

# Not All That Wander Are Lost

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**Branch Supervisor**  
Yuma County Library District

Presented by: Caitlyn Ratcliff



# Education

2016 - A.A.S. Administration of Justice



2023 - B.A. Digital Media Literacy

Future - MLIS



# Employment Background

Early Childhood Education -  
5 Years

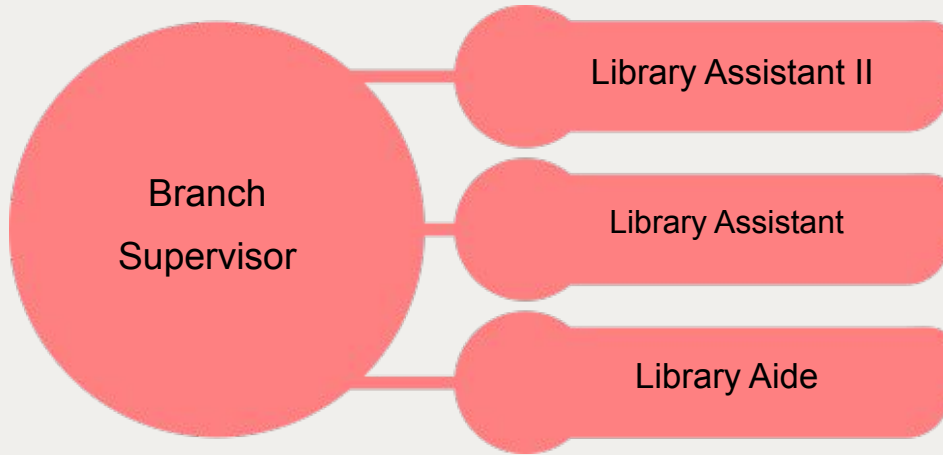


Office Assistant - 2 Years



Library - 4 Years

# Journey

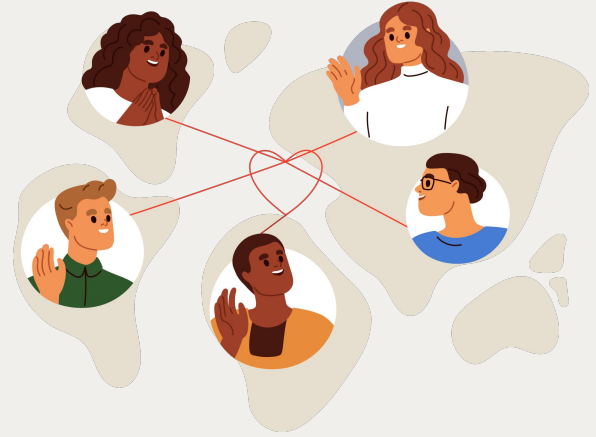


- Enhance Skills
- Positive Mentors
- Understanding Roles
- Effective Coaching
- Growth within organization

# Things I've Learned on the way

and continue to improve

- Communication
  - Navigating Styles
  - Vulnerability/Transparency
  - Feedback and Recognition
- Leading by Example/Accountability
  - Documentation

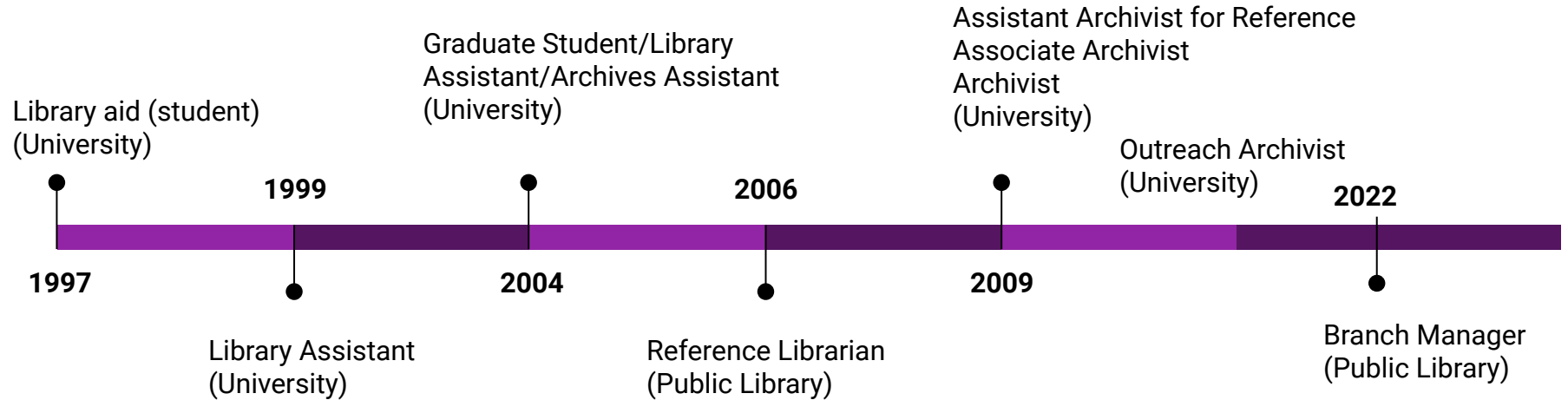


# My Management Journey

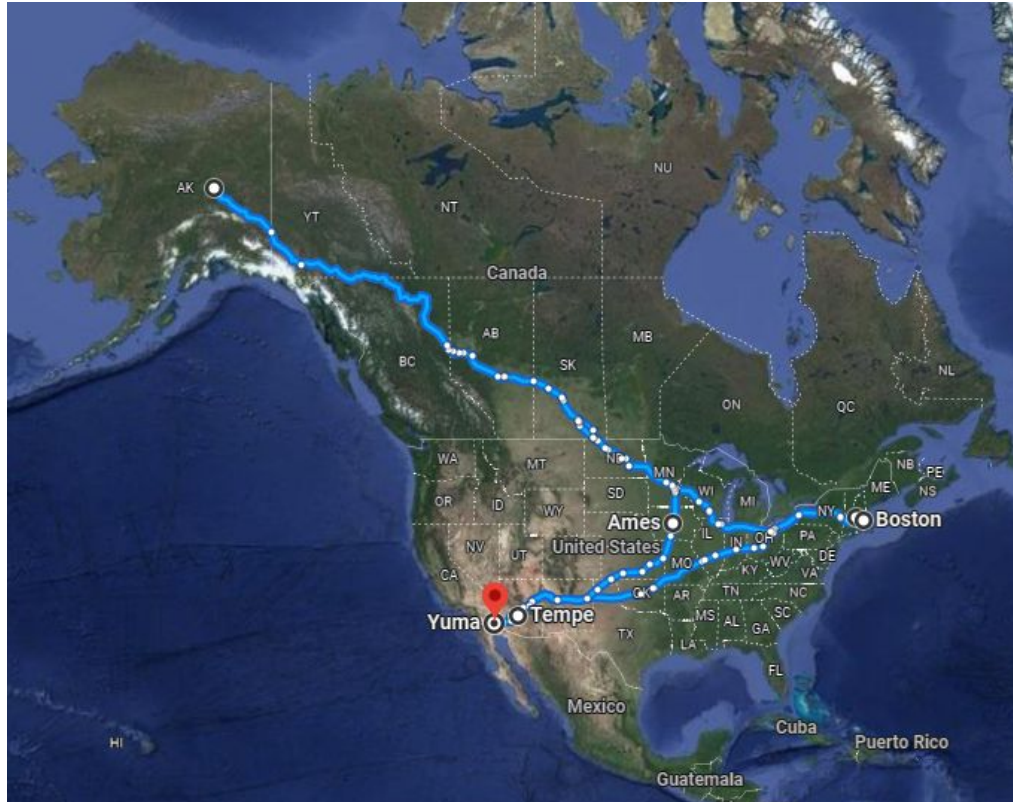
From academia to public libraries

Branch Manager - San Luis  
Rachel Seale (she/hers)

# Library Employment



# Management Journey



## The constants

- Public Service
- Teamwork
- Supervising, coaching, & mentoring staff



# Common mistakes

- Rushing to a decision
- Not examining your biases
- Making changes before you learn workplace culture & needs of community you serve



# Best Practices

Be respectful &  
courteous

Build rapport

Own up to your  
mistakes

Document, document,  
document



Be as transparent as  
possible

Make it safe

Give credit

Be mindful of your  
position

# Holly May

Supervisory Librarian  
MCCS Yuma Station Library  
MCAS Yuma, AZ

# Education

**Young Harris College**

Young Harris, GA

1989 - 1991

**North Carolina School of the  
Arts**

Winston-Salem, NC

BA, Design & Production: 1997

**University of South Carolina**

Columbia, SC

MLIS: 2003

# Library Journey



# Employment History.

- Circulation Clerk; Children's Librarian  
Beaufort County, SC  
2002-2003
- Library Clerk; Reference Librarian;  
Program & Acquisitions Librarian,  
Camp Foster Library  
Okinawa, Japan  
2003-2007
- Supervisory Librarian, Moody AFB  
Valdosta, GA  
2007-2009
- Director, MCCA Library System  
Okinawa, Japan  
2009-2011
- Supervisory Librarian, Vogelweh Library  
Ramstein AFB, Germany  
2011-2015
- Administrative Librarian, HQ Navy  
Washington, D.C.  
2015-2017
- Supervisory Librarian, Kadena AFB  
Okinawa, Japan  
2017-2020
- Supervisory Librarian, Brussels Library  
Brussels, Belgium  
2020-2022
- Supervisory Librarian, MCCA Station Library  
MCAS Yuma, AZ  
2022-present

# Where I received management training

USMC leadership training

MLIS

Branch-specific training

Air Force

Army

Pitfalls  
courtesy of  
some of my  
management  
training

Not getting out of my  
staff member's way

Not realizing that I  
wasn't going to have all  
the answers

Not acknowledging how  
hard change can be



# Contact

Holly May (she/her)

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**Library Program**

# Eric Kahler

Branch Manager

Foothills Branch Library

Yuma, AZ



# Education

## **University of Tampa**

Tampa, FL

BA, History: 2012

## **University of South Florida**

Tampa, FL

MA, American Studies: 2015

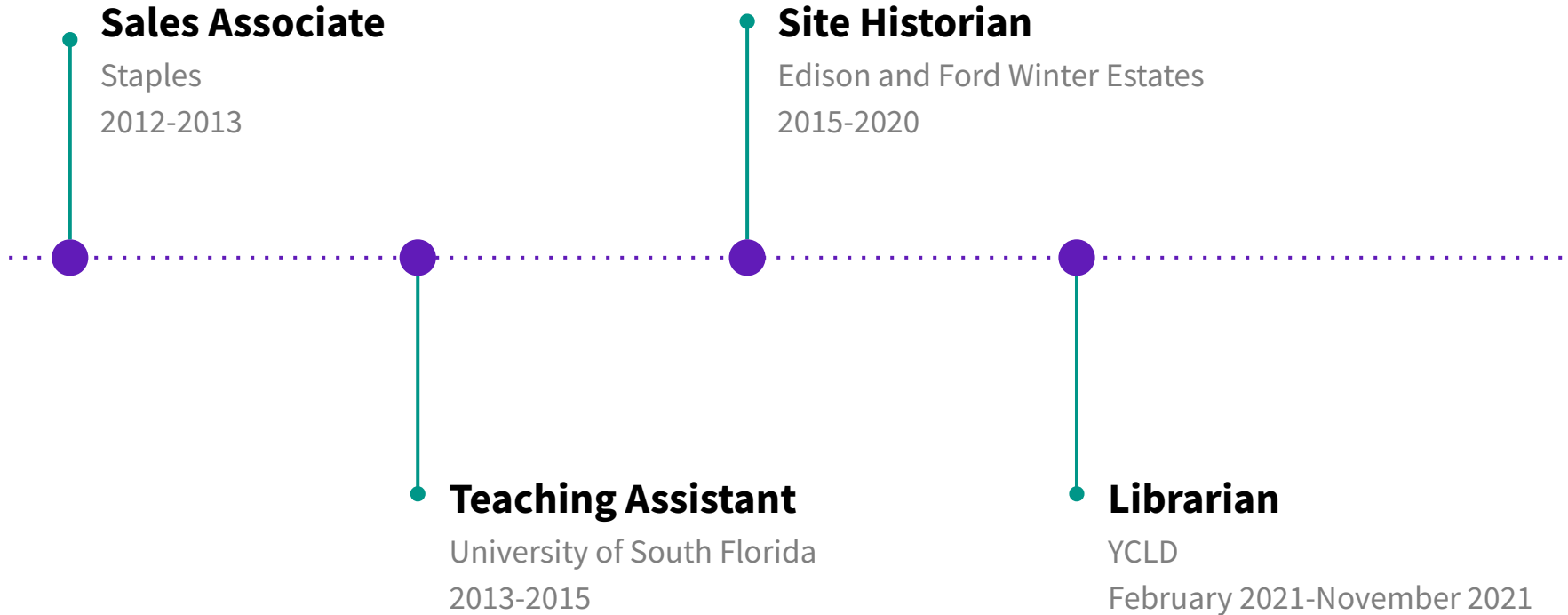
## **Syracuse University**

Syracuse, NY

MLIS: 2020

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# Employment history



# How I was Prepared

- Prior management experience
  - MLIS
  - Internship
  - On job training
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# How I was NOT Prepared

- Specifics of job title
  - Learning policies and systems
  - Prior positional skills
  - Imposter Syndrome
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# Tips for Improvement

- You are the best candidate for the position
  - But stay humble
- Never stop adapting
  - Listen
- Make time for yourself



# YUMA COUNTY LIBRARY DISTRICT

## Contact

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**Eric Kahler (he/him)**

[eric.kahler@yumalibrary.org](mailto:eric.kahler@yumalibrary.org)



HERITAGE · FOOTHILLS · SAN LUIS · SOMERTON · WELLTON · MAIN  
ROLL · DATELAND



# Resources

## Readings

- *The Six-Step Guide to Library Worker Engagement* by Elaina Norlin
- *Dare to Lead* and *Atlas of the Heart* by Brené Brown
- *What Does It Take to Build a Culture of Belonging?* by Julia Taylor Kennedy and Pooja Jain-Link. In the Harvard Business Review (Digital article, June 21, 2021)
- *The Neuroscience of Trust* by Paul J. Zak. In the Harvard Business Review (January-February 2017, pp. 84-90)
- *The Leader's Guide to Unconscious Bias: How to reframe bias, cultivate connection, and create high-performing teams* by Pamela Fuller & Mark Murphy with Anne Chow

## Training

- In-house training - check and see what your organization has available
- Local community colleges/universities may have management & leadership courses available (\$)
- LinkedIn Learning has a ton of management training - if your library subscribes it will be free training!
- Arizona State Library Leadership Institute  
<https://azlibrary.gov/libdev/continuing-education/leadership-institute>
- Inclusive Manager's Toolkit by DeEtta Jones & Associates (\$\$\$) \*some content is free, but there are fees for courses/consulting.  
<https://www.deettajones.com/inclusive-managers-toolkit>