



Plain Speaking

Central Plains Library System
Educate Connect Inspire

Volume 4, Issue 2

April—May 2019

Defining Customer Service

Customer [**kuhs-tuh-mer**] *Informal* a person one has to deal with.
Service [**sur-vis**] an act of helpful activity; help; aid.

In 2014, WebJunction updated the **Competency Index for the Library Field**. This document is a resource for libraries in helping staff identify and obtain the knowledge, skills and support needed to operate relevant and vibrant libraries. One of the competencies designated as “Essential” is the interpersonal skill called *Customer Service*.

The **Index** provides the following explanation:

The delivery of excellent customer service is a fundamental factor in effectiveness and needs to be prioritized throughout the organization. Interactions with users require trust, respect and focus on the needs of the individual. It is necessary to deliver quality customer service to virtual users as well as to users within the building.

The top three customer service skills are identified as 1) Treats users in a welcoming, professional manner; 2) Listens effectively to determine and address needs of the individual; 3) Acts as a goodwill ambassador for the library.

The libraries in the Central Plains Library System have the unique opportunity to attend an educational session on customer service presented by the Management Development Center at Fort Hays State University. Greeting library users, verbal and nonverbal communication, active listening, telephone etiquette, and email communication are a few of the topics that will be covered. This is the perfect chance for you and your staff members to brush up on these critical skills.

CPLS is offering special ‘2 for 1’ scholarships specifically for this event. TWO staff members from one library can use ONE scholarship to attend the workshop. That means two people will have their registration paid and the institution will only use one of their available scholarships for this fiscal year.

See the flyer on page 5 of this newsletter for registration details.

Office
2727 West 2nd Street #233
Hastings, NE 68901
800-569-4961

Denise Harders
402-705-1409
denise.cpls@gmail.com

Kay Kloppenborg
402-462-1409
cplsasst@gmail.com

Autumn Carlson
402-462-1975
autumnc.cpls@gmail.com



Board Members

TONY ANDERSON
DORIS BRANDON
TERRI EBERLY
JUDY HAGAN
JANENE HILL
JANE HILTON
TERRI JOHNSON
MO KHAMOUNA
SHAWNA LINDNER
LORI LONG
LINDA NICKEL
MATTHEW WILLIAMS

T E E - N S



Understanding the teen brain is a challenge for teachers, parents, and Librarians! (Sometimes even the teenagers themselves!)

Do you struggle coming up with ideas for exciting teen events that will capture and retain teenagers attention? Do participation levels have you frustrated? Does your funding or staffing availability make it hard to host fun events?

Join CPLS for a workshop to help take some of the mystery out of how to have successful teen events. Janene Hill from Jensen Memorial Library in Minden will be sharing her expertise as a Teen Guru who has lead many successful teen events. During this workshop, we will discuss ideas for a variety of Teen Night Events, including examples of successful events, interaction stations with example activities, and group brainstorming.

Theme: Teen Nights (aka After Hours)

Date: Wednesday, May 1st, 2019

Time: 9:30am – 11:30am

**Location: Jensen Public Library
443 N. Kearney
Minden, NE 68959**



To register for this fun event , [click here](#). Attendees will earn 2 CEU Hours.

This activity is supported in part with funding from the State of Nebraska and from the Institute of Museum and Library Services under the provision of the Library Services and Technology Act as administrated by the Nebraska Library Commission.

2019 Book Awards Competition

The 20th Annual Nebraska Book Awards program recognizes and honors books written by Nebraska authors, published by Nebraska publishers, set in Nebraska, or relating to Nebraska. To be eligible, the book must be:

- Published in 2018 as indicated by the copyright date.
- Published professionally and assigned an ISBN number
- Bound (no loose-leaf).
- Written by a Nebraskan or Nebraska-related author, or
- Published by a Nebraska publisher, or
- Have a Nebraska theme or setting.



An entry fee of \$40 per book per category is required.

Deadline for entries is June 30, 2019.

Online entry forms available at:

<http://centerforthebook.nebraska.gov/nominationforms.html>

Nebraska Library Commission Awards Grants for Youth Library Service

The **Nebraska Library Commission** recently awarded \$23,254 in grants for Excellence in Youth service. Of the grants awarded to twenty-five Nebraska libraries, several addressed the need for materials like LEGO® and other activities to encourage creativity in young people. The Nebraska Library Commission **congratulates** the public libraries listed below as they develop new and innovative programs to ensure excellence in library service for Nebraska young people.

The recipients are:

- **Atkinson Public Library**, Preschool learning materials, books, and activities
- **Blue Hill Public Library**, LEGO® kits
- **Butler Memorial Library, Cambridge**, Breakout EDU Platform Kits for Kid Book Club
- **Central City Public Library**, Bring Edgerton Exploit Center to the library for a community day
- **Columbus Public Library**, Promote literacy and musical interests
- **Wilson Public Library, Cozad**, Cozad Biz Kidz Camp
- **Creighton Public Library**, LEGO® Club
- **Fairbury Public Library**, 3-D Printer and other makerspace equipment
- **Franklin Public Library**, LEGO® Club
- **Fullerton Public Library**, Programming to promote literacy and reading
- **Genoa Public Library**, Toddler Concept Bags
- **Gering Public Library**, Toddler Story & Playtime
- **Grand Island Public Library**, SAC Museum Space Program Day, LEGO® Guy Program Day, and SAM Labs Classroom Kit
- **Imperial Public Library**, K through 4 after school programs
- **Kimball Public Library**, Creative program expansion
- **Louisville Public Library**, Teen programming
- **Mead Public Library**, 1,000 Books before Kindergarten
- **Jensen Memorial Library, Minden**, Preschool programming
- **Morton-James Public Library, Nebraska City**, Materials encouraging learning and creativity
- **Plainview Public Library**, LEGO®s
- **Plattsmouth Public Library**, Busy Bags
- **Shelby Community Library**, Children activities
- **Lied Lincoln Township, Wausa**, Youth games
- **Maltman Memorial Public Library, Wood River**, LEGO® Club
- **Yutan Public Library**, American Girl Kit's Klub

Youth Grants for Excellence are made available by the Nebraska Library Commission with funding from the State of Nebraska. As the state library agency, the Nebraska Library Commission is an advocate for the library and information needs of all Nebraskans. The mission of the Library Commission is statewide promotion, development, and coordination of library and information services, "bringing together people and information."



Silent Book Club

Your community might be ready for a **different** kind of Book Club. There's no assigned reading. Silent Book Club is about taking time out of your busy schedule to simply relax and read. You've earned it.

Put down your phone, pick up a book, and spend quality time with fellow book lovers. This is a habit you'll want to repeat. The Club meets at the library for 1 ½ hours once a month.

Starting out with the Cricut....

The Cricut offers so many possibilities it can be very overwhelming when you are first starting out— so it is important to start small and get comfortable! The following links have proven helpful to newer users:

<http://www.learn.cricut.com/>— This is a great website to get you started. We recommend watching tutorials on how to use the Cricut Design software and basic use of the Cricut.

<https://www.youtube.com/officialcricut>— Discover videos that show details and tips based on the project you would like to work on. Search the page for your project or browse for ideas.

<https://home.cricut.com/>— By creating a free account with Cricut you can search premade designs and access the “canvas,” where you can create your own projects.

HELPFUL TIP: The System has a subscription to “Cricut Access” for you to use. It comes preloaded on the computer that accompanies either one of our Cricut machines. This resource gives you access to 1000’s of fonts, images, premade projects, etc.

Borrowed from Kearney Public Library’s News & Events—Spring 2019

The Perfect Gift

Are you looking for just the right gift for a book lover? This soy candle might be just what you need. Do you love the smell of old books? Not the rotten, mildewy kind – the sweet, papery sort.



This soft, comforting scent makes you want to curl up in your favorite reading chair and leaf through stacks of worn, well-loved stories.

[Old Books Candle](#)

85% of Nebraska Public Libraries



offer summer reading programs for children. Reading just 4-6 books over summer vacation can stop or even reverse summer slide.



MANAGEMENT DEVELOPMENT CENTER

at FHSU Presents:

First Impressions Matter: A Customer Service Workshop



Dr. Stacey Smith
Associate Professor
Tourism & Hospitality
Management

Dr. Stacey Smith is an Associate Professor of Tourism and Hospitality Management and Chair of the Department of Applied Business Studies at FHSU. She holds a Ph.D. from Purdue University in Hospitality and Tourism Management. Her industry experience includes the convention & visitors bureau where she worked in event planning and Hyatt Hotels where she worked in the rooms division. While in the lodging industry, she also obtained exposure to food service operations and meeting planning activities.



Mrs. Hannah Hilker
Training Specialist
Management
Development Center

Hannah Hilker coordinates training & development for the MDC, a division of the College of Business at FHSU. Hannah's primary experience is in the tourism & hospitality industry. At Visit Wichita, the Convention & Visitor's Bureau in Wichita, KS, Hannah managed the CVB's social media platforms and website, assisted in digital content development and marketing strategy, worked on public relations efforts, and planned region-wide events. She completed her M.A. in Communication Studies at Wichita State University.



Wednesday, May 1, 2019



1:00 p.m. to 4:30 p.m.



Minden Opera House
322 East 5th - Minden, NE 68959



Non-System Members - \$60
System Members - \$30*

**System Scholarships are available if you have not already received one this year. (Limit 2 per library)*

Do you feel like a robot just going through the motions? Do you want to improve customer relationships in your library? What will help your facility put its best foot forward in the community? How can you personally improve customer relationships? Please join us for this very exciting workshop developed by Fort Hays State University Management Development Center. These topics and more will be explored during this workshop. Attendees will leave knowing how to enhance customer relationships, display active listening, and know how to communicate professionally whether in written or spoken form.

Learning Objectives:

- Demonstrate knowledge and skills needed to communicate professionally, achieve respect, enhance customer relationships, and secure an overall competitive advantage through excellent customer service.
- Define active listening and explain its importance.
- Display an understanding of basic telephone etiquette communication.
- Display an understanding of proper written and email communication.

Visit the MDC's website for more info: <https://fhsu.edu/mdc>

Register here: <https://goo.gl/forms/0B4KGauF2MZ4kIdE3>

NLA Advocacy Day



Long-time Loup City Volunteer, **Dianne Peters**, was honored at the luncheon following the Nebraska Library Association's Advocacy Day in Lincoln on March 12, 2019. Tom Briese, Senator from District 41, presented her certificate.

Dianne has "wrapped" and labeled new books for the **Loup City Public Library** for years. When kids come in while she is working, she takes the time to explain her process to them and, if possible, lets them assist. She is always friendly and patient with those patrons who are breathlessly awaiting their anticipated reads. She also volunteers to read as a community member to the preschool kids and participated in the Library's first ever "Adopt a Reader" program with preschool

kids. Library Director, Audrey Heil, said in her nomination, "Dianne is a gracious and wonderful lady and we are so grateful to have her volunteer at the library."

Congratulations on the recognition and **thank you Dianne** for your service to the **Loup City Public Library!**



April 22 – 26, 2019

The weather has started to turn warm, so you know what that means. It is time for weeding...the annual **CPLS Week of Weeding**. Be sure to let us know how much you weed and identify the best (or worst) thing that you are throwing out. Email your results to the System office and be entered to win one of two Kindle Fire tablets.

Golden Sower Voting for 2019

- Only two more weeks to submit your students' votes for the 2019 Golden Sower Awards.
- Don't forget--all votes must be submitted online by **April 15, 2019**.
- To submit your votes, go to the Golden Sower website at www.goldensower.org and click on the link for "Voting."



Arapahoe Public Library

GALA

4.6.19

Ella Missing Community Center
Festivities beginning at 5:00pm

FEATURING

SILENT & LIVE AUCTION
DINNER ~ LIVE BAND

Tickets: \$75 per person
Includes: Choice of entree, 3 drink tickets and
\$40 donation to the library remodel project

To purchase tickets and for a full schedule of the evening's events
contact the Arapahoe Public Library



Dance to the
EMMETT★BOWER★BAND

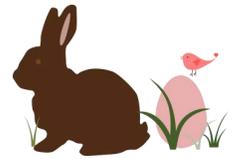
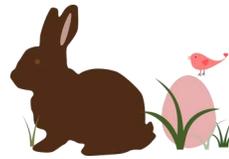
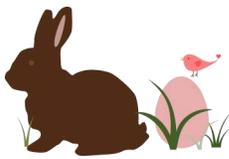
Catering by

Cunningham's
FEED
BAKERY • GRILL • BAR

Arapahoe Public Library
306 Nebraska Ave | PO Box 598
Arapahoe, NE 68922
308.962.7806
arapahoereads@gmail.com

Follow The Arapahoe Gala on Facebook!

CPLS News



Grand Island Public Library

Grand Island Public Library won “Spike” the Robot at the Summer Reading Workshop, held in McCook on January 25th. Celine Swan reports they did a demo of the Robot on February 14th.



Photo courtesy of Celine Swan

Scotia Library Begins Homebound Service



Scotia Public Library now provides delivery of library materials to Scotia area residents or caregivers of residents who have difficulty getting out and about, even on a temporary basis. Our librarians work with participants to select large print or standard print books and audiobooks from our collection or through interlibrary loan. A librarian or volunteer will arrange a mutually convenient time to drop off and pick up items. A traveling crate of carefully chosen books is also delivered to the Greeley Care Home once a month for the residents to share.

“We are excited about this opportunity to take the library out of the building and into our community.”

Kearney Public Library Makerspace

The Kearney Public Library Makerspace opened in January and community interest and usage is increasing. Machines can be reserved online or by calling the library.



Their [website](#) includes a description of the equipment, the Makerspace Policy, Hours, Prices and Age Requirements.

MAKERSPACE IN A CRATE

Just \$399
for the
whole
summer!

MAKERSPACE SUMMER LEASING HAS ARRIVED!

Is your library or school eager to start a makerspace,
STEAM club, or workshop, but not sure where to begin?

Make something
OUT OF THIS WORLD!

Turnkey operation complete with guides,
education resources and helpful links delivered to your door!

This crate includes:

- ★ Book - "This is Rocket Science" includes tons of ideas for more projects!
- ★ Flash Card Game
- ★ Merge Cube
- ★ Telescope
- ★ Projector + APPs
- ★ Posters
- ★ Motorized Solar System
- ★ Ollie's Moon Adventure Activity Book + Coloring Pages
- ★ Solar Kits (Astronaut, Space Fleet, Recycler, Robot)



Customization available. Ask your TEI account Representative for more details!

TEI Landmark
TEACH • ENGAGE • INSPIRE

For more information, visit us on-line at www.teilandmarkaudio.com
Contact us via (e) info@teilandmarkaudio.com (p) 1(800) 850-1701

Split the time / Split the cost

****Remember—You can share this lease with your neighboring libraries.**

Audiobook Collection

CPLS owns over **1,200 circulating audiobook titles**. System member libraries may borrow audiobooks (CD, MP3, and Playaway formats) for a loan period of 90 days.

Give Me Your Hand by Abbott, Megan
Transcription by Atkinson, Kate
The Handmaid's Tale by Atwood, Margaret
Slightly Scandalous by Balough, Mary
The Witness by Brown, Sandra
Past Tense by Child, Lee
Murder on the Orient Express by Christie, Agatha
The Sleeping Beauty Killer by Clark, Mary Higgins
Vox by Dalcher, Christina
Believe Me by Delaney, JP
Miss Subways by Duchovny, David
Buried in the Country by Dunn, Carola
Die Laughing by Dunn, Carola.
The Pursuit by Evanovich, Janet
The Total Package by Evanovich, Janet
Once Upon a Farm by Feek, Rory
Varina by Frazier, Charles
Never Tell by Gardner, Lisa
Every Time You Go Away by Harbison, Beth
The Dry by Harper, Jane
The Kid by Hansen, Ron
Brief Answers to the Big Questions by Hawking, Stephen
All Your Perfects by Hoover, Colleen
Barracoon by Hurston, Zora Neale
Always Look on the Bright Side by Idle, Eric
The Other Woman by Jones, Sadie



Continued from Page 10

The Music Shop by Joyce, Rachel
Providence by Kepnes, Caroline
The Good Neighbor by King, Maxwell
Pet Sematary by King, Stephen
Animal Dreams by Kingsolver, Barbara
Taggart by L'Amour, Louis
Let Me Lie by Mackintosh, Clare
The Greatest Love Story Ever Told by Mullally, Megan
Dangerous Ladies Affair by Muller, Marcia
Becoming by Obama, Michelle
Texas Ranger by Patterson, James
Dear Mrs. Bird Pearce, AJ
Looking for Lorraine by Perry, Imani
The Bomb Maker by Perry, Thomas
Fan the Flames by Ruggle, Katie
The Last Time I Lied by Sager, Riley
Feared by Scottoline, Lisa
Once Upon a River by Setterfield, Diane
Pieces of Her by Slaughter, Karin
The Colors of All the Cattle by Smith, Alexander McCall
Magic by Steel, Danielle
The Mistress by Steel, Danielle
The Hate You Give by Thomas, Angie
Indianapolis by Vincent, Lynn
Ghosted by Walsh, Rosie
Whiskey in a Teacup by Witherspoon, Reese
Below the Belt by Woods, Stuart
The Money Shot by Woods, Stuart

View the list of titles on
 our website under
 Services and then call or
 email the System office
 to borrow or reserve





<http://clipart-library.com/>

Meeting of the Minds

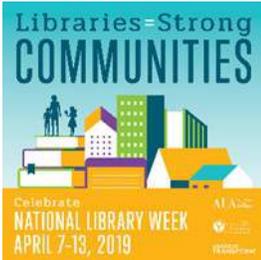
Calling all Public Library Directors!

Come to the next Meeting of the Minds at the
North Platte Public Library.

We will be discussing local fund raising for the first hour. Bring a question and a success to share with the group.

Thursday, May 9, 2019

Celebrate National Library Week April 7-13, 2019 Libraries = Strong Communities



National Library Week is an annual celebration highlighting the valuable role libraries, librarians, and library workers play in transforming lives and strengthening our communities.

This year's theme, Libraries = Strong Communities, illustrates how today's libraries are at the heart of our cities, towns, schools and campuses, providing critical resources, programs and expertise. They also provide a public space where all community members, regardless of age, culture or income level, can come together to connect and learn.

Librarians, please visit the [National Library Week Toolkit](#) for ideas and free tools to celebrate in your local community.

CPLS Has Scholarship Money Available

Up to \$200.00 per event for registration, mileage, meal, etc.

Only one scholarship per person per year.

Each Library Agency shall be limited to two scholarships per year.

Name _____

Library _____

Event _____

Date of event _____

Scholarship requested for _____ (meal, room, etc.)

Amount requested _____

Other information:



Send your request to: Central Plains Library System
2727 W. 2nd Street # 233
Hastings, NE 68901

Librarians Pick the Best Books.....

Be A Part of Golden Sower Reading Day!

The Golden Sower Award Nominee list is developed by readers like you! Selection committees are made up of volunteer readers representing classroom teachers, media specialists, and librarians in Nebraska. Each list is created from nominated titles sent in by participating libraries and schools from across the state. Now is your chance to influence the books selected as Award Nominees that will be read by Nebraska children in the coming years! This is your opportunity to shape the minds and lives of future generations!

The Golden Sower Award's sponsors, the Nebraska Library Association, hope the program will sow seeds which:

- stimulate children's thinking
- introduce different types of literature
- encourage independent reading
- increase library skills
- foster an appreciation for excellence in writing and illustrating.



Join CPLS on June 7th and vote for your favorite Golden Sower Nominees. This is the perfect time for public and school librarians to see the enormous amount of titles on the Golden Sower Big List for Kindergarten through 2nd grades. Vote for your favorite top-ten books, and consider purchasing these titles for your collection.

- DATE:** Friday, JUNE 7th, 2019
- TIME:** 10am—2pm
- READ-A-THON LOCATION:** Kearney Public Library & Information Center
2020 First Avenue
Kearney, NE 68847
- REGISTRATION LINK:** <https://goo.gl/forms/hQyYzkY9lNCh0Xsr2>

This activity is supported in part with funding from the State of Nebraska and from the Institute of Museum and Library Services under the provision of the Library Services and Technology Act as administrated by the Nebraska Library Commission.

Folkmanis Puppet Group Order

Would you like to infuse extra excitement into your storytime? Add puppets to your routine and see the sparkle in the little ones' eyes.

Folkmanis has more than 250 puppets of all sizes available. The company has been making the most innovative and engaging specialty puppets in the world since 1976, delighting imaginations and winning nearly every industry, child development, and kid-tested award - many repeatedly.



We will be placing a group order on Friday, April 5, 2019. If you would like to order puppets for your library, go to <http://www.folkmanis.com> to see pictures and videos. Our group rate is 50% of the price listed on the website, plus 15% for shipping. For example, the new ***Out of This World Robot*** (Item #3144) puppet's retail price is \$55.99. We pay \$28.00 plus \$4.20 for a total of \$32.20. It is SO new, it is not even on the website, yet.

If you would like to order any puppets, please call Kay toll-free at 1-800-569-4961 or email her at cplsasst@gmail.com by **Thursday, April 4, 2019.**



CPLS Board Meeting Schedule

April 12, 2019
Atkinson Public Library
11:00am

July 12, 2019
Valentine Public Library
11:00 am Board Meeting
12:00 pm Lunch
1:00 pm Annual Mtg

Disc Cleaning and Repair

The System Office has the ECO AUTO-SMART Fully Automatic Disc Repair System. It is not just a buffer, but a full-service machine, to both clean and repair your valuable discs. Save those discs that won't play! As long as they are not cracked, we can fix them.



From July 1, 2018 thru June 30, 2019, each CPLS member library has 10 free disc cleanings.

- If you have more than 10 discs that need fixing, you may send them to us and we will repair them and send them back with an invoice for 50 cents per disc plus return postage.
- If you come to the CPLS Office in Hastings and pick up the repaired discs, the charge is 50 cents per disc. A similar service at a retail video outlet costs more than \$5.00 per disc!

The first-ever **Library Giving Day** will be held on Wednesday, **April 10** – during National Library Week.

Library Giving Day

United for Libraries, along with ALA and the Public Library Association, is a partner in Library Giving Day. Started by the Seattle Public Library Foundation, Library Giving Day is a one-day online fundraising event designed to encourage people to make a gift to their individual library system. More than 100 libraries, library Friends groups, and library Foundations across the U.S. and Canada have signed up. [Join today](#)

Visit www.librarygivingday.org for promotional tools including downloadable artwork and marketing collateral, campaign-planning resources, sample copy for press releases and public service announcements, and more. You can also support the effort by using the #LibraryGivingDay hashtag on social media.

United for Libraries
The Association of Library Trustees, Advocates, Friends and Foundations
A division of the American Library Association
312-280-2160
www.ala.org/united

Cover One Book Repair Service!



The System has a binding repair machine that fixes a variety of types and sizes of books. This machine easily binds up to a 2½" thick book and it has a sliding wall to hold smaller books in place. It will also work with legal size as well as regular 8½ x 11" size items. Repaired books will be ready to use in just 20 minutes! Go to <http://www.coverone.net> and click on the link for Book Repair Demo on the left-hand side of the page to see it in action.

This machine is perfect to repair books with glued bindings that have "popped" and split into several big chunks, paperbacks that have come out of their covers, and books where individual pages are coming loose.

Mail or bring your books to the System Office.
We will repair them for \$1 per book plus actual return postage.

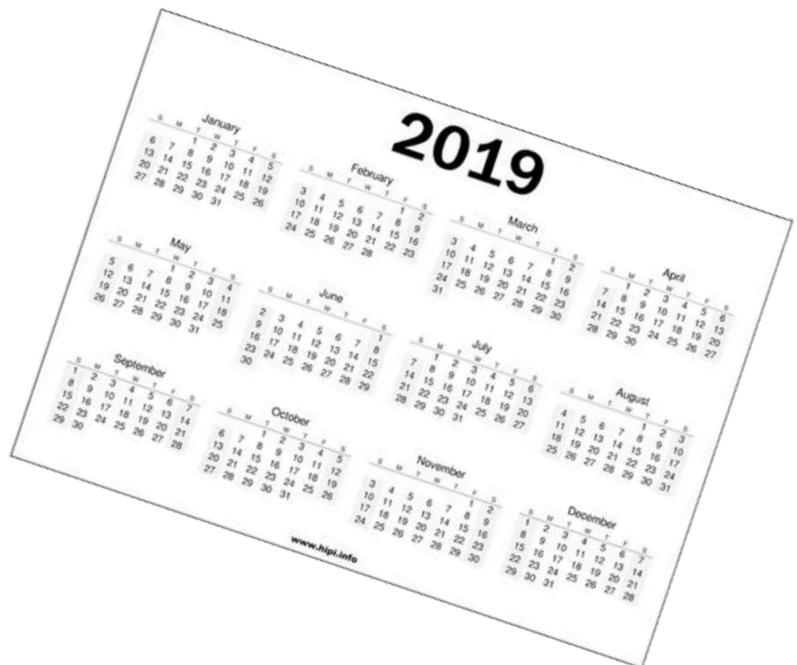
Central Plains Library System

Mark Your Calendar

- April 1-30.....Basic Skills—Introduction to Cataloging
- April 6.....Arapahoe Public Library Gala, 5:00 pm
- April 6.....School Librarians Day, 9:30 am – 2:30 pm, Kearney Public Library
- April 7-13.....National Library Week
- April 10Library Giving Day
- April 12.....CPLS Board Meeting, 11:00 am, Atkinson Public Library
- April 15.....Golden Sower voting deadline
- April 22-26.....CPLS Week of Weeding
- April 22-May 3....Basic Skills—Readers Advisory
- May 1.....Teen Nights: A Programming Workshop, Minden 9:30 – 11:30 am
 First Impressions Matter: A Customer Service Workshop, Minden 1:00 – 4:30 pm
- May 9.....Meeting of the Minds, North Platte Public Library
- May 13-24Basic Skills—Intellectual Freedom and the Core Values of Librarianship
- May 23.....Accreditation Workshop, 9:30 am – 12:30 pm, Elwood Public Library
- June 7.....Golden Sower Reading Day, 10:00 am – 2:00 pm, Kearney Public Library
- June 30.....Nebraska Book Awards nominations deadline

“Blaming the library for exposure to pornography is like blaming the lake if your child walks up to it alone, falls in and then drowns.

~David Sawyer



We're On the Web

libraries.ne.gov/cpls
