Come Together, Right Now: The Way We Collaborate to Ensure System Wide Thinking
Presenters: Dana Bomba and Jen Philips, Campbell County Public Library

I. Program Team
    a. Who is involved and what their role is within the program team
        i. Public Service Librarians (PSLs)
        ii. Children's program managers (CPMs)
        iii. Director
        iv. Collection Management
        v. Literacy
    b. Process of planning and implementation of programs
        i. Family Fun Nights and Santa
        ii. Summer Reading and Fundraising
    c. Leadership Development Opportunity
        i. Monthly training (half day)
    d. Outreach/Literacy Volunteers of Campbell County
        i. Pop Up Library
        ii. Literacy Volunteers

II. Staff Meetings
    a. Why it is so important to have them (bi-monthly)
        i. Connect with branch coworkers/other departments
        ii. Info first-hand, not trickle down (from director)
        iii. System-wide, face-to-face discussions
    b. Example: Program Room Policy Brainstorming
    c. Past Staff Day Events and Trainings (staff day – once a year)
        i. Training
            1. Personality types
            2. Six Sigma
            3. Serving people with developmental and mental challenges
            4. Low-income reality role-play
            5. Work plans/job descriptions
            6. Dealing with difficult people
        ii. Location/events
            1. Field trip to new library in another locale
            2. Branch libraries
            3. Neighboring community library
            4. Local historical site
            5. Local history/genealogy library
    d. Awards
        i. Years of service - FT **and** PT
        ii. State recognition
        iii. County

III. Wiki Sharing/Social Media
    a. Hootsuite: A Social Media Marketing Tool that allows you to preschedule posts and tracks your reach.
        i. Allows multiple people to manage social media accounts
            1. Postings
            2. Responses to inquiries

           3. Must have a schedule for this to be successful
     ii. Schedule for posting: How we decided on the best times to post in order to reach the most people
           1. 8:20 am , 11:20 am, 2:40 pm, 5:15 pm, 8:10 pm
           2. Open Communication to trade posting times or takeover someone's week for a big event promotion.
     iii. Types of Postings
           1. Reviews
           2. Programs
           3. Fun stuff
     iv. When to create an event
           1. Only for major system wide programs, such as the End of Summer Finale.
           2. Why? If we post every single event at all four libraries there will be far too many to manage. We also have a small staff so creating the events would become too time consuming.
  b. Private platform for the Team
     i. Private Platform for the Team: PBWorks – Online Team Collaboration
           1. Why? – Much of what we do needs to be fully planned out amongst the team before releasing it to the rest of the staff. This is a place to do that, manage our shared budget, schedule PopUp Library Outreach events, post meeting agendas and minutes, store documents for later use, weekly check ins, and much more.
           2. Wednesday Check ins: Each week the team will update the front page of the Wiki with things they are working on that could directly affect another team member.

IV. Collaboration Between Public Services Librarians
  a. System-Wide Thinking in management, circulation, etc.
  b. Consistency of user experience within the county
  c. Tools Used: Wiki, Hootsuite, Portal Documents, Regularly Scheduled Meetings
  d. Weekly Collection Development Day – use an hour of time to meet and discuss information that needs to be distributed to all of the libraries.
     i. Prevents the duplication of effort and sparks creativity through the organic exchange of ideas
           1. Learning Plans for Performance Goals
           2. Flyers/Displays
           3. Tech Lesson Plans
           4. Beth's Series Project
  e. Collection Development: Minimizing errors and allowing for a more finely-tailored process
     i. Author List Spreadsheet: Each PSL manages their specific genres.
           1. Contains – Author, Link to Fantastic Fiction (Plug HERE for FF), List Branches, # of Copies, Series, Latest Title Purchases, Upcoming Title to Purchase, Notes.
     ii. Checking Orders: Double Checking Orders Together
           1. What we look for – duplicate titles, re-release or new release, correct collection, backordered, or future pub date.
           2. Greatly reduced our number of returns
           3. Each return has been for a different reason. We haven't made the same error twice.
           4. Specific Community Collections
     iii. One scenario where this doesn't work well is if you have someone who isn't as committed and isn't pulling their own weight.

Learning Objectives and Takeaways: (3)

1. Participants will develop a functional understanding of system wide thinking and its benefits.
2. Participants will leave with the knowledge and tools to develop their own equitable and efficient social media plan, including a schedule and posting ideas.
3. Participants will critically reflect upon closing and leave with a 3x5 index card where they have written down two things they learned and one thing they can do differently from having attended this workshop.