

Tuesday January 13, 2015- Day 1

Today was primarily about getting bearings and finding where everything is. The morning was primarily checking in the books in the book drop and aiding patrons while Mr. Daniels was at a meeting. The day continued with assisting Mr. Daniels with some online periodical work. The day continued with helping patrons until lunch. Afterward, I was given more time on the desk, assisting with patrons. Mr. Daniels also gave a more in depth tour of where everything in the library was and the various resources available. Things were a bit rough to start, but Mr. Daniels and I will work to create a more structured schedule while I'm there.

Thursday January 15, 2015- Day 2

Starting today, I was given the task of helping with some shelving and cataloging assistance. The cataloging librarian had a group of books that were not on the shelf when they last worked with the collection and needed to be sure that the gaps weren't just because the books were checked out. After a few hours, I had found some of the books missing from the non-fiction and helped the cataloging staff find the missing books. Then I assisted patrons with reference questions and a few computer problems. I also spent some time assisting Mr. Daniels with the redistribution of some materials that could no longer hold. These were Braille magazines that the library did not have space for, so they were being sent to the Bureau of Education and Services for the Blind in Connecticut.

Tuesday January 20, 2015- Day 3

Today, I began my morning by going through the card catalog in the children's room in an attempt to help the cataloging librarian with some deleted items that were no longer in the system. This meant finding and removing cards for the title, author and subject headings related to the books. This was also done with the card catalog for the adult collection. Today, I also assisted Mr. Daniels with sorting through the old newspapers (bringing the older copies down to the basement). I spent the rest of the day helping patrons and assisting Mr. Daniels as needed.

Thursday January 22, 2015- Day 4

One of my first jobs today was assisting Mr. Daniels with the Interstate Library Loans in the computer. This included using a section of the Interlibrary loan section I was unfamiliar with, finding the books and checking them out to the libraries, preparing them for processing. I hadn't done anything like this at Guilford, so the experience was good to have. I also spent some time today (between patrons asking for technology assistance and checking out books) cataloging miscataloged books. An example of this was one book that had the incorrect title in the catalog (for whatever reason). This involved using a part of the library catalog I am unfamiliar with and using functions in the cataloging I normally don't use.

Tuesday January 27, 2015- Day 5

Work Cancelled Due To Weather

Thursday January 29, 2015- Day 6

Today, I spent some time working with Mr. Daniels on catching up with the book drop that remained from the storm that occurred on Monday. More patrons than usual were coming in which meant that the desk had to keep on top of patron requests as well as the phones (mostly people calling in to ensure they would not have late

fees due to circumstances beyond their control. I was also enlisted to help with some equipment loaning (a few tables from the library community room) for a community project occurring later that evening. I spent most of the afternoon help patrons with various computer and technology problems that occurred.

Tuesday February 3, 2015- Day 7

Today I was helping Mr. Daniels with the Interlibrary Loans and working on catching the library up on their morning book drop (which can get large since the library is closed on Mondays). I helped again with patrons and their technology questions, but many problems arose from the new IRS policy of not mailing the instruction booklets out to the public. Mr. Daniels has responded to this problem by letting the public make copies of pages from a copy that was printed out for in-library use only. Patrons find that this is slightly annoying, but I believe it makes for a good middle ground on the issue. More time was spent working on booklists for the teen librarian (lists about books that are related to entice potentially reluctant readers (See Appendix A)).

Thursday February 5, 2015- Day 8

Today, my day started with the collection and shipping of the Interlibrary Loans for other out of state libraries. I also took some time to assist patrons with tax forms (particularly helping them collect all of the forms that they would need to fill out and get them access to the digital booklets that are available to the public. I began talking with Brittany about setting a one-on-one technology assistance program with her, the two of us working together as an 'on call' technology support team for members of the library. More talks will continue on Tuesday of next week.

Tuesday February 10, 2015- Day 9

Today, after running through the Interlibrary Loans and checking in the books from the book drop, I spent a fair part of my day working with Teen Librarian Brittany Mullen to establish a set up for the One-to-one technology sessions that the library will be offering. The idea would be that a patron can make an appointment with a librarian to assist in the use and troubleshooting of technological devices. The patrons will also have the opportunity of "walk-in" appointments to get their devices looked at, but might need to make an appointment to ensure that a librarian will be able to see them. Brittany and I also discussed the possibility of running a few technology based programs that will highlight certain subjects of technology (including library specific technological resources and e-readers).

Thursday February 12, 2015- Day 10

Today, I started by pulling the Interlibrary Loans from the shelves and shipping them out to their various locations. Some of the morning went to archiving and storing back issues of local and national newspaper in the basement of the library (as well as removing issues that were no longer useful. Brittany Mullen and I spent some additional time finalizing the plans for our technology presentations (the first of which is set for March 10th on the subject of social media. The afternoon was spent assisting patrons in various capacities with computer related and library projects for their benefit.

Tuesday February 17, 2015- Day 11

This morning, the weather made it difficult for many of the regular staff to come in during the morning. I was close enough to come in during the first few hours that the library was open and assist Mr. Daniels with the regular organization of the library duties. I also had to pull the LION holds, in addition to the ILLs. This morning, two patrons were scheduled for technology assistance classes. The first was a general demonstration on the use of the Overdrive E-Reader system. The second primarily pertained to the general use of the computer. Topics covered (as requested by the patron) were Microsoft Word and Yahoo Email Services, in addition to the general layout of how to operate the computer safely. The rest of the day was spent monitoring the desk to cover for employees unable to leave due to unsafe driving conditions.

Thursday February 19, 2015- Day 12

This morning, I started my day by pulling out the Interlibrary Loans for shipping to their intended destinations. Brittany Mullen and I also spent some time to discuss another idea we had about getting teens from the high school into the library for possible weekend courses on technology (where teens demonstrate social networks or using smart phones). Students would be given Community Service Hours for their time and it would connect younger patrons with older members of the community. This afternoon, Mr. Daniels needed me to cover the desk while staff members attended a staff meeting to discuss the Library Action Plan. I was left with a student page for the day, but was the primary librarian on the desk for the afternoon.

Tuesday February 24, 2014- Day 13

Today, the morning began with the usual checking-in of the morning book drop, followed by the pulling and shipping of the ILL items. A few patrons were assisted in various technical and reference capacities, and most of the morning/early afternoon was spent working with the public. The second half of the afternoon was primarily working with the new librarian to set up a few projects. The first was a program on the use and application of Microsoft Office programs (with a focus on Word, Powerpoint and Excel). The second was discussing the idea of a Teen Tech Program. Popular in many libraries, the program is to get high school aged kids into the library to assist the elderly with basic function of their technological devices. Parks and Recreation Department, as well as the Senior Center, were contacted to gauge interest. The High School was contact to see if a teacher or National Honor Society group could offer a community service incentive. The remaining technology programs (Microsoft Office, Job Resources and Library Resources) were assigned dates to encourage sign ups.

Thursday February 26, 2015- Day 14

This morning started with the ILLs and morning book drop. Patrons were assisted with their various technology devices. One patron came in to learn about using Overdrive E-books on her iPad and another came in with a problem logging into their laptop (this was a question of a lost password and the patron needed to be referred to a local expert store that had more resources). Responses were received from the Parks and Recreation Office and Senior Center. The Senior Center was sure that they would have plenty of individuals interested in the program and the Parks and Rec Department encouraged the idea, as it was a need that was no

longer filled (classes had been attempted, but discontinued for funding reasons). The High School also sent a response saying that they would like to work with us on this project and was willing to provide the teens with the information and the opportunity.

Tuesday March 3, 2015- Day 15

This morning began with the weekend book drop, followed by One-on-one classes. More patrons brought their technology in for assistance. Today, there were four appointments scheduled, split between the teen librarian and myself. My classes for the day were a follow up from the iPad/Overdrive class from last week and a patron with their first iPhone who wanted to know how to use the functions correctly. More work was done, particularly for the upcoming technology classes. Handouts were created, so that attendees of the class could have something to take notes on, as well as the basic talking points of the class. The Teen Tech Program had a flyer to be distributed at the school, as well as an application, so volunteers could be more carefully considered for the positions (while the students are volunteers, a certain degree of technological literacy is required for teaching others). Work was also started on a Prezi slideshow for the upcoming Microsoft Office Program.

Thursday March 5, 2015- Day 16

Today, there were some bad weather conditions that made the roads icy and hard to travel. Still, I told Mr. Daniels I would come in, since I live closer than most of the staff. The morning consisted of Mr. Daniels and I handling the library with a very limited staff. The ILLs, book drop and LION holds were the first priority for the morning. These were found without any major incidents and made ready to be shipped. Surprisingly, the ConnectiCar delivery system still found their way to Westbrook with a couple of boxes for delivery. These were unpacked and checked in. A few patrons had questions that needed answering. These were mostly phone questions that needed to know if we were open. Eventually, Mr. Daniels decided that there weren't enough people to warrant two librarians and wanted me to get home before the weather got bad.

Tuesday March 10, 2015- Day 17

Today started with the usual morning book drop after the weekend. There were also various activities to prepare the books to be shipped out to other libraries. Afterward, the patrons were taken of in various ways, from checking out books to minor technical problems. Preparations were made for the technology class to be held this afternoon. One major issue was a patron who brought in their computer for general trouble shooting. The computer, sadly, had too many viruses for anything to really be done with it. The computer was returned to the patrons with recommendations to seek computer professionals with more experience with the viruses. This afternoon was the first technology class for adults that are part of the technology class series. The class had 9 people in it and focused primarily on various forms of social media (Facebook, Twitter and Youtube, in particular). The class went very well and was a valuable exercise for improving the library's technology image.

Thursday March 12, 2015- Day 18

This morning, my day began with the beginning duties of book check-in and picking up the inter-library loans. I also spent some time working on the circulation/reference desk, working directly with patrons and aiding them in their searches and questions. I also had a one-on-one technology class with a patron, teaching her how to use her iPad and on a standard computer's basic functions. More time was spent working on the desk and cooperating with the staff to do regular tasks.

Tuesday March 17, 2015-Day 19

Today began with running the Inter Library Loans for the state, followed by regular circulation duties. Duties included helping patrons with scanners and printers, as well as checking books in and out. The remaining time of the day was spent primarily with technology classes. Many of these classes focused on using eReaders and other tablet devices in regards to the services offered by the library. Additionally, two patrons came in with computer questions (one who has been a regular attendant of the program since it began to learn how to use their new personal computers and another who wanted advice on their current computer problem). The classes have been gaining traction and a reputation in the town as something

Thursday March 19, 2015- Day 20

Today was fairly straightforward in our regular circulation duties and other responsibilities to the patrons. There were a few technical problems; that patrons needed assistance with, including copier use and fax machine. Most of the patrons seeking assistance were older, so the technical questions were fairly simple. This got me thinking of designing some basic "maps" for navigating email sites like Gmail or Yahoo Mail. It's an idea I hadn't put much thought into before, but think it may be useful for patrons to have a simple guide to help better use their email.

Tuesday March 24, 2015- Day 21

The internship began this morning with the book drop and the interlibrary loans. The rest of the day primarily remained with working at the circulation/reference desk and fine-tuning the program format and presentations for the Microsoft Office and Job Resources Workshops. It was decided that the presenters would go through the Prezi slideshows completely first, since the demonstrations make it difficult to keep jumping back and forth. Other desk duties included holding a few one-to-one workshops with patrons, specifically helping a returning patron with her iPad questions.

Thursday March 26, 2015- Day 22

With a combination of bad weather and general Thursday traffic, the library was incredibly slow business-wise. This gave some time for Mr. Daniels and I to review the internship goals and assess my progress together. We decided that I still needed a few more things to get a better, well-rounded intern experience. Today, we decided that I would assist Mr. Daniels in converting the call numbers of the nonfiction DVDs to their Dewey Decimal Numbers. As it currently stands, the nonfiction is sorted by title. Daniels has meant to have this taken care of, but hasn't found the time or staff able to do it. We both think this will be a good

opportunity for me to work with the more technical side of librarianship and give me some experience with some light cataloging work.

Tuesday March 31, 2015- Day 23

Today, I had a scheduled site visit with my internship advisor, Dr. Liu. He wasn't planning to come until later in the afternoon, but it worked out well because he was able to come and see my technology class. The day started with catching up on the book drop and had a few patron assistance questions. I also had an early morning class with someone who needed help with their laptop. After lunch, Brittany and I started preparing for the technology class. There was a bit of a problem getting the laptops to work before the class, but we managed to get one that fully worked (the other laptop is currently being examined for viruses and potentially replaced). The Microsoft Office class went very well. Dr. Liu was able to stay for the beginning of the class and observe a major contribution that I've been helping to make at Westbrook Library.

Thursday April 2, 2015- Day 24

This morning, Mr. Daniels and I took some time to review the latest circulation numbers. Afterward, I began another project. The nonfiction in the audio books was incorrectly labeled and not organized as a result. The previous system had the audio books organized by the author's last name, which made browsing very difficult and tracking down the materials very difficult. After talking to Mr. Daniels, we agreed that we should label and reorganize the audio books by their Dewey Decimal Numbers. This required me to take the materials off the shelves, determine their numbers and make new labels for the materials. Once all the materials are labeled, some time will be taken to reorganize them into a more browser friendly order. For today, my main assignment was renumbering and relabeling the materials. We're expecting to finish next Tuesday and possibly moving on to the nonfiction DVDs (which are in a similar state of disorder).

Tuesday April 7, 2015- Day 25

Today began with ILLs and shipping out those holds, preparing the remaining loose items for CCar to ship out. Then I finished the project of relabeling the nonfiction audio books. There were a few books that couldn't be cataloged because they were checked out to other patrons, but a notice has been made to hold the remainder items for cataloging when they return. The DVD relabeling and cataloging project will be placed on hold until another cataloger comes back from vacation (to speed up the project as the DVD collection is much larger). After reorganizing the shelves, I worked the circulation desk and shelved AV materials and new books for the remainder of the afternoon.

Thursday April 9, 2015- Day 26

This morning, we were down a few staff members, so I was in charge of both the ILLs and the LION CCar holds. After this was finished, I assisted Mr. Daniels in drawing up the job description for the new position that will be open in June. Afterward, most of the day was spent working the circulation desk and aiding patrons. The day was fairly slow compared to Tuesday, but the desk was still kept orderly and under control.

Tuesday April 14, 2015- Day 26

Today was another fairly ordinary day. The day began with morning check-in and pulling the holds. Afterward, Most of my time was spent on the circulation/reference desk and fielding technology questions as they arose. One really common question was people coming in to tax forms at the last minute, and with the IRS not handing out enough forms this year, a few trips had to be made online to find the forms and sending a batch to the copier. It was also the first week of school vacation, so there was a bit more foot traffic from the younger age groups of Westbrook. This meant more museum/park passes were being distributed and a magic show was scheduled to entertain the younger children.

Thursday April 16, 2015- Day 27

Similar to Tuesday, today mostly consisted of Reference and Circulation work. One particular challenge was getting a gentleman set up with unemployment benefits, but the two of us worked together and got him set up with everything that he would need. The other main project of the day was making final preparations for the program this coming Tuesday. Brittany Mullen, my coworker who is assisting in this project, was absent for personal reasons for the past few days, so today was the first day we had a chance in a little while to touch base and make sure everything was ready. After about 20 minutes, we had everything prepared for our Job Resources program that we're doing next Tuesday.

Tuesday April 21, 2015- Day 28

Today was a fairly quiet day. This morning began with morning book drop and then handling the information/circulation desk. The first technology question of the day was a returning customer who needed help with her iPad. The customers who return indicate a strong success in the program, in my mind. Additionally, today was another one of the classes of for the technology series. Specifically, we had our job resources class. We only ended up with one person attending, but the small group made for a good discussion. In the future, we're going to be better about advertising the courses to a larger group.

Thursday April, 23, 2015- Day 29

Today, there were three technology classes first thing in the morning. We also checked in the morning books and ILLs. There was some discussion at the desk about the recent changes with the current State Interlibrary Loan request system. The library has had to adjust for this change, but the question of 'how' is a question that is constantly up for debate. At our library, we're going to be relying mostly on tracking down the items and contacting the libraries for a request. One proposal is to use the Conntech listserve for requests. Some libraries are calling for statewide Wikis for the purpose of presenting options to other libraries. The how is still in discussion, but is important to determine for the future of statewide lending. The remainder of the day was split between working on the circulation desk and assisting with technical problems of the patrons.

Tuesday April 28, 2015- Day 30

Today was a fairly slow day. The day began with the usual morning check-in, followed by a few classes in technology. Some staff members were away at the CLA Conference, so we were down a few staff members. After the morning, most of the day was spent serving the public on the floor and over the phone. One different thing that occurred today was a request from a local veterinary hospital

for any loose newspapers that we had lying around. We had just transitioned out our old papers, so they came at a good time of the week for the most papers to their advantage. This is another good example of the library working together with the community in more ways than just a distributor of information.

Thursday April 30, 2015- Day 31

Today was another day that included a few technology lessons, a couple of odd questions (such as what to do with used motor oil and being environmentally friendly about it). Further work was done for the final technology class on library resources. The Prezi was fine-tuned and worksheets were created for the class. The rest of the day was spent working the circulation desk and assisting adult patrons.

Tuesday May 5, 2015- Day 32

This morning began with the usual morning book drop and a few technology sessions with definite regulars for the one-to-one classes. More work was done on the Prezi for next week's presentation. Brittany and I worked on making any final adjustments and divvying up the work for the presentation. The rest of my day was spent maintaining the circulation desk for the library staff so that they could catch up on some cataloging work. Finally, there was an afternoon one-to-one session with an E-reader that gave me an opportunity to walk a patron through Overdrive.

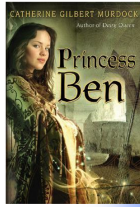
Thursday May 7, 2015- Day 33

Today was my last day at Westbrook, so I wanted make sure things were in a good place before I left. I ran through any future procedures of the one-to-one technology classes with the assistant librarian. We also discussed possibilities for future programs that she may undertake once the summer has ended and her schedule allows for the time. A few other things were taken care of as part of my final day (such as working with Mr. Daniels on final paper work) and ended with Mr. Daniels offering himself as a reference for any future job hunting. I'll be coming back for the final presentation on library resources on Tuesday May 12th.

Appendix A: Book List Design

If You Like Harry Potter

(But Can't Commit To A Series) Try...



1. *The Hobbit*- J.R.R. Tolkien



2. *The Night Circus*- Erin Morgenstern



3. *Neverwhere*- Neil Gaiman

4. *The Princess Bride*- William Goldman

5. *Good Omens: The Nice and Accurate*

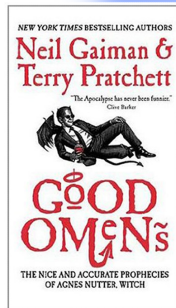
Prophecies of Agnus Nutter, Witch-

Neil Gaiman and Terry Pratchett

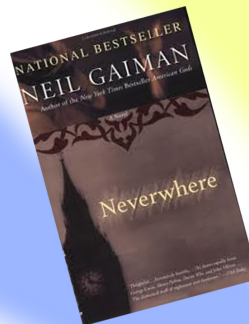
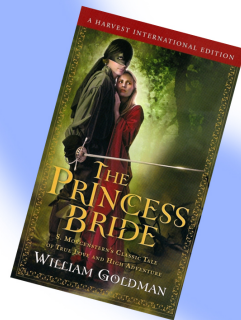


6. *Loki's Wolves*- K.L. Armstrong

7. *Princess Ben*- Catherine Gilbert Murdock



8. *The Scorpio Races*- Maggie Stiefvater



Appendix C: Advertisement for MS Office Program

Interested in learning the newest Microsoft Office programs?

Want to learn how to use the programs you know better?

Come to our Microsoft Office Program!



Do you want to know how to format a document in Word?

Do you need to learn how to make a slide for PowerPoint?

Are you trying to keep better track of your budget in Excel?

Sign up at the front desk to learn how to use programs like Word, PowerPoint and Excel to enhance your work life.

Date: 03/31/15 Time: 4:00

Appendix D: Technology Workshop Handouts

Social Media Workshop

March 10th 2015

Nick Westbrook and Brittany Mullen

Westbrook Public Library

Using Social Media

YouTube:

- Creating a YouTube Account:
- Searching and subscribing to channels
- Liking and disliking
 - What's the point?
- Commenting
- Avoid the hate
- Creating a playlist

Facebook:

- Search for people you know
- Upload pictures and videos
- Share status updates and ideas
- Liking and commenting
- Messaging
- Privacy settings

Twitter:

- What is a '#'?
- Signing Up And Following
 - Creating an account
 - Finding People and Following
 - Discovering and #
- Tweeting
 - Tweeting
 - Favoriting
 - Retweeting/Quoting
 - Replying
- Notifications, Messaging and More
 - Send Private messages
 - Check notifications
 - Adjusting your settings

Goodreads:

- Finding books
- Writing reviews
- Creating booklists

Pintrest:

- Creating an account
- Facebook
- Following people
- Creating a board
- Pinning items
- Creating pins
- Messaging

Microsoft Office Workshop
March 31th 2015
Nick Westbrook and Brittany Mullen
Westbrook Public Library

Using Microsoft Office

➔ Microsoft Word

- Basic Functions
 - Styling your text
 - Margins, Indents and Tabs
 - Bullets and Numbers
 - Copy and Paste
- Advanced
 - Inserting Pictures and Graphics
 - Borders and Lines
 - Shading and Word Art

➔ Microsoft PowerPoint

- Basic Functions
 - Making a slide
 - Layouts
 - Design Templates
 - Presenting a Slideshow
- Advanced
 - Transitions
 - Animation
 - Timing Your Slide Show

➔ Microsoft Excel

- Basic Functions
 - Inputting Data
 - Filtering
 - Inserting and Deleting
 - Design Templates
- Advanced
 - Basic Formulas
 - Creating Your Own
 - Clearing vs. Deleting