

## **Library Director's Report for February 2019**

Building: we are making very slow progress on our remaining work, which includes replacing the metal transition strips in the foyer and doing more soundproofing in the basement.

Staff: no changes at this time

Programs: we are revamping our technology programs and therefore Baby Signs will start being every Thursday as opposed to three Thursdays a month.

Behavior issues: February was a rough month, most likely due to the very bad weather. The upside of a lot of stress for staff has resulted in a closer relationship with both Robin at Father's Heart and Officer Mike Day, a very close (and timely) review of our Behavior Policy, and a discussion about some of our practices. Along those lines, the new key policy for the upstairs restroom has resulted in us learning the names of a lot of our long time patrons and good conversations.

These various behavior difficulties also create the potential for burnout for staff, which then starts becoming a training and wellness conversation as well.