

## **Director's Report to the Board of Agents, Silas Bronson Library**

**December 8, 2015**

### Publicity

The *Waterbury Observer* will be publishing a regular series of articles, written by myself, keeping the public informed about the latest news from the library. The first article will appear in the next issue of the *Observer* and gives an overview of some of our online services.

### Patron Services

We will be introducing several improvements to the patron reservation system for the public computers over the coming weeks, in order to resolve ongoing frustrations with the current system for both patrons and staff. I am also working on improvements to our public program schedule, making it easier for us to offer more programs and improving our ability to keep the public informed about upcoming offerings.

*Respectfully submitted,*

*Raechel Guest, Director*