

Executive Director's Report

September 2013

ADMINISTRATION

By Holly Carroll

Library Park landscape Improvement update

The second phase of the Library Park improvements project is currently underway. The District's contract with Hoff Construction was finalized and notice to proceed was issued on September 19. The diagonal walkway site was secured with fencing and removal of the old walkway began shortly after. Existing irrigation locations were located, preserved and marked. City of Fort Collins' Parks staff relocated numerous perennial plants from the current butterfly garden and replanted them nearby. The light poles, lamps, and Tivoli strand lights have been approved as has the overall lighting plan. An outdoor location for the Poudre River sculpture has been identified by Ken Draves and Jean Bosch. Ditesco has developed a mounting design to install it on the north side of the Library. The project is currently on schedule and within the approved budget. The items with the longest lead time are the light poles, which will not arrive until late in the project.

Working with Ditesco, Ripley, and COFC Utilities, the District is going to be the benefactor of a \$25,000 COFC Innovation grant which was awarded to Utilities in 2013, and which their staff has agreed to put towards the rain garden to be installed in the park in a central area with poor drainage. COFC Utilities staff was interested in our rain garden element as an example of low impact development (LID), representing sustainable and environmentally responsible construction. Because of the City's interest in the rain garden, Utilities is also providing up to an additional \$10,000 for this project. We have been working with Basil Hamdan, Civil Engineer with Utilities, to increase the scope of the rain garden slightly, discuss educational signage to be installed adjacent to it, and work out payment and reimbursement details.

The rain garden as originally designed was to cost the District about \$15,000. With the enhancements and increase in scope, and additional design requirements, the total cost of the rain garden is up to \$35,000 and will be entirely covered by these City funds.

The Poudre River Trust fundraising efforts for the performance stage have been successful. Two gifts of \$5,000 each were received last week. An additional \$3,400 was donated by various individuals and Trust board members. The \$13,000 provides the needed dollars that will match the \$15,000 donation from the Griffin Foundation. We all appreciate the tenaciousness of this dedicated support group, especially Peggy Reeves as campaign chair.

Meeting with Dr. Sandra Symser, PSD Superintendent

On September 19th, Dr. Symser and I met at Webster House to discuss ways that the school and library districts can better cooperate and partner. I updated her on our success in arranging for shared databases and our outreach efforts to the schools including book talks, preschool story times at the mountain schools, and the award-winning "BookEnds" television program. We talked about ideas for future collaborations including special educator library cards, electronic assignments alerts, and delivery of library materials to pilot schools (piggybacking on our two courier systems). I asked how best to promote our services to students, parents and faculty especially since PSD no longer disseminates print PR from other organizations to students. We also talked about ways that the school district can better

promote our summer reading program. She is interested in game theory and liked the idea of digital badges to encourage summer learning experiences at the library.

We then toured Old Town Library. Dr. Symser will follow up with faculty on our discussion and we hope to meet again soon.

The CSU/Poudre River Friends of the Library Author Series

Tracie McMillan, author of The American Way of Eating, kicked-off the fall “Authors Alive” series on September 18th. On October 3rd Francine Mathews spoke about her most recent novel, Jack 1939. The final program for this year takes place on November 14th. Approximately 200 people attended these two programs. The featured author is John Searles. He will discuss his latest novel Help for the Haunted. This partnership continues to be a significant way to bring the general public and academic community together for an intellectual discussion about books and reading. With the generous support of the two friends groups, the CSU library endowment fund and this year, Fort Fund, three authors are lined up for spring 2014. I hope that all the trustees will be able to attend one of the dinners that are held with the featured authors preceding each program.

Other Activities

The very popular book drop at the City of Fort Collins Senior Center will be temporarily removed from the front of the building in mid- October to allow for construction of the Center’s expansion. We are looking for a new location in the vicinity of the Senior Center for a 6 - 7 month period.

The Library District will be contracting with Verified Volunteers to conduct background checks for our volunteers. This new service provides three levels of the background checks and allows us to share the cost with other agencies using the same volunteers. The service also serves as a clearing house for volunteers and we hope that this will provide a new source of library volunteers.

Compass is a database that provides governmental, economic and social statistical information on Larimer County that is useful for grant writing and research documentation. It has been operated and maintain since 2001 as a project of Larimer County, the City of Fort Collins, the Chamber of Commerce and United Way. United Way, with grant funding, paid the salary of a librarian to add and update the content and the County took that information and posted it on its website. United Way no longer has the funds and the former librarian has taken another position. The above entities approached me to see if we had staff that might continue the work of the former project librarian. She said that the city is open to paying for such staffing as the database has been useful for economic development. Representatives from the county, city, United Way and I met in September and will be meeting again later this month to see if there is commitment on the part of the City to fund apposition and if the County has staffing to continue to post the database and update the content management system.

COLLECTION MANAGEMENT

By Tova Aragon

Anne Macdonald worked with staff, local Business Librarians and researchers to make a change to our business databases. We have added [First Research](#) which provides unlimited access to online profiles on over 900 industries. This research tool features in-depth, up-to-date information and gives you the insight you need to provide greater value to students, professors, small business owners and job seekers. This database is available for all users in house and remotely with a library card. We will be dropping IBISWorld which was a limited use database only used by select staff members.

Marc records have been added to our catalog for the Freading ebook titles. This added over 28,000 titles with titles being added weekly. Freading is a pay by use model for ebooks. The titles are available for patrons to browse but we are not charged unless the item is checked out. Titles come from a variety of second tier publishers. Nonfiction is the most checked out genre.

Front Range Community College added a new database called 'Films on Demand'; a streaming service for educational videos. The library district patrons will also have access to the 5,000+ titles with more titles being added monthly.

Collections staff continue to find ways to reduce processes. We will no longer be updating the status in order records to "Backordered". With the change to Baker and Taylor as one of our vendors, it was discovered that they mark everything that is not sitting in their warehouses as backordered; even items that had not been published yet. This meant that staff was having to go back into about a third of the records loaded and mark the items 'backordered'. Since we receive this information electronically from our vendors and very few people look at this status, we decided to eliminate this step. Those that use this information were trained to find the information provided by the vendors. This will save time and repetitive motion.

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 school year
- Working on promotion for Foundation Center at Harmony Library
- Worked with local media on various stories
- Promotion of Community Funded to raise \$5,000 for the "Book Pedal-er" project – we sure learned a lot!
- 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 final report as an addition to this report.
- Attend class on using SlideShare as a marketing tool.
- Helping grant writer gather information for possible grants.

- Coordinated promotion of Banned Books Week.

OUTREACH SERVICES

Submitted By Johanna Ulloa

Outreach Core

This was a busy September. Our monthly visits to schools started! Irish Elementary 1st grade and PreK classes welcomed the library in a very enthusiastic way. Bauder Elementary (Pre-k) were excited to have the visit of the Public Library in their classes. We also reconnected with University Village where we offered a storytime to a very ethnically diverse group which was a great asset to our program.

Ludy and Johanna began the process of organizing the Outreach Services office and storage space. It is a slow but rewarding process. We would love to have two small desks in our office in exchange for one big desk so that there is workspace for Ludy and Karol.

The process to hire a full time Outreach Library Assistance has begun. We will post the position soon.

Computers

After a short pause, the computer classes started again. We are now providing Computer Comfort classes as well as Job Search help in both English and Spanish at The Family Center/ La Familia every second Friday of the month as well as a series of three classes per month on Tuesdays for the rest of the year.

Karol also gives instruction at Crossroad Safehouse every Wednesday afternoon. The residents of the shelter have access to computers, Internet and a printer, as well as having questions answered about other Library services such as computer programs, and the use of Internet or job search.

We are very excited about the interest of the community for the digital literacy programs. We will start classes next month at the Community Life Center, University Village, River of Life Church in Wellington, and at Ridgen Farm Senior Living.

Partnerships

Once again we celebrate the passionate and amazing staff at the library! Holly, Victor Zuniga, Silvia Garcia and Alice Jorgensen volunteered to help evacuees at Timberline Church by providing reading materials for children, teens, and adults and setting up a computer lab with three laptops and a printer. The Shelter Coordinator stated that the computers were used nonstop, that evacuees were able to contact their loves ones, do tasks related to home insurance, car insurance, and seek new living arrangements.

Ricon de Cuentos at Community Life Center has not had the attendance we hoped for. Before stopping the provision of services, we will double our marketing efforts. If the results have not changed by December we will modify the schedule.

Ludy presented on the importance of storytelling and puppet show to students in Spanish 400 at CSU. Professor Maura Velazquez invited us in order to help the students develop different storytelling technics using puppets, flannel boards, shadow shows, and props, for their final presentations for the community.

We began to pilot a few programs at Atzlan Recreation Center. We provided a storytime and a tour at Old Town Library to one of its preschool groups. Here is our own Jean Bosch giving a terrific tour to the kids!



Hispanic Heritage Month is in full force and we have partnered with different agencies to provide educational programs that celebrate the



Latino culture. Unfortunately due to the floods some events were cancelled like the Chilli Fest. Here is a photo from the presentation from Lasso from the Origins of Latin America Music event. It was a beautiful presentation!



Maker Space

On September 6th Maker Space training filled our minds with dreams and our work with excitement! Providing universal access to ideas is the Library's mission and this movement is right on target with that tenant. Here is a photo of Johanna playing with the Google Glasses. Outreach will begin a pilot program of mobile maker spaces in late November! Stay tuned.

Imaginantes

2013 Diversity Symposium at CSU was a success! We had over 30 attendants from the community and CSU staff. We already began the brainstorming process to determine the focus of Imaginantes 2014. The reunion for Imaginantes 2013 will be Veteran's day November 11th!

Highlight of the Month!!

Rincon de Cuentos provided its first Digital storytime! Parents and kids enjoy learning digital literacy around Augmented Reality. It was truly an amazing experience.





Volunteers

September continues to be a busy month for the volunteers and homebound delivery service endeavors. Barbara Crandall coordinated the placement of an ACE student from FCHS for paging slips at Old Town Library. Another volunteer from the WorkForce Center's Works Program was placed for paging slips at Old Town Library, and another program participant was placed at Council Tree Library in circulation. In addition, volunteer opportunity ads for the following were input to JustServe.org and VUnit at United Way: book sorters for the CORE Spanish/English books, obituary filer support to do cutting and pasting of obituaries, paging slip volunteers and Story Time volunteers at Old Town Library.

Over 60 volunteer applicants were also sent email messages describing these volunteer opportunities. Clean-up of Volgistics data records and archiving of 2011 volunteers has taken place. Barbara Crandall also attended the Colorado Council of Volunteerism Betty Stalling all-day workshop in Denver on Volunteer Engagement, which was excellent! Today Barbara will attend a webinar on Self-Scheduling of Volunteers in Volgistics from the Volgistics Technical Staff. This is a move toward having volunteers schedule themselves for all the Summer Reading Program shifts at all our libraries. Two of the experienced circulation volunteers have been approached about their training of new paging slip volunteers and they are enthused about taking on this added responsibility. Two new homebound services volunteers have been trained this month on their duties: delivery for one and material selection for the other.

SYSTEMS ADMINISTRATION

By Carol Gyger

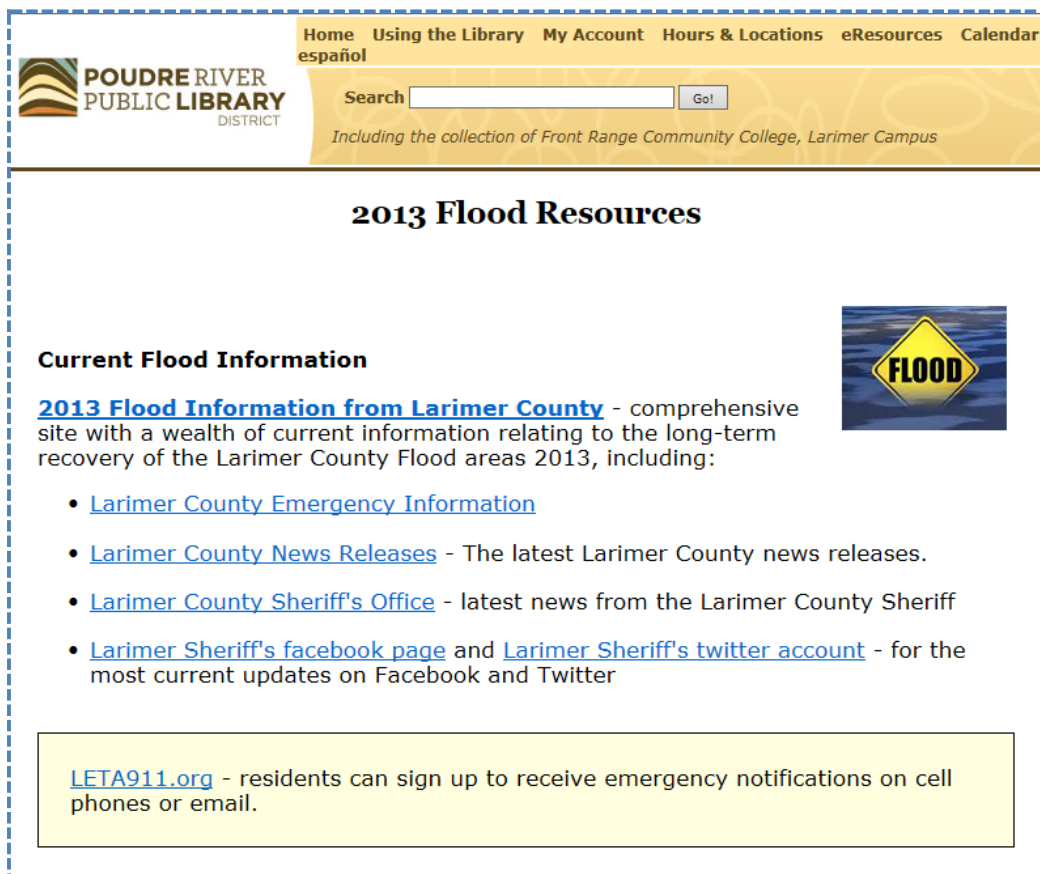
Internet Stations at Council Tree

Lingzhen Zhao and Chris Bauman are preparing to upgrade the public internet stations at Council Tree Library. The new PCs have widescreen, touch monitors and upgraded software to match the recent upgrade at the Harmony Library.

Flood Response

Carol Gyger, Chris Bauman and Sylvia Garcia created a 2013 Flood Resources page with information from various government agencies and charitable organizations.

<http://www.poudrelibraries.org/news/flood-2013.html>



The screenshot shows the Poudre River Public Library District website. At the top, there is a navigation menu with links for Home, Using the Library, My Account, Hours & Locations, eResources, and Calendar. Below the menu is a search bar with a "Go!" button. The main content area is titled "2013 Flood Resources" and features a section for "Current Flood Information". To the right of this section is a yellow diamond-shaped sign with the word "FLOOD" in black. Below the sign, there is a list of links for current flood information, including Larimer County Emergency Information, Larimer County News Releases, Larimer County Sheriff's Office, and Larimer Sheriff's Facebook and Twitter accounts. At the bottom of the page, there is a yellow box with a link to LETA911.org for emergency notifications.

Victor Zuniga from the SA Team along with others from the Library District staff helped with setup and maintenance of laptop computers at the evacuation center.

COUNCIL TREE LIBRARY HIGHLIGHTS

By Currie Meyer

Millie Kridler, CTL children's librarian, quality-checked and organized three new story time boxes, September

The boxes, "Dance", "Monkeying Around" and "Purr-fect Kitty", were created by children's storytime presenters Jennifer Zachman, Drew Gaede and Karen Cagle during September. Millie manages the District's 53 story time boxes, which are theme-based boxed kits containing age-appropriate book lists, flannel board kits, customized CDs, puppets, props, parent handouts, and more. The kits help story time presenters plan and present developmentally -appropriate and engaging story times in an efficient, quality-controlled manner. The District presents 24 storytimes per week at its three libraries, intended for children from birth to age 7.



Currie attended the COPLA Makerspace Workshop, September 6

Currie attended the Colorado Chapter of the Public Library Association's Makerspace workshop at Anythink Library's Wright Farms Library in Thornton. The all-day workshop featured library staff from Arapahoe Library District, Jefferson County Libraries, Denver Public Libraries, Anythink Libraries, Douglas County Libraries, the Colorado State Library and Pikes Peak Libraries who spoke about how they are incorporating patron-driven creation spaces and programs in their libraries. Some of the programs are high-tech, and involve creating games, photos from photoshop, and digitally-recorded music. Other maker programs are low-tech and feature traditional activities like sewing with a sewing machine, or painting tiles. My fellow Poudre Libraries colleagues and I are working on sharing these ideas with library staff in October.

Staffing study presented to Executive Director, September 4

Ken and I presented several sets of staffing data and library use data to Holly on September 4. Ken and I also provided analysis of the data and several recommendations for balancing staff across the District. Ken and I examined the use of public desk and circulation staff in each library during 2012. We looked at input data including hours scheduled, operating hours, and average pay rates, and output data such as number of transactions, number of items circulated, and number of programs.

Entry way railings and risers to be repainted and repaired

On September 18, Currie and Matt James met with a representative of M&E painting to arrange painting for the CTL entryway stair railings in October. The railings, currently white, have become badly scratched, chipped and worn over time. They were repainted three years ago, but are showing wear again. The railings, stair risers and nearby posts will be painted dark gray to match the tile grout. The risers will be covered with rubber trim to prevent wear from toe-kicks as people climb the stairs.

HARMONY LIBRARY HIGHLIGHTS

By Ken Draves

FRCC

Enrollment at FRCC-Larimer Campus is down 5.3 % in FTE. This is typical for community colleges in an improving economy.

FRCC funds facilitated a computer refresh at Harmony. Twenty-one new HP 8300 All In One touch screen computers replaced the 18 internet station computers and three staff computers.

Continuing Education

Kristen attended the Anythink Libraries/COPLA Makerspace workshop in September.

Angeles Oretaga-Moore, Regional Representative for the U.S. Census Bureau gave an overview of the Census Bureau's website for reference staff. Three CSU Librarians and two researchers with private businesses attended along with over 20 of our own reference staff. Angeles took us into the depths of the Census Bureau website, detailing areas that may be useful for our reference work. Take a look:

www.census.gov

Elaine evaluated Hoopla, an online music product, to compare it with Freegal, at the request of Tova Aragon. Elaine has also been working to help coordinate plans for the next District Staff Day to be held in January 2014.

Business Services—shared by Anne Macdonald

I've worked with six SBDC clients from indoor golf and adolescent treatment centers to handyman services and natural resources software development; a total of 25 hrs.

I also worked with 4 referrals from NoCoNet for jobs and career guidance.

In order to keep our database collection to date, we've made some changes to the Business and Finance group--replacing Reference USA with AtoZdatabases. AtoZDatabases is easier to use, has a great interface and the information is clean and clear. It covers the same number of businesses and residences. They have a job search component right on the first page. You can access it from home or office with the Library card. And...it saves us about \$12,000/yr. take a look at: www.atozdatabases.com

We're also replacing Plunkett Research Online and IBISWorld with FirstResearch--an industry research database which is a product of Hoovers, Dun and Bradstreet, and Mergent. This allows access from home and office for top industry and market research. Plunkett only covers 37 broad industries, and IBISworld only allowed us one license. FirstResearch follows over 900 industries and includes regional, national and global market information.

Outreach and Programs

Kristen hosted PSD Adult ESL teachers showing them what the library has to offer them on the iPad - Overdrive, Pronunciator, and more.

Kristen also taught a Kindle and iPad class with over 20 attendees in September (Nook cancelled due to flooding).

Kristen visited CSU with Johanna and Vicky to present at the Master Teacher Initiative luncheon.

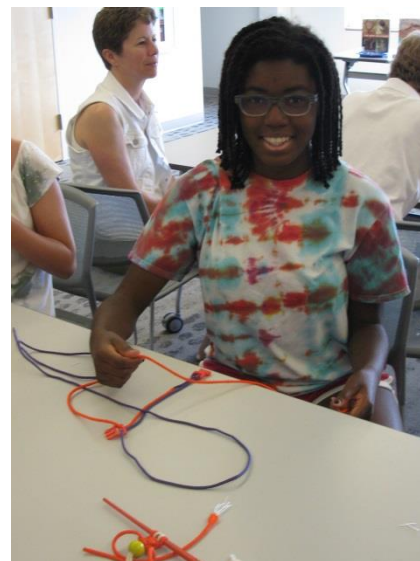
Teen Services

Teen IRS (Interesting Readers Society) meeting on October 14th, 11-1. Fourteen teens attended.

Teens Create: Macramé Projects, October 14th after the meeting from 1:30-3:30.



Bookends show recorded on October 19th at PSD Channel 10. Three boys discussed highly recommended teen graphic novels.



OLD TOWN LIBRARY HIGHLIGHTS

By Jean Bosch

Programs and Events

In celebration of Hispanic Heritage Month, Bachata and Merengue lessons were offered for the public. The workshop, taught by dance instructor and videographer Adam Taub, included a multimedia presentation featuring Bachata and Merengue performances in the Dominican Republic. Following the slide show and video, two one-hour dance lessons featured both line dancing and pairs. Throughout the day, 34 took part in the lessons.

National Geographic Adventurer of the Year (2012), Jennifer Pharr Davis gave an adventurous multi-media talk to a crowd of 58 people. She discussed and showed photographs from her more than 12,000 miles of hiking while also discussing the three books she has written about her experiences.

Story Theatre is wrapping up its ninth season with Great

Grimm!—a very funny show based on two lesser-known tales of the Brothers Grimm. Volunteer Karen Christophersen, who has decades of experience in children’s theater at the Lincoln Center and in Poudre School District, writes the scripts, gets the costumes, and directs the rehearsals.



Our enthusiastic cast is composed of six alumni and five new Theatre Pals. Library Assistant Giny McConathy is the staff liaison.



Continuing Education and Learning Opportunities

Several staff from PRPLD attended the Makerspace workshop in Thornton to learn more about these intriguing services/spaces for public libraries. There were lots of opportunities for hands-on practice as well as demonstrations of various technologies including Google glasses, spinbot robots, sewing machines, banana pianos, and much more. Old Town Library Manager Jean Bosch serves as the incoming president of the Colorado Public Library Association (CoPLA) which sponsored the session and she actively helped with planning and preparation of the event.



Several staff attended the U.S. Census Bureau website training session held at Harmony Library.

Library Assistant Sylvia Garcia attended the Larimer County Office on Aging, new Network of Care website training. LCOA.networkofcare.org is a comprehensive, searchable website that helps connect older adults, their family members, and people with disabilities to programs and resources in our community. Sylvia has submitted a request to LCOA that PRPLD be included on their Community Resources page.

Sylvia also gave an Assistive Technology (AT) at PRPLD overview to Council Tree Library staff at their staff meeting. CTL now has a Low Tech Assistive Technology pouch for assisting patrons with disabilities or certain challenges. It includes various magnifying and writing tools.

Community Outreach

The Library District participated in PrideFest '13, The Colorado Disability Pride Parade & Festival. The day was filled with a parade, music, and other activities aimed at redefining disability and affirming with pride the value of people with disabilities. Jean and Sylvia carried the PRPLD banner in the parade and even received a little assistance from councilman Bob Overbeck for a short time.

PRPLD also had a popular booth at the Festival with free giveaways and information about our libraries and our new Assistive Technology Stations. Two CSU graduate Occupational Therapy students volunteered to join Sylvia at our booth to answer AT- related questions.

Early Literacy Librarian Vicky Hays has been working on the content committee of the Be Ready campaign - a kindergarten readiness program for Larimer County - for almost a year and the website is now live. This website is for parents to find ideas on children's development and fun activities for parents and kids together.

Check it out at www.bereadylarimercounty.org . The library will also be participating in the Be Ready Parent Fair on October 5.



With school starting again, Vicky continues to provide Outreach storytimes to Laurel Elementary and CSU's Early Childhood Center. In addition, Vicky has begun teaching early literacy to America Reads tutors at the CSU Early Childhood Center. This month, she also held a program for parents on apps for preschoolers focusing on smart phone apps. Finally, Vicky appeared on a panel at CSU with Kristen Draper and Johanna Ulloa on the variety of library instruction in our public libraries.

ANSWER CENTER QUARTERLY REPORT

By Lynda Dickson

We trained two new subs, Misty Thrasher and Sierra Armstrong, bringing our total to six trained folks to help out when needed.

On the flip side Sam, Amanda and Gabe continue to take the occasional shifts in the three libraries as library aides. This allows them to keep “in touch” with what is going on in the “trenches” as well as putting a face to the voices and names staff hear from the AC. Lynda keeps her hand in things by continuing to be the go to person for the Collection Agency and doing detailed training on the subject. This past September she conducted four classes on the Collection Agency and had 19 “students”. This class is great for the new folks going into supervisory roles as well as those that have been there awhile. Some of the long-time supervisors have attended this class 4-5 times! It is one of those functions that is so detailed and doesn’t come up every day that they take the class to remain up-to-date and refreshed.

This past quarter Gabe Johnson had the opportunity to participate in the one day Disney Customer Service training offered through the City and County. Gabe reported that it was the best customer service class he had ever attended. He is currently working on a presentation for the LLT and at some point Holly hopes he will share his experience with staff at an All-Staff meeting. This past quarter Gabe also developed a Stats program he calls Raven, to help him compile our monthly stats.

One of the changes we needed when we migrated to Sierra was the need for a “live” email address that patrons could respond to instead of the “no response” address we previously used. Having this email allows us to “get” the responses patrons had been making that went nowhere. This has been great because we now receive 3-5 emails daily from folks wanting to cancel holds that have come in for them. This means these items are not sitting on the shelves for 7 days until they expire; they are moved along to the next patron within 24 hours! We are processing 30-50 emails from patrons daily ranging from questions about their accounts to letting us know they do have that Prospector item that did not get checked out properly.

The AC has been keeping track of “no’s” we give patrons since the first of the year and in mid-June we took a look at them to see if we could somehow change them to “yes’s”. The top two on the list were: Do you have AV equipment to check out? And I don’t have my card number and I am on vacation, out of town, etc...can you give that to me? We know that the District is not going to take on the checking out/rental of AV equipment so Sam did the next best thing...he called the rental stores in town to see who had and will rent such things. We now have a list of three locations we can refer folks to should they call looking for such things! The providing a library card to a voice or email request was a bit more problematic. Sam and Gabe came up with several scenarios that Lynda shot holes in so we had to start over. Lynda was having a conversation with Ken Draves when he said...”why not email the numbers to the emails in their accounts?” This was the answer to the question and since we already email confidential information using those addresses it was perfect. Since then the AC has made many a vacationing and out-of-town patron of PRPLD very happy. If they have an email in their account when the request is made we will and have emailed their card numbers using that email. They cannot add a number at the time of their request nor can they change the information at the time of the request. This has proved to be a big win for everyone.

It is hard to believe we're approaching our two-year anniversary. This has been a fascinating journey into a new service that patrons have enjoyed almost as much as the four of us in the AC have. We still get the occasional surprised patron who says "I got a real live person, I was expecting a recording!" We have had a patron or two that don't like talking to a real person and aren't afraid to tell us so as we address their needs and questions. All in all it has been good news and good feelings all-round.