



(RE)BUILDING INSTITUTIONAL KNOWLEDGE:  
EXPLORING AND IMPROVING LIBRARY SERVICES IN TIMES OF TRANSITION

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**Library Service Associate**  
*Brown County Library*



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**Bookmobile Operator**  
*Brown County Library*

## PRESENTATION OBJECTIVES

- Identify how organizational changes led to a critical evaluation of the Brown County Library's Bookmobile, Deposit Collections and Nursing Home Collection
- Discuss the process of evaluating and improving each program
- Illustrate the positive impact these changes have had on each program

## CONTEXT: ORGANIZATIONAL CHANGES

- Transition to new Executive Director
- Departments at the Central Library reconfigured for the second time in four years
- Staff turnover

## WHY CHANGE NOW?

- Change is natural during transitions – what works for one person doesn't always work for someone else
- So many staff members changing roles meant that lots of processes were being looked at with fresh eyes for the first time in years, or sometimes decades!
- It's less confusing for library users to experience several changes at once, rather than a lot of changes gradually

WHERE WE STARTED

	<b>Bookmobile</b>	<b>Deposit Collection</b>	<b>Nursing Home</b>
Staff Responsible for Collection	Jenn	Jenn	Emily + clerks
Delivery Method	Bookmobile Stops	Bookmobile Operator, each collection replaced completely	Library Volunteers Deliver
Total Collection Size	~5500	~6000 various print types, and DVDs	~6000 Large Print books
Storage Location	Bookmobile, and overflow shelves	Stored in third floor library storage	Stored in library annex
Organization	Shelved alphabetically by item type	Separated by paperback/hardcover and shelved alphabetically	Separated by genre and shelved alphabetically
Documentation	None	None	Outdated library card accounts

MAKING CHANGES



## BOOKMOBILE: CHALLENGES

- Collection organization and presentation
- Collection size versus space
- Physical items versus cataloged items

## DEPOSIT COLLECTION: CHALLENGES

- Delivery method was inefficient and physically exhausting
- Collection was too large and outdated
- Lack of documentation surrounding the collection
- Communication channels between Nursing Home Coordinator and Bookmobile Operator were not clearly defined

## NURSING HOME COLLECTION: CHALLENGES

- Relying on volunteers to deliver books created various problems
- Documentation of the collection was minimal, and existing records were out of date or inaccurate
- The collection was too large and in extremely poor condition
- Packing, unpacking, and shelving returns for this collection was taking up too much staff time

# ASSEMBLING A TEAM

- Executive Director
- Deputy Director
- Communications and Program Manager
- Circulation Supervisor
- Emily
- Jenn

## BOOKMOBILE: CHANGES

- Extensively weeded the collection
- Adult fiction and nonfiction collections were refreshed
- Cleaned and reorganized to reflect the organization of our physical locations

## DEPOSIT COLLECTION: CHANGES

- Composition of materials
- Transport of materials
- Collection reduction
- Collection Organization



## BOOKMOBILE DEPOSIT COLLECTION PROFILE

To assist the Brown County Library Bookmobile Outreach Services in creating a Deposit Collection for your agency, please complete this profile. While staff will make every effort to create a collection based upon your preferences, we cannot guarantee that we will be able to honor all requests.

*Please Print Clearly*

Agency Name \_\_\_\_\_

Number of Facility Units \_\_\_\_\_ Number of Residents \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Contact Name/Title \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Alternate Contact Name/Title \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

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**Please select a collection size:**

\_\_\_\_\_ Small (75 items)    \_\_\_\_\_ Medium (125 items)    \_\_\_\_\_ Large (150 items)

**Reading Interests:**

**Fiction:**    \_\_\_ Romance    \_\_\_ Western    \_\_\_ Mystery    \_\_\_ Crime    \_\_\_ Adventure  
              \_\_\_ Humor    \_\_\_ Fantasy    \_\_\_ Animals    \_\_\_ War    \_\_\_ Short Stories  
              \_\_\_ Christian    \_\_\_ Other \_\_\_\_\_

**Non-Fiction:** \_\_\_\_\_

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The library will work with your facility to set a date for regular delivery and pickup of Deposit Collections. The library understands that materials may get lost or returned late. By signing this form you agree to utilize a check out system to encourage tracking and return of library materials. In addition you understand that the collection provided by the library is based upon the collection size requested, which may not be reflective of the shelving space available at the facility.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## NURSING HOME COLLECTION: CHANGES

- Volunteers are no longer used to deliver books
- Standardized procedures have been put in place and comprehensive documentation has been created
- Collection was weeded extensively
- Materials are no longer shelved alphabetically



## Brown County Library

**Library Card Number:** 29878009999999

**Facility Address:** 515 Pine Street

**Primary Contact:** Emily Ritter

**Contact Phone:** 920-448-5840

**Contact Email:** Emily.ritter@browncountywi.gov

**Alternate Contact:** Jenn Koetz

**Alternate Contact Phone:** 920-448-5814

**Alternate Contact Email:** jenn.koetz@browncountywi.gov

**Delivery Size:** Small (20 books) **Large (50 books)**

### Preferred Genres:

**Fiction**

Non-Fiction

**Mystery**

**Romance**

Westerns

**Delivery Frequency:** Every 4 weeks **Every 8 weeks** Every 6 months

**Delivery Method:** BCL staff will pick up books from the Central Library. Please call Emily at 920-448-5840 to notify when delivery is ready for pickup.

1<sup>st</sup> Warning: \_\_\_\_\_

2<sup>nd</sup> Warning: \_\_\_\_\_

3<sup>rd</sup> Warning: \_\_\_\_\_

WHERE WE ARE NOW

	<b>Bookmobile</b>	<b>Deposit</b>	<b>Nursing Home</b>
Delivery Method	Bookmobile Stops	Bookmobile Operator, collections rotate	Nursing homes pick up from closest BCL branch
Total Collection Size	~4000	~4000	~2500 Large Print books
Storage Location	Bookmobile	Deposit Collection storage	Stored in library annex
Organization	Reflective of a physical location	Separated by paperback/hardcover and shelved alphabetically	Separated by genre and shelved randomly
Documentation	Comprehensive records of contact information, training documents, and delivery requirements	Comprehensive records of contact information, training documents, and delivery requirements	Comprehensive records of contact information, training documents, and delivery requirements

POSITIVE OUTCOMES

## COMMON THEMES

- More efficient processes require less staff time to run the collections, without reducing quality of service
- Smaller and more relevant collections provide higher-quality materials to library users
- Thoughtful workflows and detailed documentation make collections easier to understand and prevent loss of knowledge if more staff changes take place

## TAKEAWAYS

- Critically evaluating a process does not mean the person before you did a bad job.
- Seasons of transition can be a good time to make changes, even if it doesn't seem like it initially.
- Change must be thoughtful and inclusive of everyone involved in order to be successful.
- Evaluation and documentation are ongoing processes.

# COVID-19 UPDATES

# RECIPE FOR SUCCESSFUL CHANGES

- Assemble a team
- Critically evaluation situation – What are the needs? What is our capacity?
- Brainstorm solutions
- Decide on changes to be made
- Communicate changes
- Implement changes
- Document, document, document!



## REVIEWING OUR OBJECTIVES

- Changes in leadership, shifting organizational structure and staff turnover created an environment that forced us to examine the status quo and honestly evaluate whether existing structures were sustainable.
- Each collection was critically evaluated to see what was working and what wasn't. A few universal changes emerged across the collections that reflected changes in user needs and staff capacity.
- Programs are now more flexible and efficient, and procedures are well-organized and documented for posterity.

## OUR CONTACT INFORMATION

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QUESTIONS?