

**BRIDGEPORT PUBLIC LIBRARY**  
**Assistant City Librarian**  
**November 2023**

We had a very engaging Customer Service Training presented by Andrew Saunderbeck. We arranged the schedule to try to accommodate as many in-person attendees as possible, but we also recorded the presentation. This allowed for the staff who were unable to attend in person to benefit from the training as well. The system worked well and we should be able to follow a similar procedure for future trainings. Managers also attended the Honest Appraisal Training organized by the City of Bridgeport.

We continue to place emphasis on our outreach efforts. I met with Lindsay Wyman of Mercy Learning Center. We had a wonderful conversation sharing information about services. They have a similar program to Literacy Volunteers and I have put them in touch with Suzanne Solensky and Lisa Wolfeiler. They are also interested in doing regular tours and possibly borrowing a circulating collection of books. Kristin Graff attended an outreach event at Luis Munos Marin School where she spoke with five 8<sup>th</sup> grade classes about the Library and being a librarian. The Children's Dept. also visited Geraldine Johnson School and first graders from High Horizons Magnet School visited Burroughs-Saden. Other groups we assisted in November include Gifted Girls, the Veteran's Association, Career Resources, God's Team and Bridgeport Prospers of the United Way.

Children's and Teen Services Staff surveyed teens on their use of the Bridgeport Public Library and have used this information to map out the newly allocated teen space in the pop room. Kate, the Teen Librarian, has planned for a number of new programs and is working hard to build connections and provide new services.

We have been designated a Rotary Grant for \$10,000 to support our growing Digital Navigator Program. In addition to one-one-one appointments, we will be offering classes in the near future. Staff has also been assisting patrons with a service we offer for free called Northstar Digital Literacy and are helping them utilize the Affordable Connectivity Program.

Laura Matthews

Assistant City Librarian

12/20/23