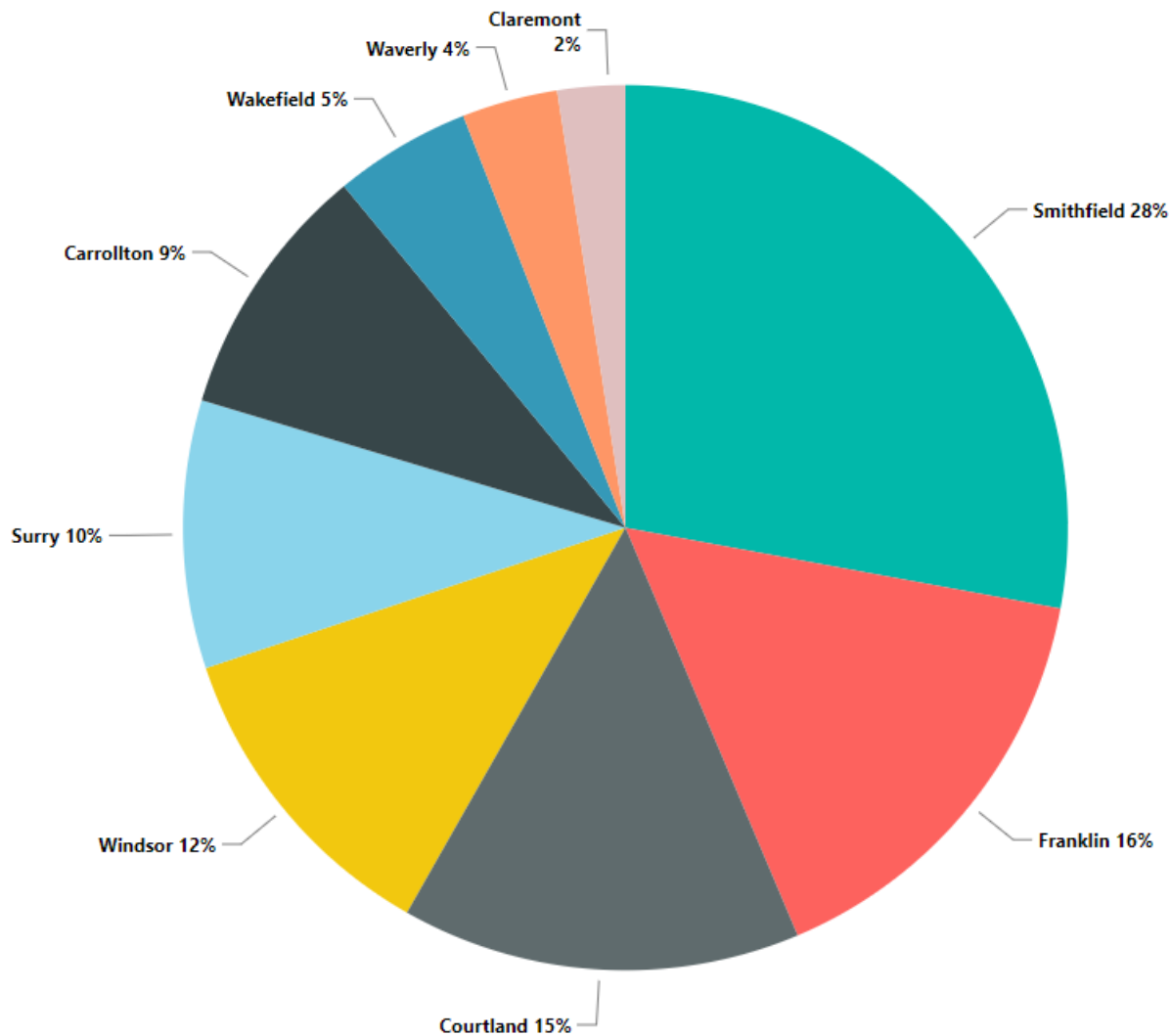


Branch	Patron Count
Bookmobile	704
Carrollton	4507
Claremont	202
Courtland	2405
Franklin	2079
Smithfield	3532
Surry	1262
Wakefield	470
Waverly	1071
Windsor	1629
Total	17861

Monthly Report: In-House Internet



Monthly Report: WiFi Use



Branch	Wireless Internet Usage
Carrollton	182
Claremont	48
Courtland	283
Franklin	305
Smithfield	542
Surry	190
Wakefield	97
Waverly	68
Windsor	226
Total	1941

Circulation Report: By Branch

● Children's Print

● Adult Print

● DVD

● eBooks

● Audiobook

● Kits

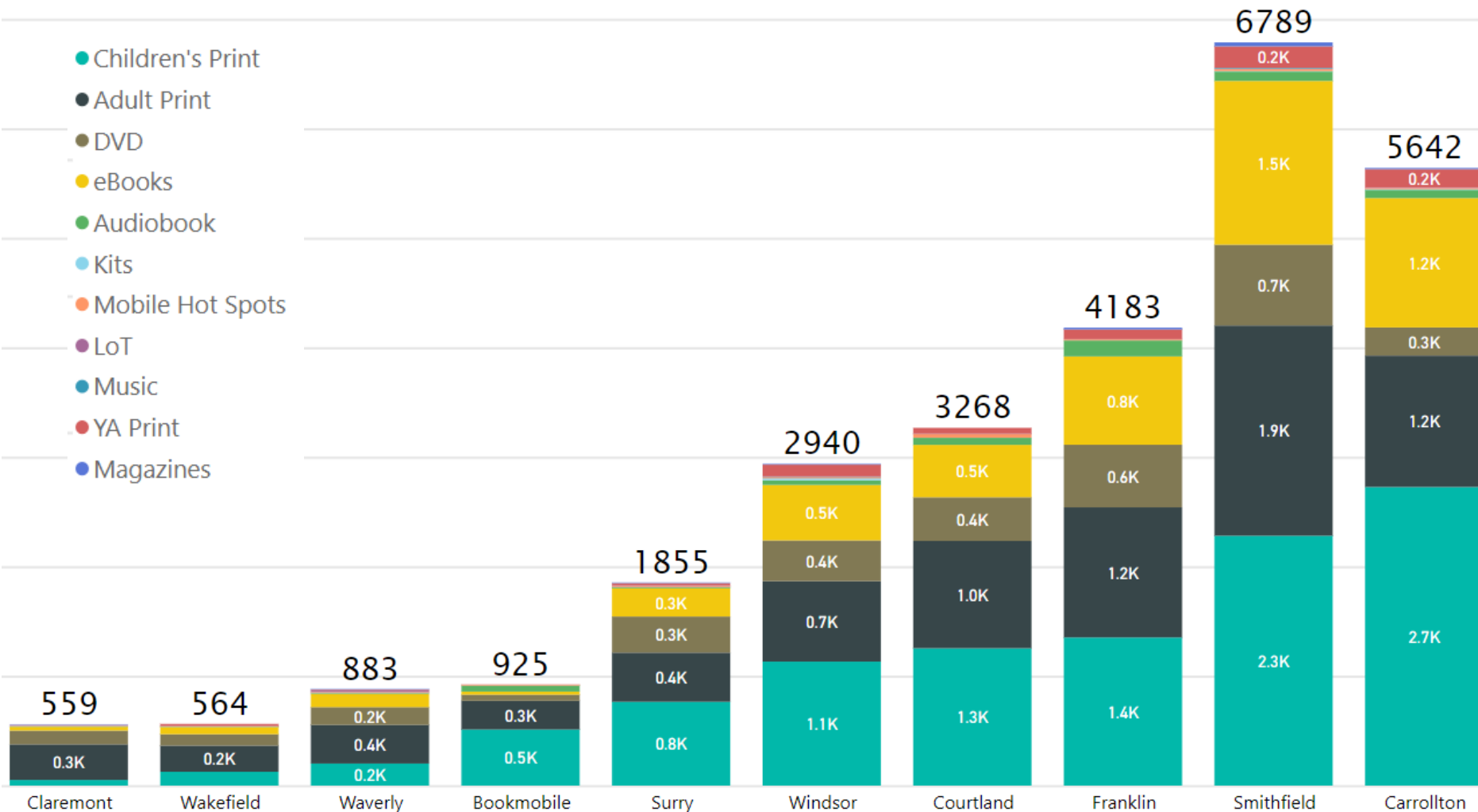
● Mobile Hot Spots

● LoT

● Music

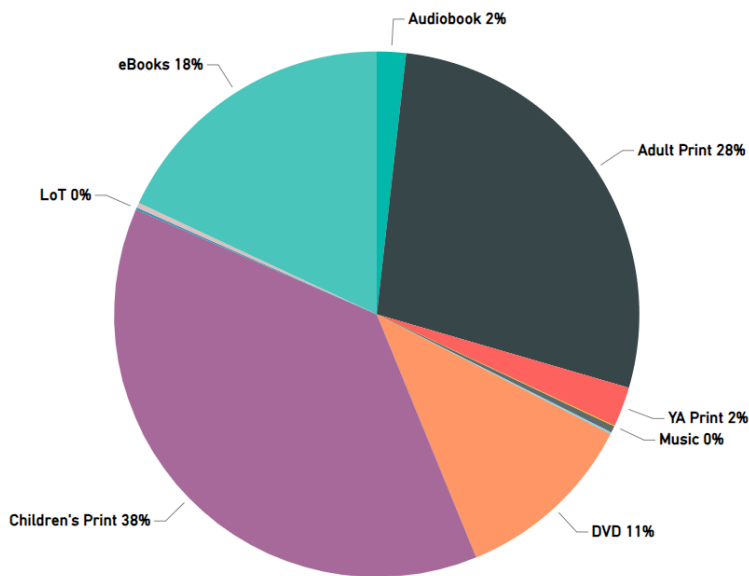
● YA Print

● Magazines

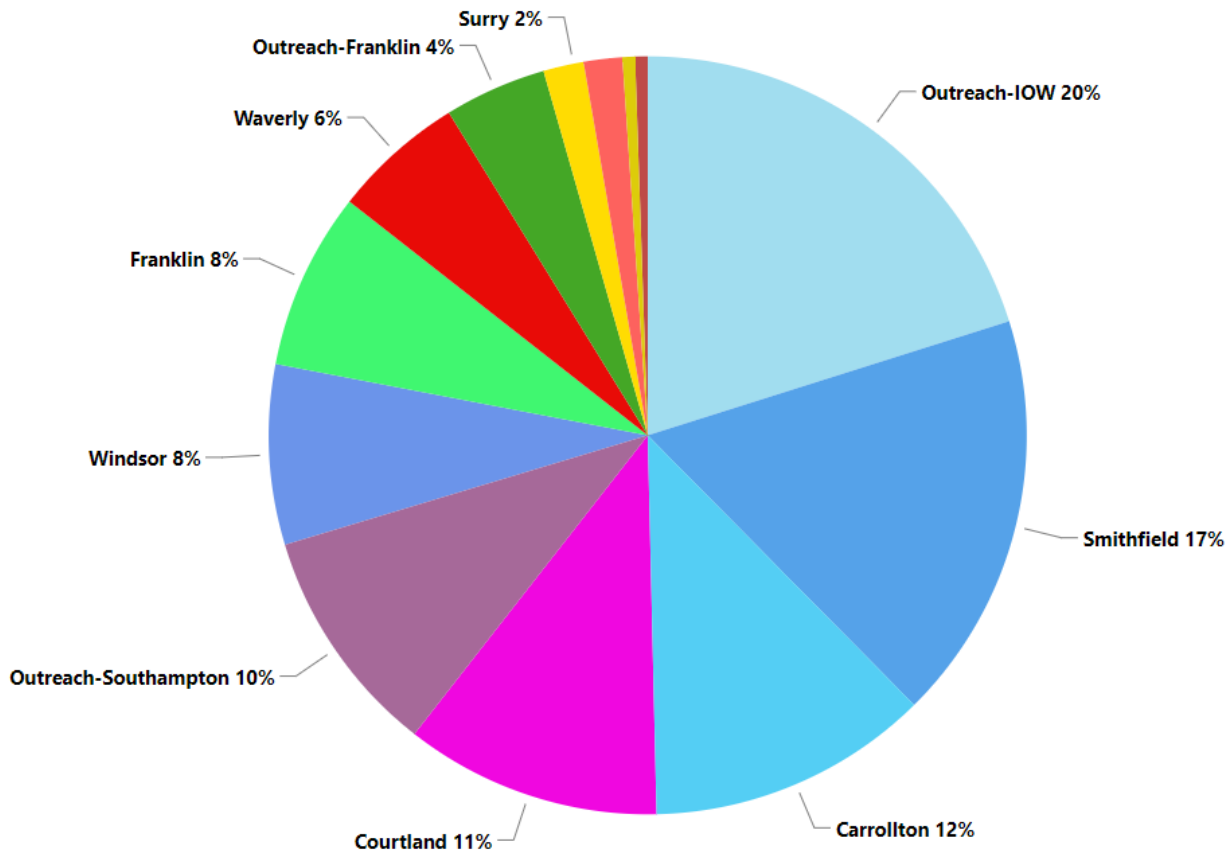


Circulation Report: Type by Branch

Location	Adult Print	Children's Print	DVD	Audio-book	Kits	YA Print	Music	LoT	Magazines	eBooks	Mobile Hot Spots
Bookmobile	262	513	56	55	0	2	0	1	0	28	8
Carrollton	1200	2728	257	75	6	170	0	4	11	1182	9
Claremont	325	52	126	5	1	5	0	3	5	35	2
Courtland	980	1255	399	64	1	55	1	1	0	479	33
Franklin	1189	1353	572	145	0	88	0	3	16	807	10
Smithfield	1920	2283	738	86	4	197	8	3	36	1496	18
Surry	449	766	330	10	0	22	0	5	6	258	9
Wakefield	239	127	104	5	0	20	0	2	0	65	2
Waverly	353	202	162	8	2	9	0	13	6	120	8
Windsor	735	1133	372	42	16	111	6	0	7	507	11
Total	7652	10412	3116	495	30	679	15	35	87	4977	110

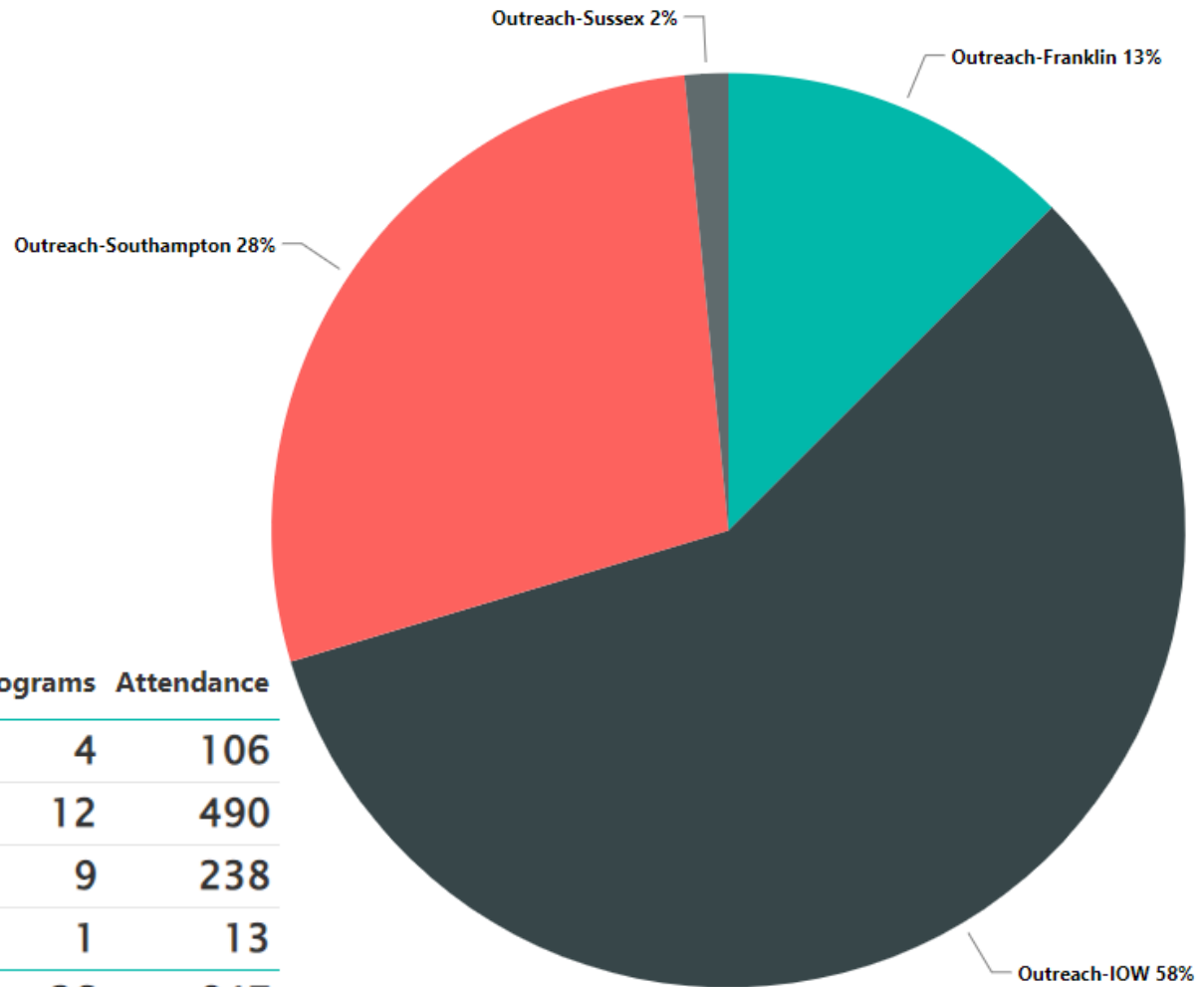


Program Report: Total Participation



Location/Branch	Count
Carrollton	293
Claremont	13
Courtland	266
Franklin	184
Outreach-Franklin	106
Outreach-IOW	490
Outreach-Southampton	238
Outreach-Sussex	13
Smithfield	425
Surry	42
Wakefield	40
Waverly	137
Windsor	187
Total	2434

Outreach Report: Programs



Location/Branch	Outreach Programs	Attendance
Outreach-Franklin	4	106
Outreach-IOW	12	490
Outreach-Southampton	9	238
Outreach-Sussex	1	13
Total	26	847

STAFFING AND WORKSHOP REPORT

Staffing Update June 2023 Blackwater Regional Library

New Hires

- Barbara Kent – Youth Services Programmer, Courtland and Franklin

Promotions

Transfers

Separations

Vacancies

- Senior Library Assistant in Claremont
- Library Assistant in Carrollton and Smithfield

STAFFING AND WORKSHOP REPORT

Training Sessions – June 2023

Isle of Wight County staff completed a total of 4 trainings

Sussex County staff completed a total of 2 trainings

The Central Office staff completed a total of 1 training

6/8/2023 – Nationwide Retirement Solution – Introduction to Task Center – Overview of features of new Task Center. Nationwide is moving to more online functions and less paper.

6/22/2023 – Life Lessons from the Happiest People on Earth – For the last several years, Finland & Denmark have been rated the top two countries in the world. The USA has been ranked #16 on that list. The question we are asked is what makes them so happy? These countries primarily in the Nordic/Scandinavian region go weeks without sunlight during the winter. We know the effects that sunshine can have, so why are these countries' citizens so happy?

One of the first points to be made is the Nordic Theory of Love. Their goal is to have a society free of all forms of dependency so that their true authentic selves can be shown. One common factor is that these Nordic countries' governments provide more of their citizens necessities. When your basic needs are met, you are free to make decisions based on your true desires.

Each country has also adapted their own mantras for living a happy life.

Sweden's *Lagom* mantra translates to *not too little, not too much*. Evaluating your life and when your energy goes and to take things in moderation.

Another practice in Sweden is *Fika* which basically means *coffee with friends*. This is mandatory in most of their workplaces. This encourages connection with others and working on our interaction skills and learning to really listen to those around you. These more frequent breaks have been found to give employees more energy and motivation and less headaches and back pain. These short regular breaks have also proven more helpful overall than extended time off.

Some practices to help with this would be de-cluttering areas of your home, creating a capsule wardrobe, spending time on your own, performing acts of kindness, upcycling & using sustainable materials, and focusing on small attainable steps.

Another practice from the Netherlands is *Niksen*. *Niksen* translates to nothing-ing. Like meditation, this is an intentional act of doing nothing. This is just one way to cut out external stimulation and divert from burnout. As the opposite of being told doing nothing is being lazy, this is purposefully training your mind to clear your head and ultimately make us more productive.

Norway's *Friluftsliv* translates to open-air living. This is the practice life a simple life in nature without disrupting the environment. They are able to roam the country without as many restrictions as imposed to here in the US. Nordic countries also embrace this practice to allow flexible work hours and outdoor kindergartens to allow as much time outside and give up the screens and stress.

STAFFING AND WORKSHOP REPORT

Iceland's *betta reddast* translates to *don't worry, everything will be fine*. When we realize that we can't change our situation and give up some of our need to control things, we can look at the positive of the hand we've been dealt and believe in our own abilities.

Denmark has adapted their lives with *Hygge*. *Hygge* translates to *coziness*. A warm cup of coffee, a cozy blanket, and a glowing candle in the corner. It's feeling content through enjoying the simple things in life and stepping away from the hustle and bustle.

Another adapted form of practice in Denmark is *Lykke*. *Lykke* means *happiness*. Spending time in your community and investing time with each other. Collecting memories and experiences, not things.

Finland's *Sisu* translates to *determination, perseverance*. Another way to think of it is grit. It's a way of reaching past the limit we thought we were capable of, but not to the point of breaking. Being happy 100% of the time is not possible, but this way of thinking allows them to treat uncomfortable experiences and use it as a learning experience. From a parenting perspective, they let their children figure things out on their own allowing them to become better problem solvers and boost their confidence.

I absolutely would recommend this training for everyone. I think adapting some of these practices into our everyday lives and into our workplace can increase productivity, create better connections, and overall improve our happiness.

6/23/2023 – Extreme Customer Service, Every Time – This workshop really goes deep into how to have extreme customer service and to have a patron first attitude in a library. The attachments are the slides shown in the call, as well as the chat and a written recap of what was talked about in the call.

6/23/2023 – DHS Active Shooter Situation: Options for Consideration – This workshop video was about how to handle a situation in which an active shooter is present at your job. The video properly demonstrates how to hide or escape, how to evaluate escape plans, and what to do when the police arrive.

6/23/2023 – Dealing with Angry Patrons – In this webinar, it goes over how to handle an angry patron in different type of situations. It also helps you identify different type of anger so that you know how to properly assess the situation and handle the patron effectively.

6/23/2023 – Living in a Material World: Crafting Programs – In this webinar, we learn how to put together an adult craft program on a budget, how to utilize crafts to promote awareness, and see a wide variety and range of craft examples. We also learn the history of crafts and the current state of the crafting world as well as the therapeutic and health benefits that crafts can provide for adults.

6/28/2023 – What to do with Patrons that are Mad on Arrival (MOA) - This was a very informative webinar. The presenter discussed many ways to deal with angry patrons and situations.

STAFFING AND WORKSHOP REPORT

There are three types of angry customers:

- *The reasonable & justifiably angry customer
- *Irrationally angry & demanding customer
- *Rude & abusive angry customer

Specific phrases to use with patrons to stop unwanted behavior:

- *If you'd like to stay in the library, you'll need to.....
- *You have every right to feel angry, but it is not okay to threaten me or my staff.

It is often good to use question techniques, such as

*Did you know...

For the safety of our patrons, we do not allow running in the library.

Our insurance policy prohibits you from being in the library after we close.

Practice not defending the catalog--whether the book is in the library or not.