

## Annual Report | Goals & Objectives

### Division or Committee Name:

Customer Services & Support Staff

### Submitted by:

Meredith Fletcher

### Did you sponsor or present an OLC webinar?

Yes

### Did you sponsor program(s) at OLC events? (Conferences, Convention and Expo, etc.)

Yes

### List Professional Development program(s), date(s), and provide brief overview of program(s):

We co-sponsored a "Storytime Foundations: Basics of Storytime and Every Child Ready to Read" program with the Children' Services Division for the OLC Convention & Expo. This program helped prepare staff who may be surprised by having to cover a story time (which is outside of their normal duties) and how to excel. We also presented a poster session at the OLC C&E, "Food Literacy: One Bite at a Time" that discussed food literacy, food security, how they're a spectrum, why libraries need to be familiar with the concept & vocabulary in order to address the associated issues silently affecting library patrons everyday. September 27-29th, 2023.

We also put a panel session together for the Facilities Conference on July 19th, 2023 with 3 panelists from different size libraries discussing how to operate in a swing space, offering altered services, and how to work with and keep staff and patrons happy and productive in the process.

### Did you host an OLC Connects table at the Convention and Expo?

Yes

### Did you distribute any print or electronic communications (newsletters, articles, publications)?

Yes

### Briefly describe communications:

We hosted an OLC CSSS div. table and handed out fliers to encourage membership. We also collected responses for various "library of things"

### Did you utilize the OLC website?

Yes

### Did you create any new partnerships or initiatives?

No

### Please list Goals and Objectives for next year:

## Annual Report | Goals & Objectives continued

Enter at least three program submissions for the OLC conferences in 2024 and at least one webinar submission.

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