

## **Burroughs' Customer Services Narrative**

**February 2021**

### **Customer Services**

**Fine Arts room: some of the furniture has been move back into the room; shelves have been bolted to the floor and boxes of books have been unpacked and books put back on the shelves.**

**On February 6<sup>th</sup> I was given the responsibility of overseeing Burroughs Youth Services.**

**A couple of staff worked on the first floor bulletin board for a Black History Month display.**

**A couple of staff provided coverage at East Side Branch in February.**

**Danielle and I worked on Bibliomation web client test site; Circulation staff practiced on the test site.**

**The number of Quick Pick Up appointments for the month of February was 66.**

**For the month of February the number of incoming bins for DeliverIT was 20 and the number of outgoing bins was 18. For our supplemental service, Yankee Courier the number of incoming bins was 5 and the number of outgoing was 9. The low numbers is due to the many storm days we had which prevented DeliverIT and Yankee drivers from picking up and delivering books.**

**For the month of February 16 on line library card applications were processed; (adult 14; YA 2)**

**The staff weeded the X Fiction collection on the first floor and changed status in Bibliomation; removed 14 day stickers from Newfield's no longer new books and changed status in Bibliomation.**

**We continued to find mistakes from Baker & Taylor and Midwest Tapes in their cataloging of our materials.**

**Meetings and webinars that I attended in February were:**

**BCALA (National and Conn. chapter) meetings**

**Southern Conn. State University ZOOM program "Confronting White Privilege in the Arts and Humanities".**

**I attended Bridgeport supervisor's meeting**

**Attended Bridgeport "Reading is Grand" program; a brown bag lunch event with the city librarian Elaine and a book discussion on Zora N. Hurston.**

### **Youth Services Monthly Report: FEBRUARY 2021**

#### **Programming:**

**· In the month of February we held four Wednesday story time programs with Black History Month theme and also four Little Learners story times on Tuesday mornings. All virtual programs were well attended.**

- In addition, we delivered two virtual Middle School Readers' Club programs on Facebook Live. The link to those virtual reading sessions will be posted on the BPL website.
- In February, we also celebrated Take Your Child Library Day and have given out a library themed tote bags filled with educational resources, library created craft, and free books.
- Youth Services staff has planned programs for upcoming months; summer reading programming is in progress.

#### **Collection:**

- Weeding of juvenile x fiction, x nonfiction, and x picture book collection continues; damaged and outdated materials have been removed from the collection.
- Shelf reading of children's and the YA collection continues.
- We have tidied up the teen shelving area in the backstacks; the YA books will be shifted, organized, and shelf read.
- Evaluating juvenile paperback fiction continues. Damaged, outdated, not popular titles will be removed from the collection.
- An inventory of the teen collection has begun.
- We have created an updated signage for the graphic novels section in the Children's Room.
- Relabeling of early chapter books is in process.

#### **Successes/Concerns:**

- Youth Services has received a positive feedback from patrons during our virtual programs; beside our regular viewers we have views from Caribbean and India as well.
- We have created a QR code of the BPL's website to be used on our promotional materials.

#### **Displays:**

- Because Burroughs is not open to the public yet, no book displays were created.

**Submitted by**

**Vivian Bordeaux, Mar. 10. 2021**