

# Staffwise

Memphis Public Library & Information Center

City of Memphis

May 2016

## Memphis Public Libraries Committed to Customer Service at Its Finest

To ensure that Memphis Public Libraries continue to provide superior customer service, a few new sections are coming to *Staffwise*, starting in the June 2016 edition. They are entitled “You Make the Call” and “The Dog Ear.” Like “Tech Tip,” these two standing sections will appear in each publication and will offer employees fun and digestible information on a variety of topics.

“You Make the Call,” the brainchild of Whitehaven Library Branch Manager Jamie Griffin, will serve as continuous training for employees. Encouraging employee interaction and engagement, this section will post a question or scenario to staff members about how to best handle a customer service situation. For example, you may be asked how you would handle an irate customer demanding service from a man, instead of a woman. What would you do? You make the call! Responses and ideas for scenarios should be emailed to Jamie Griffin at [Jamie.Griffin@memphistn.gov](mailto:Jamie.Griffin@memphistn.gov) or Staff Development



Manager Damone Virgilio at [Damone.Virgilio@memphistn.gov](mailto:Damone.Virgilio@memphistn.gov). The best answer will be printed in the next edition of *Staffwise*. Damone will offer advice on how to handle each customer service scenario. The second section, similar to the first, will provide employees with tips on best practices. “The Dog Ear” will offer valuable takeaways from StaffCON, the Library’s systemwide staff development day. Staff members who were unable to attend the annual event will receive

great tips presented throughout the day in a succinct format. Public Services Supervisor of Central Library’s Business and Sciences Department Nobuko Igarashi will spearhead “The Dog Ear” with the help of the newly-formed Transfer of Training Committee. Helpful links to additional information may also be provided in this featured section. For more information about “You Make the Call” and “The Dog Ear” or to submit suggestions, contact Damone Virgilio at (901) 415-2723.

### In This Issue

<b>TECH TIP</b>	<b>2</b>
Tribute to Norvel Adams-Walker	<b>3, 5</b>
Employee Recognition	<b>4</b>
Special Announcements	<b>4</b>
Photos of the Month	<b>6</b>

# TECH TIP: Oh No! What's My iPhone Passcode? Use Recovery Mode?

By: Staff Development Manager Damone Virgilio

If you forget your passcode, or worse, somehow a passcode gets set on your iPhone or tablet without your knowledge (think public iPad class), you will have six chances to enter in a passcode. If all are unsuccessful, your device will be disabled. However, there is a process that will reset your device to factory default settings, which allows you access.

If you've never synced with iTunes or set up Find My iPhone in iCloud, you'll need to use **Recovery Mode** to restore your device. This will erase the device content and settings and its passcode.



1. Connect your device to a computer with iTunes installed.
2. While your device is connected, **Force Restart** it. Press and hold the **Sleep/Wake** and **Home** buttons at the same time. Don't let go when you see the Apple logo; keep holding until you see the recovery mode screen.
3. When you see the option to **Restore** or **Update**, choose **Restore**.
4. iTunes will download software for your device. If it takes more than 15 minutes, your device will exit recovery mode, and you will need to repeat steps 2 and 3.
5. Wait for the process to finish. Then, you can set up and use your device.



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?



# Remembering a Dear Co-worker and Friend, Norvel Adams—Walker

**STAFFWISE**



**D**uring her more than 30 years of service to the Library System, Norvel Adams—Walker touched the hearts and lives of her co-workers, eventually turning them into friends. One year ago on May 31, 2015, our dear friend passed away, but her life, legacy, and lasting impressions on the people she impacted each day will never be forgotten. Norvel's smile and her dedication to every task are a few ways that she is remembered, but she was also a family woman — married to Delois Walker with a daughter (Ursula Walker) and granddaughter (McKenzie Staten).

Recently, Gay Cain, who then worked as branch manager of Bartlett Library, recalled one of her fondest moments with Norvel.

“Novel loved reading to McKenzie. (pictured to right) Whenever she visited Bartlett Library, she would browse the Friends’ sale items for books that McKenzie might enjoy. I can remember that during a special feature sale



Norvel came into my office with a huge stack of children’s books that she had purchased for McKenzie. We looked at few together, and she would say, ‘Oh, she is going to love this one!’ Or, she’d comment on something cute she expected McKenzie to say while reading them. Pure joy!”

**Continued on page 5**

# Travel Authorization Forms and Procedures

By: Deputy Director Chris Marszalek



The City of Memphis provides leave for business-related and professional development events. In accordance with the policy (62-05), if an employee travels outside Shelby County for approved business travel, we are required to complete a Travel Authorization Form and a Travel Expense Report to be submitted to Director McCloy at least three weeks prior to the first day of travel. Please ensure:

- All forms are completed correctly and include the requisite signatures. On both forms, all expense totals will be \$0.00, as we reimburse travel expenses through the generosity of the Friends of the Library.
- Attach a cover memo that is addressed to Director McCloy from me that states the nature of the trip/event and the dates of travel. If available, please attach information about the event (i.e. web page, agenda, flyer, etc.)
- Forms are to be signed by agency manager, regional manager and forwarded to the director.

Thank you for your efforts in ensuring we maintain compliance with this very important policy.

## Scheduling Elected Officials to Attend Library Events

By: Deputy Director Chris Marszalek

Effective immediately, all communications to schedule elected officials (i.e. Mayor, City Council, etc.) to participate in a Library event is to be initiated by the Library Director. Send requests to Diana Duncan at least one month prior to the event so that there is adequate time to communicate and schedule. Please inform Diana Duncan and Chris Marszalek immediately, if you are aware of an upcoming event that involves an elected official that has been arranged by someone in your area. For questions about the process, contact your regional manager.

## Staff Spotlight



Memphis Public Library's Volunteer Services Coordinator Terrice Thomas was recently selected to serve on the Board of Directors for Artesian Community Schools, a national charter school program that will open its first Memphis location in fall 2016.

Terrice is no stranger to hard work. In addition to her role as volunteer services coordinator, she serves in several other capacities in her community. She has more than 10 years of experience in volunteer management and organizing community and special events. A native Memphian, Terrice serves as youth dramatic arts director for New Direction Church. She is also an active parent of a student in Shelby County Schools.

Congratulations again and again!



# Remembering a Dear Co-Worker and Friend, Norvel Adams—Walker

**STAFFWISE**

Continued from page 3

Norvel was committed to making a difference in the lives of youth. Prior to working for Memphis Public Libraries, she was an English teacher at Holly Springs High School for 10 years. Later, she began working for the Library System, and on April 1, 2015, she was recognized for 30 years of service to the City of Memphis. She worked in Library administration as Northeast Regional Manager, overseeing operations at eight branches. To commemorate Norvel's vision, commitment, and lasting contributions, Memphis Public Library employees raised \$1,700 in her honor.



“Norvel always wanted whatever she did to benefit others,” Gay recalled. “She was an educator and a librarian, and she encouraged everyone she encountered to learn and to pursue excellence.” A committee was formed to determine the best way to commemorate Norvel’s legacy, and it was decided that funds would be used to purchase children’s material for the Library System. Items will be housed at Whitehaven Library, since it is the “home branch” for Norvel’s family, but the collection will benefit children throughout Memphis Public Libraries. Norvel’s daughter, Ursula, made suggestions about which titles and authors

Norvel and McKenzie would have enjoyed reading together, like books by author Margaree King Mitchell and children’s biographies about African Americans. In April 2012, Norvel met author Margaree King Mitchell, who was visiting Memphis Public Libraries and had several kind things to say about Norvel on Facebook. “I had a great host [while visiting the library in Memphis] - Norvel Adams-Walker. She is absolutely wonderful, and she loves the Memphis Public Library System. I’m impressed with the community out-

reach and all the different programs that the library offers. It is a great system! And, Norvel is a great ambassador for it,” Mitchell told her Facebook followers.

Because of Norvel’s passion for youth, libraries, and learning, Gay said a children’s book collection was an ideal way to honor our dear co-worker and friend.

“We are pleased that Ursula liked the idea of using the money for children’s materials,” Gay commented. “Ursula said that she knows Norvel would be happy and that she would be happy also with any other titles, authors, or subject areas needed to complete the collection.”

Currently, the Collection Development Department is adding additional books to the collection. A special gift plate will appear inside of each book and will include a photo of Norvel and her granddaughter McKenzie along with an honorary message.

Norvel Adams—Walker was an amazing co-worker and an amazing friend. To honor or commemorate a former employee of Memphis Public Libraries in *Staffwise*, contact Marcey Wright at (901) 415-2846 or email Marcey.Wright@memphistn.gov.



# Photos of the Month: Friends of the Library Spring 2016 Book Sale

The Friends of the Library Spring 2016 Book Sale was a tremendous success! Thanks to the joint efforts and hard work of Friends volunteers and Library employees, nearly \$18,000 was raised during the two-day sale. More than 2,600 customers attended the sale on the first day, Friday, May 27; and more than 3,000 shoppers attended the sale on Saturday, May 28. In addition, Second Editions Bookstore sold \$1,200 in merchandise for each of the two days of the Friends' Book Sale.

"Thanks to *everyone* for adding to the success of the sale," said Friends of the Library president Jacque Jenkins. "Without each and every one of you, we could not do what we love to do for the Library — make money! I think we paid for Explore Memphis," she said enthusiastically.





**IMPORTANT ANNOUNCEMENT**

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

Email submissions to [Marcey.Wright@memphistn.gov](mailto:Marcey.Wright@memphistn.gov).

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