

# **Executive Director's Report**

## **March 2011**

### **ADMINISTRATION**

#### **Main Library Remodel Project**

Now that the ballot issue has been approved by the voters of the City of Fort Collins, I am working with our various partners to prepare for the next two phases of the building program. John Stephen, Purchasing Department, and I have reviewed the professional services agreement with OZ Architect and the original RFP for architectural services. As specified by the RFP, the Board needs to approve retaining OZ Architecture for 1) the design development and construction drawing phase and 2) the construction agreement administration and design support phase. An AIS is included in your packet that authorizes retaining the services of OZ architecture and authorizes the Executive Director to verify fees and work schedule as proposed by OZ Architecture. A new contract with OZ for architectural services will need to be approved at the May board meeting.

The new site for a service center came on the market a day after the March board meeting. This new site due to location, parking and minimal technology relocation costs has been rated as very desirable property by the staff team reviewing leased space. It is an older building and the landlord could not provide CAD drawings and this has delayed having a test fit completed by OZ. Oz is preparing measured drawings so that the test fit can be completed the week of April 11. Once all test fits are available, a list of space, cost and tenant finish requirements will be mailed to the landlords of the top sites so that a more accurate comparison of costs can be submitted to the Board later in the month.

#### **CSU/ Poudre River Friends of the Library Author Programs**

The first two programs featuring nationally acclaimed authors were held March 30<sup>th</sup> and April 6<sup>th</sup> and featured novelist, Susan Vreeland and veterinarian and writer, Nick Trout. Vreeland gave a fascinating and well researched presentation on Tiffany stain glass windows and lamps, designer Clara Driscoll who designed many of the lamps and the role of females in the art glass industry of the 19<sup>th</sup> and early 20<sup>th</sup> centuries. Nick Trout, spoke about companion animals ethical issues faced by the 21<sup>st</sup> century veterinarians. Total attendance for both programs exceeded 550.

#### **Envirovation – Climate Wise Award Ceremony**

Jeff Barnes, Ken Draves and I will attend the ClimateWise Award ceremony on April 7<sup>th</sup>. We were notified that Poudre River Public Library has received Gold Partner status. This is quite an achievement since the Library District has participated in this program for less than two years. Jeff is our representative responsible for program reporting and planning activities for the Library that are environmentally sound and cost effective.

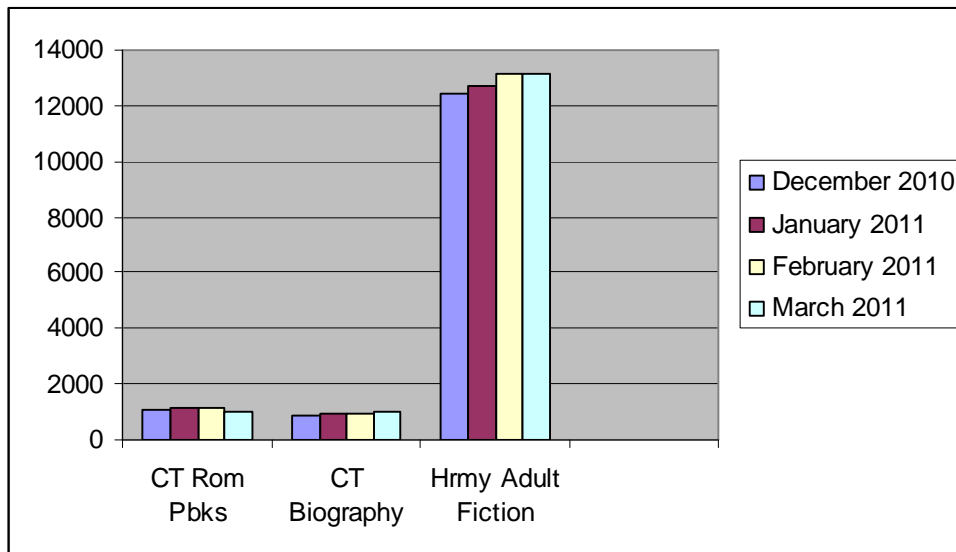
## COLLECTION MANAGEMENT

This month selectors worked on setting up weeding and redistribution procedures to help monitor the collection in the shared collection environment. The idea is to come up with a district wide optimal number of items for each collection leaving space on the shelves for items to float in. As areas fill up, items will be redistributed to the other libraries.

Because Council Tree Library has the smallest collection space, it was our first test case. We experimented with weeding and redistributing materials in areas that were full such as, large print, adult and juvenile non-fiction and adult fiction genres. We were able to determine the amount of redistribution that the courier and circulation departments could absorb in a day and how much storage we had for boxed recycled materials. During our experiment, we weeded 725 items and redistributed 17 crates of materials.

To help Harmony Library get to its optimal number, a big weed was held. We redistributed 6 crates of materials, recycled 4200 pounds of boxes and sent approximately 1200 pounds of materials to the Friends of the Library. A total of 3517 items were weeded. Circulation will be finishing up the project by shifting the adult fiction and non-fiction areas to even out the collection. This will give space for displays and materials to float in.

The full sharing of the collection has been in place for a quarter. Some collections are already exhibiting how patrons help chose the collection in their library. Three quick examples are biography and romance paperbacks at Council Tree and adult fiction at Harmony. The space for these collections filled up fast. Please see the chart below. The dip in romance paperbacks and the steady number for adult fiction in March is due to redistribution. These numbers went to selectors and branch managers to evaluate shelf space distribution which will lead to shifting of these collections.



	CT Rom Pbks	CT Biography	Hmy Adult Fiction
December 2010	1051	870	12385
January 2011	1128	926	12681
February 2011	1162	919	13130
March 2011	987	1006	13134

The next weeding project is the removal of the audiocassettes. The audiocassettes will be removed on Friday, April 29<sup>th</sup> and available for sale on Saturday, April 30<sup>th</sup>. It was decided to finally remove this older format because the circulation had dropped by 39%, we have not purchased new titles in over 3 years and vendors no longer offer replacement parts.

## **COMMUNICATIONS OFFICE**

- Completed monthly/weekly goals of Communication Plan.
- Planning and promotions for internal information effort for Main Library remodel.
- Organizing, managing and supervising all graphic design work for the district.
- Creating and coordinating the “ReOrg Man” campaign for internal staff information.
- Coordinating and finalizing video and print production of 2010 Annual Report.
- Working with SA on new video billboard systems for each library, these systems will be rolled out as soon as the TV placement is decided.
- Promotion of Authors series with CSU and programming team.
- Coordinating the Barnes and Noble Book fair, visited with many shoppers about the Nook and other Library programs. Two wonderful authors shared their library experiences with a group and the Expand Our Library table handed out bookmarks, stickers and spoke to citizens. Many thanks to Mary, Holly, Linda, and Bill for all their great work that day!
- Finalized the “I love my library” contest. 5 winners were announced and their work is up on our website as well as was shown at the book fair. Two of the participants and their families walked with the Expand Our Library group in the St. Patrick’s Day Parade.
- Promotion underway for Rafael Lopez mural project, Victorian Festival and Asian Fest. This year we are working with NoCo 5 for some television promotion.
- Meet with Beet Street representatives about partnership opportunities.
- Securing sponsors for Summer Reading Program
- Met with Poudre Landmarks Society and other community historical group for a discussion on community walking tours.
- Attended Sandra Smith, DPL's Training and Development Manager, on creating a culture of learning.
- Attended 2 sessions of the PLA Spring Webinar.

## **CUSTOMER EXPERIENCE/CIRCULATION**

Kim Doran worked with several staff on the “Zone” area between Children’s and the Circ Desk. Staff works a figure 8 starting and ending at the new self-check in Children’s at Main. The area covers the entryway, hold shelves, self-checks and spaces in between. Staff enjoys the variety of tasks the area includes as well as helping patrons find their holds and taking them to a service desk if needed.

In March we looked at and started using a new process for pulling older Red Dot collections and changing them to plane ‘ole fiction & non-fiction. This process involves much less handling of ideas and is one of a great many efficiencies brought on working in conjunction with Systems. We are also looking at a more streamlined process for working the Search Report that should save us some time and provide better service for our patrons.

Barbara Crandall has been hard at work getting the new volunteer software up and running. On April 1, the District went “live” with 3 new online volunteer applications. This would not have been possible without the help of Peggy Shaughnessy from Systems. Look for online timesheets in the coming weeks and months!

Nancy Osbahr has been gathering questions and getting ready for a meeting with Annie Fox and the FRCC Mail Center about the possibility of ILL mail going through their facility as opposed to shipping it back and forth to Main. The meeting will take place early in April. In March 3 Marmot Libraries joined Prospector; Colorado Mountain College, Colorado Christian University and Adams State College. The Marmot Libraries are smaller libraries, public and academic, from the Western Slope that received a grant for the initial cost of joining Prospector; they are coming aboard one at a time.

## **SYSTEMS ADMINISTRATION (SA)**

### **Evaluation of Sites for a Service Center**

One of our biggest tasks this month has been evaluation of possible service center locations. As part of the site team (joining Holly, Ken, Tova and Jeff) Carson prepared projected costs of the sites under consideration in four categories: cost of connectivity; cost of the data center; cost of internal wiring; and cost of phone service. The estimates are helpful in terms of broad comparisons, but final costs will be tough to get before we settle on a site. Guiding SA’s work in this area (and to help when considering the wide-ranging options) are these “best-case” objectives for the IT pieces of the move:

- Low/no impact to library sites served - stable transition and move
- Lowest risk options preferred - fewest possible steps to complete
- Decisions fit strategic direction of District

### **Challenges With Express Check:**

You may have noticed some “out of order” signs on the credit card swipes at Express Check machines for about a week in late March. After a network routing change was made upstream from the library (one that offered many benefits, including more robust connectivity to PSD for email services) a problem with eCommerce at the self-check machines surfaced. Intermittently, some patrons were being charged twice for a fines transaction, and to top it off fines were not properly removed from their accounts! The cause of the problem wasn’t obvious (other than the issue surfacing at the same time the routing change was made) but working with our partners we were able to find a solution. We’ll keep our eyes open for any re-occurrence – we want patrons to have an excellent experience at our Express Checks! Hats off to Carol for working diligently with our vendors and partners to investigate and resolve!

### **eBook/eReader committee report**

Hopefully by the time this Director’s report goes out the final reports from our partnership committee with CSU will be available!

### **eGov Services**

When at the BTOP kick-off meeting in November, I first heard the term “Shadow Mandate of eGov Service” – essentially, as governments are putting more resources online (the State of Colorado has made this a priority) libraries are feeling the “shadow mandate” of supporting public access. In some cases we’re ready, in others we have to scramble to meet an emerging need. Scramble Ling and Chris did this month when we discovered that the State of Colorado tax site was requiring that computers have a piece of software called Microsoft Silverlight to complete some online tax functions. Anticipating

a great need as the tax filing deadline approaches, Ling and Chris manually performed the install on all public computers – including Pacs – to make sure we are ready as the filing deadline approaches in April. Supporting eGov is a growing – and sometimes surprising -- need, and one that we will continue to watch for.

### **BTOP Progress**

Poudre and our partners (La Familia and Core Center) continue to stay on the leading edge of the BTOP grant process. Hats off to my wonderful partner Irene, who is an inspiration! And hats off to Ling and Chris, who took a wild inspiration of mine (creating a best-of-both-worlds public computer for the sites using Macintosh minis and real keyboards, monitors and mice for the most flexible computing experience) and working to make it a reality! The Macs arrived April 1 (no foolin'!) and our partners will help us choose the best installation time at the sites. Meantime, train-the-trainer sessions at our partner sites are scheduled early and mid April.

### **FRCC Partnership**

Annie Fox coordinated what is minimally an annual meeting opportunity between SA, Harmony Library, and FRCC IT staff. We had an excellent meeting with our partners in March to meet some new staff, discuss the annual computer refresh (as per our IGA with FRCC, the college provides computer hardware for the library), discussed shared challenges with printing in wireless environments, and more.

## **MAIN LIBRARY HIGHLIGHTS**

Teen Services Librarians Sue-Ellen Jones and Diane Tuccillo chaperoned ten Interesting Reader Society (IRS) members to the 2011 Teen Literature Conference in Denver. Three of the teens did a presentation entitled "The Nightmare of Bullying: Images in Teen Literature." Diane created a resource list as a handout and Sue-Ellen arranged for these teens to meet with a PSD middle school counselor to give them some "real" information for them to use in their presentation and created a handout with some useful anti-bullying books. This experience confirmed once again what we already knew--Poudre River Public Library District has an outstanding teen advisory group in the Interesting Reader Society!

In support of Poudre School District's Early Childhood Program for children and their parents, Early Literacy Librarian Vicky Hays hosted a Unite for Literacy program at Council Tree Library. The kids enjoyed a scavenger hunt finding the picture book area, the play and learn center, and even "found" Vicky. Several other early literacy activities kept the kids involved all morning long.

Vicky has been the community contact for a CSU Human Development and Family Studies Senior Capstone project. The students finished their research on a literacy grant project in March and all got an "A" on their project.

April is the Month of the Young Child and the Larimer County Commissioners got a head start on the month reading a proclamation in support of the MOYC at their March 29th meeting with Vicky speaking for a few minutes on early literacy and education.

In-person interviews for the Public Services Librarian took place this month. The interview committee hopes to make a selection very soon so we can have a new staff member join us.

Musician Bonnie Phipps performed for children and families at all three libraries during Spring Break. Her interactive music brought in many attendees and was well-received.

Planning and scheduling for the National Endowment for the Humanities' Louisa May Alcott grant continue. Watch for our wonderful lineup of educational and thought-provoking events to be announced soon.

The Programming Team is also looking into fall programming already. We are pleased to have award-winning and nationally renowned poet Camille Dungy visiting this fall.

The book clubs continue to thrive in attendance. The book clubs' are trying out some different types of writing and literature and have so far this year included a science fiction classic as well as a work from a popular French genre called Autofiction.

Reference Desk staff have also hosted a MLIS student for several days. Her studies include some job shadowing and our staff have been able to provide her with some excellent experience.

## **HARMONY LIBRARY HIGHLIGHTS**

### **Harmony Library Refresh/Remodel Project**

The College is finalizing a contract for architectural services with the local firm Architectural Resource Group this week. Project meetings should begin within the next week.

### **Collection Management**

Tova Aragon and her staff, in cooperation of the Harmony circulation staff and librarians and FRCC staff, have worked effectively this month to remove outdated, worn, obsolete, and underused materials from Harmony's collections. The collections had grown overfull, to the point where the shelves were packed full in many places and our shelvers had frequent difficulty finding room to shelve carts of returned materials. Reducing the collection size strategically to an optimal level (Harmony was designed to be at capacity at 140,000 items) will improve efficiency, provide adequate space for the natural ebb and flow of our Districtwide shared collection, and allow for attractive, face-out displays in the stacks.

### **Continuing Education**

In an effort to help Harmony staff learn more about FRCC-Larimer Campus and the students and staff we serve, Annie Fox and I committed late last year to invite members of the campus community to speak with staff at our monthly meetings. Recently staff has heard from Phyllis Apt, Dean of Secondary Programs and Kathy Mendt, a faculty member of the Arts & Letters Department. In April we will hear from Jane Beard, a faculty member of the Nursing Department. Later in the year we plan to tour the campus's impressive welding and automotive repair facilities. Through these visits and tours we hope to provide Harmony staff with a greater sense of being part of the campus and improve staff's understanding of the information needs of FRCC's students, faculty and instructors.

### **Influence**

The Harmony Library's successful model of College/District cooperation has provided inspiration for other communities considering such a venture. In the Summer of 2008, we hosted a day long visit with 19 folks from Billings, Montana, including staff and administrators from the University of Montana-Billings and the Parmly Billings Library with the City of Billings. I was pleased to learn recently that the university and city recently opened a small joint use library, with ambitious plans for a larger, joint-use

facility in the future. Annie just received a request for a visit from staff of the Dyersburg State Community College in Tennessee, with an anticipated visit this June.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

### **FCPD and FRV Security Called in Response to Supposed Drug User at Library on March 1**

A customer approached staff and said she witnessed a young man who appeared as though he was 'snorting' cocaine in the children's area. Staff responded immediately, but the man had left the building. Soon after leaving he returned, and the customer pointed him out to staff. Staff called FRV security and FCPD to respond to the situation. Two staff members filed a report with FCPD. Currie followed up with Library Administration and FCPD. The case remains open, and the man has not returned to CTL.

### **Collections Redistributed and Weeded, March 3 and 10**

Tova Aragon, Becky Sheller and Marian Sawyer redistributed and weeded print collections in several areas including adult non-fiction, large print, fiction, Juvenile non-fiction and juvenile fiction. The collection management project lasted two full days and resulted in the redistribution of 17 crates of materials and the weeding of 725 items. The shelves at CTL are now easier to navigate and allow space for increased face-out displays.

### **Public Library Association Virtual Spring Symposium March 30**

Currie coordinated this all-day virtual conference, presented at Main Library from 9:00 – 4:00 pm. The conference, open to all staff members, included programs on development, planning, youth services, technology and adult services. The closing keynote speakers, library consultants Joan Frye-Williams and George Needham, drew a crowd of 18 staff members.

### **LO Team Hosted Sandra Smith's Presentation On March 31**

Sandra Smith, Training and Development Manager at the Denver Public Library, gave a presentation on creating and sustaining a culture of learning in your library on Thursday, March 31, 9 - 11:30 am. See BOT report February '11 for full description. Forty-seven staff members attended Smith's presentation, including all eight members of the Library Leadership Team and all seven members of the LO Team.

### **Colorado State Library Standards Committee Filming March 31**

Shelly Walchak, Community Library Programs Senior Consultant at the Colorado State Library, and a film crew filmed Ken Draves and Carson Block talking about public library standards on March 31. The project will help define the work of the Colorado Standards Committee, on which Ken has served.