



November-December 2017 Branch Manager's Report

Patron Disturbances

Staff have filed several incident reports recently as a result of threatening interactions between patrons and also between patrons and staff. Issues have included intrusive questions and inappropriate comments (to staff and to other patrons), public drunkenness, and sexual harassment. On Saturday, December 2, staff called the Tredyffrin police in response to a patron complaint. Officer Cermignano, who responded to the call, followed up on Monday with suggestions for handling such incidents in the future, noting that there are particular legal issues involved in the case of a public facility. Based on these recommendations, it may be advisable to expand our patron behavior policy and outline specific procedures for staff to follow in case it becomes necessary to exclude a patron.

GoPro

On November 27, Paoli became the only library in Chester County with a [GoPro camera](#) available for checkout. The GoPro checks out for three days, and can be reserved up to 60 days in advance through the same software as the Museum Passes. Thanks to the generosity of the Friends of Paoli Library, there is no charge to borrow the GoPro.

Children's Programming

On November 10, kids in kindergarten through second grade packed the meeting room for 'Science Day.' Children's librarian Stephanie Bragg guided them through making hoop gliders and 'blobs in a bottle,' while introducing the scientific concepts underlying each project. On November 13 the kids returned to explore Food Science, making their own ice cream and butter.

The 'Just for Fun' book club for ages 9-12 discussed *The Last Kids on Earth* at their second meeting, on November 22. Stephanie plans to continue the monthly meetings, which include book-related activities and snacks.

The German Storytime group will hold a special Christmas celebration on Thursday, December 14. The session will take place at 4:00pm (rather than their usual morning time) so that school-aged siblings can join in.

Community

On November 15 I attended a networking event at Chester County Library designed to introduce library staff to the many vocational and counseling services provided by government and volunteer organizations in Chester County, and to familiarize these organizations with services provided by the libraries.

Volunteers

On Monday, November 20, 18 library volunteers, including three trustees, attended the annual Volunteer Appreciation Brunch. Volunteers who seldom cross paths enjoyed the opportunity to get to know one another. Attendees were invited to select a new book to take home from the ARCs sent to us by publishers.

Book Sale

The Friends of Paoli Library Fall Book Sale started on Saturday, December 2 and will run through December 9. The sale got off to a promising start, yielding over \$600 on the first day.

Facilities

Wells Fargo sent another building engineer to investigate the cause of our leaking windows. The new windows have now been re-caulked (for a second time) and all the cracks in the façade have been repaired, so the mystery continues.

Willistown

The fourth-quarter check from Willistown was received December 4.

Beverly Michaels
Branch Manager
December 7, 2017