

Executive Director's Report

October 2012

ADMINISTRATION

By Holly Carroll

Old Town Library Entry Plaza/Streetscape Project

Four bids were received and opened for this project on October 18. The Loveland firm, Hoff Construction, was the apparent low bidder. Ditesco reviewed all bids, called references and recommended that we award the bid to Hoff Construction. Based on the revenue that has been contributed to date from the Elks, City of Fort Collins and Poudre River Library Trust, the base bid and 4 of the 5 alternates were awarded to Hoff. Alternate 5 includes miscellaneous furnishing including trash receptacle, additional café tables, chairs and the Kiosk. The agreement document was prepared by City Purchasing, and has been reviewed by the Library's legal counsel, and Board President Liggett. The Elks meeting is scheduled for November 5 at which time the Elks membership will determine if and when to provide volunteer labor for the checker board and story tree projects. Todd Dangerfield from the DDA will inform the Library District of the Elks decision at which time a revised agreement with the Elks for volunteer labor will be executed if necessary.

I have met with Stuart MacMillan, Kristen Karabench and Merry Hummell from the Bohemian Foundation twice concerning our plans for the amphitheater. Linda Ripley accompanied me at the meeting on November 1. Several recommendations were made concerning Bohemian's space and utility needs for New West Fest and how we could modify the design plans to better accommodate the annual event in terms of light, sound, audience capacity and safety. I will be meeting with Linda and the staff at Ripley Designs soon to discuss the recommendations.

Library Leadership Team Retreat

The Library Leadership Team met in retreat on October 9th at Tamasag. The retreat was facilitated by Johnna Bavoso of People Business Inc. She has developed a team building program called GroupsWork that focuses on managing change, appreciating each other's work styles, positive and honest team interaction, problem solving, and decision-making. Three half-day follow-up sessions have been scheduled to complete the curriculum. Feedback from the managers has been positive. The City is covering the costs of this training as part of our contract for Human Services.

Colorado Association of Libraries Annual Conference, Keystone CO

Poudre River Public Library District was well represented at the annual CAL conference on October 18-20. Twelve staff members and five trustees participated in numerous ways. Several of us presented at sessions. Currie Myers presided over the awards ceremony. Robin Gard organized all the trustee training sessions. Our Library received the Julie Boucher Award for Intellectual Freedom for providing access to information and services to the High Park Fire victims this summer.

Other Activities

Ken Draves and I met with Stacy Sebeczak, Fort Collins Bike Library, on November 1 to discuss the possibility of adding a satellite bike library station to Library Park as part of our plans. We discussed options and we all agreed that if the Bike Library fundraising goals are achieved this year, that a bank of bicycles for loan utilizing an automated lock system (viacycle.com) might be a nice addition to the park.

Ken Draves and I also met with Suzanne Jarboe-Simpson about piggybacking on the City's current software program to implement an employee satisfaction survey next year. The City has developed a program referred to as Q14. It exists of 14 questions that help to gauge employee engagement. It is based on the Q12 employee survey developed by the Gallup, Inc. that many organizations use. The City will allow us to adapt and modify the questions to meet our organization's needs. Library District staff actually participated in the 2007 survey conducted by the City at that time.

Paula Watson Lakamp and I have been working with Nickie Harber from OrangeBoy in conducting a library cardholder survey this month to update data obtained in the market analysis survey of 2012. The library landscape has dramatically changed in two years with the growing emergence of digitized content and e-books. In addition the Library District has changed in terms of facilities, organization, and services provided. As we continue to work to achieve the goals in our strategic plan, we need to make sure that the clusters/market segments we have prioritized are growing in response to our efforts. If you did not receive your survey by email, please follow the link on our website. Results will be forthcoming in early December.

Other meetings that I attended in October include several UniverCity task force meetings, Women Give Lunch and Learn, and a Beet Street board meeting.

ANSWER CENTER

By Lynda Dickson

We participated in DART. It is always interesting to hear and record some of the things that come our way. We have folks that call us for addresses of celebrities they want to send a letter. Then there are the folks with lists of titles they have read in other books, having no idea if they are real or not, or heard mentioned on some talk show but can't remember the exact title. All in a day's work.

Working with the City's MIS folks, Amanda got them to allow an option for folks calling when we are busy or closed to leave a message or get the hours for our libraries. We had several folks tell us that all they really needed was to know what the hours were and there was no way for them to get just that. Now there is!

Staff has been busy migrating events, storytimes and room reservations into our new booking system, Evanced, in preparation for going live by years end. It is amazing how busy our buildings and rooms are with staff programs and public meetings! We are also busy writing up procedures others will be able to refer to after the initial training is completed.

This past month Lynda has been busy working on the Evanced Work Team, working with the Branch Managers on revised room regulations, and was recently asked to be the "go to person" for our ongoing partners for room reservations.

With all this we have still managed to answer an average of 700 calls a week! The AC ROCKS!

COLLECTION MANAGEMENT

By Tova Aragon

It is the holiday time of year. Old Town Library's holiday book collection is stored at Webster House. As a holiday approaches, Collection staff sends the items to Old Town. It has worked fairly well with only a hiccup or two such as, Tova forgetting to send the Hanukkah books on time. Old Town staff utilizes boulders and makes wonderful displays to house the items.

You might notice a little difference in the database usage statistics from last month's report. Tova was able to add database usage from "Music Online – Alexander Street Press" for 2012. Previously, we did not have administration access to get the statistics.

The vendor we use for ordering most of our juvenile materials has been bought out. Baker and Taylor purchased certain assets of BWI (Book Wholesalers) including the public library book and audiovisual divisions. Becky, Marian and Tova met with representative from both companies to plan the transition. We had hoped to transition our purchasing to Baker and Taylor by November 1st. B&T had some technical difficulties moving our accounts, lists and ordering grids. It is taking them longer than expected. The process started to get moving then Sandy hit. The main offices of the vendor are in New Jersey. They are unsure when they will be operation again but we set a new goal to migrate the end of November. We shouldn't see a disruption in flow of materials. Selectors can order through BWI until November 10th. This time of year, new purchases are slowing down because of the holidays and the collections' budget getting low. We will use Ingram and Amazon until we can get Baker and Taylor up and running.

Here are some interesting Overdrive statistics that aren't just numbers. We had patrons accessing Overdrive with their PRPLD library card from 387 different locations around the world. They visited the website from places like Paramus, New Jersey; Issaquah, Washington; Atlanta, Georgia; Chicago, Illinois; Seoul, South Korea; Bangkok, Thailand and Belgrade, Serbia. Twenty-nine patrons clicked through the Overdrive site to online bookstores to shop for an eBooks. The majority of patrons using the Overdrive mobile app use Safari.

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
- Finalizing promotion of new "Answer Cache" program (marketing of databases)
- Working with Programming Team on Friends of the Library 2013 requests
- Working with SA to roll out Library Text Alerts, and other new services
- Beginning work on annual employee recognition event to be held on Jan 18 at Old Town Library
- Spoke at the Association of Library Communication and Outreach Professional's conference in Philadelphia, PA
- Began status meeting with OrangeBoy for card holder survey to go out the end of October.
- Worked with staff, Otterbox and Burgeon to finalize specs for Play & Grow center
- Attended Library Leadership Retreat
- Organized library press and gifts for Friends of the Library week

OUTREACH SERVICES

By Irene Romsa

During the month of October, over a 1000 people participated in the 57 programs held outside of the Library walls. In addition to Outreach staff, staff from the libraries also engaged in some of the offsite programs.

School Readiness & Early Literacy

Informal Lending Libraries – After assessing the resources at Harmony Mobile Homes, we decided that an English informal lending library was no longer needed since the afterschool program had plenty of books, they required graded books, and only the children enrolled in the afterschool program would have access to them. Due to the closure of CSU’s CORE Center, we will have to relocate the bilingual informal lending library. The new location will probably be in the LaPorte/Bellvue area where we already are providing computer classes.

Early Literacy – Early Childhood Librarian, Vicky Hays, has started doing monthly storytime visits at Laurel Elementary, Lopez Elementary, and CSU’s Early Childhood Center; this represents an additional 50 children/families who will receive direct benefits from the Library’s programs.

United Way’s Start Smart – We have been meeting with United Way and other local agencies to discuss ways in which we can advance the goal of having all children reading at grade level by 3rd grade.

Digital Literacy

We had initiated some actions to find new locations for the BTOP computers that had been assigned to the CORE Center, after hearing about their closing in November. However, we then got news that they will be staying open until the end of the month, so we will have to reevaluate their location for 2013. Efforts were made during the month to create a second mobile computer lab with funds from the BTOP grant. This will allow us to provide computer access and/or classes at two sites simultaneously.

Homebound

A new deposit library has been opened at The Worthington senior living facility. This small collection of books, which is replenished on a monthly basis, will benefit 97 residents who can now enjoy more reading options.

Community Engagement

- **Hispanic Heritage Celebration @ CORE:** In collaboration with CSU students and volunteers, we provided a Spanish puppet show and mascot appearance at this community event.
- **Storytime @ Global Village Museum:** A four-month pilot program has been established and the Library will provide a Native American storytime as part of the First Night Gallery Walk.
- **Base Camp:** The Library responded to the invitation to be present at the special events by providing stories, crafts, mascot appearances, and library card sign ups.

Other

- **Staff Training:** This month has been important for the acquisition and sharing of lessons and tools for doing outreach work. Outreach staff participated in: **Storytime Exchange @ Estes Valley**, Association of Bookmobile and Outreach Services Conference (**ABOS**) @ Richmond,

VA, Colorado Association of Libraries Conference (CALCON) @ Keystone, CO, and Colorado Humanities' **Story Exploring** @ Denver.

- **CAL:** The District's experience responding to the High Park Fire was shared as a workshop at the CAL Conference in Keystone. This was an opportunity to reflect on lessons learned and encourage other libraries to be responsive to their communities' needs. In addition, PRPLD was amongst the Libraries recognized by the Julie Boucher Award for providing access to information and services to all those affected by the fire.

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

October was a typical month in some ways for the Systems Administration Department. Working on projects, attending to the technology needs of staff and implementing behind-the-scene improvements. Some projects are very "public facing" like the awesome Pay-for-print system that will be installed soon. But many projects and tasks are never seen by the public yet are very important to keeping the District's technology systems healthy and modern. For example, Lingzhen Zhao spent a good part of her time in October developing a new "build" for internet stations with updates to software, building and tweaking assistive technology stations, and preparing laptops for use in all the meeting rooms. Peggy Shaughnessy and Chris Bauman are equally engaged in behind-the-scenes activities that are vital to the smooth running of the technology of our District. A big shout out this month to all our behind-the-scenes staff.

Continuing projects

- Pay for print/new copiers/scanners/mobile printing – Project Team has ordered necessary equipment and will be installed by end of November, 2012. One sentence does not do this project justice. The Project Team (primarily Kristen Draper, Lingzhen Zhao and Carol Gyger) worked very hard to come up with an elegant solution that meets the project objectives AND is affordable. More information to follow next month.
- Room Reservation system/Public Calendar/Class registration (Evanced Solutions) – This is moving along nicely. Peggy Shaughnessy, Carol and Kristen met with Programming Team to give them a preview of the system. Kristen will train Team members in early November. New calendar will be live to the public on December 15th.
- New ILS Administrator – Victor Zuniga started October 29th. The entire SA Team is thrilled to have this position filled AND by an accomplished Systems Administrator from Westerville Public Library, OH. Victor has hit the ground running and is already in project planning mode.
- Old Town Meeting room technology – The hardware and software are ready to roll out to the Collaboration Room. Paula Watson-Lakamp will work on a marketing strategy.
- Assistive Technology stations – One station for Old Town Library, one for Harmony. Final configuration tweaks were made recently. Installation will happen in November.

In addition to working on projects, Carol Gyger attended an excellent training given by the City on "Manager your work". It was focused on project management, something the SA Team does often. Carol also attended the Library Leadership Team Retreat and the annual Colorado Association of Libraries conference in Keystone, CO.

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Post-Remodel

Library Manager Jean Bosch coordinated volunteer models with the professional photographer on behalf of OZ Architecture for the remodel's finale photo shoot.

The Fort Collins magnetic map wall was completed at the entryway into the Children's area. This interactive feature serves to interest children and families in approaching the area and to locate their home and/or track their route to the library. We are also working with Burgeon to add some fun signage in this area as well when the Play and Grow interactive units are installed in December.

Hourly Librarian Gail Frick created the game sheet/bookmark for the "I Spy" walls in the Children's area. The "I Spy" aspect allows the décor in the Children's area to change periodically as well as to have children and families interact with the surroundings and explore the space while learning and practicing basic concepts.

Colorado Association of Libraries (CAL) Conference

Several staff members were fortunate enough to attend the CAL conference in Keystone. Old Town attendees included Jean Bosch (also Awards co-chair); Librarian Nicole Burchfield (also a presenter and CATSIG co-chair); Circulation Supervisor Kim Doran; Librarian Amy Holzworth; and Library Assistant Jimena Sagas (also a presenter).

Staff did a lot of networking and enjoyed the breakout sessions and keynote speakers. Many thanks to staff back "at home" who worked hard to cover shifts so we could attend the conference.

Programs, Tours, and Outreach

Early Literacy Librarian Vicky Hays started giving outreach storytimes at the early childhood centers at CSU, Lopez Elementary, and Laurel Elementary; she will visit once a month at these schools. Vicky also spoke about Every Child Ready to Read at the PSD Early Childhood Policy Council, gave a tour and resources to a CSU class in Creative Experiences for Young Children and facilitated this month's discussion at the Childcare Provider's Book Club on the topic of nutrition.

Jean gave a building tour to staff from the University of Wyoming-Laramie Library and Learning Center. They were particularly interested in the children's and teen furnishings.

Librarian Sarah Scobey facilitated two book club discussions of Wallace Stegner's *Spectator Bird*. There were 27 at the evening session and 17 at the noon program. She also facilitated the Fort Collins Reads community discussion of the 2012 title, *The World We Found* by Thrity Umrigar.

Teen/Reference Librarian Sue-Ellen Jones did booktalks at Fossil Ridge High School for five classes of 9th graders reaching a total of 164 students.

Sue-Ellen also organized a program for Teen Read Week including a session featuring zombie makeup, the movie *Gremlins*, and playing Zombie Bingo.

Nicole coordinated a successful "Spine-Tingling Stories" program featuring local storytellers including Sue-Ellen.

Library Assistant Giny McConathy coordinated the Story Theatre performances at each library. By closing night, our exuberant Theatre Pals were already looking forward to the next season. This program is one which builds lasting friendships among our young volunteers, as evidenced by the fact that five alumni came to see the shows. As always, we're enormously grateful to our returning volunteer director, Karen Christophersen. Karen and the Theatre Pals put in a total of over 260 hours!



Staffing

Jean and Library Assistant Sylvia Garcia teamed up to interview for hourly Library Assistants and Librarians to add to our on-call staff. Sylvia, Amy, Sue-Ellen, and Vicky are teaming up to train Holly Fritz, Jess Lee, and Jay Peters.

Continuing Education

Nicole completed a webinar on advanced searching in Google. Sylvia attended the webinar "Helping Patrons Find Legal Assistance in their Community: Online Referral Tools" and a National Library of Medicine webinar on available health resources.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Learning Organization Team Opens Staff Day Registration, October 1

With support from Systems Administration, the Learning Organization Team officially opened on-line registration for District Staff Day on October 1. Staff Day is scheduled for Friday, December 14, at the Harmony Library and FRCC student center, and is being organized by the LO Team. Staff Day will feature award-winning keynote speakers Pat Losinski, Director of the Columbus Metropolitan Libraries, and Lauren Myracle, award-winning and oft-challenged author of multiple books for tweens and teens. Staff Day will also include educational sessions on eMedia, the changing role of public libraries, customer service, and communication styles. All libraries will be closed in order to allow staff to attend this special day of development and teambuilding.

How to Use the Library Presentation for Spellbinders Volunteers, October 3

Currie presented an hour-long session, “Once Upon a Time, I Found the Best Thing in the Library, Problem Was...” to the Fort Collins chapter of Spellbinders Volunteer Oral Storytellers on October 3. Currie explained that staff is always happy, willing and able to help customers find the information and inspiration they need (so please BOTHER us!). Currie also explained strategies for navigating the online library catalog to find what one needs, how to place a hold, how to make a suggestion for purchase, and how to request an item from the Prospector library consortium. Currie provided a 2-page handout and plenty of time for questions. Feedback from the group was positive. One participant said, “Currie was beyond magnificent.” Wow!

Visit to BASE Camp, October 19

Millie visited the Before and After School Enrichment Camp school day off day care program for school-age children on October 19 and Johnson Elementary. Millie shared several prop-based stories, including “My Little Sister Ate one Hare” with paper props, the “Sensational Samburger” with cloth pieces to resemble the sandwich, “Bark George”, with puppets, and “I Know an Old Lady Who Swallowed a Fly” with puppets with about 30 2nd – 4th grade children. Millie said she and the kids really enjoyed these book-based prop stories.

Colorado Association of Libraries Conference, October 18-20

Currie and Library Assistant Sara Nesbitt attended the annual CAL Conference in Keystone, October 18-20. Currie and Sara attended a variety of educational programs during the three-day conference including “Libraries as First Responders” – about Poudre Library’s Outreach Department’s experiences acting as first responders to evacuees of this June’s High Park Fire outside of Fort Collins, “What Would Walt Do?” – about the Disney model of customer service, “Programs for Tweens”, “Storytelling with Children – Innovate with an Ancient Art”, and more. Currie, as Chair of the Awards Committee, along with the Awards Committee coordinated the CAL Awards Celebration event on Friday night. Several PRPLD staff and BOT members attended the ticketed event, which featured the presentation of eleven awards, to various library leaders and innovators from around the state. The Committee was honored that the Lieutenant Governor of Colorado, Joe Garcia, attended the event to receive the Library Advocate of the Year award.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

Printing/copying/faxing Enhancements

Annie Fox and I are pleased with the new integrated printing/photocopying/faxing solution Carol Gyger, Kristen Draper and Ling Zhao have developed. The new solution which is the result of many hours of research, deliberation, and negotiation, offers our public and staff much better functionality and greater choice than our old, unwieldy, and not especially friendly system.

Harmony Staff Accomplishments

Foundation Center proposal: Anne Macdonald submitted a proposal for the Poudre River Public Library District to become a Foundation Center Cooperating Collection, which means that the Harmony Library will house a Foundation Center print Collection for area nonprofits and nonprofit consultants, CSU and FRCC nonprofit certificate students. The library will also provide access to all Foundation Center databases -- access to grants, grant funding, scholarships, foundations, etc. through the Library's eResources page. FRCC-Larimer is sharing startup and maintenance costs associated with the collection, which are fairly small.

Anne MacDonald spent many hours providing counseling/research help at the Small Business Development Center for new business owners. She also provided 20 hours of counseling/research help to Rocky Mountain Innosphere Next Level new business owners.

In her role of Business Librarian, Anne learns lots of new things. She shares that this past month she “learned more about LEDs versus light bulbs; solar lanterns for developing countries; sushi restaurants, titanium implants, infused glass, orthopedic knee surgery, olive oil soaps, and weaving arts than any one person should be allowed to carry around in her head”

Elaine Burritt attended the recent CAL Conference and presented "What Would Walt Do?" - one of a panel of five Colorado librarians who attended Disney Institute pre-conference at ALA this summer on providing quality customer service.

Jennifer Zachman is actively involved in planning some exciting changes to our 2013 Summer Reading Program with the District's Programming Team. More to follow soon, I am told.

Other Activities

Bob Adams, Recreation Director for the City of Fort Collins contacted me in October to request a tour of our tech spaces the Old Town library, and a meeting to discuss the technology resources and spaces we provide to our public. We hosted a group of City visitors, including Bob, Marty Heffernan, John Litel, and Barb Schoenberger. They discussed expansion plans for the Senior Center and described some of their tech challenges and plans. We had a productive meeting and identified some potential for partnerships in the future.

Holly and I are meeting with Suzanne Jarboe-Simpson from the City of Fort Collins to identify next steps for moving ahead on District participation in the Q14 employee engagement survey.