



15 Things a New Library Director Should Know

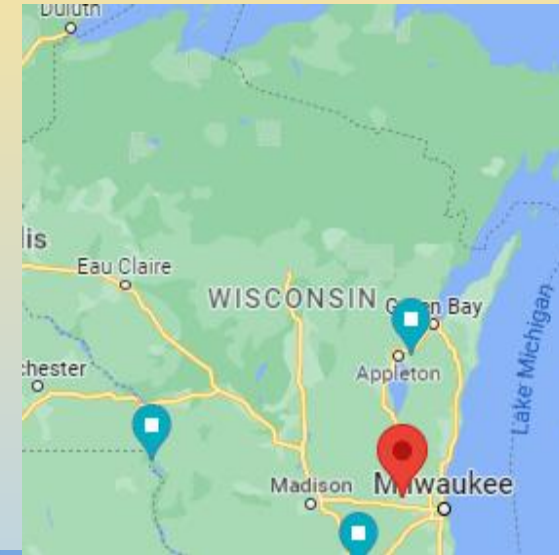
Kaushalya Iyengar

Answer in the Chat

- In what areas are you struggling the most as a new director?
 - Staffing
 - Working with Your Board and Friends
 - Challenging Users
 - Library Policies
 - Dealing with Stress
 - Budgeting

About Me:

- Library Director at Town Hall Library, North Lake WI
 - Serving Population-8,500
 - Circulation: 60,000 per year
 - 21 staff, 4 FTE's
- Bridges Library System
- Experience as a Director: since 2020
- Children's Librarian - 7 years
- Library Clerk, Adult Reference Services - 3 years
- Children's Library Assistant - 10 years
- Library Associate - 2 years



1. Staffing

- Community needs
- Consistent library policies
- Tools and resources
- Cross training
- Flexible schedules



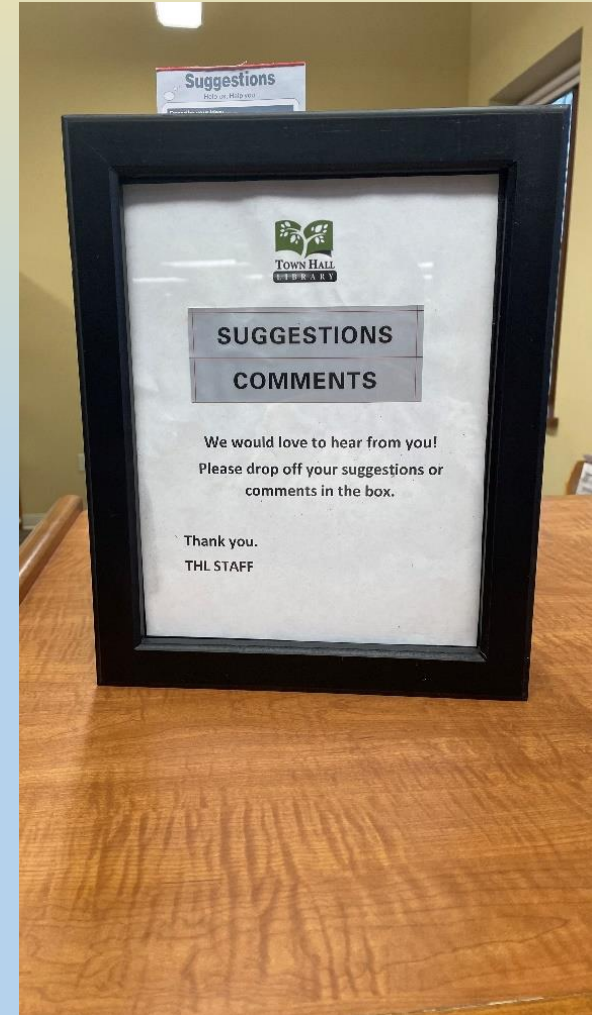
2. Building a Team

- Understanding community
- Staff support & team environment
- Practice empathy, kindness and work ethic



3. Customers

- Customized library services and programs
- Consistent Library policies
- Services and programming for all ages
- Empathy and respect
- Suggestion box



4. Library Board

- Library board of directors
- Board meetings
- Good Communication
- Policies & Procedures
- Strategic Plans



5. Friends & Foundation of the Library

- Fund Raising
- Friends meetings
- Library happenings and fund needs
- Foundation and capital projects



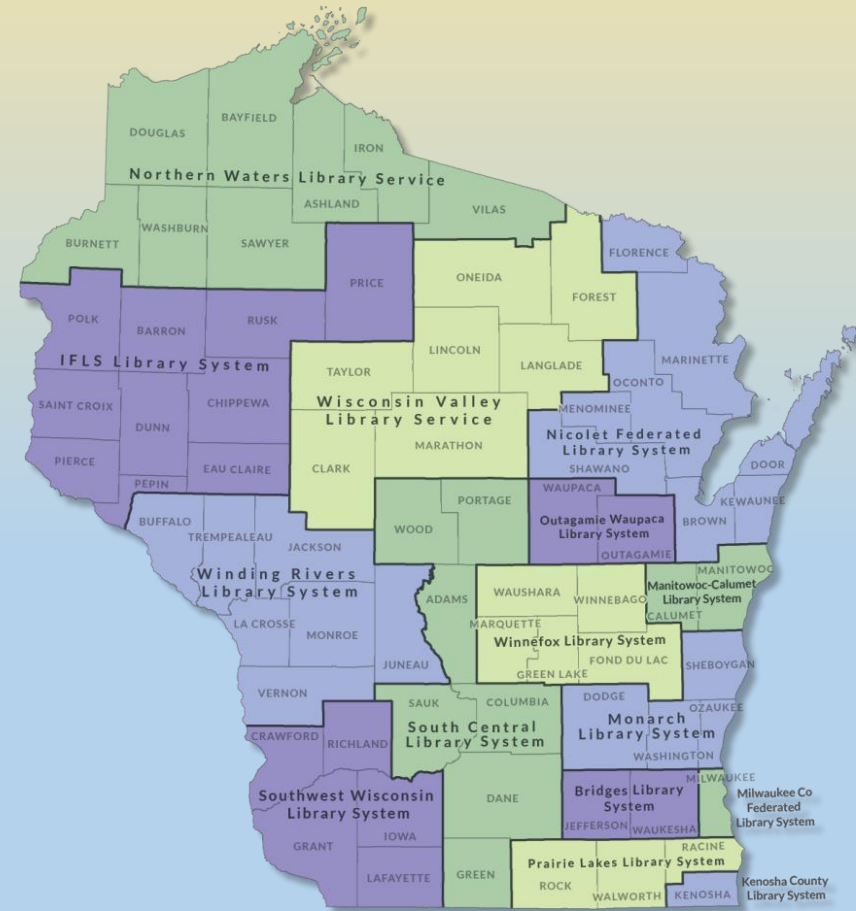
6. Policies

- Robust library policies
- Update your policy
- Consult a legal team for Personnel policy
- Utilize your HR Team or municipality for policies



7. Library System and Support

- Library system support
- Brainstorm ideas
- Share



8. Challenges & Risks

- Risks & Rewards
- Challenges
- Resolution



9. Doubts & Mistakes



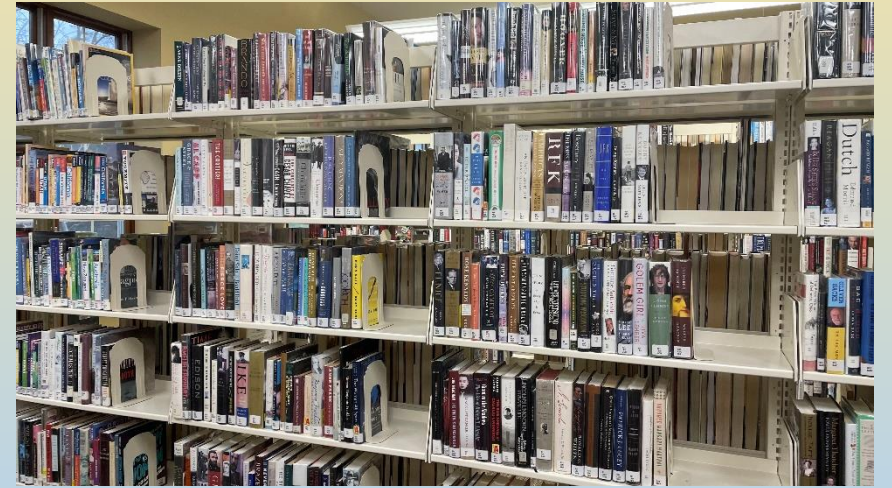
10. Stress Management

- Exercise for mind and body
- How do you manage stress?



11. Collection Management

- Auditing collection
- Weeding materials regularly
- Running reports
- Educating patrons and staff on collection management
- Community needs and popularity
- Balanced collection



12. Budget



- Creating library budget
- Balanced budget
- Friends of the library or library foundation for help
- Municipality officials and relationships

13. Building Operations

- Multiple hats
- Step up to the plate
- All operations of the library



14. Conflict Resolution

- Personnel management
- No HR? Form a HR committee
- Robust conflict resolution policy
- Documentation
- Disciplinary action



15. Making Changes

- Change is the only constant
- Staff inclusion
- Training



Questions



- What is your biggest concern of being a leader of your library?
- How do you manage conflicts?

Contact Information

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