

Youth Services Information Exchange (YSIE)

March 5, 2025 1-3pm

Updated to Virtual

~~Tomahawk Public Library~~

~~300 West Lincoln Ave~~

What is YSIE?

YSIE (Youth Services Informal Exchange) are grassroots gatherings for library staff serving youth. These collegial discussions foster resource sharing, brainstorming, and peer support. Participants exchange success stories, questions, and advice. Each session centers on 1–2 topics, with time for additional discussions. Meetings occur virtually and in-person, with in-person sessions including a library tour.

- Introduction to new WVLS Public Services Consultant
 - Emily Rogers- contact her with questions, concerns, thoughts you want to share
 - Erogers@wvls.org
 - She will be visiting all libraries this spring. Be sure to say hi!
- Power Up Conference Highlights- [Erica Dischinger](#), Minocqua Public Library
 - **Keynote – Kyle Lukoff**
 - Transgender author of *There's No Such Thing as Vegetables* and *Too Bright to See*
 - Spoke about the profound impact books have on children's lives and how adults can nurture a love of reading
 - Shared personal experiences about seeking connection through books as a child
 - Advocates for allowing children to choose their own books, emphasizing that adults should not dictate how a child interacts with a book
 - Inspired reflection on how librarians can balance parental concerns with a child's right to explore books freely
 - Memorable quotes (paraphrased):
 - “All books are a learning opportunity.”
 - “Book choices are a decision kids can make by themselves.”
 - “It's not what kids will or won't understand, but what they will do with that knowledge.”
 - **Giving Great Service – Jamie Matczak, Education Consultant, WVLS**
 - **Key takeaways:**
 - **Acknowledge patrons** – See, smile, say, suggest
 - **Clean, organized spaces feel safer and reduce customer stress** – Keep signage updated
 - **Delivering bad news effectively:**
 - Use “I wish I could...” to soften refusals
 - Show empathy: “I understand how [emotion] you must be...”
 - Say “I'm going to” instead of “I have to” to sound less confrontational

- **Handling conflict:**
 - Actively listen and acknowledge concerns
 - Apologize only once
 - Document issues & use customer feedback forms
 - Thank the customer and take action to resolve issues
- **Proactive customer service:**
 - Instead of “Can I help?” ask, “What else can I help you with?”
 - Instead of “Anything else?” ask, “What else can I do for you?”
 - Example from Disneyland: When asked, “When is the 3:00 parade?” a worker provided the best viewing locations rather than giving a dismissive response
- **Documents Shared:**
 - **Code Green- to document customer compliments:**
<https://www.zingtrain.com/article/code-green/>
 - **Code Red- to document customer complaints and concerns:**
<https://www.zingtrain.com/article/code-red/>
- **Play-Based Learning in Libraries – Kelsey Johnson-Kaiser, Youth and Family Services Manager, Saint Paul Public Library**
 - Presentation validated a current project in my children’s department: an early literacy dramatic play center
 - **Key takeaways to enhance play spaces:**
 - Utilize **vertical space** (e.g., bookshelf end caps)
 - Connect play areas to books through **characters, décor, and props**
 - Establish a **rotating schedule** to refresh toys regularly
 - Incorporate **real materials** when possible
 - Use **artwork** instead of overwhelming primary colors
 - Include **adult-sized furniture** for caregivers
 - Avoid clutter—**too many items can be overwhelming** and hard to clean up
 - Offer **open-ended materials** like ramps, blocks, tubes, and vehicles
 - Integrate everyday supplies such as **cardboard boxes and tape**
 - **Popular theme ideas** from Kelsey’s library:
 - Office
 - Cleaning (broom, mop, rag)
 - Coffee shop
 - Science center
 - Construction
 - House & babies
- **Game/Play/Collaborative Collections Discussion**
 - Puzzles for check out/exchange and Puzzle Competitions are very popular. Abbotsford Public Library donated puzzles for a kit to allow all WVLS libraries explore this fun program.
 - Providing game check out in libraries can add a great enhancement, allowing patrons greater access to a variety of games, however there is a concern for counting pieces and parts. Erica may have more to share on replacement parts. She has had luck reaching out to game manufacturers for replacement pieces.

- Some libraries are exploring hosting ongoing Dungeons & Dragons events. April at Demmer Memorial Library has great success with these programs. Kits are available from DPI. Contact Emily if you would like some. We will be getting more! Jasmine in Wabeno Public Library shared the Educator Resources and Educator License information available from D&D: <https://dnd.wizards.com/resources/educators>. Kay from Granton Community Library also shared a timely article titled "[Bringing Tabletop Role Playing Games to the Library](#)" from the School Library Journal.
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- YSIE Updates- Emily Rogers
 - There will be a YSIE Meet Up in August at the Loyal Public Library. More details to follow.
 - The annual YS Workshop will take place in October. Planning is underway. The group expressed more interaction for this event. Potential topics include young adult/teen engagement and showcasing different ways to present storytimes from around WVLS.
 - Join the WVLS YSIE Facebook group. Found at <https://www.facebook.com/share/g/1A9AVKkrrK/> or by searching Youth Services Information Exchange.