



Funding Staff Development

As a Public Library staff member and lifelong Public Library customer, I appreciate the programs that our Friends make available to support community learning. You, our Friends, help kids stay excited about reading during the summer. You help our adult customers stretch limited entertainment budgets by presenting free concerts at neighborhood libraries. Opportunities like these for knowledge, learning, and achievement demonstrate for all to see how the Friends enact the Public Library's vision for our customers and community.

The Friends support for lifelong learning extends to Public Library staff training and development as well. This benefit isn't as visible as the program support our community relies on, but it's essential. I've been particularly grateful for it this year. After more than twelve years on the public service side, in March 2018 I took over managing the library's Materials Support Services. My team and I are make sure that our customers are able to locate the books, DVDs, audiobooks and periodicals that the library purchases. My job is to save our customers' time searching our catalog of 1,000,000 + items. Thanks to the Friends, I have better tools to do that. I benefit from your assistance every day, and every day I work to extend that benefit to our community members.

The Friends provided several thousand dollars to pay for training as I learned my new responsibilities. So how has this support benefited you as a Public Library customer? If you notice when you're searching the library catalog that the catalog displays what you want as "recently returned," you owe that to the training I had in May. The setting that shows that an item came back within the last 24 hours is buried deep in our integrated library system software. Without the training, I would never have looked for it, much less known how to change it. This is just one instance of how the Friends' ongoing support for Public Library staff professional development. Thanks, Friends, for all you do to help my colleagues and me support our community every day!

Eileen O'Connell
Manager
Materials Support Services
the Public Library ABQ-BernCo

Friends will remember Eileen O'Connell from her years at Special Collections Library, where she was the branch manager for more than 11 years.