

MLA: Future of Libraries Interest Group (February 2019)

Meeting Date & Location

2/4/2018 @ Charlotte Hall Branch of St. Mary's County Library

Silent Auction Basket

Something representing all of our counties and add something space-y

Plus space stuff? Travel mug with starbucks gift card

- Ella and Allie will build the basket
- Everyone should find something from their library system to place in the basket (some sort of swag).
- We will reach out to some NASA organizations to get any additional swag that seems futuristic
- Allie will look for something like a starbucks gift card to add

T-shirts

- Sara, Ashley, and Ella will work on t-shirts. We will place a t-shirt in the basket

FoLIG Presentation

- At the March meetings, we will work on this in more depth.
- Ella is collating slides into the presentation

What are your libraries doing for cyber security?

- PG County is doing a "know before" campaign
- BCPL doesn't allow flash drives on network computers
- HCPL scans all flash drives before using it on a staff PC
 - Windows Defender at HCPL
 - SMRLA uses Viper
- LBPH patrons rely on flash drives for eBraille, audio, MP3, and more
- **Customers who don't have a computer at home rely more heavily on a flash drive because they don't have the skills to operate a cloud**
 - **Is customer training the answer?**

- **How do we get customers to come?**
- Howard County does a Tech Stop program. Allie can share a write up summary/etc in the Security slack channel
- Facebook apps that ask you for your favorite color, street you lived on, etc are big security risks
- Libraries need to have strong policies regarding giving out information or checking materials out to people - for example, they need to have the card rather than just a number, permission on a person's account to get information, etc.
- SMRLA has stopped collection drivers license numbers

Bullying in the workplace (including from customers)

- Don't give out any schedule/personal information to customers.
- Nobody leaves work until everyone is ready to leave at night
- Some libraries have trouble getting police to enforce library evictions
 - Some counties won't enforce because the library is "tax funded" so everyone should be able to go.
- We've seen incidents of staff being stalked or even killed by customers.
- **Preparation, Not Paranoia is a good training to hold**
 - **Also Verbal Judo**
- Facebook has been a challenge - staff are bullying each other virtually
- Some libraries are saying not to approach a person in a crisis that will potentially harm themselves or others, just call 911 - do not intervene
- **Will libraries need to set up counseling for librarians going through "compassion fatigue" or who are effected by work with drug overdoses**
 - **Emphasize EAPs. Talk to HR about reminding everyone about this**
- **How can libraries be consistent - be sure that everyone knows what to do when a security risk takes place - and that they'll be calm enough to carry out the plans**
 - **Constant practice and training is needed - it develops muscle memory**
- **Are libraries being built to earthquake standards? Are they being built to consider safety in an active shooter situation?**

Work/Life Balance - work and life are not in a vacuum.

- Constantly check in with staff, supervisor.
- Keep dialog
- If you recognize signs of burn out, help them with something
- **Should supervisors have training around compassion and mental health for their staff?**
 - **Partner with LDD on a training?**

The Coaching Habit