

Executive Director's Report

ADMINISTRATION

By David Slivken

Library Card Sign Up Month

September marks the 30th anniversary of Library Card Sign up Month, a nationwide effort launched in 1987 to ensure that every child obtains a library card and uses it. Poudre River Libraries, like other public libraries, plays an important role in the education and development of children. Studies routinely demonstrate that children who are read to at home and who use the library perform better in school and are more likely to continue to follow a path of lifelong learning. Our library is a thriving hub of ideas, information, social conversations, and personal enrichment. And it's a place where everyone is welcomed equally.

OrangeBoy Conference

OrangeBoy assists the PRPLD with data analytics. I attended the annual OrangeBoy conference in Columbus, OH in mid-August. There were several sessions which are relevant to our district such as a presentation by the St. Louis Public Library Foundation in finding new ways to connect with donors to raise support for the restoration and modernization of Central Library. Strategically collaborating with the Marketing Department and utilizing customer engagement tools from OrangeBoy helped them in this pursuit.

The "Yes" for libraries committee of the Mid-Continent Public Library System (MCPL) in suburban Kansas City focused on all voters, not just those who were users of the library. OrangeBoy provided data on the Library's existing customer base and a powerful tool for organizing data through its data integration platform, Savannah. In addition to outreach through social media on Facebook and advertising efforts, MCPL used Savannah to send a series of three messages to all cardholders. The first reminded cardholders to register to vote. A second email about two weeks before the election included a letter from Library CEO outlining what the Library would do if the levy passed or did not, and a final outreach days before the election reminded eligible cardholders to vote.

Hurricane Harvey

The Library District extends our deepest sympathies to those who have lost loved ones, livelihoods, homes, and stability to the destruction of Hurricane Harvey. Each year, natural disasters create devastating, long-term impacts on education. Here are several ways we can help rebuild schools, restore educational services, and revive hope and empowerment to generations of children and their communities.

Help for libraries:

The Texas Library Association's Disaster Relief Fund awards grants to libraries to help in recovery efforts. Donate directly online (<https://squareup.com/store/txla>) or purchase a TLA Coloring Book at \$10 for a set of two (<https://secure.txla.org/secure/cart/crtStore.asp?storekey=2>). All proceeds go directly to the fund.

Dollar General, in collaboration with the American Library Association (ALA), the American Association of School Librarians (AASL), and the National Education Association (NEA), sponsors Beyond Words, a school library disaster relief fund for public school libraries affected by a disaster. Grants are to replace or supplement books, media, or library equipment in the school library setting.

As time moves on and Texas starts moving further into the recovery process, of course, there will be opportunities to come volunteer and muck out libraries or to donate in specific ways as more of those needs are identified.

COLLECTIONS

By Tova Aragon

To make the Español Collection more browsable and accessible, new location codes have been created.

- For Adult Collection:
 - Nueva No Ficción Adulto
 - Nueva ficción Adulto

- For the Children’s Collection:
 - Libros ilustrados (Picture books)
 - Lectura fácil (Easy Readers)

The books are being relabeled. Once the books are relabeled, they will be separated into the new categories. At Old Town, the Children’s Español Collection has been moved into the Children’s area.

The district received \$46,277 from the State Literacy Grant for the 2016-2017 school year. The funds are for educational materials that support efforts to improve literacy and learning for all ages. With the funds, we were able to continue to offer Scienceflix, Trueflix, and PebbleGo (Children’s databases). New databases and e-books made available were Children’ Technology Review, Tumblebooks, and Odilo. This year, we purchased materials that show diversity and promote inclusivity; updated the Juvenile Graphic Novel Collection and purchased multiple copies of the 2016 and 2017 Colorado Library for Early Literacy Bell Award titles in both print and e-book formats.

The expanded de-selection project got underway at the end of May. Resources were reallocated to help increase the speed of weeding in the district. Weeded materials are being recycled in one of 3 ways – for the *Friends of the Library* sales, ARC for resale and *Green Girl* for paper pulp. In 2016, we removed 51,601 items from the collection. By the end of July, we have removed 43,156. An 80% increase in weeding over last year. We have reduced the overall collection by 8.7%.

COMMUNICATIONS

By Paula Watson-Lakamp

- Completed monthly/weekly goals of Communication Plan
- Organized, managed and supervised all graphic design work for the District
- Worked with OrangeBoy on dashboard and Savannah messaging system.
- Worked on new social media promotions and platforms, *The River’s Mouth*” updated
- Worked with local media on various stories
- Worked with Library Trust PR committee and Board, completed signup for this year’s *Colorado Gives* in December
- Finalized new internal communications strategies
- Continued work on new Strategic Plan Marketing strategies with various work groups
- Rolled out new Library District “Connect to Curiosity” to staff and public
- Implemented promotion of the Book Fest in October
- Organized with Comic Con volunteers for August Con – August 26-27
- Finalized Summer Reading Challenge promotion
- Began promotion for September National Library Card Sign-Up Month
- Organized Library Card sign up in unexpected places beginning in September

HUMAN RESOURCES

HR Manager:

By Sabrina Stromnes

- Began I-9 self-audit process and attended I-9 requirement update training.
- Completed Employers Council compensation survey and attended Library HR Quarterly Round Table.
- Began adding Library District specific training opportunities to Career Connect.
- Attended Ogletree Deakins Employment Law Update.
- Recruitment
 - ❖ Hires:
 - Marketing Assistant (Temporary): Sara Nesbit (Internal)
 - Two Computer Lab Monitors – Old Town: Graham Lier and Matthew Nagashima
 - Three Circulation Aides: Alayna Carter, Brandi Demmer, and David Garrison
 - ❖ New Postings:
 - Library Assistant, Arabic – Outreach (Temporary): Still in process
 - Substitute Assistant Circulation Supervisor – Council Tree
- Ongoing:
 - ❖ Employee relations issues
 - ❖ Performance management
 - ❖ Employee questions and support
 - ❖ On/offboarding
 - ❖ Manage Workers' Compensation
- ❖ Assist employees with FMLA, STD, LTD, Non-FMLA medical leave
- ❖ Manage/support Volunteer Program Manager
- ❖ Liaison between City of Fort Collins HR, Payroll, Benefits, and Learning
- ❖ Participate on Learning Organization Team

Volunteer Program Manager:

By Audrey Glasebrook

- Interviewed 12 volunteer candidates and placed them.
- Recruited volunteers for Fort Collins Comic Con on August 26-27, as well as the library's Nerd Prom on August 25.
- Recruited volunteers for SRC Power Reader Party on August 26.
- Filled 1 open book repair role at Harmony Library.
- Filled 1 open Circulation role at Old Town Library.
- Facilitated background check renewals for approximately 20 volunteers who have been with us over 2 years.
- Completed internship evaluations for two Larimer County Workforce Center interns.
- Created "Master Crafters" team of volunteers that are interested in completing special projects for the Outreach department. Four volunteers joined this team, and three have already served hours.
- Nominated volunteer Judi Robinson for an award through Larimer County RSVP (Retired and Senior Volunteer Program). She did not win the award, but her story was told at their Impact & Awards event on August 29.
- Joined DOVIA (Directors of Volunteers in Agencies) steering committee and attended first annual planning meeting on August 15.
- Organized Make a Difference Day volunteer projects through United Way, scheduled for the week of October 23-29.
- Attended City of Fort Collins class on Mitigating Unconscious/Implicit Bias.

OUTREACH SERVICES

By Johanna Ulloa Girón



Reduce social and cultural barriers to access services, programs, and collections. The Outreach team provided 88 programs in the community, and we had 1,818 children, 98 teens, and 339 adults receiving literacy programming. The locations varied, from neighborhood's open spaces to story times in the shade, to local organizations that provide services to marginalized communities. Karol de Rueda did an amazing job engaging with the community through our literacy programming.

I represented the Library District at the opening reception hosted by Salud Clinic with the Institute for the Built Environment, Salud Family Health Centers, Food Bank for Larimer County, Sproutin' Up, Vida Sana, One Health Institute, CSU's department of Human Development and Family Studies, and Bike Fort Collins. Several organizations are working together to improve community health and well-being with a focus on northwest Fort Collins. This Collaborative has been working to identify issues that must be addressed to help the community pursue a happy and healthy life in Fort Collins. The next part of our process is the creation of a conceptual plan for a Community Hub that supports health in Northwest Fort Collins, specifically at Salud Family Health Centers' 20-acre site at 1830 Laporte Avenue. Salud has plans to expand their facilities on the 20-acre site and would like to know what other features, programs, or services the community is interested in seeing on the site. Poudre River Public Library District will be partnering with this group to further our strategic plan and continue being an integral part of the fabric of our community

Outreach staff attended the annual Pack2School event we hosted at the Northside Aztlan Community Center August 11th, where more than 1,000 attendees receive supplies to go back to school. Library Assistant Jofat Castillo provided information about library programs. This year Jofat used the 3-D printer and showcased our coding classes with Dot and Dosh.

We represented the library at Neighborhood Night Out at BuckinghamPark for Las Tres Colonias neighborhoods, where 200 attendees received information and resources from the District.

I gave a presentation about the importance of offering multicultural programming and literacy materials for children at the monthly Early Childhood Council for Larimer County and I have been invited to do a similar presentation at the After School Zone Conference in Loveland next year.

John McKay, Director of Language, Culture and Equity Department at Poudre School District presented at the School Liaison meeting on relevant data for schools in our District. This information is relevant to our work as school liaisons.

I was invited to attend the live chat "Libraries are Not Neutral Spaces" hosted by the American Library Association services for Children. The main points included: How do we practice talking about race and modeling inclusion in storytime? How can we work with our colleagues in the practice of social justice dialogue?

Outreach also hosted Directing Change meeting with over 12 directors of non-profit organizations discussing effective ways to move forward policy related to early childhood education and out-of-school programming.

SYSTEMS ADMINISTRATION

By Mark Huber

A huge thank you to Rob and Matt from Facilities who, with the help of our electrician, pulled the pieces together to keep our network and server equipment running off a generator at Old Town Library during the electric work on Tuesday, August 29th. That allowed us to keep “business as usual” for Webster House and customers at Harmony and Council Tree.

Web security has been a predominant theme for SA this summer. Several of our existing database subscriptions have switched to the more secure https protocol. Because we often verify our subscriptions through our catalog system, Sierra, those changes often resulted in a confusing message being displayed for our users instead of directly to the database. We’ve made some changes to our own server, adding a “wildcard SSL certificate” to accommodate the increasing number of databases that now use the https protocol.

In keeping with the security theme, we’ll be adding an https certificate to our public website www.poudrelibraries.org. Customers won’t need to go to a different address but will see a secure lock in the address bar, a visual cue that visitors can trust the website and enter form information (our Catalog “My Account” is already secured with a certificate).

A mini-lab with six computers has been setup on the first floor of Old Town in the Fiction section to give customers access to public internet computers while the elevator is being worked on.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

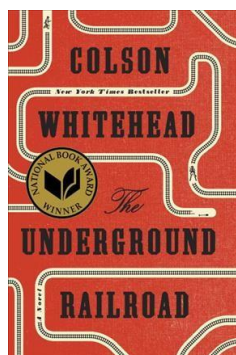
Staff movement in circulation

As reported by CTL Circulation Supervisor Angela James, Susan Harrison, a Circulation Specialist, moved over to the Answer Center. In her place, we hired Nick Parro, a library aide (shelver) at Old Town. Nick’s first day at CTL is Aug 28th. Nick started here at CTL over a year ago but moved to OTL for some time.

Circulation inventory project

Angela reported: “Circ is continuing with the Inventory/De-selection project. We are a little over halfway through inventorying the Adult Non-Fiction and should be done in the next week or two. We have de-selected through "Si" in Adult Fiction.”

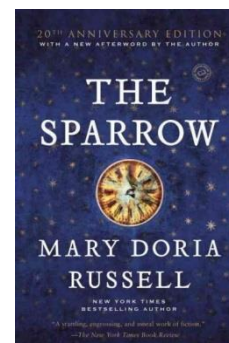
Book Clubs select titles



On Aug 21, CTL Library Assistant and CTL Book Club Coordinator Karen Cagle facilitated the nomination and selection of six books for the upcoming book club season. The group of more than 20 selected *The Underground Railroad* by Colson Whitehead, *Cold Sassy Tree* by Olive Ann Burns and *The Last Bus to Wisdom* by Ivan Doig among others.

As the Old Town Library Book Club Coordinator, I facilitated the same meeting for Old Town Library Book Club participants on August 28. Over a dozen people attended, and the group selected *A Gentleman in Moscow* by Amor Towles, *The Good Earth* by Pearl S. Buck, and *The Sparrow* by Mary Doria Russell among others. The

Friends of the Library support the Book Clubs by giving away a limited amount of free copies of selected titles. Book discussion programs are free and open to the public. They begin in October.



Research in Public Libraries conference July 31 and Aug 1

I had the great privilege to attend the Research in Public Libraries (RIPL) conference held at Library 21C in Colorado Springs July 31-Aug 1. The intensive two-day conference was presented by the Colorado State Library, and the Colorado Library Consortium (CLiC). Thanks to a grant from the Institute of Museum and Library Services (IMLS), the conference was free to attend. The focus of this and other RIPL conferences is on the power of data and evaluation to drive effective decision-making, enrich advocacy and to communicate the library's impact on communities.

OLD TOWN LIBRARY HIGHLIGHTS

By Eileen McCluskey

In August, Old Town Library welcomed new employees, built capacity through training and prepared for a new desk schedule and service points. We prepared for the elevator remodel and continue collection maintenance in order to find new spaces for the community to enjoy. With help from communications, we refreshed signage for the Friends of the Library nook and continue to seek out opportunities for continuous improvement.

New West Fest revelers came inside OTL during a few rain delays. It was fun to see the surge of people coming in and tucking into any space and seat available.

Nerd Prom hit OTL with 105 teens making fidgets and buttons, playing retro video games, and dancing. Teens attended in cosplay or prom attire and celebrated the kick-off of Comic Con. Nicole also hosted a Family Retro Gaming night.

The CS First Coding Club wrapped up with 11 tweens and teens learning to code in Scratch. Kristen begins a new coding club in late September based around Sports.

Eileen and Erin K. toured the Music District at the invitation of Kyle Hauser, Programs Coordinator. We are working with Kyle and the Music District to plan a Veteran's Voices program in early 2018. Eileen also toured the Global Village Museum and discussed programming with Leisa Taylor, Outreach & Marketing Coordinator at the museum. Eileen attended Councilmember Overbeck's listening session and shared feedback regarding parking and smoking issues around Library Park.

We invest in and appreciate a well-trained staff and volunteers.

OTL welcomed Monique Ramos as our first Bilingual Library Assistant and Erik Rock as our newest Library Assistant. They are working through PRPLD's onboarding and training checklists. We also welcomed two new computer lab monitors, Graham Lier and Matt Nagashima.

The OTL points of service team rolled out cross-training on key circulation functions for all Librarians and Library Assistants to increase the number of patrons who are assisted at the initial point of service contact. This training is also key to the successful implementation OTL's new service points. Kristen and Eileen held a meeting for hourly employees in order to share information with them about the new service model and desk schedule. In addition, OTL employees attended and/or completed the following training:

- Online, self-directed training on dealing with difficult patron behaviors such as mental illness, substance abuse, hygiene, substance abuse and speaking to patrons about behavior rules. Staff also had opportunities to debrief with coworkers and share strategies for dealing with difficult behaviors.
- Assistive Technology station and Microfilm reader
- Research in Public Libraries (Erin K)
- CSU's Center for Public Deliberation training (Eileen)
- Person in Charge (PIC) training (delivered by Eileen for OTL's PICs)
- Dealing with Difficult People and Keeping Things Calm-De-escalation training (Eileen)

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

FRCC Updates

- FRCC is installing 12 exterior digital cameras to monitor doors and parking lots. Additionally, 5 cameras are internally located based on suggested locations by Deputy Director Ken Draves and Campus Librarian Annie Fox. The cameras should be operative by mid-September.
- FRCC is completing cabling on remote access locks for the glass entrance doors.
- The City of Fort Collins has given the college a grant for a solar electric car charging station to be located close to the library.
- On September 7th the library staff will tour the Pollinator Garden and interior bee hive in the FRCC Sunlight science building.
- FRCC donated \$1,000 to the FOCO Book Festival.

Teen Services *(reported by Diane Tuccillo)*

Babysitting 101 was rescheduled for Friday, August 18th. Usually, we have 20 teens or so, but since this could only be rescheduled just before the start of school, we only had six teens who were able to come. However, it was a lively and productive program and the teens loved it. Vicky Hays, Erin Lucero, and the FRCC EMTs joined Diane in presenting.

Jobs and Career Services *(reported by Molly Thompson)*

- Arranged drop-in hours with bilingual Workforce Center staff at the Old Town Library
- Worked on volunteer coordination for the book festival
- Completed circulation cross training at the Old Town Library

Learning opportunities for staff *(reported by Elaine Burritt)*

- August 9 – Harmony Staff Meeting – guest speaker Eric Salahub, FRCC, Online Instructional Coach and Philosophy Faculty shared an interesting presentation on Active Learning.
- Elaine is developing refresher training for Harmony staff on our Assistive Technology equipment. Erin Kirchoefer reviewed Harmony’s AT computer with her, troubleshooting some software use questions. Elaine is revising the “Self-Guided AT Training” handout and will present a refresher at our upcoming September Harmony staff meeting.