

Executive Director's Report

May 2012

ADMINISTRATION

By Holly Carroll & Ken Draves

Old Town Library Remodel Project

We are almost at the finish line. The installation of new shelving and the reassembling of current shelving are almost complete and collections are moving to their new permanent homes. The magazines and reference and genealogy collections are in place, teen books have moved and we are waiting to move new books and A-V materials to their prominent space on the first floor. Wall graphics are being installed as I write and we are eagerly awaiting the way-finding end panels which will begin to arrive on Friday, June 8th. For a more complete description of recent activities with photos please refer to Jean Bosch's report for Old Town Library.

Preparations for the grand re-opening/dedication are in full swing. Roughly 400 invitations have been mailed and many more have been informally hand delivered by staff, trustees, friends and trust members. The speakers have confirmed, entertainment booked, talking points prepared, volunteers and staff set for tours throughout the day and most importantly, 5,000 cookies ordered. The Poudre River Friends of the Library have provided \$2,000 for this event and as always we are very appreciative of the group's support.

Elks Donation/Old Town Library Landscape Enhancements

I have met with Linda Ripley several times since the May board meeting to review the design documents. Linda will be at the board meeting to explain the designs for the four components of the landscape enhancements. I should know by Monday, June 11th if the Elks are satisfied with the designs and feel comfortable in contributing volunteer time to the chessboard, story-telling tree and arboretum kiosk. Linda will have pricing from two separate concrete contractors by Monday also to help determine with what elements we will be able to move forward.

Colorado Public Library Directors Meeting

I attended this annual two-day meeting on May 31 and June 1. This year the retreat was held in Durango to allow an easier drive for the western slope librarians. I am chairing a committee to review the viability of the statewide virtual reference program, **Ask Colorado**. Several of the larger libraries have dropped out of this cooperative service and the committee will explore alternative models of funding and approaches for the future.



Doing homework on my way to library directors' meeting!

Strategic Plan

The strategic plan, complete with tactics for achieving the goals and strategies, was presented and discussed at three separate staff meetings the week of May 21st. Several of the tactics are already in progress. The Library Leadership Team met the same week to designate lead managers to facilitate and measure the achievement of the individual strategies. The final step is the review and establishment of a realistic timeline to succeed with the goals.

Other Activities

After 18 months, staff members who have diligently participated on the five staff teams were given the opportunity to step down to allow for participation of new members. A call for volunteers was sent out the first week of May and five employees have expressed interest in helping to complete the important work of the library in this collaborative way. New team membership and leadership will be finalized in June.

Paula, the Collections Advisory Team and I are working with A-Train marketing to develop a strategy to better market and encourage use of our expensive research databases. A-Train is developing tag lines, and outreach approaches to create a broader public awareness of e-resources in two important areas; business and homework help. The Collection Advisory Team has provided valuable feedback to Gretchen and her team. The goals of this campaign are to generate greater use of these rich research resources and appreciation of our librarians in assisting the public in their use.

The quarterly all-staff meeting was held at Harmony Library on May 15th. Claire Thompson from the City gave a presentation on the Mason Corridor project. Staff remarked that they have a better understanding of the project and are aware of the effects construction may have on traffic patterns and the ability of our customers to visit Old Town and Harmony libraries.

ANSWER CENTER

By Lynda Dickson

In May the AC answered 3,164 calls for an average of 633 calls per week. We transferred 145 calls to Harmony; 115 calls to Old Town and 64 to Council Tree for a total of 324 calls or 10% of the total.

We have started training Louise Mosnik as an in-house backup. Louise came to Lynda asking to be trained so that she could cover for breaks and in cases of emergency. Long ago Louise started in Circ, so she is working on remembering and renewing all that “stored” memory.

Starting May 29 we transitioned to a new schedule and hours based on stats from the preceding five months. One week into the change and things are going well. Staff, all four of us, love the new schedule. Hours of operation on three nights, Monday, Wednesday and Thursday changed to closing at 8 p.m. instead of 9 p.m.

COLLECTION MANAGEMENT

By Tova Aragon

Marian was busy in May selecting, purchasing and sorting prize books for the Children's Summer Reading Programs.

We started an experiment with a new procedure – 1st in and 1st out. Our procedure was that each cataloger had an area they were assigned and would work on those items only. The flow of materials is not consistent which meant at times a cataloger would be backed up with materials when others were doing fine. With this new procedure, the catalogers have been cross trained so that they can grab the next cart in line to catalog. The cart then goes to be processed. We have also cross trained our volunteers to process all types of materials including media. The experiment will last through the summer so we can evaluate whether it is an efficient system.

It is the time of year for a big push of new materials for the Summer Reading Programs and we also have been working on “Grand Opening Day” materials for the Old Town Library. To help with the backlog, Louise has learned to receive materials and catalog added copies. Tova has learned to add copies and Becky has trained on simply copy cataloging.

COMMUNICATIONS OFFICE

By Paula Watson-Lakamp

- 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.
- Continuing to gain partners for the “Flash Your Card” library member benefit program
- Continued organizational meetings with OrangeBoy and LLT for new strategic planning process, finalizing measurements
- Working with Library Trust on fundraising
- Promotion of Summer Reading Program
- Attended webinar – “Social Media for Social Good”
- Attended Lunch and Learn class on Pinterest social media
- Promotion of Vanessa Diffenbach
- Planning and promotion of new Old Town Library name and grand opening June 17th
- Promoted, organized and attended the Digital Book Mobile
- Attended all Strategic Plan rollouts to staff

OUTREACH SERVICES

By Irene Romsa

School Readiness & Early Literacy

On Friday, May 11, Outreach Library Assistant Cydney Clink attended an event hosted by **Fort Collins Read Aloud** that seeks to encourage, educate, and empower the community of Fort Collins with the tools necessary to ensure lifetime literacy for children. A couple of partnership opportunities were identified and Cydney will be working closely with this organization on some exciting projects over the next year.

The Outreach Department was present at the Literacy Nights of **Putnam Elementary** (May 17 & 18) and **Irish Elementary** (May 10) in order to promote summer reading and signing families up for the SRP program.

Digital Literacy

The computer classes at the Wellington site have reached a good level and have been well attended. In May, 3 classes were held; these are designed as small classes of 5-6 students maximum, and this month we have been “full house.” Some of the students, however, are not from the outlying areas but rather are Fort Collins residents who either prefer the small classroom environment or find the schedule more convenient.

Volunteers

Asian/Pacific American Cultural Festival, May 19th. Solicitations for volunteers went out to 100-200 volunteer applicants. Between Barbara’s and Jewels’ recruitment, 15-18 volunteers provided approximately 50 volunteer hours.

Poudre School District Recognition. Irene accompanied two Library youth volunteers who received recognition from the PSD Board of Education on May 8. This was a special occasion for the students, and also an opportunity to inform the Board of the different forms of engagement between the PSD community and PRPLD.

Summer Reading Program recruitment began in March. Three different channels were used to recruit the over 100 volunteer shifts scheduled. As volunteers were placed in the shifts Barbara also scheduled them for one of the 10 training sessions scheduled by the programming team. Barbara assisted Diane Tuccillo with all training sessions, giving out background check forms and information on the online volunteer time sheets. Through May 31st, 25 volunteers have been placed at Council Tree Library filling all but 12 of the 39 total shifts requested, 22 volunteers have been placed at Harmony Library filling all but 5 of the 34 total shifts requested, and 17 volunteers have been placed at Old Town Library filling all but 14 of the 34 total shifts requested. ...and placement continues! 65 volunteers have been trained in SRP procedures. One training session remains for Monday, June 4th.

Barbara has also recruited and has been training two new **homebound** services volunteers. One volunteer is being trained in both book/material selection and deliveries, and the other has taken on delivery tasks. Training of these volunteers will be completed in early June.

Community Engagement

- **Livermore:** On Saturday, May 5, Outreach Library Assistant Cydney Clink set up a library information and kids crafting station at the Livermore Craft Fair. While children created a craft, Cydney was able to talk with patrons who live in this remote area about library services answering many times the question: "Why do I need a library card if I live so far from the library?" We were able to share the District's 24/7 services with many patrons and even signed up some new patrons for library cards.



- **Junior Achievement** (Financial Literacy for youth): On Wednesday, May 30, Cydney Clink participated at Junior Achievement's unique "Finance Park" in Thornton which is the culmination of a month-long economics education program that introduces personal financial planning and career exploration in the classroom. In addition to assisting students

from Blevins Middle School at this budgeting and economic options practical and fun program, it was an opportunity to connect with Junior Achievement and identify ways to partner taking advantage of JA's fantastic curriculum and effective programs.

- **5 de Mayo:** The Library supported the 5 de Mayo celebration at Putnam Elementary where we had crafts and a Library information table. In addition, the guest speakers were the Cruz brothers who shared about their experience volunteering with the Library District in order to give back to their community.

- **Memorial Day:** Irene Romsa joined the Memorial Day planning committee in order to secure a meaningful and significant Library participation in the event. The effort concluded with the May 27 celebration at Memorial Plaza and Spring Canyon Park which included a 5K run, Purple Heart ceremony, a motivational speaker, landing of a Black Hawk helicopter, music including the Boltz Middle School band, and the Living History Tent. This tent was the concept developed jointly with the committee in order to bring an educational piece for all ages. The large GP tent was sponsored by the Library and Jax and contained many artifacts, each one with an informational card that educated about the artifact.



Veterans also shared their war stories at the tent and in addition to the artifacts; we provided library information and a craft. Over 250 children and adults enjoyed the tent during the event. The veterans were very pleased with our participation and thanked the District several times.

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

Winding up projects, starting new ones

May has been a month of winding up many projects and starting new ones.

Main/Old Town Library

Finishing, still finishing, still finding one more thing to do, and another. But this will be finished in June! Every computer will be in its place with bright, shiny screen. Soon. And with lots of thanks to excellent configurations by Ling Zhao and perfect installations by Chris Bauman.

Summer Reading Program

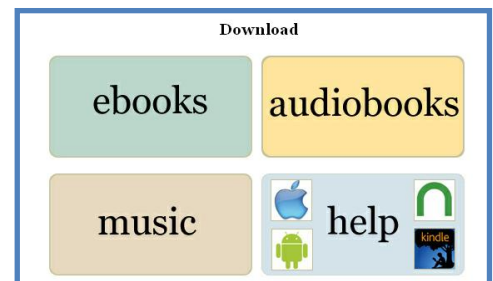
Every year Peggy Shaughnessy, web developer extraordinaire, enhances the SRP software. This year's launch of the software in May was flawlessly. Peggy supports the software and the web interface for both in-house remote SRP registrations. Over 1,400 children, teens and adults have registered remotely. That's 20% of total registrants. Peggy has made it easy and friendly. And Ling and Chris make sure all three branches have extra computers



to serve as SRP signup stations. Most available staff laptops have been pressed into service for the job.

Web Projects

Peggy is winding up several web projects like redesign of the eResources page and Downloadables page. These are projects that involve lots of work with other staff members to come up with designs that are user-friendly and provide easy access to library resources.



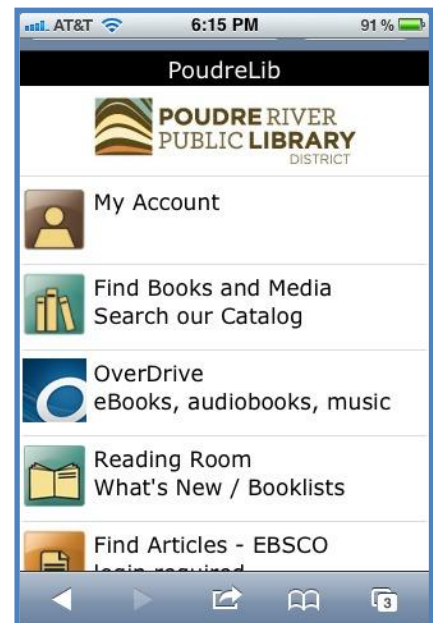
Mobile Website

Peggy has created an excellent mobile website which offers tablet and smartphone users a "small screen" interface for accessing library services. The mobile website will go live on June 15th. If you would like a sneak peek, go to <http://prpld.org/mobile>. And don't forget to bookmark it!

Actual Size! →

Starting new projects

The Systems Administration Team is working on many new projects - SMS messaging for holds and overdue notices, better pay-for-print system, new room reservation software, Harmony Lab remodel, Harmony internet station refresh, Assistive Technology stations, and don't forget the Main Library name change on all things web and computer related.



OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Remodel Continues

The remodel still continues to surprise and delight us each day with something new and exciting! Our Art in Public Places (APP) sculpture arrived and was installed. Artist Mark Leichleiter and his installation crew brought the “Growing Together” sculpture in the back of a pickup truck and hoisted it to its location in less than two hours. The sculpture really adds a nice finishing touch to the atrium area and is visible from first and second floors.



The garage door and accordion-style partition walls were installed and staff received trainings in how to operate those. More furniture and shelving have arrived for installation in the reference, teen, meeting rooms, study rooms, Friends of the Library, and New Book/Media areas. The canopy tops for the shorter shelving in Children’s and New Book/Media areas are installing as are the colorful wall graphics. The storytime room windows have been replaced with the colorful, caterpillar-themed art glass. The café tables have been installed in front of the library and are already being enjoyed by our visitors before and after hours of operation.

Asian Festival

Library Assistant Jewels Hall-Payne coordinated the Asian Festival which had to be held at Harmony Library this year due to the continued construction at Old Town Library. We had over 850 people attend the fourteen scheduled performances that continued as scheduled despite the weather. Over 600 crafts were created by participants throughout the day. The District received from area businesses over \$4,500 in supplies, performances, and in-kind donations made to supplement the festivities. We had nearly 40 hours of volunteer service provided throughout the day. The staff members at Harmony were a great asset throughout as they helped to work around the unexpected speed bumps that the day provided. Thank you to staff members Melissa Beavers, Rob Stansbury, and Megan Mueller for helping all day at the Festival.





AskColorado Reference Service

Reference and Teen Services Librarian Sue-Ellen Jones compiled a report from our AskColorado librarians about staffing alternatives and sent the results to Kris Johnson, the state coordinator for AskColorado.

Library Assistant Jimena Sagas received training and is getting practice as an AskColorado substitute librarian. It is really helpful for our AskColorado reference crew to have another trained staff member to fill in as needed and it will provide Jimena with some great experience.

Library Visits Picking Up

The enthusiasm and curiosity about the remodel of Old Town Library (and probably the handiwork of our Outreach Services telling folks they simply must visit!) has generated interest in library visits and tours. Library Trust members have taken many donors and potential donors through the building. Several staff members conducted tours for elementary school students. Jimena also hosted a library visit for approximately 20-25 CSU Intensive English Program students.

Summer Reading Program is Here!

Several of Main's staff went out to schools this month to promote our Summer Reading Program. We have also been busy decorating the library to get our visitors excited and informed about the "Illuminate Your Mind" SRP. The décor has included a lot of sparkly stars throughout the library as well as a special camping/reading area set up in the Children's area for the summer. Public Services Librarian Nicole Burchfield asked for donations from JAX Outdoor Gear and Nature's Own for the camping/reading area. We received a large assortment of wildlife puppets, a full-size tent, sleeping bags, and child-size camp chairs through their generosity.



New Book Club for Childcare Providers

In a partnership with the Larimer District of the Colorado Association for the Education of Young Children and the Library District, Early Literacy Librarian Vicky Hays held the very first Book Club for Childcare Providers this month. Early childhood providers earn 2 hours of training at each monthly book club. Our first book was *Mind in the Making* by Ellen Galinsky and we had nine participants.

Book Clubs

Other District-sponsored books clubs continue to do well. Our patrons enjoy the learning, exploration, and social aspects of book club participation.

Library Assistant Karen Cagle had a good turnout for both *The Immortal Life of Henrietta Lacks* by Rebecca Skloot and Edith Wharton's *Age of Innocence*. Participants were riveted by the subject matter of Lacks' biographical story and loved reading Wharton's classic and expressed a desire to read more classics in the future.

Librarian Sarah Scobey also had a good turnout for our library's first ever poetry discussion. We read Walt Whitman's *Leaves of Grass*; members were delighted to explore poetry together and asked for more in the future.

Displays and Merchandising

Board of Trustees member Robin Gard enthusiastically expressed her delight with the Carlos Fuentes display that Library Assistant Sylvia Garcia had put up the morning after his death was announced. She remarked that it demonstrates that we are current with what is happening in the world and she especially appreciated that the display was in both Spanish and English. She also praised Librarian Norm Fitzpatrick, Nicole Burchfield, and Sylvia for the other displays. These staff members have taken the lead on getting our displays and merchandising coordinated and eye-catching, so we can move these books off the shelves. The next step is to get even more staff actively involved for a cohesive, team approach. Staff members are very excited about getting to use our new display boulders and tables and we enjoy the flexibility they are giving us. It is nice to be able to plan displays in advance to help promote holidays, cultural celebrations, and seasons, but at the same time be able to cull together a more spontaneous display as we have been doing to commemorate the deaths of literary icons such as Fuentes, Jean Craighead George, and Maurice Sendak.

Assistive Technology

The graduate students from CSU's Occupational Therapy Department presented their final class project which provided the District with recommendations for the two Americans with Disabilities Act (ADA) computer work stations to be housed at Harmony and Old Town Libraries. Several staff members attended this session and we look forward to continued participation towards getting these stations up and running so that we can make collections and services more accessible to everyone. Sylvia is taking the lead on items and equipment to select as well as ways to promote them.

Changes to Teams

Manager Jean Bosch has stepped down from co-facilitating the Programming Team and Sue-Ellen Jones has stepped down from the Customer Experience Team to allow other staff the opportunity to participate. Sylvia Garcia has accepted a co-facilitating position with the Collection Advisory Team and she is eager to discover what this new role will bring her in addition to getting a bigger picture of how the District operates.

Teen Services

Sue-Ellen had a very busy month in addition to the preparation and promotion of the Summer Reading Program. She completed:

- * Lunchtime book talks for 136 students at Kinard Middle School.
- * A library tour for 9th-12th grade Poudre High School students who have reading challenges.
- * Hosting an Interested Reader Society (IRS) meeting at the Council Tree Library for thirteen teens.
- * Coordination of a Channel 10 Bookends program featuring author Todd Mitchell and four IRS teens.
- * A presentation with Reference and Teen Services Librarian Diane Tuccillo about the Bookends program at the state C'YAAL (Colorado Young Adult Advocates in Libraries) group.
- * Hosting a Dungeons & Dragons program for teens at the Council Tree Library for 18 teens.

eResources Task Force

The eResources page on our website has been updated and went live on June 1. The PubDesk staff has had the opportunity to review the site and make recommendations. The response has been very positive. Sylvia actively participated by rewriting over forty database descriptions and giving input regarding the layout and setup of the page. Other team members were Peggy Shaughnessy, Tova Aragon, Annie Fox, and Corky Walters.

Future Initiatives and Partnerships

Staff attended the strategic plan rollout meetings to learn more about what the District's priorities will be over the next three years. Some of our initiatives already in the works will fit nicely within those parameters. Sarah recently met with Martin Carcasson, Director of the CSU Center for Public Deliberation, to plan next year's programming with the CPD's involvement. These ventures include our libraries hosting a Democracy Book Discussion/Series and Community Forums which will provide the CPD students with sites to practice facilitation of public deliberation. Sarah will help Martin and the student facilitators select relevant topics of interest locally, nationally, and internationally. Sarah also met and consulted with Kay Wallheimer, FRCC Instructor and Chair of the Psychology Department, to help her develop a book club for psychology students.

Sarah also met with Emily Wilmsen, Senior Media and Community Relations Coordinator at the CSU Public Relations Office. With their office, the District is jointly developing a series of programs highlighting significant research with national and international implications. One possible program series for the fall would focus on drought, fire, and water. Another intriguing prospect is for the CSU scientists to partner with Martin's students for a panel on fracking.

Norm and Sarah continue to develop the "Literature Comes Alive" series. Norm has booked various historical interpreters as with the "History Comes Alive" series, but with a literary twist as all speakers are portraying well-known authors. Sarah has made connections for panels and programs to accompany these interpretations.

Sarah also continues to consult with adult education leaders from assisted living centers. She helps them select titles for their residents to discuss in their book clubs.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

The final elements of Harmony's remodel, signage and wall graphics are almost complete. We are awaiting installation of the last of signage in the children's and media areas. In May we also received some new and refinished furniture in the teen area at Harmony.

Initiative funds from the college funded the replacement of worn locks on Harmony's interior doors and our staff entrance in May. Work on Harmony's computer lab in June will replace current computer tables with more space efficient tables and increase the room's capacity.

Annual work patching and repairing campus roads and parking lots has necessitated partial closure of Harmony's lots and entry drives in the past couple of weeks.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

May 3 - CT Children's Librarian Millie Kridler Presented Library Information at Kruse Elementary Family Literacy Night

Kruse Elementary school once again invited Millie to their annual Family Literacy Night to set up a library information table and address parents of below-grade-level readers. At the table, Millie provided families of children with below grade-level reading abilities information on our Summer Reading Program, and set up new library cards for interested parties. Millie created five new library accounts! Millie also spoke to the crowd of around 50 about the benefits of the library's summer reading program for reducing the 'summer slide' risk for young readers.

May 9 - CT LA Karen Cagle Presented Mental Health First Aid Recap to Harmony Staff

At Ken Draves' suggestion, and Currie's approval, Karen attended a free 12-hour (3-part) mental health training in December, 2011. In February, Karen presented a summary of her learning to CTL classified staff. Ken asked Karen to repeat her presentation for Harmony staff on May 9.

From the Larimer center for Mental Health newsletter,

<http://larimercenter.org/Brochures/October%202011%20LCMH%20Newsletter.pdf>

"Mental Health First Aid is a groundbreaking public education program that helps the public identify, understand and respond to signs and symptoms of mental illnesses and substance use disorders."



May 9 - Quiet Study Room Window-Covering Installation

CTL library customer Andrea Reeves filled out a 'How'd we Do?' suggestion form last fall suggesting the library install a window covering for the quiet study room. The QSR is an enclosed public study room in the northwest corner of CTL. It has windows on the north and west. Ms. Reeves commented that the room is often so sunny that it is uncomfortably warm, and too bright to see content on a computer screen. She suggested the library improve the space with the installation of a window covering, and offered \$200 toward the project. Currie and Holly thanked Ms. Reeves in writing and the

window-covering was investigated, approved and finally installed on May 9.

May 10 - Summer Recreator Sign Up at CTL

As we have done since fall of 2009, Council Tree Library hosted the City of Fort Collins Recreation Department's walk-in registration for their Recreator suite of classes and programs. Facilities coordinator Rob Stansbury awoke early to let Brian from Mulberry Pool into CTL at 6:45 am! Registration was from 7:00 am – 12:00 pm. About 65 community members registered at CTL, a new record. CTL is the only walk-in Recreator sign-up site on the southeast part of town.

May 17 – Learning Organization Staff Day Planning Update

The LO Team continues to make steady progress planning for the inaugural staff day scheduled for December. Members of the LO team secured a vendor for lunch, Qdoba, speakers Lauren Myracle / local author of books for teens, Mindy Kittay / Anythink, Deb McLeod and Shelly Walchak / CO State Library, as well as presenters from our very own staff including Nicole Burchfield, Sarah Scobey, Kristin Draper and Jeff Barnes. Members of the LO Team continue to formalize logistical arrangements with FRCC facilities staff, where parts of the event will be held. Pat Losiniski, with the CO Columbus Metropolitan Library, will be the keynote speaker. CML was the 2010 Library of the Year. We are excited to welcome him to our staff day.

May 19 - Overdrive Digimobile at CTL

Overdrive, one of the library district's e-content vendors, brought its Digital Bookmobile to CTL's parking lot on a rainy Saturday, May 19. The Digimobile serves to promote the library's Overdrive collection of e-media, as well as educate users about how to access and use the collection. See <http://www.digitalbookmobile.com/> for more information. 135 people turned out to have their questions answered and curiosity satisfied.



May 30: Currie Attended the Colorado Association of Libraries (CAL) Conference Planning Committee Meeting At Huron / Anythink Library

Currie is the chair of the CAL Awards Committee for 2012. I proposed some changes to the format of the celebration event that occurs at the CAL conference every fall. The committee approved the proposals to shorten the program and reduce ticket prices by offering appetizers instead of a sit-down plated dinner.