

HOW TO DEAL WITH DIFFICULT PATRONS:

Steven Berbig has volunteered to do a presentation to all staff, on *How to Deal with Difficult Patrons*. This event will be on Tuesday, Nov. 18 from 2:00 - 3:00 pm in Javits Room. Javits is now available before 2:00 so you are welcome to arrive at 1:30 pm for a question and answer period with Steve. This half hour will be an opportunity to share patron interactions and outcomes. The remaining hour will be focused on Steve's presentation. **PLEASE NOTIFY DAVID WEINER IF YOU ARE INTERESTED!**



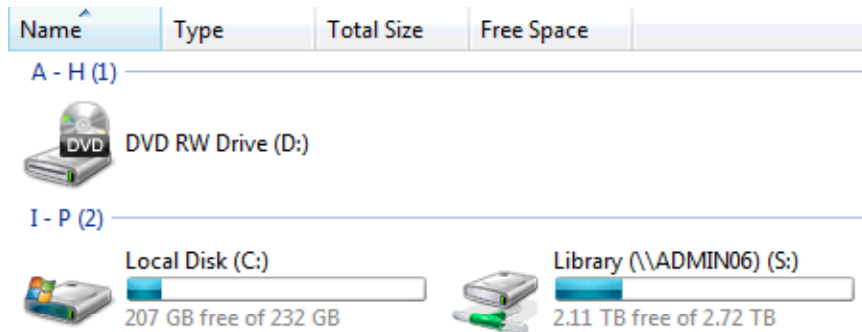
DIRECTOR'S COUNCIL:

Director's Council 11-12-08.doc





Once a month there is a meeting of library department heads. Each person writes a report that summarizes the activities in a particular area/branch of the libraries. From now on the main report will be included in a Bulletin. If you want to locate the archives for Director's Council this can be done in the following way -

GO TO START (bottom, left of monitor) THEN SELECT Computer

SELECT Library (\\ADMIN06) (double click)



SELECT Library_Staff and then subfolder Director's Council

Name	Date modified	Type	Size
 HomeLib	10/1/2008 2:39 PM	File Folder	
 Library_Staff	11/5/2008 12:49 PM	File Folder	
 Publications_and_Publ...	7/30/2008 7:54 AM	File Folder	
 Serial_Fund_Codes_Pri...	11/10/2008 3:54 PM	File Folder	

MEETING SPACE:

There is another meeting room (10 seats + a long table) to use in case the conference rooms and Javits Room are occupied. It is located in the CRR near Kathy's office. Call the Director's Office to reserve this space. You will need to get and return the key at the reference desk. Since it's located in a NO FOOD area it is expected that those using the room keep that in mind. You may find this is a good option for a small meeting.