

In February library leadership drafted key performance indicators and measurements for our 2024 Organizational Goals to guide our work, align our efforts, and demonstrate accountability.

GOAL 1: Staff Engagement and Culture

- Conducted four staff conversations to discuss the 2023 Denison Culture Survey and gather additional information from staff. Diane and Xochil co-facilitated the meetings and will continue to gather input and develop action items based on staff responses.
- Latinx Affinity Group (one of our two current Affinity Groups) met to welcome a new staff member and celebrate a staff promotion!
- Over twenty staff attended the Mental Health First Aid training offered by SummitStone Health Services and earned completion certificates.



GOAL 2: Plan and Design Southeast Community Center/Library

- Worked with the City of Fort Collins to evaluate proposals, interview, and hire a project manager/owner's representative.

GOAL 3: Improve the Customer Experience in our Physical and Digital Spaces

- The New Cardholder email series is successful in helping library users see all of the resources and services available to them.

"I am new to the community and did not know of these choices. This is a fantastic opportunity to serve our residents. Thank you, library staff, for future thinking of the many ways the library can serve the public.
Appreciatively, Jfs"

- Re-engagement email series to "occasionals" is seeing continued success. For instance, during the week of February 11, we had a +3,692 change in active cardholders (moving from occasional or inactive to active), partially due to an update with email records.

"Thanks for the reminder email. I kept prioritizing other things over a trip to the library. This email was the push I needed. I stopped by this afternoon and now I have a book I'm excited to read! – Daniel"

GOAL 4: Create a Technology Plan

- Implemented new scheduling platform, When I Work. Staff trainers provided one-on-one walk throughs of the new system.

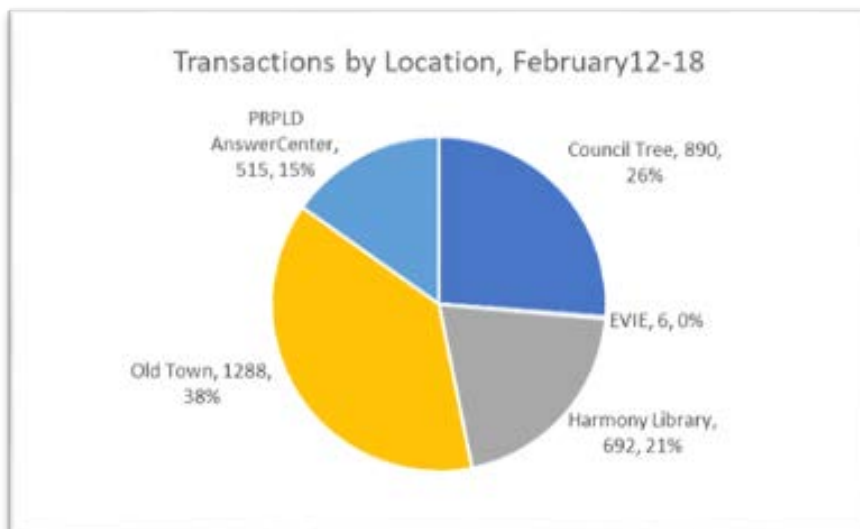
GOAL 5: Community Engagement and Partnerships

- Worked with Fort Collins City Council and Larimer County Commisioners to selected new Library Trustee.
- Outreach team hosted a Spanish library tour at Old Town library for a group of 30 Newcomer high school students. This was the first time anyone in the entire class had visited any of the District's branches, and they all left with their own library cards!
- In partnership with ISAAC / Fuerza Latina, library staff attended a Community Empowerment Clinic. We had a wonderful time hosting a Spanish storytime and crafts, checking books out with Evie, and creating new library cards for participants.
- Library staff hosted REFORMA Colorado's officer and membership meeting at Old Town Library. After the meetings, members had the opportunity to stay for a special tour of Evie!

- Worked with Larimer County Elections to educate voters on ballot returns vs. library drop boxes, and to come up with a process for mis-returned ballots.
- Secured a \$35,000 commitment for 2024-25 for occupational therapy services for unhoused customers through a City of Fort Collins Digital Equity Grant
- Welcomed new SummitStone social worker who will be working at the Old Town Library to provide resources to library visitors.
- Teen Services Librarians interviewed and invited teen applicants to the new Teen Council: Leadership Committee. The Committee meets once a month to help shape the teen collection, advise on library policy, and improve library services for teens. For teens in grades 9 to 12.

GOAL 6: Transparency and Accountability

- Developed and proposed Key Performance Indicators and measurements for 2024 Goals.
- Coordinated DART week one of three for 2024: Customer service staff recorded just under 3,400 customer transactions in our libraries, at the Answer Center and Evie during the week of February 12-18 (down 3% from last year). DART is a free online tool that provides libraries a platform for recording, storing and analyzing patron transaction data, including types of questions, location of questions, amount of time to answer and more.



PROGRAMMING HIGHLIGHTS

Storytime for adults at Scrumpy's, February 8, part of FOCO BookFest



The Library District, FRCC, and Colorado Humanities were a part of the Black History Live tour, and nationally acclaimed scholar/actor Marvin Jefferson portrayed Martin Luther King, Junior in a History Comes Alive program.



FEBRUARY MEDIA COVERAGE**Fort Collins Book Fest**

- "18 exhibits, performances and arts happenings to look forward to in Fort Collins this year," *Coloradoan*, <https://www.coloradoan.com/story/life/2024/01/17/fort-collins-things-to-do-18-exhibits-concerts-more-in-2024/72181089007/>
- "FoCo Book Fest panel discusses immigrant stories in US West," *Rocky Mountain Collegian*, <https://collegian.com/articles/aande/2024/02/category-arts-and-entertainment-foco-book-fest-panel-discusses-immigrant-stories-in-u-s-west/>
- "Things to do in Loveland on Saturday: Sweetheart Festival and other valentine events," *Loveland Reporter-Herald*, <https://www.reporterherald.com/2024/02/10/things-to-do-in-loveland-on-saturday-sweetheart-festival-and-other-valentine-events/>
- "Things to do in Loveland on Monday: Loveland Lights, student art show and more," *Loveland Reporter-Herald*, <https://www.reporterherald.com/2024/02/12/things-to-do-in-loveland-on-monday-loveland-lights-student-art-show-and-more/>
- "Colorado Arts Spotlight: Things to know and do around the state Feb. 15–18," *Colorado Public Radio*, <https://www.cpr.org/2024/02/15/colorado-arts-spotlight-things-to-know-and-do-around-the-state-feb-15-18/>
- "Repairing trauma, revering family: Indigenous author Oscar Hokeah headlines Fort Collins Book Fest with debut novel," *KUNC*, *In the NoCo* <https://www.kunc.org/podcast/inthenoco/2024-02-16/repairing-trauma-revering-family-indigenous-author-oscar-hokeah-headlines-fort-collins-book-fest-with-debut-novel>
- "Things to do in Loveland on Saturday: 'Three Little Pigs' opera; Kristy Deetz art show opens; more," *Loveland Reporter-Herald*, <https://www.reporterherald.com/2024/02/17/things-to-do-in-loveland-on-saturday-three-little-pigs-opera-kristy-deetz-art-show-opens-more/>

Other

- "A LINC to the past and the future," and "Another Library in the Works," *NOCO Style*, February 2024, <https://nocostyle.com/2024/02/26/a-linc-to-the-past-and-the-future/>

- “What is Fort Collins government celebrating, working on? Here's a list from State of City,” *Coloradoan*, <https://www.coloradoan.com/story/news/2024/02/27/fort-collins-state-of-city-event-highlights-work-done-and-work-ahead/72759830007/>

HOW'D WE DO? CUSTOMER COMMENTS

- Would love if the library had a laminating machine available for the community to use.
- Just wanted to say how much I appreciate the new automatic renewal service. Actually, I love everything about this library. It's a wonderful place! (submitted at Harmony Library)
- Would love to be able to check out silicone molds in different shapes for baking, popsicles, ice, etc. Holiday treats. Appreciate all of the resources here!
- Chairs-I get a pinched nerve in my shoulder if I use a table / chair where my elbow is not at 90 degrees for ergonomic posture. The only seats I can use are the kids seats / tables. I'm 57. You have no adjustable height chairs at Harmony, 1 staff adjustable chair at Front Range, a couple in Old Town in a room you reserve. Please consider for new Twin Silo location.