

# **Executive Director's Report**

## **April 2011**

### **ADMINISTRATION**

#### **Main Library Expansion /Remodel**

The design development kick-off meeting with OZ Architecture was held April 26<sup>th</sup>. At this gathering the scope of work for phases two and three were verified and areas of responsibility for Wember, Inc. and Steve Seefeld, project manager, were delineated. The timeline was reviewed and milestones for the design and construction phases were identified. Ken Draves and I had a follow-up meeting with Steve Seefeld to discuss his ability to devote adequate time to this project in light of the other significant City projects underway at this time. Steve will discuss with his supervisor and give us an answer next week. In the meantime, Kate Fields from OZ has submitted a proposal for some traditional architectural services that include project management duties during this critical three month period to ensure that a bid and construction set is completed to meet schedule.

Kate Fields, Linda Ripley and I had a phone conference on April 29 to discuss revisions to the master plan for landscaping of Library Park. Per recommendations from Mike Liggett and Shelly Kalkowski, the plan has been modified and the total cost has been reduced to \$12,200.

At the time of this writing, the contract with OZ for phase two and three of the project is not ready for your review. Whereas OZ has confirmed no increase to the original estimated costs for its services and that of the subcontractors, there will be new costs for additional services. These services include a revision to the entry way configuration, upgrade to the public restrooms and costs associated with the landscape master plan as revised. There needs to be some discussion between OZ and the City's Purchasing department as to how the City prefers to incorporate these changes into the document. I recommend that the contract be sent to the board for review prior to the special meeting the week of May 16<sup>th</sup> and that the contract be approved at that meeting.

The information necessary for the administration to make a recommendation to the board for leased space for the service center has not been as forthcoming as we had hoped. The landlords' response to the list of space requirements was received hours before the scheduled meeting with our realtors. Insufficient information on costs for tenant finish and utilities was provided. WE are still gathering this information and some has already been provided. Moving estimates have been obtained and Jeff Barnes and Ken Draves are gathering estimates for furniture and equipment. Carson Block has prepared ball-park figures for the technology costs for the three locations. The team will be ready to present our recommendations with all estimated costs for three locations to the board at the special meeting later this month.

Ken Draves has agreed to be the point person for the Main Library remodel project so that I will have time for all my other responsibilities. He and I have been meeting daily for the transfer of knowledge.

#### **Raphael Lopez Mural**

The location for the Raphael Lopez mural in City Park has hit a snafu with the Art in Public Places (APP) process. Mr. Lopez submitted one rendering for the mural and the review process calls for two. The APP board has requested another rendering that would feature some new elements not included in the first rendering. Because this is not a commissioned work and a gift to the community, Mr. Lopez is not

inclined to produce another rendering. I am working with the City to see if special consideration can be given to this project. A back-up site on College Avenue has been located and the owner has given the mural his blessing. Irene Romsa is ascertaining if approval is required by any other organization such as the DBA. The workshop and reception on June 17<sup>th</sup> will go forward. We would like to be able to announce the location prior to mailing letters of invite to the reception. Invitations will be sent within two weeks.

### **Strategic Planning – update**

Now that a date, September 16, and place, Tamasag, is set for the visioning session/ board and leadership retreat, Paula Watson-Lakamp and I have been in touch with OrangeBoy, Inc. to coordinate activities that need to occur before that date. The lead consultant for the Market Analysis, Adam Gay, has left Orangeboy for another position. OrangeBoy, CEO, Sandra Swanson, has agreed to assist consultant Nicki Harbor with the planning process and she will attend the September 16th retreat. She has recently assisted with strategic planning project for the Public Library of Cincinnati and Hamilton County.

### **Other Activities**

The 43<sup>rd</sup> annual interlibrary loan conference was held at CSU on April 28 and 29. Over 13 states were represented. A reception for attendees was held at Council Tree Library the evening of April 28<sup>th</sup> with over 100 present. I gave a welcoming address the morning of April 29<sup>th</sup>. The Library People, a non-profit organization that advocates for libraries, held a networking event for trustees, friends and library directors at Council Tree on May 3. Robin Gard helped publicize the event and most libraries in Weld and Larimer Counties were represented. The Library District welcomes such opportunities to showcase the Council Tree Library.

Director roundtables were held the week of April 25<sup>th</sup> during which I met with staff at all three locations to answer questions and to provide updates on various District projects.

## **COLLECTION MANAGEMENT**

The Collections department is busy weeding and cleaning up the catalog for the upcoming remodels.

The audiocassettes were weeded on Friday, April 29<sup>th</sup> and made available for sale on Saturday, April 30<sup>th</sup>. Twenty-nine people were waiting for the doors to open on Saturday morning. We had a total of 141 people come to the sale and sold 1,171 audiocassettes. The remaining sets were sent to the Friends of the Library. At the time of the weed, we had 2,700 audiocassettes in the system. Approximately 500 were checked out. Any items checked out will be weeded when returned.

The Collections staff has been working with Systems and Circulation to work the new *Zero Circulation* list as part of the new inventory procedure. The list consists of items that have not circulated in the last three years. The list is helping us not only find the items that have not circulated but items that are missing from the collection. It will help us create a more accurate catalog so that we can better plan the move of the Main and Harmony collections during their remodels. Having a more accurate catalog also provides good customer service to our patrons.

Tova had the opportunity to attend the national Innovative User's Group conference in San Francisco. The conference concentrates on helping users learn about new features of our integrated library system

and how to utilize the system to its fullest. Tova and tech services staff have already implemented short cuts learned at the conference. If interested, Tova and provide a more detailed report of the conference. Carol gave a wonderful presentation on the technical and work flow changes that have been made in Technical Services in the last year. As a result, librarians from Boulder, Louisville and Broomfield will be coming to visit in May to observe our processes.

Since the retirement of Linda Williams, the Collections department has not had a trained cataloger to do original cataloging. The Collections techs and Tova attended a cataloging webinar to update staff on newer cataloging rules and the changes coming in the future. The techs have years of experience in copy cataloging. This webinar helped to expand their technical knowledge to include the theories behind cataloging – why something is cataloged a certain way. These skills will help the department update our local cataloging standards and provide original cataloging on locally produced materials and items from specialty vendors. Wanda Colbert, one of the public service desk hourly's and a trained cataloger will also be helping on an hourly basis with any cataloging that needs more in-depth knowledge.

### **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.
- 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 underway for Rafael Lopez mural project.
- Victorian Festival - This year we are working with NoCo 5 for some television promotion.
- Promotion of Asian Fest activities.
- Securing sponsors for Summer Reading Program
- Toured 3 Anythink libraries and the OZ designed Denver Black History Library
- Working with Programming Team on Summer Reading Promotions.
- Organized April All-Staff Meeting with Cynthia Langren
- Continuing with gaining partners for the “Flash Your Card” library member benefit program
- Working on promotional materials for remodel
- Promotion of Alcott grant programs

### **CUSTOMER EXPERIENCE/CIRCULATION**

#### **ILL**

Patrons have always requested genealogy materials through ILL. Lately we have had more than our normal number of requests for microfilm, specifically materials from several state historical societies. The microfilm reader has been well used as of late.

SWIFT, Statewide Interlibrary Loan Fast Track, is the web-based resource sharing system for Colorado libraries. We are looking forward to a system upgrade later this year which will help simplify searching & processing of materials for our patrons & other libraries. It has been 5 years since the last major upgrade and there will be training opportunities once they know when timing of the upgrade.

Six more libraries have joined Prospector as of 5/2. Eagle Valley, Garfield County, Grand County, Gunnison libraries, town of Vail and Wilkinson (Telluride) library

### **Circulation/Shelving**

Lynda and Crystal have been working with the folks at FRCC to make refunds available at the Harmony Library. We thought everything was set to go and then ran into a slight “bump in the road”. Things should be resolved/solved this month. Chris Cortez, Crystal Bollman and Kim Doran have been working closely with Carol Gyger of Systems Administration to update and refine several of the reports done by Circ on a regular basis. Revisions to the Claims Return process, Search Report and working with Red Dots look very promising. Kim Doran has been working to make sure everyone in Circ/Shelving at Main are cross-trained in as many departmental areas as possible. As a result during slower times you may see some of the desk staff shelving and some of the shelvers pulling paging slips. This cross training has resulted in quicker shelving of returned materials, less need to look for replacements for sick calls and in some cases paged items get pulled quicker.

## **SYSTEMS ADMINISTRATION (SA)**

### **Ebook/eReader Committee Report**

The report of the joint eBook/eReader committee with CSU is complete!

#### **Key findings**

- This report is a snapshot in time. The eBook and eReader market is in rapid and constant change, and even the experts say they have trouble keeping up.
- Academic and public libraries face different challenges with eBooks and eReaders in terms of available content.
- Academic and Public Libraries face similar challenges in terms of devices and Digital Rights Management (DRM)

#### **Key recommendations**

- Despite the rate of change, the time is now to invest time, effort and funds in three major areas:
  - Education for stakeholders (staff, community, patrons, students, deans, etc.)
  - Targeted technological investments (but limit risk)
  - Advocacy (access, changes to DRM, etc.)
  - Continued partnership and study

The report has sections describing the challenge of eBooks in libraries; the current “State of the Market;” and full subcommittee reports in areas including eBook reader devices, digital rights management (DRM), eBook formats and standards, accessibility of eBook readers, and library services supporting eReaders.

### **Innovative User’s Group (IUG) Conference**

This year’s Innovative user’s Group conference was anything but routine – the company (our Integrated Library System vendor –our electronic card catalog) announced a major change in its product and business strategy, promising a number of welcome changes. The new product – called “Sierra” -- includes an open database (which would give libraries more power to collect and report important statistics), increased access to programming tools, a new, friendlier user interface, and more. Details were elusive – Ill doesn’t expect to release an early version (“beta” in geek speak) until November 2011.

Carl Gyger and Carson Block attended the conference and presented the following well-received programs:

**Carol's Programs:**

- Create Lists
- Edifact Ordering (Tech Services workflow)
- Inventory (with daughter Shana Brown; surprise: weeding and maintenance are the best approach!)

**Carson's Programs:**

- Preconference on technology planning (with Rice Majors of CU Boulder Library)
- eBook panel discussion at the Public Library Lunch

The conference also marks Carol's completion of the leadership cycle for the international group – this year serving the conference as "Past Chair." Carol deserves recognition for her contributions to the group – and to all users \*(including Poudre Libraries) for the III system. Carol is well-respected among her peers, and has contributed not just to a sound, effective organization, but to direct improvements of what is arguably our library's most important technological resource!

**Finally – the Admin Office is on the Library Network!**

At long last the admin office computers (those used by Holly Carroll, Jeff Barnes, Cynthia Langren, and Barb Duvall-Wessel) are on the library staff network! For years, these PCs were on the City network to ensure that certain functions (mostly interacting with electronic City resources) would remain stable. After investigation, Ling Zhao determined that we could move admin PCs over – allowing them access to the fine electronic resources on the library staff network, including the intranet, bugzilla and more! A move like this is a big deal – and Ling did a fine job!

**Staff Intranet Upgrades**

Although technically still in the pilot phase (we likely won't look to make any major changes to the Intranet until we create new strategic and technology plans), Peggy Shaughnessy continues to make improvements – many from staff requests – to the Intranet. Intranet development is an important part of the process of it becoming a vital tool for staff – hats off to Peggy for her diligence and skill!

The latest improvements, which have been well-received from library staff, include:

- Direct file uploads and file sharing among staff
- New site pages for each of our staff teams
- A "Bargain Box"!

The new ability for staff to upload/publish files directly to the Staff Intranet deserves a special mention:

Staff are now able to browse published files by folder or search for files by title or description. Certain folders have limited access to provide 'Working' spaces for teams. File information includes file size, author, submission date, comments, and how many times the file has been downloaded. Files may be uploaded singly or in batches. We have also included sidebar lists of Recent Uploads and Most Popular Downloads.

Many thanks to our Pilot Group who took the time to test the application: Ken Draves, Paula Watson-Lakamp, Cynthia Langren, Cydney Clink, Neal Schlein, and Wanda Colbert.

### **Summer Reading Program**

Peggy has also been busy with the web site support for Summer Reading Program. The system Peggy created (an CAL award winner) allows patrons to sign up for summer reading, and staff to manage the program! A great deal of time is spent every winter between Peggy and our staffers who make the SRP program the success that it is – when you sign up this year I hope you enjoy the experience!

### **Automated Materials Handling Team**

One of the major projects this year centers around a proposal to add Automated Materials Handling – or AMH – to the remodel of the Main library. AMH systems are designed to

Carson assembled a team representing administration (Ken Draves), circulation (Chris Cortez, Crystal Bollman, and Kim Doran), and SA staff (Carol Gyger, Chris Bauman and Carson Block) to examine the benefits of AMH for the Main Library, and look at potential benefits for Harmony and Council Tree as well. Our “main” concern is the Main Library (our work will lead to an RFP to find a good vendor for AMH), but we also want to understand the potentials for our entire system. What works in one library may well work in another – either soon, or in the future!

### **Goals for an AMH Project:**

We will refine (and likely create more) together, but our initial goals include:

- Identifying the potential efficiencies we can gain from AMH
- Estimate the Total Cost of Ownership (TCO) of an AMH project or projects
- Estimate the Return On Investment (ROI) of an AMH project or projects
- Create an RFP
- Evaluate and recommend a vendor

### **Tasks include** (and we will likely identify additional tasks):

- Baseline: examine and report current workflow (i.e. how many times do we touch an object from patron return to library shelf?)
- Tour nearby installed AMH systems from a variety of vendors, in a variety of libraries
- Create efficiency metrics to apply to AMH (i.e. how might an automated system increase our efficiency, save money, provide better customer service?)
- Apply metrics to TCO and ROI documents
- Create an RFP
- Evaluate and recommend a vendor

**Team Member Roles:**

- Chris C, Crystal and Kim – our “Subject Matter Experts”
- Ken – Represent Admin needs and concerns
- Carol – ILS expert
- Chris B – utility player, bridging circ and IT
- Carson – Project Manager

**BTOP (Broadband Technology Opportunities Program) Grant**

Ling and Chris Bauman have had their hands full of BTOP prep work this month – lots of configuration, site surveys and setups. Chris also pitched in to assist at two “train the trainer” sessions at our partner places – La Familia and the Core Center.

**MAIN LIBRARY HIGHLIGHTS**

April is the Month of the Young Child (MOYC) and Early Literacy Librarian Vicky Hays was involved in several activities that recognize young children and early childhood education. The District offered Paper Kids – a program where young children and their parents were able to decorate paper dolls; some of which were on display for the month at Council Tree Library. Vicky also worked on the committee for the MOYC Brunch – a recognition brunch for childcare providers. Fort Collins' new mayor, Karen Weitkunat, read a proclamation recognizing April as the Month of the Young Child and Vicky spoke briefly on behalf of the Library District. In addition, Vicky shared some information from various conferences, webinars, and workshops she attended last year in a knowledge sharing brown bag lunch for library staff. Main Manager Jean Gullikson and Vicky attended a webinar on Early Literacy Environments that will be very useful as we plan the new children’s area at Main Library.

Library Assistant Sylvia Garcia participated as a representative of the Library District in Project Homeless Connect at the Northside Aztlan Community Center. This day-long event was a collaborative, community outreach event to connect people with available services. The Library District and the Friends of the Library shared a prime spot right by the door. Our table had brochures (job hunting, general info), calendars, and free books provided by the Friends. It was also an opportune time to let various agencies know what we have to offer.

**HARMONY LIBRARY HIGHLIGHTS**

It is finals week at FRCC, and Harmony is open additional hours, until 10 PM Monday through Thursday, to provide additional computer time and study space for students.

**Harmony Library Refresh/Remodel project**

Design meetings have resumed with FRCC staff architect Larry Trampe of Architectural Resource Group, the local firm that worked with us last year to develop initial conceptual plans and cost estimates for the project. Based on the two meetings we have held so far, and based on a revised project budget of approximately \$400,000, the team is working with our architect to develop a revised plan that focuses on mutually identified priorities including improved way finding, more flexible spaces, more self check units, scaled down reference and circulation desks, more merchandising space, and increased seating, as well as improved flooring in highly trafficked and worn areas.

### **Parking**

Due to a rather sudden demand for parking in the lots adjacent to the library this semester, the District and FRCC will be working together to provide improved identification of library lots through new and better signs, messages painted on the lot driveways, increased communications with new and continuing students and instructors, and an increased presence of campus staff in the lot during the first two or three weeks of the Fall semester.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

**Facility:** Rob is working with Independent Plumbing Services to address another water ‘hammer’ problem at CTL. The pipes that lead down from the men’s and women’s bathrooms are rattling or ‘hammering’ when flushed. The hammering is not audible on the second floor, but is bothersome to our first floor neighbors. The water hammer problem first occurred in November 2010 and was addressed. Front Range Village management is working with the library to diagnose and determine the cause of the hammer, which is still under investigation.

**Children’s Librarian Millie Kridler coordinated a library visit from Kruse Early Learning Center April 7:** Fifteen 3, 4, and 5-year-olds and their teachers enjoyed a tour and a storytime.

**Library Assistant Linda Justice attended a half-day Autism awareness workshop on April 11:** at the Mamie Doud Eisenhower Library in Broomfield. Linda will report to CTL staff in May.

**Two classes from Preston Middle School toured CTL on April 20 and April 27**

Diane Tuccillo escorted each class of about 12 students through the library on a quick tour. Diane distributed new library cards to students whose parents had signed library account permission forms. She also provided a few short booktalks.

**Millie Kridler hosted a tour of CTL for 17 upper elementary students from Rivendell school on April 20:**

The students work as library ‘mentors’ at Rivendell and requested a behind-the-scenes look at library circulation operations. LSR Holly Bucks provided this introduction to circulation, and even set up a hands-on check-in activity for the students to try.

**Currie participated on a panel presentation with students at Rocky Mountain High School’s Career Expo Day on April 27:** RMHS’s Career Expo Day featured representatives from dozens of professions who spoke to juniors and seniors. Currie shared information on the library profession, the career path of a professional librarian, job prospects within the profession, and answered questions from RMHS students.

**The Colorado Library Consortium (CLiC) sponsored an evening reception on April 28:** for attendees of the statewide inter-library loan conference in CTL’s meeting room. The day-long conference was held at CSU. Ken Draves provided tours of CTL, while Holly Carroll and CLiC representative Lisa Priebe welcomed attendees to the reception.