



COUNTY LIBRARIAN REPORT NOVEMBER 2016

SEED LIBRARIES

We are excited to partner with Garden Pool to initiate seed libraries at all our libraries in 2017. Garden Pool is a federally recognized 501(c)3 public charity dedicated to research and education of sustainable ways to grow food. Their mission is to develop better ways to grow food and help others do the same. Garden Pool provides a prepackaged and cataloged collection of seeds to public libraries for free. Library customers can checkout seed packs. Garden Pool will also provide quality education to the public to help every local gardener's garden grow to be a productive success! For more information: <https://gardenpool.org/>

LOW VISION RESOURCE CENTER AT SUN CITY BRANCH LIBRARY

The Low Vision Resource Center is designed to assist library customers who struggle with technology due to vision issues or physical disabilities. Two computers in the area will be equipped with large print, high-contrast keyboards for better accessibility. Each of these stations will also have a joystick style mouse to assist those who struggle with a traditional mouse due to arthritis or other physical ailments. The highlight of the center is the ClearView-C which is a desktop magnifier designed to improve reading experience. The magnifier has touch screen capabilities and converts text to speech which is especially beneficial for those who wish to read long texts. The center will be equipped with an ergonomic desk and chair that adjust, making it easier for those who have difficulty sitting in our traditional computer stations. Access to these resources will make it possible for those unable to use traditional computer stations to enjoy the library again. It will allow the Sun City Branch Library to truly empower its community to be lifelong learners through continued access and adaptability. Funding was made possible through a bequest.

CUSTOMER SERVICE MODEL

We are developing a consistent customer service model to implement across the District. In developing MCLD quality standards and code of service, our focus is on how we create excellent customer service experiences and how to best execute them through people, place, process and product at all customer touchpoints. We are currently conducting staff conversations at the branches to incorporate staff feedback and create toolkits and training for staff.

COMMUNICATIONS ADMINISTRATOR

Andrew Tucker will be joining MCLD as Communications Administrator. This newly created position plays a vital role in planning, developing, directing and evaluating all facets of MCLD's communication department to further strengthen the public awareness of our libraries, programs and services.

Cindy Kolaczynski
Director/County Librarian