

Executive Director's Report

November 2012

ADMINISTRATION

By Holly Carroll

Library Park Master Plan Projects

I have been working with the City's Purchasing Department, Keith Meyer, Ditesco, and Linda Ripley, Ripley Design Inc. to continue the services of Ditesco and Ripley Design for the design development and construction oversight of the amphitheater and bench alle. The purchasing department will allow us to continue the services as change orders to the current contracts with each firm for the streetscape/entry plaza. I have included cost estimates with the board packet for your review. I recommend that the Library District proceed in this manner so that there is ample time to coordinate the construction of the newer landscape components with the streetscape/entry plaza to ensure a finish date by fall 2013 for all improvements.

Another consideration for the board to discuss is an alternative construction delivery method. If possible completing the projects in mid-summer would allow for full use of Library Park the remaining of the summer and fall. The design-build method in which a RFP is issued for construction services instead of a hard bid. Keith will attend the board meeting Monday evening to explain the process and the scope of work he has proposed.

The Elks agreement was revised after review by the Elks attorney Brad March. The Board will need to approve this revised agreement. The elks met with Keith Meyer and Todd Dangerfield on December 3rd to review the plans for the story tree and chess board. The Elks would like to start and complete the story tree yet this year if materials can be procured in a timely manner and weather permitting.

Strategic Plan Update

A refresh of the 2010 market analysis was conducted by OrangeBoy in the week of Over 10,000 cardholders responded a 13% return rate which is very good. Nickie Harber will be in Fort Collins on December 6th to present the new data to the LLT and how the data can be incorporated into strategic plan tactics for 2013-14. I will have information to share at the December meeting.

Library Leadership Team

The Library Leadership Team completed its training with Johnna Bovoso, GroupWorks on December 3rd. The last two sessions focused on decision-making and conflict resolution. The team developed an action plan to commit to using the new tools and interpersonal skills on a regular basis.

Performance Evaluations

Supervisors at all levels were busy the month of November entering performance evaluations of direct reports into the City's on-line talent/rewards tool.

All evaluations were reviewed and approved/ approved with revisions by Holly and Ken and supervisors will sit down with subordinates this month to conduct the performance reviews. The competencies upon which employees are evaluated were revised this year to include Library District unique competencies for digital literacy and customer service. We continue to work with the city to align the tool to fit the Library District's desired employee skill sets and performance indicators.

Fort Collins Reads

This year's event featuring Cleveland author, Thrity Umrigar, was well-received by the community. An audience of over 550 attended the author's presentation at the Hilton on November 4th. Old Town Library was the venue for the author reception on November 3rd.

Tova Aragon and I met with the committee's leadership Valerie Mauksch, Sara Hoffman and Deb Polk on November 29th to discuss the partnership with the Library as fiscal agent and how we can best proceed in the future. Tova and I will make a presentation on the program at Monday's meeting.

Other Activities

In the month of November I attended a Beet Street board meeting, several UniverCity Connections meetings as facilitator of the Arts and Culture work group and the annual Prospectors Directors meeting in Denver. The Library District hosted the bi-monthly Front Range public library directors' Meeting on November 16th at the Old Town Library. Jean Bosch gave a wonderful tour and Carol Gyger and Victor Zuniga demonstrated the new technologies.

ANSWER CENTER

By Lynda Dickson

November marked the AC's first anniversary...we opened for business on the 28th 2011! What a year it has been! This past year we settled into the basic function of the AC, answering the phones and providing outstanding customer service. In addition to the basics we do weekly reconciliation and notify patrons about the search report; schedule meeting rooms; run all the District's notices; answer Circ email; and document returned snail and bounced email.

Training has been a huge part of this first year. Staff is constantly asking questions about how to handle specific issues that come up daily as well as looking for the over-riding philosophy regarding Circ and Customer Service. Staff has taken opportunities to attend workshops on ergonomics, Verbal Judo and Customer Service/Teamwork.

The AC served as BETA testers for the new booking program. We have spent months migrating information from one program to another in order to become the District "go-to" people and trouble shooters for the new program. Gabe and Sam were instrumental in providing the beginnings of written procedures for the new program. As guinea pigs the AC rocks.

Individually members of the AC have taken up their "cause" and worked to change things to the benefit of the team and in the name of customer service. Amanda worked with Kathy H. at the City to streamline some voice mail issues patrons were bringing to our attention and on blocking some outgoing lines that were causing AC staff some problems. Sam has become the "go-to" for all things relating to internal customer service. He takes the lead on working out how a request for help from another area fits into our workflow and then makes sure things go as planned. Gabe is the departmental stats master. He has figured out how to take the raw data we get from Kathy H. every month and present it in such a way to reflect our business in numbers. His work was extremely helpful in changing hours for the AC and in doing so providing better coverage during peak times in the department. Lynda has been busy this past year working with the task forces looking at new booking software and evaluating/updating the meeting room regulations.

At our last staff meeting all agreed that what we are doing in the AC now compared to what we thought we would be doing and what we started out doing is very different. We all love the day to day variety and in some cases uncertainty of what we do, and are looking forward to the next year.

COLLECTION MANAGEMENT

By Tova Aragon

Ordering and deliveries slow down at this time of year. Collections staff start working on end of year cleanup projects. Selectors are working on spending the end of their budgets. Tova hit the big Amazon Cyber Monday sale. The techs are working on cataloging projects such as removing old order records, cleaning up series tracings, and updating authority records. Louise finalized the periodical order for next year. Alice is busy adding new periodical records and posting the 70+ page invoice.

Tova met with building managers about tweaking the process for redistributing materials. Because of the floating collection, Harmony and Council Tree are filling up in certain areas more than our current process can handle. The change will be that the process is more proactive than reactive. Tova has been experimenting with the circulation supervisors by giving them number of items to pull and redistribute. As items are pulled, they are either sent to Old Town Library to be shelved or to Webster House for review. Selectors review to either weed or store the overflow items. This is a big change in work flow for Circulation and Collections so we are going to give it a try and reevaluate mid- year 2013.

As we were discussing redistribution and the growing collection at Harmony, it became apparent that we needed to find a different way of handling Prospector returns. Our items that are borrowed by other libraries are returned to be re-shelved at Harmony. Through items floating in and returning Prospector/ILL items, they gain about 3,000 items a month. After the 1st of the year, we will be implementing an electronic solution to redistribute the Prospector/ILL items back to the library branch that they originally were shelved. Example: an Old Town library item is requested by a Prospector library. When it is returned it will be returned to Old Town and not be re-shelved at Harmony. By implementing a current, electronic technique used by Collections to distribute new materials, we will slow down the gain in collection at Harmony and cut down on staff having to manually redistribute materials.

A recent announcement was sent out by our DVD distributor.

“Effective with Universal Studios Home Entertainment new release (Theatrical and Made for Video) titles releasing on January 8, 2013, Universal Studios Home Entertainment will be moving all **Libraries** to a 28-day new release window. A distributor may not street a Universal Studios Home Entertainment title to library accounts during the 28-day window. For instance, a title that streets for sell-through on Tuesday, January 8th cannot be lent by libraries to their patrons before February, 5th, 2013. This 28-day window will not apply to TV and Catalog releases. All titles will continue to be distributed as the retail version.” Warner Brothers tried this type of embargo but recently ceased this practice.

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) to be rolling out in January
- Working with Programming Team on Friends of the Library 2013 requests
- Working with SA to roll out Library Evanced Calendar system, and other new services
- Working on annual employee recognition event to be held on January 18 at Old Town Library
- Working with OrangeBoy for card holder survey, and cluster updates.
- Attended Library Leadership Follow-up series
- Attended Coloradoan “get it in the media” presentation
- Attended webinar on how to write “short” – subject headings, twitter, etc.

OUTREACH SERVICES

By Irene Romsa

School Readiness & Early Literacy

Rincon de Cuentos

This program has reached its fourth year delivering storytime in Spanish in the neighborhoods. In addition to promoting literacy and the Spanish language, Rincon through Library Aide Ludy Rueda, has been promoting the community’s participation as program co-creators and joint owners. As an example, this month one of the families did the storytelling and singing for one of the programs.

Scholastic FACE (Family and Community Engagement) Partners

Irene Romsa secured a partnership with Scholastic that will give the District access to books for giveaway at the lowest price provided by Scholastic, which is of up to 65% off. The purpose of FACE is to extend literacy initiatives so the District will also have access to their research-based programs and strategies. See more at: <http://teacher.scholastic.com/products/face/home.htm>

Digital Literacy

We attended the BTOP final state conference held at Colorado Springs. We were able to obtain an iPad for use with Tech-a-la-Carte. Also in November, Irene Romsa gave a webinar for TechSoup on Tech-a-la-Carte which was identified as a national model for one of the Edge Benchmarks (www.libraryedge.org). You can find the archived webinar at: <http://www.techsoupforlibraries.org/events/mobile-technology-training-tech-a-la-carte>

The partnership with the Salud Health Clinic has expanded to include two of the BTOP computers that will be set in their lobby so patients can check the internet, read a children’s book in the Library’s BookFlix, or learn more about their health condition in the clinic’s health portal. Salud is also a ‘Reach Out and Read’ program site, and Ludy Rueda has been visiting them on a monthly basis to do storytimes with patients in the waiting room.

Library Aide, Alba Williams, met with our partners at the Family Center in order to determine the dates, times, and content for the computer classes that will start in January 2013. As part of the Center's adult literacy classrooms, they will incorporate computers to the various components. Classes will be in English and Spanish.

Homebound & Volunteer Management

November activities included research on setting up Books by Mail for homebound customers exploring library websites of the books by mail contacts made at ABOS conference and developing questions to ask them, working with the activity director of The Worthington in setting up the bulk delivery to this retirement apartment facility and assembly and delivery of a Kindle eReader notebook/manual for the residents, and completion of two components of Volunteer Procedures Manual. Barbara Crandall also began working with a new data entry volunteer for Homebound Delivery Services.

Community Engagement

Stone Soup Event @ Lincoln Center

This month Library Assistant, Cydney Clink had the privilege of participating in a special event for the families affected by the High Park Fire. On November 27, Cydney joined staff from Fort Collins Read Aloud to give away nearly 200 copies of the book Stone Soup by Ann McGovern at the event by the same name. In addition to receiving books, families enjoyed dinner together, enjoyed holiday music, and took home Christmas decorations (some donated by the community and some made by PSD students), new toys, and coats.

Food Safety Partnership

We established a partnership with CSU Larimer County Extension in order to provide the Food Safety training program in Spanish through Irene's simultaneous interpretation. The significance of this is that for the first time in a few years, Spanish speaking food service workers can have access to training that will allow them to use safer practices in food preparation. This is promoted to all food establishments in the county through their newsletter:

<http://www.colostate.edu/Depts/CoopExt/LARIMER/fsw.2012.04.fall.newsletter.pdf>

SYSTEMS ADMINISTRATION (SA)

By Carol Gyger

November has been an exciting month. The Systems Team has a new staff member, Victor Zuniga, and has spent a good bit of time orienting him to our department and our library district. All the while, all current projects, routine maintenance, and new projects have marched forward.

Victor has been on board for one month. All members of the Systems Team have been orienting him to all our current systems – Millennium, website, help desk software (Bugzilla), technical infrastructure. He has visited all our branches and met with branch managers and is quickly getting to know all the staff.

Highlights of current projects:

- **Pay for print/new copiers/scanners/mobile printing** – Twelve new multifunction Xerox machines were installed in the branches the last week of November – 3 in staff areas, 9 in public areas. Customers can copy in black and white or color and scan documents to a USB drive. Features that will be added in December – faxing, mobile print and print from public PCs. Credit/debit card payment option will also be added. Big thanks to Victor, Kristen and Rob who worked on-site with the installation vendor and Ling for helping with the backend configurations. It is truly a team effort.
- **Room Reservation system/Public Calendar/Class registration (Evanced Solutions)** – Peggy Shaughnessy and Kristen Draper have been training staff on the new system. New calendar will be live to the public on December 15th.
- **Old Town Library study room technology** – SmartBoards were installed in late November in two of the large study rooms. Staff will be trained in December on how to use and how to help customers with the technology.
- **Assistive Technology stations** – One station for Old Town Library, one for Harmony. Installation has been pushed to December. Some reconfiguring of areas needs to happen first.
- **Reconfiguration of stations at Old Town Library** – Since the Old Town Library remodel, the staff desks in the public area have not moved. Until now. Jean Bosch and her staff come up with wonderful suggestions and a new plan to make staff desks more visible and accessible to customers. Christopher Bauman from the System Team worked with Jean to make this plan a reality. It involved lots of work on the back end (it was all Chris) to make sure these moves went smoothly. The response from staff has been overwhelmingly positive. Three cheers for embracing change!

OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Evaluations

Library Manager Jean Bosch and Circulation Supervisor Kim Doran spent countless hours writing staff evaluations in addition to their own self-assessments. We hope to get the go-ahead to conduct the one-on-one evaluations as soon as possible. Jean (like other Library Leadership Team members) will also submit information to be included in the Executive Director's evaluation.

CLCN Meeting

Kim and Council Tree Circulation Supervisor Chris Cortez attended the Colorado Libraries Circulation Network meeting for regional circulation managers in November. They had hoped to gather information from other regional managers on how their libraries are responding to all of the new technology and apps our patrons are wanting to use for Circulation purposes (such as Passbook). They were surprised to hear from some of the larger libraries including JeffCo, Arapahoe, Aurora, and Carbon Valley, that they are not implementing it or having discussions about implementing it. Denver Public Library said they will not accept pictures of library cards, texts, etc. There are concerns about privacy, confidentiality, and how use of facsimiles applies under the Colorado Library Law. The other managers encouraged Kim and Chris to let them know what we decide to do, as they may follow our lead. The outcome was not as helpful as we had hoped, but it did remind us that here in our library district we are often ahead of the game.

REFORMA Meeting

Library Assistant Jimena Sagas attended the REFORMA: The National Association to Promote Library and Information Services to Latinos and the Spanish-Speaking Colorado Chapter bi-monthly meeting held in Denver. She and other members discussed their experiences at the Joint Conference of Librarians of Color and proposed ideas they could apply to improve the organization overall. The group also proposed to host a meeting in Fort Collins in the spring.

COPLA Board Meeting

Jean attended a virtual meeting with the members of the Colorado Public Library Association Board. The group is considering offering another online event in 2013 and a preconference at next year's CAL conference.

Tours

Jean gave building tours to the Front Range Library Directors meeting attendees and Carey Hartmann, Deputy County Librarian from Laramie County Library System in Cheyenne, WY.

Summer Reading Program Workshop

Public Services Librarian Nicole Burchfield, Early Literacy Librarian Vicky Hays, and Librarian Jennifer Zachman attended the SRP workshop in the Denver area for idea gathering. Planning for SRP starts early since it is our largest program!

New Computer Class Offering

Library Assistant Sylvia Garcia taught the very first Digital Photo Editing / Picasa class offered through the District. Students learned how to edit, organize, and even how to post their pictures to the web to share with friends and family.

Events

Nicole and Librarian Melissa Beavers hosted our first Tellabration at Old Town Library. We partnered with Spellbinders Storytellers and Northern Colorado Storytellers. Teen/Reference Librarian Sue-Ellen Jones and Nicole both told stories as part of the event.

Seventeen teens attended the Interested Reader Society (IRS) meeting at the Old Town Library on November 10. Sixteen teens attended Todd Mitchell's writing workshop following this meeting.

Sue-Ellen did a presentation about the IRS group to 15 teens at Leshar Junior High.

Nicole planned and hosted the first in a series of programs aimed at the tween age group.

Jean hosted and led the Child Care Provider's Book Club discussion. We have learned that two other library districts in the area will be offering similar book clubs for this audience.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer



New Table Top Installed In East Study Room, November 6

The blue, rubber-edged table in the east study room was replaced on November 6 by Workplace Elements. The table top was faded, gouged, scratched, chipped and graffiti-ed during its three + years at CT. The new table top's edge is made from a different kind of plastic composite material that designers say will better withstand commercial use.

New End Panel Shelf Signs November 12

Karen Cagle, CTL LA, coordinated the updating, correcting and reprinting of the end panel signs on the adult nonfiction, large print and Spanish language book stacks. The now accurate signs reflect the movement of the collection, and allow for greater expansion and contraction within and between shelves.



Staff Day Registration Deadline November 14

Molly Thompson, the Learning Organization Team's coordinator of Staff Day registration reported that 134 out of 167 District staff have registered for Staff Day. The LO Team has invited all library staff to attend the day of development and teambuilding. Executive Director Holly Carroll encouraged all staff to register and attend Staff Day through an email to all library staff on October 31. Managers and supervisors have been following up with individual staff in November.

City Recreator Sign-up November 15

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 – 10:00 am; Rob Stansbury and a City Recreation staff member arrived on site at 6:40 am. About 21 community members registered at CTL for winter programs. CTL is the only walk-in Recreator sign-up site on the southeast part of town.

Staff Performance Evaluations Written and Submitted November 19

Circulation Supervisor Chris Cortez and I wrote and submitted annual performance reviews for our staff on November 19, the District deadline for this stage of the review process. Chris wrote reviews for the six classified half-time staff and the 20 hourly staff members she supervises. Currie wrote reviews for

two classified full-time staff and six classified half-time staff she supervises. We ranked 98% of our staff as performing consistently to District standards or exceeding District standards.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

In her leadership role as co-facilitator of the District's programming team, Jennifer Zachman has worked with the team to devise some significant changes to Summer Reading Program (SRP) procedures. These changes will reduce the need for volunteers before the PSD school year ends, which has posed difficulties for us the past several years, and will reduce overall staff and volunteer time required for registration while preserving the crucial interaction with

Printing/copying/faxing enhancements

Kristen Draper has been hard at work with fellow staff installing and configuring new multi-function Xerox machines that significantly simplify printing and copying for the public, and provide them with a new ability to fax. Kristen is also facilitating staff training on the new and improved equipment.

Teen Services

Diane Tuccillo, our Teen Service Librarian at Harmony, is on the award committee for the Amelia Elizabeth Walden Book Award, an annual, national prize given for young adult (teen) fiction. This year the winning book is *Shine* by local author Lauren Myracle. Diane recently participated in an ALAN workshop and the Walden Award presentation.

ALAN stands for the "Assembly on Literature for Adolescents of the National Council of Teachers of English," a group made up of teachers, librarians, college and university professors, authors, publishers-- anyone interest in teen literature.

Below is a photo from the event which includes Diane, the winning author Lauren Myracle, and other authors and committee members.



In April, Diane Tuccillo, Harmony's Teen Services Librarian, received news from the National Book Foundation, presenter of the National Book Awards, that our District had won the 2012 Innovations in Reading award. Earlier Diane had submitted our Bookends program, a book-themed television show hosted by teens in our Interesting Readers Society (IRS) and shown on PSD's cable channel.

The award, which is open to individuals and to organizations of all types, includes a \$2,500 cash award, which will be used to further fund the Bookends program, and a framed certificate.

In November Diane and Jordan Triplett, a teen member of our Interesting Readers' Society (IRS), traveled to New York City on an all-expenses paid trip to accept the award, present on our prize winning program, and attend the National Book Awards dinner and ceremony.



Jordan and Diane present on Bookends project at Ford Foundation Luncheon (Diane introduced, Jordan presented)