

Executive Director's Report

August 2012

ADMINISTRATION

By Holly Carroll

Construction documents are near completion. The City Engineering Department has made comments on the documents and is requiring easement agreements for sidewalk improvements outside of the right of way for the sidewalk improvements outside of the right of way. Once the documents pass muster, we will use the City's procurement service to advertise for bids. Keith Myer, owner's representative and construction manager, has discussed the language of the contract/bidding documents with our attorneys to include several intermediate milestones for the successful bidder. We will ask the successful contractor to procure materials for the Elks projects as an October milestone with construction of the entry plaza (cement demolition and pouring and landscaping in the spring.) This will allow the Elks to proceed with the checkerboard and story tree projects this fall and allow us to complete the entry plaza in the spring when the weather is more conducive for cement pouring and new landscaping/
Status of the Intergovernmental agreements with both the City and DDA for the transfer of funds is as follows:

- An IGA from the DDA should be forthcoming the week of September 10th. In the meantime, our attorneys are drafting a liability waiver for work to be completed by the Elks. The IGA will be on the October 8 board agenda.
- City Manager Darin Atteberry is checking on the status of the IGA and will speed it along. I explained that we need it for review by both our attorney's and the board for approval at the October 8 board meeting.

Board and Library Leadership Team Retreats

The board retreat was held August 10th at the City of Fort Collins' Primrose studio. A memo summarizing the discussion was sent to board members in a separate email on August 31. Please email Holly if there are any corrections or additions to the summary so that a final draft can be completed.

The Library Leadership Team will meet in retreat on September 14th with facilitator, Johnna Bovoso. The last retreat was held in October 2009 and since then there have been changes in the makeup of the team as well as many organizational changes within the Library. As part of the contractual service with the City's Human Resources services, Doreen Kemp recommended that we use Johnna's services and has authorized payment in her budget for the facilitation. The retreat will allow us to build on our strengths and to move forward in a unified approach as we implement the strategic plan. The retreat will be held in the community room at the Platte River Power Authority building.

Community Engagement

The CSU/Poudre River Friends of the Libraries author series continued this fall with Nicholas Carr, author of The Shallows: What the Internet is doing to our Brain speaking to an audience of over 500 at the Hilton on August 29th. Preceding the author talk, Mike Liggett and Holly Carroll attended the grand re-opening of the CSU Morgan Library at which Mr. Carr gave a brief preview of his presentation. The

next author appearance is October 3rd with playwright and first time novelist, Ayad Akhtar. He will discuss his critically acclaimed novel American Dervish.

The Public Officials' tour of Old Town Library was a huge success with ten invitees from the City, Front Range Community College and CSU in attendance. President Liggett welcomed the group, Holly Carroll conducted the interior tour, and Shelly Kalkowski shared her wealth of knowledge by giving an historical tour of Library Park.

The Be Local group held its September meeting at Old Town Library and Anne Macdonald spoke about business resources and databases during lunch.

The staff will be participating in numerous community events this fall. Of special note is our entry in the CSU homecoming parade and participation in the Sustainability Fair and Disabled Resource Services Disability Pride Parade and Festival.

Other Activities

The quarterly all-staff meeting was held at Council Tree Library on August 29th. Gene Bosler, President of the Friends of the Poudre River Public Library made a presentation about the activities of the Friends group including the processes involved in sorting and arranging for book sales. It was a great reminder to staff of all the wonderful library programming the Friends fund.

Holly Carroll attended a Beet Street Board meeting on August 8th and the board policy committee meeting on August 15th.

ANSWER CENTER

By Lynda Dickson

Due to an oversight, the Answer Center's report for last month did not make it into the final Director's Report to the board. So here it is for your information, along with the August report that follows:

July Report by Gabriel Johnson: Questions just keep on coming at the AC. You never know what you are going to get when that phone rings! Most of the calls we receive are very simple and straightforward; like renewals and holds. Every once in a while we do get something out of the ordinary like the elderly lady who called wondering if we could find the phone number for the company listed on her box of Epsom Salts. We are starting to hear more and more patrons express delight at getting a "real" person. Even when we are busy and someone has to leave a message; there is surprise when we return the call within an hour! Since we readjusted the schedule to reflect the volume of calls we have even fewer calls where patrons need to leave a message. I recently heard a story about a member of the AC being introduced to a friend's neighbor as someone who worked at the Library's Answer Center. The neighbor was so excited to tell the staff person just how very happy they were with the Answer Center and how happy they were the service. One more very satisfied District patron!

In July the AC answered 2,849 calls; which is an average of 712 calls per week and 91 calls per day. The busiest day of the month in July was Tuesday the 3rd with a total of 150 calls. The overall busiest day of the week is Tuesday, with an average of 131 calls and the busiest hour overall is 10 a.m. to 11 a.m. with an average of 18 calls. In June Amanda, Gabe and Sam learned some of the ins and outs of several of Lynda's tasks in preparation for her vacation the first 2 weeks of July. We will report next month on how that went...for everyone in the AC!

August Report by Lynda Dickson: The numbers in August saw a significant jump from July...can we say school is back in session?! The AC answered 3,470 calls in August or an average of 771 a week and an average of 112. Of the 3,470 calls we took we transferred 311, or 9%, out to the libraries for assistance. The “winner” for the most transferred calls is the Harmony Ref Desk with 71 followed closely by Old Town’s 2nd floor with 66 calls.

All in all August was a busy month and on top of everything I took a two week vacation to the Baltic Sea! I had a great time and Amanda, Sam and Gabe did a fantastic job keeping things going. There was nothing big waiting for me when I returned and no huge stack of questions or reports for me to tackle that first morning. As I have said from day one, the AC staff is top notch! Everyone here would like to extend thank-yous to Jaimee Cordova and Wanda Colbert for picking up shifts and covering the gaps.

COLLECTION MANAGEMENT

By Tova Aragon

We have entered into a new trial project with the Poudre School District. Kristen, Ken, Carol and Tova have been working with the school district staff to explore how we can provide easier, direct access to our databases. At this time, students can access our databases using their PRPLD card. The goal of the project is to provide direct access to databases when the student is on a PSD computer. Students don’t have to remember their PRPLD library card number or go through extra clicks to get to the databases both of which can cause a barrier to use. We are experimenting with the *Culturegrams* database. This database is one that can be used at all age levels and PSD did not have a current subscription. Under Proquests ‘Community Pricing’ program, we will add PSD to our current subscription at a lower price than if we each paid separately. PSD will pay the extra amount to add their students to our subscription. If the experiment is successful, we will meet with district staff to coordinate further purchases.

On September 15th, we will launch a new database *Jobs & Career Accelerator* in partnership with FRCC. This database is a career guidance and job searching tool that integrates occupation and career exploration, real time jobs listings, resume and cover letter preparation, job search and computer skills, and a personal job search tracking system. It includes comprehensive career information and occupation exploration, resume creation and letter builder module, real-time job and internship opportunities, access to skill building resources, interactive job application and interviewing tutorials, and helpful checklists. Since we signed up during their introductory period, we also received access to the *Computer & Internet Basics* database which offers computer fundamentals in easy-to-follow multimedia tutorials, allowing patrons to learn how to use computers quickly and easily, including, roles of computers, personal computer fundamental, basics of Windows & and the Windows Office Suite.

COMMUNICATIONS OFFICE

By Paula Watson-Lakamp

- Completed monthly/weekly goals of Communication Plan.
- Organizing, managing and supervising all graphic design work for the District.
- Continuing to gain partners for the “Flash Your Card” library member benefit program
- Co-facilitator of the Programming Team
- Attended ILS administrator interviews
- Promotions of September “Can Your Fines” week
- Beginning promotions for fall
- Organization of TEDx September 22 event

- Organization of BOT photos
- Planning for Homecoming Parade and Sustainable Living Fair
- Attended Northern Colorado Public Communicators group
- Finalizing promotion of new “Answer Cache” program (marketing of databases)
- Working with Programming Team on Friends of the Library 2013 requests
- Coordinating the SRP photo contest winners reception
- Redoing all materials with Old Town Library name change
- Working with SA to roll out Library Text Alerts

OUTREACH SERVICES

By Irene Romsa

During the month of August, 1,607 people participated in the 29 programs held outside of the Library walls.

School Readiness & Early Literacy

Informal Lending Libraries – A second informal lending library has been opened at Harmony Mobile Homes as a complement to the Spanish informal lending library that was established in the same site three years ago as part of the Rincon de Cuentos program. This new lending library is in English and will assist the students participating in the free after-school activities held by our partners.

Early Literacy - It is the goal of the Outreach Department to increase our presence in Poudre School District. To that end we have begun a process of prioritizing schools based on academic achievement and distance from a library. Several schools have been contacted, and will begin receiving monthly storytimes beginning in September and October.

School engagement - On August 29, library Assistant Cydney Clink set up shop at Poudre High School for the school's annual Parents' Night event. During the two hour event, Cydney was able to answer many questions which ranged from information about library services to what QR codes are used for. In addition, 28 new library cards were given to students and parents. It was very encouraging to discover that many teachers at Poudre High are requiring their students to have a public library card. Because of this requirement, students were thrilled to receive their card right in the halls of their school.

Enhancing the Library Tour experience - Because this is the time of year when so many elementary teachers are requesting to bring students into the library, a small task force representing each library and the Outreach Department was created to be sure that these students are met with a consistent experience. This task force included Vicky Hays (Old Town Library), Jennifer Zachman (Harmony Library), Millie Kridler (Council Tree Library), Cydney Clink (Outreach Services), and Kim Doran (Old Town Library). The group discussed group library card sign up as it pertains to elementary school students and came up with some ideas for making the experience better for students who are unable to receive a library card when their classmates do. This process will also include a better system for following up with students who might be absent during their class' visit to the library. This task force will also be creating kits on the subjects of book care and the Dewey Decimal System that may be used by staff during group visits.

Other - Congratulations to Cydney Clink who has been accepted to the Early Childhood Librarianship Fellowship program at the University of Denver. Cydney is one of 20 students who will be participating in this unique LIS program geared toward preparing students to serve the early literacy needs of very

young children (0-5 years), caregivers, families, educators, and community coalitions in Colorado. Coursework for this fellowship will include LIS foundational coursework, courses in early childhood, children's, and young adult materials and services, and classes in the Child, Family, and School Psychology Program on brain development, language and literacy acquisition, and special needs children and families.

Digital Literacy

The outreach computer classes took a break during the month of August and will resume at full force in September. A new Outreach site was secured for the LaPorte-Bellvue area and computer classes will be offered on the third Saturday of each month at Canyon Ridge Baptist Church, in conjunction with a church-sponsored community closet that provides free food and clothing to needy families of the area. Also launching in September, is a new computer class site located at Harmony Road Mobile Home Park. In partnership with other agencies, we will be offering enhanced programming for the families in the park. We will pilot computer classes in Spanish on Tuesday mornings in an attempt to attract stay-at-home moms. Our partners will offer children's programs and childcare while PRPLD provides the computer classes. This pilot is for a two-month period.

Volunteers

Can Your Fines. Several calls were placed and volunteers have been recruited to support the Can Your Fines campaign in October.

In addition, Barbara has also been providing the reports required by RSVP and is currently in conversations to define future collaboration between agencies.

Community Engagement



- **Buckingham Area:** On August 7, Irene Romsa joined the neighbors of the Alta Vista, Andersonville, and Buckingham areas in their annual 'Neighborhood Night Out' celebration. We provided music, crafts, and the visit of our mascot Annie the Railroad Dog. Our presence helped to further strengthen our connection with the community.
- **Pack2School:** After being away for one year, PRPLD returned to this fantastic event that helps the neediest families of our District by providing the school supplies needed by the children. This event was held at Northside Aztlan on August 10, and in addition to the usual informational/craft table; this year, more PRPLD staff joined to support with the book giveaway section of the event.
- **Convoy of Hope:** On August 25, several Outreach staff and volunteers participated in this large-scale multi-agency event that served over 5,000 people with free groceries, haircuts, medical services, and more. The Library provided puppet shows, mascot appearances, crafts, and remote Library Card signups.
- **Salud Block Party:** This annual event was on August 18, and it focused on delivering services to the North College neighborhoods. The Library was present with remote Library Card sign up, mascot appearances, crafts, and stories.

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

Refresh of Harmony Internet Stations

The internet stations on the floor at Harmony Library have been replaced with the computers that were previously in the Harmony Lab. This is an excellent upgrade for the internet stations and smart reuse of PCs from the Lab. Lingzhen Zhao and Chris Bauman from the Systems Administration Team made this happen quickly and flawlessly before the Fall FRCC session began.

Wireless Printing at Harmony

Wireless printing is now available at the Harmony Library. This service was piloted last year and was used by a few customers. The demand for this service has increased so it has been brought back to Harmony and has been quickly embraced by customers. The goal is to provide this service to all three branches this fall.

Library Text Alerts

After much testing we are ready to launch Library Text Alerts for hold pickup notices and reminder notices in mid-September. Watch for this in the October Newsletter.

Evanced Solutions

What is Evanced Solutions? Our new room reservation and event calendar system. The project team (Carol Gyger, Peggy Shaughnessy, Vicky Hays and Lynda Dickson) has been working hard to configure, train staff on and launch this new service. When fully implemented, this system will allow community groups to reserve meeting rooms online and sign up for classes and programs, tasks currently done by staff only. Watch for this in November.



New ILS Administrator

After a year of serving the dual role of ILS Administrator and Library IT Manager, Carol Gyger is happy to report the Library District will have a new Integrated Library Systems Administrator in October. The Selection Committee (Ken Draves, Carol Gyger, Tova Aragon, Sylvia Garcia) had a difficult task of reviewing, interviewing and choosing the best candidate out of a stellar field of applicants. Victor Zuniga from Westerville (OH) Public Library will join the Systems Administration Department, manage the ILS system and work on projects aligned with our strategic goals. He will fit nicely into the SA Team with technical knowledge that runs wide and deep, excellent customer service, and library enthusiasm.

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Post-Remodel

Old Town Manager Jean Bosch has been fielding several inquiries from other libraries and schools about furniture and décor selections. There are a few projects still outstanding that the subcontractors are working on including the staircases, the alarmed doorways, and the final wall graphics packages. Library Assistants Julia Hall and Jimena Sagas are tag teaming the maintenance of Old Town's community flyers and library publicity. The library is able to offer a generous supply of flyers, posters,

and other items in display racks and poster boards. A new clear, acrylic display recently arrived that improves the organization and display.

Circulation staff Kim Doran, Carol Hanlon, and Lindsey Geissler worked with Webster House Administrative Clerk Barbara Duvall-Wessel to get the new Old Town staff supply room stocked and organized. Facilities staff Rob Stansbury and Matt James helped get the room arranged and added shelving units. It feels more like home now that we have a fully functional supply room!

Jean gave a tour to the Front Range Library Finance Officers group as part of the meeting they held at Old Town. Staff enjoy touring (formally and informally) visitors throughout the new building.

Staff Activities

Jean recently accepted a position with the Larimer County Extension Advisory Committee. She has been to an orientation for County board and committee volunteers and will attend a training specific to this committee soon. Regardless, she began service at the Larimer County Fair at the Committee's booth. The booth featured checklists and displays to educate and encourage citizens on emergency preparedness which was timely and very well-received.

Jean interviewed and accepted a spot in the 2103 Leadership Fort Collins program. This program as well as the Extension Advisory Committee activities will help with networking and embedding of staff per the Library District's Strategic Plan.

Early Literacy Librarian Vicky Hays and Sylvia enthusiastically participated in the Pack to School program. The program, sponsored by OtterBox/OtterCares, helps get school supplies and backpacks into the hands of needy children and families. Vicky and Sylvia helped children select books for their home libraries as well.

Jean, Sylvia, and Vicky along with Carol Gyger and Kristen Draper, participated in a meeting/demonstration to investigate Smart Board technology for the two large study rooms and the staff conference room at Old Town Library. The group thinks the technology has a lot of potential uses for staff and public of all ages (including the possibility of a Smart Table for our youngest patrons).

Continuing Education

Library Assistant Sylvia Garcia represented Poudre River Libraries through attendance at a motivational and leadership skills workshop at the Central Denver Public Library titled "Lead the Change". It was an exciting day as participants compared the tasks and qualities of being a manager with that of being a leader and how best to meld the seemingly incompatible differences.

Sylvia also attended the webinar "Tech Training for Libraries", presented by the Colorado Virtual Library. Sylvia will be teaching public computer classes this fall and this webinar and supplementary website will help provide support for Sylvia's teaching.

Spanish-Language Updates

Jimena Sagas prepared and gave a ten-minute informative presentation at the All-Staff Meeting about public libraries in Mexico. Jimena toured several during a recent visit to the country.

She has started to review the Spanish version of the Library District's website. She will review and update any old information. While not a part of her formal job description, she continues to receive requests from staff to translate miscellaneous texts from English to Spanish.

Larimer County Genealogical Society Partnership

Jean and Genealogy and Reference Librarian Wanda Colbert have been working with the Larimer County Genealogical Society. The Second Sunday Genealogy Series one hour classes (dealing with different subjects and presented by different instructors) will occur on one Sunday per month at Old Town Library through the end of December.

The LCGS membership will also have volunteers available starting in September near the Old Town Library's genealogy reference area every Thursday (except holidays) from 1-5 p.m. to assist with one-on-one family tree research.

Job and Career Accelerator

Sylvia and Business Reference Librarian Anne MacDonald participated in a Job and Career Accelerator database tutorial/webinar. They determined it would be an excellent fit for our District and for Front Range Community College. The database will go live in September.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Fall Storytime Boxes Complete – Aug 23:

Children's Librarian Millie Kridler collected seven new or refreshed storytime boxes from staff on August 23. The story time boxes include resources necessary to present an engaging, age-appropriate, themed storytime. The boxes support storytimes for ages two and three, ages four and up, and Council Tree's new Saturday story times (to start September 8). Each box includes a list of age- and theme-appropriate picture book titles, pre-cut flannel or magnet stories, puppets, props, music on CDs, printed finger play rhymes and songs, and 11 x 17 signs for parents to follow the words to a rhyme.

Storytime box themes include: the farm, five senses, vegetables, holiday lights, the pond, the beach, birthdays, pets, etc. The kits rotate among libraries on a specific schedule, and are available to story time presenters to ease the work of story program planning. Millie, who manages the District's storytime box collection, asks select story time staff from all three libraries to create or refresh storytime boxes twice each year.



City Recreator Sign-up Aug 16 - 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. Registration was from 7:00 am – 12:00 pm; Currie and a City Recreation staff member arrived on site at 6:40 am. About 35 community members registered at CTL for fall programs. Bob Adams, City of Fort Collins Recreation Director, dropped in to check on operations that morning. CTL is the only walk-in Recreator sign-up site on the southeast part of town.

Reference USA Refresher for CTL Classified Staff – Aug 16: Business Librarian Anne MacDonald provided a refresher course on the business information database Reference USA. Anne demonstrated how this database may be used by those interested in researching markets, finding customers, identifying

competition, and creating business plans. Anne provided useful handouts that explained the primary features of the library's other business databases, including Plunkett and Business Source Premier.

House Lights, Meeting Room Dimmer Fixed - Aug 24: Rob Stansbury arranged for a service technician from Johnson Controls to replace the programming control timer in the CTL lighting system. For about two weeks, CTL's lighting system had been shutting off completely at random times during operating hours. The lights could be turned back on, but the random on/off of lights was distracting to library users, especially at night! Staff made a practice of telling customers, 'Don't worry, we're not closing. There is a problem with the lights. It has been reported. Sorry for the distraction.' The same service technician fixed a problem with the dimming component in the meeting room lights.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

Wireless Printing

Harmony is providing wireless printing to FRCC students and other library users. The system, similar to the wireless printing pilot we trialed in the past, allows users to send a print job to an e-mail address which transfers the job to a local printer. My thanks to Carol Gyger and fellow members of the IT department, and to Kristen Draper and Annie Fox, for making this happen in time for the current school year. This system will allow us to provide this valuable service while a new and entirely re-envisioned printing system for the District is being developed.

Foundation Center Cooperating Collection

Business Librarian Anne Macdonald recently proposed that we apply to the Foundation Center to become a Cooperating Collection. Doing so will provide many benefits to our local nonprofit community and allow us to provide our customers with access to the Foundation Directory Online Professional, an exclusive database of funders, Foundation Grants to Individuals Online and a variety of useful reference materials and fundraising guides. With the cooperative support of FRCC we are pursuing participation.