

# Staffwise

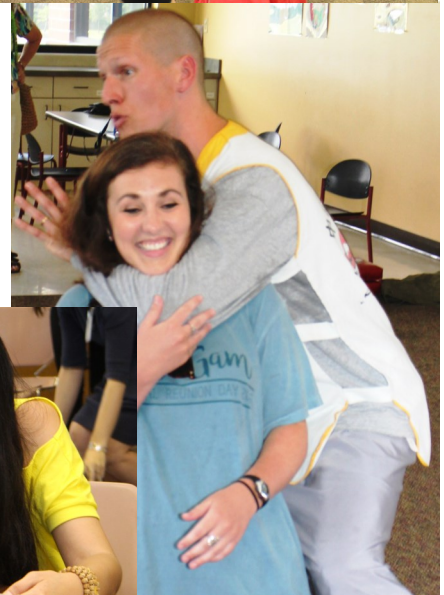
Memphis Public Library & Information Center

June 2016

## Explore Memphis 2016 Explodes Into a Record-breaking Summer!



Explore Memphis kicked off summer with a bang! With record-setting attendance, this year's programs are educating, entertaining, and encouraging customers of all ages to "Get Fit," this year's theme. From Zumba at Cherokee Library to self-defense class at Cordova, storytimes at Poplar-White Station, Crafternoon at Central Library and many more, Explore Memphis 2016 has been a systemwide success so far!



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# Explore Memphis @MemphisLibrary!



Olympic gold medalist, author, and entrepreneur Rochelle Stevens recently visited Gaston Park Library and Community Center to encourage kids to pursue their goals and dreams. Stevens will visit several branches in July also. They are listed below.

**July 6** • 11 am—noon • Bartlett Library (Kids)

**July 11** • 11 am—1 pm • Parkway Village Library (Teens)

**July 18** • 11 am—noon • Cornelia Crenshaw Library (Kids)

**July 19** • 11 am—noon • Cherokee Library (Kids)

**July 28** • 11 am—12:30 pm • Randolph Library (Teens)

**Explore Memphis Finale • July 31** • 2 pm—4 pm • Central Library (Adults)

# Explore Memphis @MemphisLibrary!

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Library customers who “read, explore, and participate” in Explore Memphis programs this summer are eager to “share” what they have created or learned.

Employees are encouraged to take pictures of programs at their branches and post them to their Facebook, Twitter, or Instagram accounts, using **#ExploreMemphis2016**.

Email [Marcey.Wright@memphistn.gov](mailto:Marcey.Wright@memphistn.gov) for more information.



# Explore Memphis @MemphisLibrary!



**JUNE**  
**JULY** 2016



# Explore Memphis @MemphisLibrary!

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Library customers love Explore Memphis, and the attendance numbers prove it!

Frayser Library welcomed nearly 1,500 customers to Frayser FunFest. Nearly 700 customers attended Bartlett Library's Explore Memphis Kick-off Celebration. Nearly 200 Cordova Library customers flocked to their Explore Memphis Kickoff also. "Children were able to decorate Frisbees and T-shirts, enjoy water balloons, and eat popsicles," said Cordova Library Branch Manager Philip Williams. "Everyone had a grand time!"

# TECH TIP: Using Password Managers

By: Staff Development Manager Damone Virgilio

Creating user accounts is now a requirement for nearly every activity one may engage in online. Companies do make consistent security improvements to ensure accounts and data are secure. However, the stakes are high and the rewards of criminal attempts can be quite lucrative. So, there is a consistent game of cat and mouse being played out whereby companies monitor criminal activity, and criminals monitor security responses, all in the hopes of gaining advantages. Given this reality, what can an individual user do to ensure his data and account integrity is intact?

One of the biggest mistakes people make is using a password across many accounts. Even if the password is very strong, once it is compromised, all of your accounts become vulnerable. Why do people do this? Well, obviously passwords can be difficult to remember. Having one good one seems logical. So, it is crucial to use

unique passwords for any accounts and sites that are of importance.

The great news is that there are free online tools that can help solve this problem. Password managers are programs that create a new, unique password on the fly every time you log into an account. This ensures that should any person attempt to access an account managed by a password manager, they would not have the necessary credentials to access the account. There are quite a few free



Password Manager programs available commercially. Here is a link to a PC Magazine article that provides comparisons of the features available for these products.

[The Best Free Password Managers for 2016](#)



Submit your birthdays, anniversaries, library news, & other special announcements for inclusion in the next edition of *Staffwise*.

Email submissions to [Kathleen.Meier@memphistn.gov](mailto:Kathleen.Meier@memphistn.gov).

Want to have a great time with great company? Register today for *Happy Hour with the Director!* Whether over breakfast or lunch, employees can eat and talk with Director Keenon McCloy. Discuss topics that matter to you!

To sign up, email [Taryn.Elliott@memphistn.gov](mailto:Taryn.Elliott@memphistn.gov) and copy your manager or call 415-2749. Responses are scheduled on a first come, first served basis. So, how will you spend your happy hour?



NEW SECTIONS



## Communicating with Sign Language

By: Librarian I Jane Jacobson, Cherokee Library

Here is a great resource to help connect with deaf and hard-of-hearing customers.

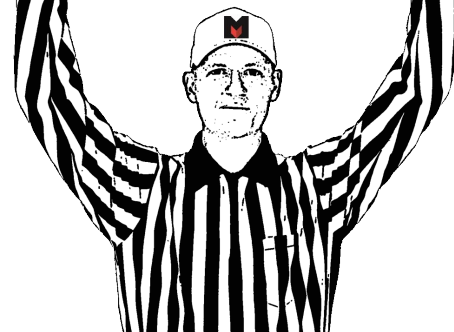
[DeafConnect of the Mid-South](#) provides services to deaf and hard-of-hearing individuals. They also offer interpretation services and sign language classes for the hearing population.

Sign Language Word of the Month: [“Book”](#)



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# You Make the CALL!



### This Month's Scenario:

A customer is talking really loudly in the library and you politely ask him to tone it down a little.

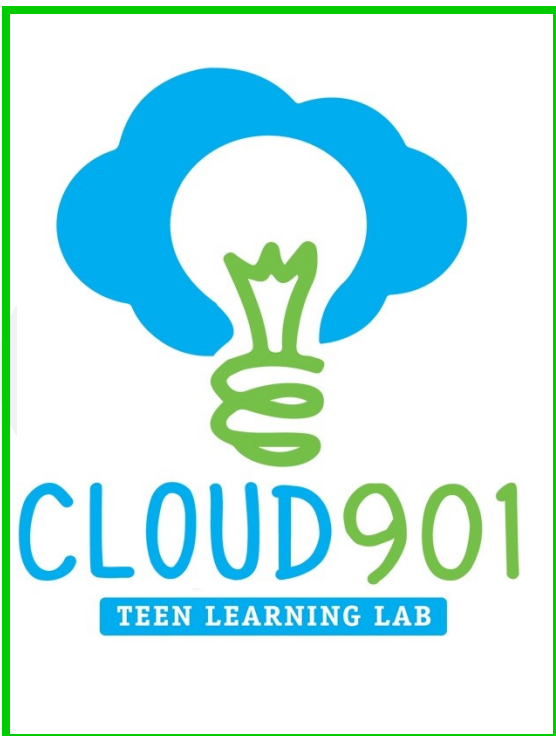
Later during one of your scheduled interactive activities for children, kids' voices can be heard throughout your branch / area. You don't think it is anything excessive.

Yet the customer approaches you and says he wants you to ask the children to tone it down also because they are disturbing him. Your manager is not around. You make the call. How should this situation be handled?

**Fifteen employees responded. The best answer was from Vishunda Rogers (Whitehaven Library) who wrote:**

“I would apologize to the customer for being loud. I would make sure all doors to the room we are in are closed. I would also explain to the customer that we are doing an interactive activity that may require us to be a little noisy and would ask him / her if they would like to use a study room that may be a little quieter. After I return, I would ask the kids to quiet down, and let's try to use our inside voices.”

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# City of Memphis Credit Union Cookout



The City of Memphis Credit Union hosted its annual cookout at Central Library on June 9, 2016. The menu consisted of ham-burgers, hot dogs, and delicious side dishes that drew a steady stream of staff members.

Thanks to the City of Memphis Credit Union for a refreshing break!

## CLOUD901 Extends Hours for Summer!

*NOW - August 4, 2016*

*Sundays,  
1 pm—5 pm*

*Mondays—Thursdays,  
1 pm—8 pm*

*Saturdays,  
10 am—5 pm*



# So Hard to Say, “Goodbye!”

## Retirements

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After 28 years of dedicated service, Freda Hopkins (center) is retiring from Memphis Public Libraries. The Raleigh Library staff describes Freda as “intuitive and a strong advocate for peace.” They added, “We hope that your days are full of life, peace, laughter, and prosperity. Enjoy your retirement to the fullest!”



Ira Drake (center) is retiring from Memphis Public Libraries, after 22 years of dedicated service. Central Library’s Business and Sciences Department Manager Jessie Marshall said, “We will certainly miss Ira, as we know you will also!”



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**Staff Development Manager Damone Virgilio comments on Rogers’ approach.**

“When confronted by the customer about the program, it is important to acknowledge the customer’s right to complain and to recognize the responsibility as a staff member to manage the group of children participating in the program. In the response, we see that the children were prompted to lower their voices, but the customer was then informed that the program is a sanctioned event by the library and that the noise level is a result of the kids participating and enjoying the program. The suggestion to use a study room is an excellent compromise that addresses the customer’s concern and allows him to be more comfortable in using the library.”

# Photos of the Month: Naturalization Ceremony



More than 100 new citizens representing 49 countries began the “pursuit of happiness” as Americans after a Naturalization Ceremony at Central Library on June 24, 2016. Director of Libraries Keenon McCloy served as keynote speaker and was among the first to welcome the new citizens!



## So Hard to Say, “Goodbye!”

### Farewells

We wish the very best for Teen Services Coordinator Janae Pitts-Murdock and JobLINC Assistant Librarian Courtney Robinson, as they say “Farewell” to MPLIC and embark upon new chapters in their lives!



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