

# Executive Director's Report

## August 2013

### ADMINISTRATION

*By Holly Carroll*

#### **Library Park Landscape/ Streetscape Project – recap as of August 13, 2013**

The bids for phase II of the Library Park landscape project were opened on Tuesday, August 13<sup>th</sup>. There were only two bidders and both bids both far exceeded the \$370,150 construction cost estimate provided by Ditesco. Ken, Jeff and I met with Keith and Jill from Ditesco on August 15 to discuss final allocation of the Elks' contribution to the project and how to proceed in light of the high bids. John Stephen informed us that City policy will allow the Library to value engineer (negotiate) up to 25% of the total bid cost with the lowest and responsible contractor which is Hoff Construction. Suspecting that the lighting/electrical pricing may be the culprit, another option is for the owner (Library District) to purchase and provide the pedestrian and Tivoli lighting since supplier prices for the specified lighting were used in Ditesco's estimates.

Ken, Keith Meyer, Jill Burrell and I met with representatives from Hoff Construction on Thursday, August 22. Hoff reviewed the cost details of the electrical subcontractor. Apparently, the supplier of the sole source lighting did not provide pricing to either of the construction companies before bid opening. Therefore, more expensive poles were quoted. A new cost for the electrical work was given which is \$79,000 less than what was quoted as part of the bid. At the time of the meeting, however, the supplier of the poles had not provided a cost breakdown to Hoff's electrical sub-contractor so we were still uncertain why the revised lighting costs remain higher (\$25,000+) than the original cost estimate.

At the August 22 meeting, the group discussed more value engineering ideas and agreed to meet again the following week on August 29<sup>th</sup>. The Library District took the position we do not want to appropriate more funds to this project and that it is our desire to negotiate total project costs down to the \$370,140.54 approved and appropriated by the Board at its August meeting.

At the August 29<sup>th</sup> meeting, Hoff representatives informed us that they were unable to get revised costs from the suppliers so at this time Ken, Jeff and I determined not to include the stage alternate as part of the contract award. There remains a window of opportunity to add it during the construction period if more monies become available or if we can secure pricing for alternate light products.

I explained this situation to Wendy Williams and she authorized that the remaining contribution from the City to be transferred to us in time for the contract award. I am in discussions with Stu MacMillan about the Bohemian contribution. The Library Trust hand-delivered a check for \$115,000 to the Library District on August 26. Legal review of the contract is complete. At the time of this writing, we are waiting for the City to complete the Notice of Award document.

#### **Staff Engagement Survey**

The City of Fort Collins conducts a staff engagement survey twice a year to determine the level of job satisfaction of its employees. We have been working with Suzanne Jarboe-Simpson to modify the City survey and use the same instrument to help us determine the level of engagement for Library District staff. Ken and I reviewed the questions this week, and previously discussed with the leadership team how best to report the results by building, department and classification. We would like to have

employees complete the survey in October prior to conducting annual performance evaluations in November.

### **2014 Budget**

Jeff Barnes received the 2014 property assessment on August 26<sup>th</sup>. The property assessment for the Library District increased by 4.2% which translates into \$290,000. Jeff and I are meeting with the finance committee to propose how to allocate these additional funds in 2014 and to forecast revenue and expenditure estimates through 2018.

### **Affordable Health Care Act**

Jean Bosch and I met with Karen Spink from the Health District to discuss ways the Library District can provide information about the Affordable Care Act to our patrons. The Health District estimates that 30,000 individuals in Larimer County are eligible and that 7,000 will actually seek assistance with the process. The Health District has been hiring navigators that will be placed throughout the county to provide one-on-one assistance to individuals. Representatives from the Health District will present an overview of the AHAC and Connect to Health Colorado to library staff in October and will prepare general information sessions for the public in each of our libraries. We also discussed the possibility of placing navigators at both Old Town and Harmony Libraries on weekends and evenings when help at the other locations is not available. The State Library of Colorado and CLiC have developed useful websites that link to both state and federal information. We will already have a link to this information on our website later this month.

### **Direct Aid to State Libraries**

The Library District received word in July that we would receive \$36,000 in funding from the State to purchase early literacy materials for the Library. If you recall, there was a campaign this past fall to appropriate funds in the long-established line item in the state budget. A sum of two million dollars were appropriated by the state legislature to all publicly funded libraries (school, academic and public) and our share is based on a rather complicated formula that includes a base amount and per capita allocation. A library team has met to make recommendations on how best to use the funds which have to be expended by June 2014. The first step in receiving the money is an application process administered by the State Library that is forthcoming later this month.

### **Grant Writer – Maggie Dennis**

The grant writer, with whom we contracted, Maggie Dennis, began August 1 and has spent the past month meeting with the leadership team, reading all our reports and documents and developing a list of grant programs/projects that align with our strategic plan. She will start applying for grants in September. I have been impressed with her thoroughness and engagement with the staff.

### **Facilitator Training**

Doreen Kemp, Learning and organizational Development Manager, provided facilitation skills training to eleven staff members on August 27<sup>th</sup>. Staff members attending included new team co-facilitators and others who are responsible for running meetings on a regularly basis. She reviewed group dynamics, group development, decision making processes and facilitation techniques.

### **Other Activities**

I attended my last Beet Street Board meeting on August 7<sup>th</sup>. I have since resigned from the board for several reasons which I can discuss off-line. I attended a Larimer County Workforce Investment Board meeting as a guest on August 14<sup>th</sup>.

## COLLECTION MANAGEMENT

*By Tova Aragon*

This summer, Becky led a group of staff in reviewing and reorganizing the reference collection at Old Town Library. The purpose of the project was to evaluate the reference collection for authority, accessibility and community interests. Staff evaluated whether the material should be updated, moved to the circulating collection or weeded. Staff looked at relevancy, timeliness and use. For those materials that were retained, staff evaluated whether to keep them in print or an electronic version. Titles were retained in print because they were only available in print, too expensive to replace with electronic versions and/or were more user friendly in print. Electronic versions were considered first when updating titles. When we had a title electronically, the print version was removed.

The Business Reference materials were reorganized. The investment/financial information such as ValueLine will stay in the Business Reference section. Other business topics will be integrated into the regular reference collection.

Becky worked with the Archivist at the Discovery Museum to define which materials each entity will retain.

1. For titles published annually or bi-annually, like budgets, the Library District will keep the three most current years in OTL Reference.
  - a. The Archive will keep the older editions.
  - b. If the Archive already owns a copy, we will withdraw ours.
  - c. We will withdraw “preliminary” documents once the final document is available.
2. Reports on special projects, long-range plans and other documents.
  - a. The Library District will keep these documents for three years.
  - b. Documents that are four years old (or more) will be reviewed. If the topic is still generating interest (Mason Street corridor project) we will keep it in OTL Reference.
  - c. If interest has waned or the project is complete, we will send the document to the Archive.
  - d. If the Archive owns a copy, we will withdraw ours.

Ken and Tova worked with the 3 circulation supervisors (Chris, Kim and Crystal) to study and evaluate the checking in of media items in order to help reduce repetitive motion injuries. As a result of the study, several tactics are being implemented.

1. DVDs and music CDs titles that have only one disk will no longer be opened. This eliminates 76% of the items that are physically opened during the check in process. Other media items will continue to be opened and checked for missing parts. Over the summer, many of the older DVDs and music CDs that did not have the RFID tags on the disk have been weeded or replaced. The vast majority of single disk items now have the RFID tags on the disk so the case alone will not checkout or check in.
2. The circulation supervisors researched and purchased tools that will help staff open cases more safely. Collection staff will have a demonstration on the tools.
3. The circulation supervisors are working with Systems staff to see if a message can be added to the self-check machines. The message would remind patrons to check their items to see if they have all the pieces.

*New this year:* Tickets for the Fort Collins Reads’ Erik Larsen event will be on sale at all three libraries. The event is on Sunday, November 3<sup>rd</sup> at 1pm. The board is invited to event and the reception on

Saturday, November 2<sup>nd</sup> from 5-7 pm. Tova will bring tickets to the October board meeting for those board members that are interesting in attending.

## **COMMUNICATIONS OFFICE**

*By Paula Watson-Lakamp*

- Completed monthly/weekly goals of Communication Plan.
- Organizing, managing and supervising all graphic design work for the District.
- Co-facilitator of the Programming Team
- Working with SA to roll out new services
- Working with OrangeBoy for cluster updates and getting ready for new dashboard system.
- Working on new social media promotions and platforms, “The River’s Mouth” , updating
- Working with CSU Morgan Library on new library card promotions for new school year
- Working on promotion for Foundation Center at Harmony Library
- Promotion of new Brainfuse Homework Help online feature
- Worked with local media on various stories
- Promotion of Community Funded to raise \$5,000 for the “Book Pedal-er” project, go to CommunityFunded.com to check it out
- Promotion of Pro Challenge Cycle event at Old Town Library
- Working with Library Trust on Donor Wall and registration with ColoradoGives.org for December giving campaign
- Coordinating wrap-up of 2013 Summer Reading Program

See attachment of Social Media Statistics and Media clips.

## **OUTREACH SERVICES**

*Submitted By Johanna Ulloa*

### **Outreach Core**

We are so lucky to have such an amazing staff at the Library, the last month of summer was particularly challenging for us but with the support of our co-workers we were able to provide all the services we committed to at the beginning of summer. The team participated in different fairs, professional presentations, and partnerships.

As announced in our previous report we had an opening for our computer facilitator and we are thrilled to announce that Carol de Rueda has joined the Outreach team. She comes to us with a strong background in marketing and graphic design and we are lucky that she is also a bilingual Spanish and English speaker. Also she will be trained to provide story time at different locations, once the computer classes are solidified in different locations.

### **Computers**

Many locations are eager to start computer classes during September. Carol has been enhancing the current Outreach website and making it easier for patrons to access our information. The current Outreach website page does not look friendly or consistent with the rest of the content on our website. Of course we are collaborating with the IT Department and the fresh look will be more consistent with the rest of our website.

Classes for El Centro will begin in mid-September. We will provide English and Spanish computer classes at this location.

Classes at Crossroads Safe House will begin in the middle of September. The staff at the shelter will provide childcare so moms can access this empowering service. The classes will be offered for both groups and individuals.

Classes with the Muslim community will also start mid-September. The classes were delayed due to changes in Outreach personal and difficulty in securing a site. We are still very excited to support and help our Muslim community!

### Partnerships

Our partnership with Community Life Center continues to grow. We were invited to give a speech on Social Justice in correlation to the collaboration between agencies in Larimer County. The Director of the Department of Human Services Ginny Riley, State Advocate for Human Services, Director of Child Care, and many other organizations was present. A total of 120 people were present and listened to the Poudre River Public Library presentation on the how we partner with other agencies and provide services that promote individual empowerment and social advocacy. At the end of the event many members expressed the positive image they have of the Library as a promoter of social change.



This picture has been named “the calm before the madness”. We participated in the Otterbox back to school fair where we provided information on all of the library’s services to a total of 1,850 children!!! Ludy, Johanna, Cruz, and Diego were able to promote services including our new database and tutoring service, Brainfuse! It was a great fair.

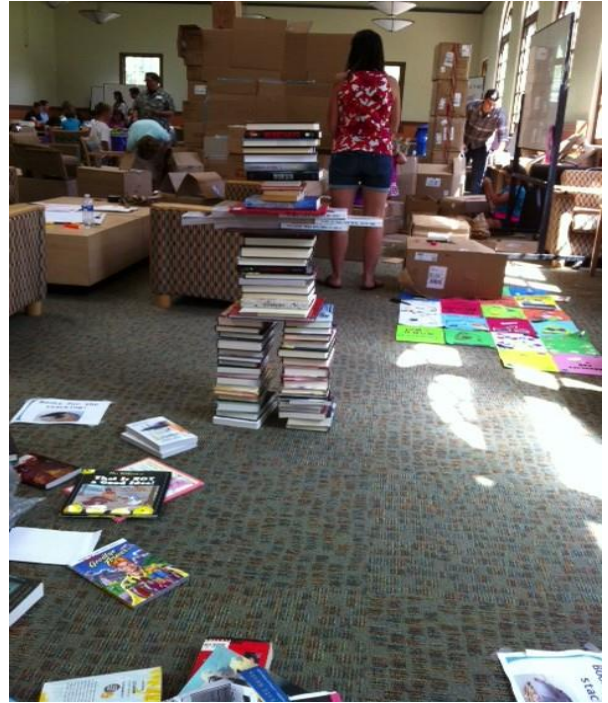
We ended our participation in the Summer Reading program with the Bookmobile at First Presbyterian Church. We provided weekly services to over 150 children, both English and Spanish speaking from Hickory Village, Hickory Mobile Homes, Putnam Elementary School, and Blue Spruce. **But the fun is not over!** We are in an interesting dialogue with Putnam Elementary, the Bookmobile, and CSU to determine if it is possible to create a study to evaluate the impact of weekly storytime and provision of books through summer to the children that participate in Summer Reading.





We were also invited to participate in the back to school fair from Salud. We provided services to 500 children and Senator Kefalas approached us to express his gratitude on the services provided by the Library and particularly for the provision of services in Spanish. We provided story times to different areas during summer including Timber Ridge Mobile Homes, Timnath, Spring Creek, County, and La Porte. We were helped by Millie Kridler, Nicole Burchfield, and Zoe Bartzten. THANKS!!!

We were invited to participate in the Maker Space Fair at CSU. Although the amount of participants was not huge, the ideas we came away with are pretty awesome! Outreach is looking forward to providing mobile maker spaces. This picture is part of the booth we had at the fair; it was called Stack It and Take It. It was the most popular space in the fair and was really fun! We hope we can start providing a couple of mobile maker spaces by mid-September or the beginning of October.



We were invited to be part of a panel of presenters for different cultural institutions in Denver regarding diversity and hiring processes. Many cultural institutions participated in this training including the Managers from Denver Museum of Nature and Science, Denver Art Museum, Denver Public Library, Botanic Gardens, and many others. The feedback from participants was so positive that the same panel is being considered to present at the Mountains Plains Museum Association Conference in Aspen next year! We made a really positive impact with this presentation.

### **Imaginantes**

Imaginantes is the gift that doesn't stop giving. We received the report from Laureen Trainer, of Trainer Evaluation, on Imaginantes and the results are pretty encouraging. The evaluation findings demonstrated that Imaginantes is not only in line with our Strategic Plan but we now have data to show how we are moving forward on several of the objectives of the Strategic Plan. We look forward to sharing the findings with the Board at a future meeting. We will also present the evaluation findings at the 2013 Diversity Symposium at CSU! Some folks from the Library will be able to meet Ms. Trainer since she is a speaker at the next CALCON conference.

### **Volunteers**

The Outreach Department is grateful for our star volunteers Cruz and Diego! They helped every Monday on Ricon de Cuentos, on every fair, and rocked the mascot on very hot afternoons. They are truly honorary members of our team and we value them immensely!

The end of Summer Reading Program brought reminders to the volunteers to enter their hours in the Volgistics online time sheets.

Barbara Crandall then created the April – July Volunteer and Homebound Statistics. **335 volunteers put in 3,978.5 hours!!!**

Homebound customers have been added and deliveries totaled 172 with 1,147 library items delivered. The main goal for Homebound is to be volunteer based within the next six months so Barbara can monitor this program rather than running it. This has been an existing goal for the volunteer department and we are looking forward to announcing this achievement.

Barbara attended DOVIA and learned more about Verified Volunteers, a new background check application from Sterling InfoSystems. Verified Volunteers would allow a volunteer to pay for his/her own background check and then could allow volunteers to share their background checks with other nonprofits at a reduced cost to the nonprofits and result in the volunteer earning credit toward his/her annual background check. The local nonprofits piloting the new software have reported that there has been very little pushback from volunteers who have been asked to pay for their own background checks. Discussions regarding the benefits and risks of this system are being weight before making any decisions on this matter.

Good Samaritan has expressed interest in bulk delivery of books to its facility so this will be explored.

Barbara noted that the 600th online volunteer application (since we went live with online applications on April 1, 2011) was processed recently and we're already nearing the 625<sup>th</sup> application! Placing volunteers in August is usually slow due to employee turnover in Circulation and the hiring and training of the many Work Study students from CSU and FRCC.

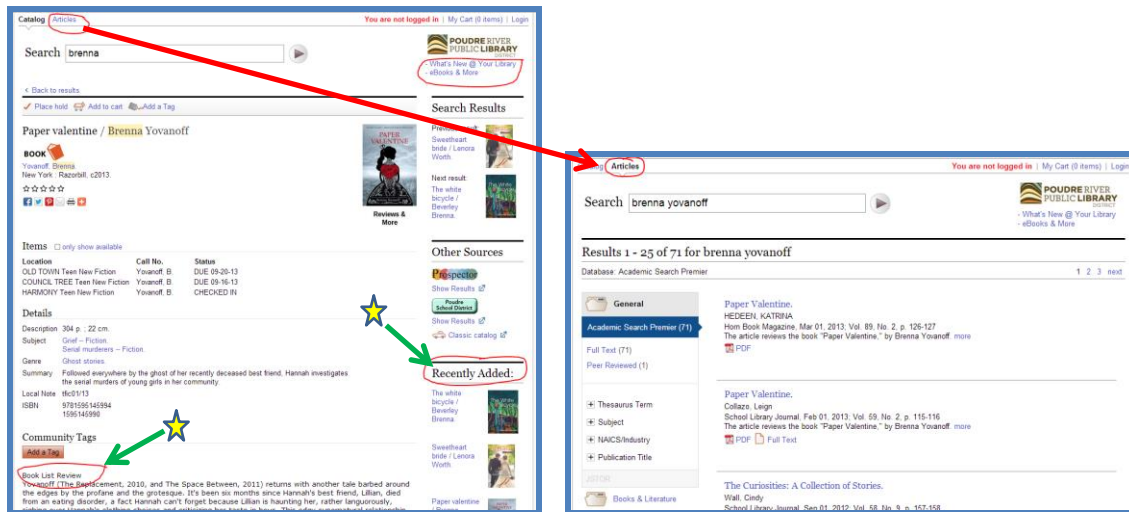
Barbara uses this time to clean up the Volgistics database, archive records, and delete outdated records after a printout of the volunteers is saved in case a college applicants or court-ordered volunteers needs a record of their volunteer service. This keeps the annual costs for Volgistics to a minimum.

## **SYSTEMS ADMINISTRATION**

*By Carol Gyger*

Highlights of current projects:

**Discover is Live!** – The long-awaited Discover system went live August 12<sup>th</sup>. It provides a dynamic search interface that allows patrons to filter by availability, format, branch and other facets. Limiting a search is done AFTER the initial search instead of BEFORE. The Classic Catalog is still available for those who would like to use that interface. The Discover system also includes Article searching. Give it a try with local author Brenna Yovanoff.



**Sierra Upgrade** – Our Integrated Library System Sierra (used to be Millennium) was quietly upgraded with no fanfare or disruptions. The routine upgrade included bug fixes and various small improvements for staff. Victor Zuniga led the project.

**Internet Stations at Harmony** – Lingzhen Zhao and Chris Bauman upgraded all the public internet stations on the floor at Harmony Library. The new PCs have widescreen, touch monitors and upgraded software to match the recent upgrade to the Harmony Lab. Thanks to Annie Fox at FRCC for arranging for the funding of this upgrade.

**Board of Trustees documents** – Carol Gyger, Cynthia Langren and Peggy Shaughnessy developed a plan for posting Board meeting documents online prior to each meeting. Starting in September, 2013 documents will be posted to <http://www.poudrelibraries.org/board/meetings/index.html>

- The documents will be publically available prior to the Board meeting for Board members and citizens to review via any internet capable device

- Each Board member can view and/or download the documents to their device via their email or directly from the Board webpage.

**Facilitator Training** – Peggy Shaughnessy and Victor Zuniga attended Meeting Facilitator Training with other District employees who currently facilitate permanent or ad hoc teams. All reports were that the training by Doreen Kemp was excellent and that lessons and techniques learned in the training will be valuable in meetings of all sorts.

## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

### **Tornado Warning Evacuation, August 3**

Circulation Supervisor Chris Cortez, CT LA Sara Nesbitt, and LSRs Erin Conte-Bryant and Liz Neff initiated an evacuation of all customers and staff in the building when a tornado warning was issued for southeast Fort Collins. Existing procedures provide staff direction on how to respond to tornado warnings and watches. After hearing a tornado warning on our weather radio, staff informed all customers in the building of the warning. Staff let customers know the library’s safest location, the back stairwell, was available for everyone’s safety. Staff guided customers to the stairwell, and remained in



there with them. Once staff learned that the warning was lifted (about 15 minutes later), staff informed customers, and everyone returned to the library floor.

### **Kathie Young deHerrera to CAL Readers' Advisory Workshop, August 6**

CT LA Kathie Young de Herrera attended the CAL RA Interest Group's half-day workshop at Anythink Wright Farms Library in Thornton. The workshop featured librarians and RA specialists from a variety of Colorado libraries (including our own Teen Services Librarian, Diane Tuccillo) who presented strategies on providing high-quality and individualized RA to library customers. The workshop featured sections on RA for print-alternate formats, including audio and eMedia, as well as methods for RA services outreach and marketing. Kathie will present a review of her favorite learning from the workshop to CT classified staff at the September CT staff meeting.

### **Kindle Training from Tech Head Stephen Rausch and Gabriel Johnson, August 13**

OTL LSR Stephen Rausch and AC assistant Gabe Johnson provided CT classified staff training on how to download eMedia to different generations of Kindles at our staff meeting on Aug 13.

### **Sports Clips Store Construction Completed, August 16**

New retail tenant Sports Clips opened for business on August 16. Sports Clips is accessed around the corner from CTL's front door, and is located under the music / audio area of the library. Contractors worked with District Facilities Coordinator Rob Stansbury to access and connect HVAC piping in one corner of the circulation office. The job cut into drywall and accessed a space behind the wall. The wall was repaired nicely by both the contractors and Rob.

### **Tour for Grants Writer Maggie Dennis Provided, Aug 21**

Currie provided a tour of CTL to the District's contract grant writer, Maggie Dennis, on August 21. Maggie interviewed Currie about ways CTL might use grant dollars to improve library services.

### **Books for BASE Camp School's Out Day Pulled, August 27**

CT Children's librarian Millie Kridler and Library Assistant Linda Justice selected about 25 picture and easy reader books for Before and After School Enrichment (BASE) Camp's school out day (Labor Day) literacy activities. The books shared the theme of 'flight'. BASE Camp provides affordable care for children during out-of-school time at local schools.

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Parking**

When every FRCC semester begin, Harmony experiences considerable additional pressure on the designated library parking lot adjacent to the library's west entrance. This semester, as we have for the past three semesters, we have a parking lot attendant in our Harmony library lot for the first two weeks of class. The monitor checks in with folks parking in the library lot, and politely informs them that the lot is for people, students and non-students alike, who are actively using the library. People who were not planning on using the library but were going to class were asked to please park elsewhere.

FRCC funds the temporary parking lot monitor for the first couple of weeks of class in order to gently inform new students that they are most welcome to use the library lot when using the library, and that other times, such as when they are attending classes, we ask that they use one of the many other lots available on the FRCC-Larimer campus.

We appreciate the College's support through funding the monitor and also through working to inform the campus community about the parking situation each semester.

### **Sound System**

The new sound system in the Community Room is working well. Numerous public and campus groups have used the system since its installation.

### **Assistive Technology Training**

Elaine Burritt coordinated staff training and public welcoming sessions on our new assistive technology station, working with a CSU summer intern in the Occupational Therapy program.

### **Digital Literacy and Learning Activities**

This month, Anne Macdonald and I met with Tracy Mead, Director, and Donna Martemucci, Operations Manager, of the Education Life Training Center. We discussed potentials for partnering on public computer training, with the ELTC providing skilled and experienced trainers and the District providing space and marketing and logistical assistance. The ELTC is currently involved in a similar and successful program with the Loveland PL. Kristen Draper attended an ELTC-provided training and met with the trainers at a Loveland session. Kristen was impressed with the caliber of instruction they provided. Kristen is meeting with Donna Martemucci next to discuss specifics of a potential partnership.

### **Ballet in the Round**

On Friday, August 30, 167 people attended Ballet in the Round that featured the local performing arts collaboration known as Vortex, consisting of the Front Range Classical Ballet Academy, musician Jeffrey Finer, and author Katherine West.

## **OLD TOWN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

### **Programs and Events**

Old Town Library staff supported and celebrated the US Pro Cycle Challenge, stage 6, in style since it went right past our front doors on August 24. Librarian Norm Fitzpatrick coordinated the loan of a bicycle from Lee's Cyclery and Library Services Representative Cindy Laupa let us borrow from her wealth of bicycle race jerseys which combined into an eye-catching and colorful display in the lobby to promote the event. Librarian Amy Holzworth and her son/library volunteer Ben learned the app, green screen, and iPad technology to take pictures of approximately 70 library visitors so they could envision themselves biking in some exotic locales. All scheduled staff was on hand to help visitors coming into the library to check on the race on the big screen tv and to pick up free water bottles, fans, and sunscreen packets with the PRPLD logo. We also distributed free copies of *Duck on a Bike* as an extension of the One Book 4 Colorado program. The Old Town Library team really represented on this day right down to wearing yellow, the designated color for stage 6!

The ninth season of Story Theatre at the Library began on Tuesday with auditions and the first rehearsal. The Library is really blessed with volunteer Karen Christophersen, who has worked in children's theatre (writing, acting, directing) at the Lincoln Center and in Poudre School District for decades. She's guiding the Theatre Pals, ages 11-16, as they learn their lines and some new performing skills. Library Assistant Giny McConathy coordinates Story Theatre with Karen.

Old Town Library Children's staff continued to assist Outreach Services. Public Services Librarian Nicole Burchfield completed summer visits to two classes at the Spring Creek Day School. Library Assistant Zoe Bartzen assisted with a number of outreach activities.

Teen Services/Reference Librarian Sue-Ellen Jones hosted the last WOTBV teen book club meeting at the Council Tree Library. She and Teen Services/Reference Librarian Diane Tuccillo met and schedule all of the 2014 IRS meetings.

Sue-Ellen and Diane also hosted the August back-to-school IRS meeting at the Council Tree Library with 18 teens in attendance. Sue-Ellen did a BrainFuse demo and Teens Top Ten presentation for the IRS teens at the meeting.

### **Assistive Technology**

Library Assistant Sylvia Garcia presented to the Board of Trustees on the assistive technologies now available to patrons with disabilities. Sylvia has also been doing small group sessions with staff members to introduce them to AT.

Sylvia and a CSU Occupational Therapy intern presented an AT demonstration table for the public to come and see the technology first-hand. We also collaborated on an individualized, training strategy for OTL staff.

### **Continuing Education**

Nicole and Sylvia attended facilitator training.

Sue-Ellen did an excellent presentation at the Old Town Library monthly staff meeting on using NoveList and readers' advisory tips.

### **Remodel/Expansion Update**

Nearly all of the warranty items were addressed by Heath Construction this month to bring those issues to closure.

The Old Town Library dedication plaque was installed by Facilities staff members Matt James and Rob Stansbury.