

Executive Director's Column

By Adam Wright, Executive Director, NTRLS.

May 2008

Happy May!

Our theme this month is Customer Service. For our Librarian Live episode, we have interviewed Library Consultant Dr. Mary Bushing, who sees customer service as a key responsibility for every library staff member. I have written an article on being nice as the secret of customer service. In this article, I go over the six principles of the power of nice as outlined in the book **The Power of Nice** by Linda Kaplan Thaler and Robin Koval.

At our System Assembly meeting on April 24th, Mike Baldwin spoke on the role of a public library in a democracy. I had asked Mike to speak on this topic because of the recent movement in the state to transform libraries. Mike is an expert on the topic and did a wonderful job reminding us of the traditional role of a public library. Many individuals at the meeting asked to have Mike's speech placed on the website. You can find the speech at <http://www.ntrls2.org/default.asp?action=article&ID=312>.

We also held our Annual Awards Luncheon on April 24th. I think everyone was touched by the recipients of the awards. Each one made a significant contribution to libraries and richly deserved the award. Here is a listing of the winners with a description of the award. Congratulations to each winner.

Margaret Irby Nichols Award

The Margaret Irby Nichols Award is a special award given to a librarian or library who has created and promoted successful partnerships involving more than one type of library or community organization (non-profit). This partnership will demonstrate collaborative planning and resource sharing to provide improved library services to the people of Texas.

Winner

Roark Community Library

Randy Shaeffer Award

The Library Board Member(s) Award has been renamed in memory of Randy Shaeffer, who served with dedication on the North Texas Regional Library System Board of Directors for several years. This award recognizes an exemplary record of library service while serving on an advisory or governing board.

Winner

Bonnie Richards, Haltom City Public Library

Library Employee Award

The Library Employee Award recognizes superior achievement and outstanding leadership in one or more fields of library endeavor.

Winner

Neiza Caraballo, Fort Worth Public Library,
Northside & Riverside Branches

Library Project/Program Award

The Library Project/Program Award recognizes a project/program that exemplifies the highest level of achievement, professional standards, and is an inspiration to other libraries.

Winner

Anime/Manga Club, John Ed Keeter Public Library, Saginaw

Library Volunteer Award

The Library Volunteer Award recognizes exemplary volunteer efforts by a private citizen who has donated significant time and/or effort to help a library achieve its goals.

Winners

Beverly Fuller, Boyd Public Library
Claire Watson, John Ed Keeter Public Library of Saginaw

Youth Library Volunteer Award

The Youth Library Volunteer Award recognizes exemplary volunteer efforts by a youth, under the age of 18, who has donated significant time and/or effort to help a library achieve its goals.

Winner

Elizabeth Nunnally,
John Ed Keeter Public Library of Saginaw

System Assembly Representative Award

The System Assembly Representative Award recognizes exemplary efforts by a System Assembly Representative or an Alternate System Assembly Representative who has donated significant time in helping the library achieve its goals and/or who has been involved in system activities.

Winner

Anna Emmons
John Ed Keeter Public Library, Saginaw

Library Leadership Award

The Library Leadership Award recognizes significant contributions to the promotion of library services in the local community or beyond.

Winner

Kerry McGeath,
Southlake Public Library

May Workshops

Here are the workshops we are offering this month! You can register for these workshops at <http://www.ntrls2.org/default.asp?action=article&ID=160>.

- **Green Libraries for Dummies**, 5/6/2008, Colleyville Public Library
- **Customer Service for Circulation Staff**, 5/15/2008, Denton Public Library, North Branch
- **Customer Service for Circulation Staff**, 5/16/2008, Mansfield Public Library
- **Book Protection and Repair**, 5/21/2008, Colleyville Public Library
- **Leave No Patron Behind!**, 5/23/2008, System Office

TechNet 2008

I am proud to announce NTRLS' first ever TechNet 2008 in June. This conference is our second regional themed conference and it will deal directly with technology in libraries. For more information, please go to the conference website at <http://www.technet2008.com>.

Shared Integrated Library System (SILS)

Mansfield Public Library has decided to wait to join the consortium until after Phase 1 is completed, which has a target date of August 2009. We still have time to have a library fill Mansfield's spot. If interested, please let me know as soon as you can.

NTRLS @ Your Library

Our next NTRLS @ Your Library day of the year is scheduled for June 11, 2008. Member libraries have until May 5 to apply at <http://www.ntrls2.org/default.asp?action=article&ID=276>

Texas State Library and Archives Commission (TSLAC) News

TSLAC met on April 15 at the Texas Library Association Conference. One of the agenda's items was to consider the FY2009 budget modifications. Maria Redburn from Bedford spoke very eloquently about the value of Systems at the meeting. In the long run, TSLAC decided to approve the modifications as presented. The Systems budget realized a reduction of \$300,000, which brought the NTRLS System Grant to \$489,000, give or take two thousand. The staff of the ten Systems and Texas State Library staff will meet in early May to discuss some significant changes to the future of Systems. Specifically, we will be going over how we plan our programs and services and how we capture the results of what we do for our libraries. In the June column, I will detail what was discussed at this meeting.