

Executive Director's Report

July 2011

ADMINISTRATION

Main Remodel

50% construction documents were received mid-July and were reviewed by the design team and various City departments. Unfortunately, some of the subcontractors were late in submitting drawings and redlining of the documents has been done in stages. We are still on schedule for the construction documents to be completed and reviewed by the end of the month.

A team of several Main Library staff, Jeff Barnes and Holly Carroll finalized various components of the interior including finishes for the teen and children's area, acoustical panels for the community room, lighting concepts, and countertops. Tova Aragon assisted in the selection of shelving and A-V storage units to ascertain adequate shelf space for the collection. Selection of furniture is next on the agenda.

Holly Carroll and Gene Bosler are meeting with Helen Matson, City of Fort Collins Real Estate Department and Ken Mannon of the Operations Dept. to discuss the possibility of the Friends relocating its sorting center to the building on Mountain Ave where our Collections Department is currently located. I am also working with the Friends in selecting display furniture for a revamped area in which to display used books.

The Library Leadership Team is meeting weekly for the rest of the summer so that everyone stays on top of the various building projects including Harmony, Main Library remodels and the move to E. 301 Olive Street.

Paula Watson-LaKamp and Holly Carroll have been working with OrangeBoy Inc. on the strategic planning process including finalizing a stakeholder survey and agenda for the visioning session on September 16th. The on-line survey will be sent on August 10 to almost 500 including community leaders, public officials, library staff and volunteers to determine the various perceptions that different groups have of the Library District. For an explanation of the process, please refer to the OrangeBoy proposal that was part of the March 14, 2011 board packet.

Other Activities

Kristen Draper and Holly Carroll attended Overdrive's two-day conference in Cleveland on eBooks and digital content. Holly was asked to participate in a panel discussion on how to maximize the virtual Library.

Carol Gyger has agreed to serve as Interim IT Director and is working closely with Carson this month to learn as much as possible about his job. She will be taking on several of the projects already underway including oversight of IT needs for the Harmony Library. Carson is considering working on an hourly basis as needed without benefits after his resignation date to assist with the technology plans for the service center and the Main Library remodel project until a new IT Director is on board. He will continue to coordinate the wiring, equipment location, etc.

In Ken Draves 'stead, Holly Carroll attended a Front Range Community College space analysis meeting to plan for the future educational and physical needs of the Larimer Campus. There was interesting discussion on a current trend that advocates for locating the library and student center in one building, capitalizing on the social and community aspects of each facility.

COLLECTION MANAGEMENT

Collections staff had a chance to visit the Olive Street building to do some space planning of our new work areas.

Tova and the copy catalogers attended a web class on OCLC MARC tagging. We learned a few new tricks and helped us standardize more of our cataloging. It gave us more tools to use for original cataloging and information on how to process the new RDA (Resource Description and Access) records that are coming from our records vendor.

RDA is a set of instructions for the cataloging of books and other materials held in libraries and other cultural organizations such as museums and galleries. RDA was going to be the successor to the second edition of the Anglo-American Cataloguing Rules (AACR2), the current standard set of cataloguing guidelines for English language libraries but RDA was met with opposition from catalogers in the United States.

A test was set up and on June 13 2011, the Library of Congress, the National Agricultural Library, and the National Library of Medicine released the results of their testing. The earliest date for implementation was given as January 2013, because the consensus was that while there were discernible benefits to implementing RDA, the benefits would not be realized without significant changes.

The Collections staff will be working to compile local practice statements on how to consistently make changes to the RDA records before inputting them into our database. The vendor for our Integrated Library System is working on how they will handle these new records as well.

Here are a couple mid-year statistics. Selectors have reviewed and ordered 12,535 different titles with a total of 26,597 items. Copy catalogers added and modified the same number of bibliographic and item records for the catalog and processed the items for circulation. Staff has removed 43,405 items.

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, Council Tree's is up with Harmony's to come soon.
- Continuing Summer Reading Promotions.
- Continuing with gaining partners for the "Flash Your Card" library member benefit program
- Started organization of booth for Senior Law Day in August
- Manned "Annie" booth at the Bark and Bluegrass Festival on July 23 & 24 as part of keeping Annie's spirit alive. Spoke with over 100 festival goers.

- Began organizational meetings with OrangeBoy for new strategic planning process, currently working on the stakeholder survey to go out August 10th.
- Coordination of Library District third quarter all staff meeting on July 20.
- Learning new Office 2010 system.
- Working with the Trust and their consultants to put together their Case Statement and other information for fundraising effort.
- Attended virtual conference entitled "Reach. Influence. Repeat." Sessions we about using social media as part of your marketing plan.

CUSTOMER EXPERIENCE/CIRCULATION

Main Library Circulation Report:

This summer, staff at the main library has managed to reduce our turnaround time from check in to shelf to under 24 hours, with some collections available to patrons within just 2 hours.

I have begun interviewing for this year's work study students. We will be hiring 15-20 students to be assigned to Tech Services, Reference and Circulation.

The circulation team is putting the finishing touches on an orientation packet for new hires that includes a comprehensive customer service training module that will be used for both new hires as well as for existing staff.

The circulation team will begin signing thank you cards for all circulation staff to show our appreciation for their hard work and efficiency during the SRP.

Harmony Library Circulation Report:

FRCC work study application packets are being handed out to students with awards. FRCC financial Aid office began processing students July 18th. The job announcement went on the FRCC intranet, and interviews will begin next week with the hope of finding 6-8 great work study students.

FRCC will be back in session August 22nd and I am preparing the circulation fall schedule.

Hourly staff is being scheduled at Council Tree for 4 hours of more training on our service model changes here at Harmony Library.

Council Tree Library Circulation Report:

We've been extremely busy and staff is doing an outstanding job!

In the month of July I've added 20 hours to my hourly schedule - these hours came from Crystal and the harmony hourly schedule. Starting the week of August 1st, I'll have an additional 20 hours from Kim at the main library to add as well. The difference these hours will make for us here will be tremendous. Most of these hours will be added as "express check" shifts so they'll be out on the floor assisting customers. The other hours will be added to the work area to help with check-in, holds and shelving.

Volunteer Outreach:

The Big Rushes (for approximately 175-200 Summer Reading Program registration desk and Victorian Sunday volunteer positions) has subsided. Now we are coping with volunteers going on vacation, or

visiting colleges, or attending sports camps, etc. Currently the volunteer hours are being audited in Volgistics and homebound stats are being calculated. Speaking of Volgistics, a high percentage of volunteers have been keeping up with entering their volunteer hours online. Very few errors have been reported to and corrected by Barbara Crandall. Volunteer background check forms keep coming in and thanks go to library staff that have been giving out the forms to their volunteers and sending them to Barbara at Main Library. Both the Monday and Wednesday homebound delivery volunteers have resigned due to physical difficulties so over twenty letters and flyers have gone out to local churches asking their help in forming a pool of volunteers to do all homebound deliveries and who can substitute for each other to keep the library materials flowing out to these valued customers.

SYSTEMS ADMINISTRATION (SA)

Project, Projects, Projects!

For the SA department, the month of July was dominated with work on major projects. Brief updates:

Main Remodel	*50% CD review nearly complete – waiting for architects to deliver data and power diagrams for review
Service Center	*Performed internal wiring site survey on 7/15 *Wiring contractor performed site survey on 7/28
Harmony Remodel	*Working with designer, fabricator, Ken and Annie on Self-Check design *Waiting to hear needs on other issues
Call Center	*Part of Service Center project: Lynda provided feedback on data ports needed for call center

AMH report

The Automated Materials Handling Team (Kim Doran, Chris Cortez, Crystal Bollman, Chris Bauman, Carol Gyger and Carson Block) presented their study of AMH to Holly and Ken during July, including a detailed study of current and projected circulation workflows (considering changes that would be the result and AMH as well as changes that would come from the redesign of Main as part of the construction project) and the results of site visits of neighboring AMH libraries. Holly authorized the group to proceed with an Request For Proposal (RFP) to identify a vendor and costs for an AMH project for Main.

IT Director Resigns

IT Director Carson Block resigned his position during the month of July to pursue library technology consulting. To ensure a smooth transition, Carson gave nearly eight weeks' notice – his last day will be September 2.

During the transition period, Carson will give top attention to major projects for the library – including the Main Remodel, The Service Center, the Harmony Remodel., the Call Center, and the Automated Materials Handling project.

Carol Gyger will serve as interim IT Director, and has already begun working with Carson on the transition.

Carson announced his resignation to all library staff with the following email message:

From: Block, Carson
Sent: Thursday, July 21, 2011 10:54 AM
To: Library-All
Subject: So Long!

Hi Folks!

I have some difficult news to share – I've resigned my position as IT Director at Poudre to begin a full-time library technology consulting business. My last day at Poudre will be September 2.

This is such a tough announcement to make. I love our library and the community we serve. How can I possibly leave?

It's time for me to pursue my next steps in professional growth and personal renewal. Over the past 8 months or so I've been exploring our library and technology worlds in a more or less ad-hoc fashion – attending technology conferences outside of libraries, dipping my toes in the consulting waters on the side, teaching library administrators about technology management, performing webinars, and making new friends. The response has been overwhelming!

But Poudre libraries is a busy place, and we're in the midst of another phase of growth – it would be impossible for me to give Poudre the full attention it deserves while also pursuing these new and exciting opportunities. It would also be unfair – our efforts going forward as a District require everyone's full attention and full commitment, especially for managers.

I want to thank each of you for making my time here so rewarding – it's been outtasite, folks! I admire so many things about us, as a staff -- especially our shared values of outstanding customer service, professionalism, and skill.

I also want to compliment your friendly neighborhood SA department. Carol, Peggy, Ling and Chris are top shelf, top notch, A-1. Simply the best – as individuals, but especially as a team. I know how much SA is valued among staff here, and I know that you all know how special it is to have a Systems department that is so smart, so responsive, and takes such care in meeting the needs of staff and patrons. I've been privileged to work with the best here, and above all will miss this incredible, incredible team.

I allowed for a lengthy notice to ensure a smooth transition – with so many projects in motion, it's personally important to me that we have stability and continuity on the IT side. I've also offered to help the Library District, if it's needed, with IT project management for the current construction projects. In the meantime, though, I'll be working diligently to make sure our projects efforts are in order and moving in the right direction.

MAIN LIBRARY HIGHLIGHTS

Some staff members have accepted leadership roles in the community. Early Literacy Librarian Vicky Hays was elected to the board of the Larimer Chapter of the National Association for the Education of Young Children (LAEYC). Public Services Librarian Nicole Burchfield was appointed to the board of the Northern Colorado Storytelling Festival.

Main Library was host to many programs in support of the Summer Reading Program. One highlight for all ages was the Buffalo Soldiers' battle re-enactment (pictured below).



Vicky planned and held two early literacy events – “Songs around Our World” - for ages 2-5 as part of the Summer Reading Program.

Library Assistant Giny McConathy coordinated the sixty-four Pals volunteers including Library Pals and Puppet Pals this summer. These tween-age volunteers put in nearly 1,000 hours of volunteer work in June and July under the direction and guidance of staff. The Pals' Farewell Party was a noisy and joyful occasion, with pizza, cookies, games, and a slide show to thank them for their time and effort.

Teen Services Librarian Sue-Ellen Jones did a tour for twelve teens from the Boys and Girls Club. She also hosted an IRS (Interesting Reader Society) meeting at Main; sixteen teens (including two new members) attended. Afterwards, eighteen teens showed up for the “Write Away: Circle of Trust” writer's critique workshop presented by local author Victoria Hanley. The kids shared a lot of their writing with one another and several of them started their own critique group after the meeting.

Writing-related programs continue to be popular with all age groups within our libraries. Sue-Ellen also conducted two training sessions on commonly used adult/reference databases for the children's staff/outreach staff at Main Library. This type of training helps our staff develop more skills to be more versatile when assisting patrons of all ages.

At the Board of Trustees' request, computer assistants conducted a survey of the bicycle parking over a two-week period from July 12-26:

Date	Total	Bicycles	Bicycles w/ Trailers	Other
July 12	43	39	3	1 (scooter)
July 13	46	38	2	1 (scooter)
July 14	37	33	4	0
July 15	63	60	3	0
July 16	45	44	1	0
July 17	31	30	1	0
July 18	44	39	4	1 (elec. scooter)
July 19	56	50	6	0
July 20	52	49	3	0
July 21	38	36	2	0
July 22	68	64	2	2 (scooters)
July 23	43	43	0	0
July 24	32	32	0	0
July 25	38	34	4	0
July 26	46	43	3	0
Total:	682	634	38	5

Totals by Time of Day:

Morning	Afternoon	Evening
224	299	159

HARMONY LIBRARY HIGHLIGHTS

Harmony Library Refresh/Remodel project

First, I have some very good news to share. With the recent retirement of Dr. Butzek as FRCC-Larimer Campus Vice President, Andrew (Andy) Dorsey, FRCC President, has taken on interim duties. Since his arrival in the interim role he has demonstrated interest in the Harmony project, reviewing the project's goals, budget, and list of alternates for which there were not current funds available. He toured the library with Larimer Campus staff. He determined that the project was worthy of additional funding in order to achieve lasting improvements in important areas such as lighting, flooring, and restrooms. Subsequently, the College has increased the budget for the project by \$150,000. We are most appreciative of Andy Dorsey's interest and support as well as FRCC staff based at Larimer Campus, including Phyllis Apt, Scott McKelvey, Ron Baker and of course Annie Fox. Holly and I will thank Andy personally when we meet to discuss Harmony, District and FRCC topics later in August.

We are nearing 100% CDs (Construction documents) for the Harmony project. Once issued a two week CD review and code review will occur, with the bid period in mid-late August followed by review, selecting, contracting, with construction currently slated to begin in October.

A separate RFQ is being issued for the custom built mobile furniture. Selection of a vendor needs to happen soon to insure continuity of service through the project. Early selection of a vendor will allow for adequate time between contracting and delivery of the new self-check stations, reference and circulation units, computer tables, and materials displays so that when demolition of our current built in fixtures happens, we will be able to move the new units into place and get them fully operational as quickly and efficiently as possible.

Extended Hours

Following the District Board's approval at their July meeting, Harmony will be open until 9 PM, rather than 8 PM, Monday through Thursday, beginning with the new semester in August. As previously discussed, FRCC is funding an additional five hours a week of librarian time for public desk coverage.

COUNCIL TREE LIBRARY HIGHLIGHTS

Record-setting door count

During July, Council Tree Library experienced record-setting visitations, as measured by our door-count device. The average per-day number of visits for July was 872 people, a record, followed by June 2011 at 813 average visits/day, January 2011, at an average of 809 visits/day and July 2010 at 791 visits/day. On July 6, the day that featured four Puppet Pals performances, the door count reached 1,259 people; the third highest per-day visitation in CTL history. Excepting opening day on March 28, 2009, when visits topped 3,600 people, our biggest door counts to date occurred on December 28, 2010 with 1,533 people and January 3, 2011 with 1,397 people. Build it and they will come, eh?!

Ebooks and Nooks training, July 12

Kristen Draper, a Library Assistant from Harmony, presented 'Ebooks and Nooks' training to public service staff on July 12 at CTL. Kristen explained the basics of accessing, downloading and enjoying e-content from the library's online collections included in Overdrive, NetLibrary and Project Gutenberg. Kristen also explained that, because of the nature of technology and innovation, what we know today may or may not apply tomorrow. Lastly, Kristen presented staff with two ebook devices, a Color Nook and a Nook Touch. The devices are the property of the library district and are for staff to experience

exploring content, downloading and enjoying ebooks, and exploring the features of an ereader device. Currie and CTL go-to for downloadable content, Kathie Young deHerrera, provided staff with assignments and deadlines for hands-on-learning with the Nooks.

Roof leak fixed, July 13

Council Tree experienced a nightly recurring roof leak that started July 7 and was fixed July 13. An RTU cooling unit was leaking, and was fixed by City operations. The library incurred minor damage to one ceiling tile.

Office 2010 training, July26

Molly Thompson and Corky Walters presented Introduction to Office 2010 training on Tuesday, July 26 at CTL. Sally Purath and Millie Kridler attended.