

THINGS THEY DIDN'T TEACH IN LIBRARY SCHOOL

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MANAGERIAL TASKS I WASN'T TAUGHT IN MY LIS PROGRAM

Revived patron who passed out

Calmed children

Removed snake from library

Troubleshooting A/V

Literal dumpster fire—moved elderly patron's car

Sandbagged library for hurricane

Awoke at 2am for motion alarm—was a balloon

Used trauma-informed communication to help patrons

Used TIC to help staff

Evacuated library due to boiler issue

Served hot cider at storytimes

Picked out paint colors

Replaced carpet tiles

Held baby goats

Conducted surveys

Created cryptic, crossword, and other puzzles

Presented to strategic plan focus group

Did the full courier run to 7 branches

Moved a lot of furniture

Built my own desk on first day

Wrote/edited policy and procedures

Helped with RFP for our ILS

Created vendor and partner agreements

Talked with vendors and partners when they violated those agreements

Dressed up as a TARDIS, a town crier, a Harry Potter character, and in a ridiculous golf costume

Bought tables and chairs

Learned how to identify blown fuses and transformers of multiple sizes

Learned how to remove bee's nest from library

Talked with patron about why My Little Pony porn was inappropriate

Purchased and built a stage

Applied and won grants

Worked at every service point in my branch and some others

Posted to library social media

Interviewed for print and media news

Led meetings

Led meetings to plan those meetings

Ran a cash bar

Built miniature golf holes

Led kids in making slime

Performed countless outreaches

Hosted multiple Con's

Cleared pine needles and leaves from the roof drains

Sat in on City Council meetings, Library Board meetings, Foundation meetings

Hauled large book donations

Led or filled in for job help, tech help, and many additional programs

Designed and updated program for first generation college applicants

Reconciled change funds, coin copiers

Compiled statistics

Watered plants

Repaired diaper changing station

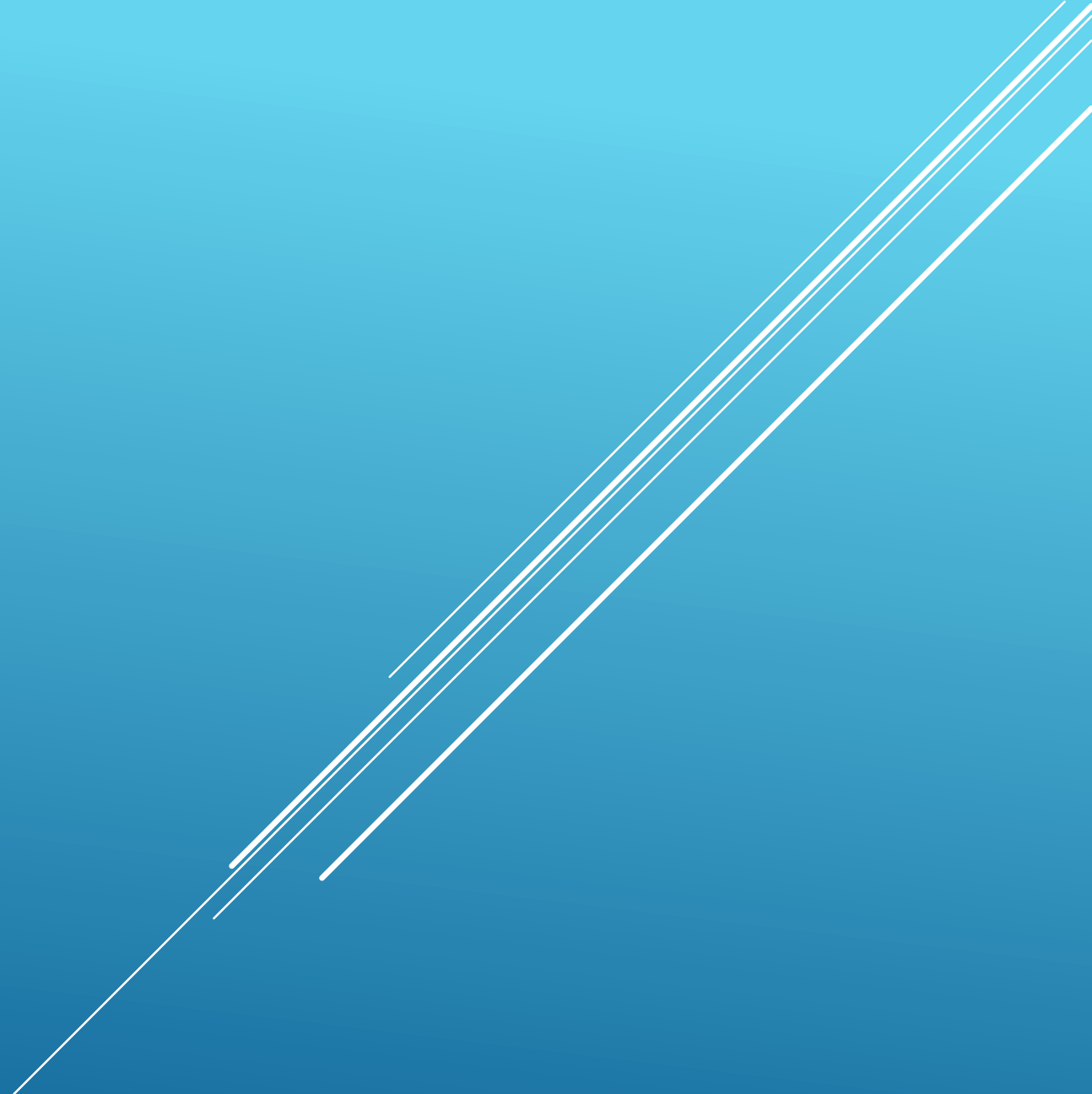
Registered voters

OBJECTIVES

- ▶ Resources to help you
 - ▶ Q/A session: Ask us anything so you feel prepared for crisis situations and more
 - ▶ Even more of your questions answered via email
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HEY, JES....?

A tragic comedy in one act



SOLUTIONS FOR NEW SUPERVISORS

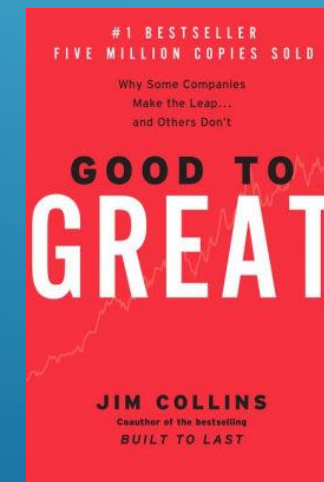
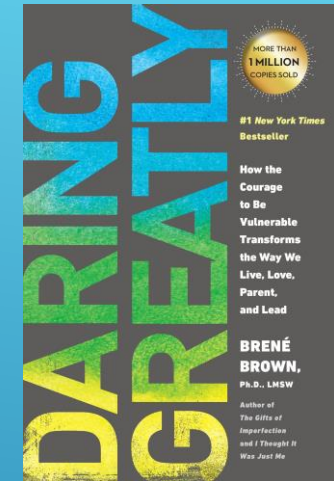
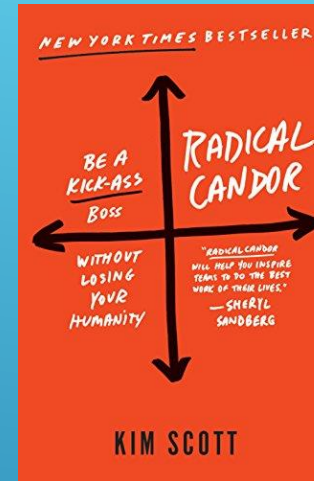
Web Resources

www.askamanager.org

- A blog written by Allison Green on all things job related- performance issues, how to get a job, how to handle sticky situations.

<http://www.homelesslibrary.com/>

- Ryan Dowd manages a large homeless shelter near Chicago, Illinois. He has a new ALA book coming soon! Tips for dealing with all sorts of patron behaviors.



FACILITIES RESOURCES

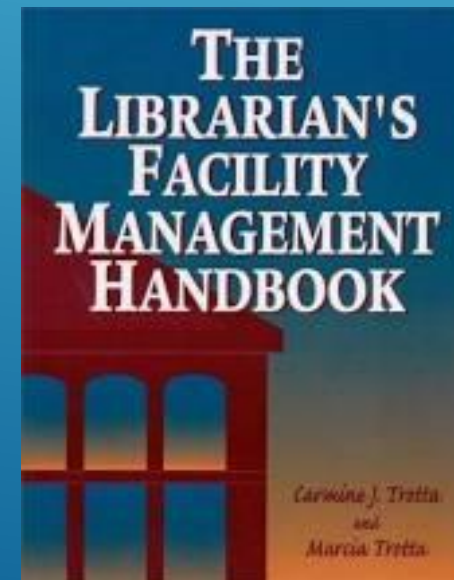
Web Resources

Public Library Association (PLA) Facilities Tools

- A great list of resources to help with design/renovation and planning

American Library Association (ALA): Library Equipment and Facilities Management

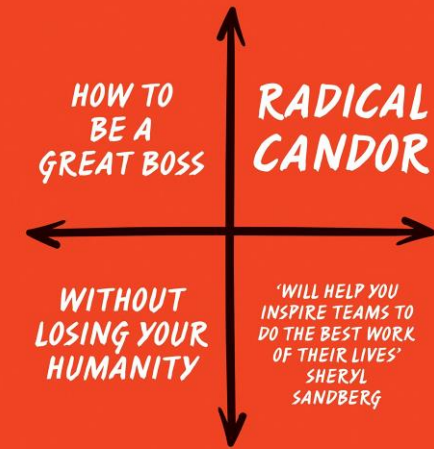
- Libguide that has great resources, especially on safety/security and disaster preparation



PERFORMANCE MANAGEMENT RESOURCES

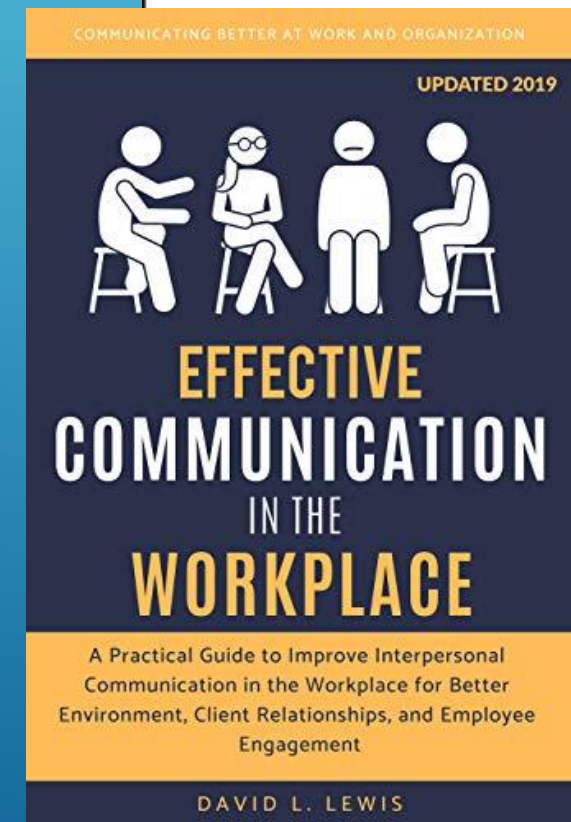
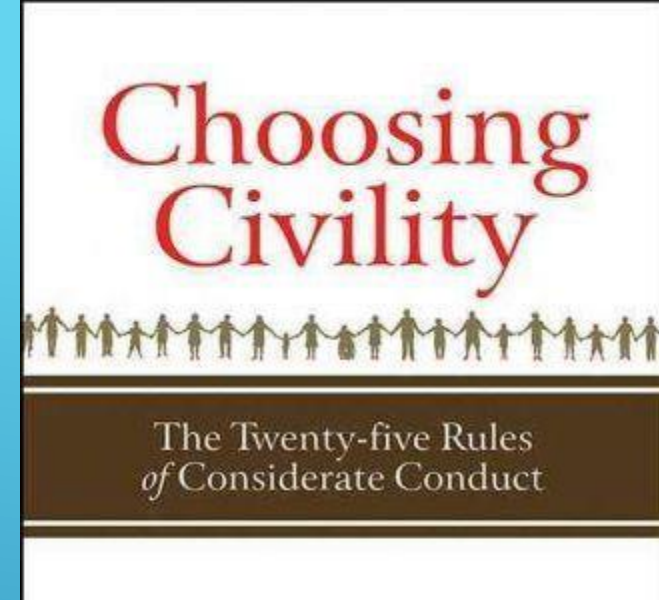
- ▶ [Be a Great Boss: One Year to Success, Catherine Hakala-Ausperk \(ALA, 2013\)](#)
- ▶ [Radical Candor: Be a Kickass Boss Without Losing Your Humanity, Kim Malone Scott \(St. Martin's Press 2017\)](#)
- ▶ Newsletters from the [Harvard Business Review](#)

If your city or county HR department offers management training classes, take them! If not, seek them out through your library's databases and attend professional conferences.



COMMUNICATION RESOURCES

- ▶ *Effective Communication in the Workplace: A Practical Guide to Improve Interpersonal Communication in the Workplace for Better Environment, Client Relationships, and Employee Engagement* by David L. Lewis
- ▶ *Perfect Phrases for Managers and Supervisors*, 2nd edition by Meryl Runion
- ▶ *Choose Civility: The Twenty-Five Rules of Considerate Conduct* by P.M. Forni
- ▶ *How to Win Friends and Influence People* by Dale Carnegie



QUESTIONS/ANSWERS

Contribute to the discussion!

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