

# Executive Director's Report

## July 2010

### ADMINISTRATION

The two R's, remodel and reorganization, continue to keep the administrative staff very busy.

The contract for professional services with OZ Architecture was finalized with all signatures obtained on August 3. Ken Draves, Jeff Barnes and I worked closely with John Stephen from the Purchasing Department and Steve Seefeld from Operations to revise the scope of work for the conceptual design to include technology and A-V consulting services, energy and daylight modeling services, schematic cost estimating and 3-D rendering services. The revised cost estimates were within the \$125,000 appropriated by the board last month for the conceptual design phase of the project.

Ken and I are meeting with the OZ design team on August 4<sup>th</sup> to review with them the visioning and space requirement documents and determine next steps in the design process. OZ would like to conduct several community meetings as part of the conceptual design process in addition to public forums after the design is completed. I want to ascertain that our space needs and program statement are the starting point for discussion.

The team from OrangeBoy, Inc., the marketing firm that is conducting ethnographic and demographic analysis of the Library District, was on site to observe library user behavior at all three libraries. Thanks to Carol Gyger and Paula Watson-LaKamp for gathering data from our LIS, Friends and volunteer corps for OrangeBoy to incorporate into its study. On August 13<sup>th</sup> OrangeBoy representatives will present preliminary findings from the database mining and operations during a webinar with LMT. Board members are invited to attend. I'll email details as soon as we receive them.

The reorganization of Poudre River Public Library District is underway. As of the July 26<sup>th</sup> pay period, 74 employees now have new supervisors. The path to becoming a learning organization has begun with numerous training sessions. One hundred forty staff members attended a two-hour change session *How to Thrive (and Stay Sane) in the Midst of Change* conducted by consultant Ava Diamond. The Library Management team, circulation supervisors and interlibrary loan supervisor attended two change management sessions also conducted by Ava Diamond. On August 5<sup>th</sup>, the same leadership group will meet in retreat to define our new role as leaders in a learning organization.

A participatory management or team approach to decision-making is an important component of a learning organization. To this end, six teams have been identified. Charges and 12-month outcomes for the teams have been written and reviewed by LMT. Co-leaders for each team have been named. Volunteers from all staffing levels will be asked to serve on these teams. A brief application form is being developed to solicit participation. In September, Doreen Kemp

from the City's HR will provide facilitation training for the co-leaders and other staff members responsible for running effective meetings. Also in September, Ava Diamond will return and provide a day of development training for each team. The City is paying one-half of Ava's consulting fees to accomplish this crucial step of team training. Teams will begin meeting in October to continue much of the work of the library in this new participatory manner.

Paula Watson-LaKamp has been busy communicating all the reorganization steps to staff via catchy superhero graphics and messages. The newly implemented staff intranet will also serve as an important communication tool during this crucial transitional period.

I attended the City of Fort Collins Leadership Link meeting on July 29<sup>th</sup> to learn about the specific effects the Statewide Ballot issues will have on the City and to learn what key messages were conveyed to City employees. Due to the sales tax proposal on the ballot, the City will not be taking an active role in a community response to these issues. Fair Campaign Practices Act guidelines were reviewed with those in attendance.

### **COMMUNICATIONS OFFICE**

- Completed monthly/weekly goals of Communication Plan.
- Began planning for public information effort, "PIE" campaign for Main Library remodel.
- Meet with CSU Morgan Library communications people about partnerships and cross-marketing events. We are partnering on a grant opportunity for a Louisa May Alcott presentation for next year.
- Organizing responses and interviewing for part time hourly graphics position as part of Library District reorganization.
- Working with teen IRS group with Annie Walk promotions. We will be on KRFC Critter Patter on Aug. 12 – 6:30 pm.
- Set up new online registration system for the Annie Walk.
- Prepared information for new Staff Intranet
- Preparing promotions for fall "Author Series" as part of the "PIE" – "Renew, Refresh, Read Local"
- Creating and coordinating the "ReOrg Man" campaign for internal staff information.
- Wrote final report for ALA on National Library Week Grant.
- Coordinating marketing efforts by OrangeBoy.
- Coordinating efforts for fall outreach events – CSU Homecoming Parade October 15 and Sundance Chili Cook-off October 24.

### **CHILDREN'S SERVICES**

The Summer Reading Program stayed active. In early August, we had over 13,000 people registered in the children's, teen, and adult programs!

Program attendance was steady. Puppet Express shows offered a lot of entertainment throughout the District with travels to Stove Prairie, Livermore, and Timnath. Poudre Puppet Theatre led by Giny McConathy featured four Puppet Pals.

Vicky Hays took storytime on the road as a pilot project to two preschools. We are planning outreach to preschools next year and these storytimes served as a trial. Using the same storytime that she presented at the libraries; the books, songs and puppet show did dual duty. Reports are that the kids loved the storytimes, especially when the bubble song had real bubbles popping over and around them.

For a third summer, Vicky developed an early literacy program to complement the SRP. It focused on children ages 2-5 and developed around rhymes and songs. This hands-on program was presented three times; once at each library; on a Saturday morning to a total over a hundred and fifty kids and parents.

Although still fully engaged in summer activities, staff has been working on the fall story times. The schedule is set, the story time boxes for the 4 & Up Story times are being created, and a new set of Peek-a-Boo boxes are being compiled.

Children's Lead Librarian Lu Benke completed the final chapter of her long career with the District. Staff, Board members, friends, and family attended a farewell breakfast in her honor.

### **CIRCULATION /SHELVING & ILL/PROSPECTOR SERVICES**

July was busy with SRP, but we still managed some excitement of our own in Circulation/Shelving and ILL/Prospector!

The biggest news in ILL/Prospector is the upcoming launch of Encore, a search & discovery system that will be added to the Prospector catalog. This should take place some time in August. The news for ILL is in late August, there will be a 2-4 day outage of service for SWIFT (State Wide Interlibrary Loan Fast Track) as the State Library moves its data center to a new location. SWIFT is the in-state Interlibrary Loan search vehicle. On the plus side of this, new hardware will be installed and the data line will be upgraded to make things more efficient and much faster.

In Circ/Shelving the job postings for Work Study from CSU and FRCC were posted. If the response from CSU is any indication we will have a bumper crop of candidates to look at and choose from this year. We will be placing students in Tech Services, Public Services, at Council Tree Library (CTL) and in Circ/Shelving. It looks as though we will be hiring about 16 students over all this year. We are looking forward to re-hiring some of the folks that have been with us for awhile so it should be an exciting Fall for all.

Getting ready for the transition coming up on August 1<sup>st</sup>, we were thrown a bit of a loop when Kathleen Brandon tendered her resignation! We put our heads together and came up with a plan we think will say a lot about the cross-training philosophy of the reorganization as well as provide this specific work group with a strong new member. Steven Rausch, currently a lead shelvee at CTL, was one of the final candidates for the recent hiring at CTL and was placed on an eligibility list to be used in just these types of situations. He will become our newest Library Service Rep to take the position Kathleen currently holds. It has also been decided that Steven will remain at CTL for his training and the first 6 months of his tenure. Holly Bucks will be coming to Main during this time to help out here. We have also decided to move Shana Brown to Harmony and bring Serina Pulido to Main. Like I said...cross-training. Everyone is excited and we look forward to these moves taking place at the end of the current scheduling cycle in mid-August.

July also saw some interesting development with remote self-checks (SCs)! While Harmony's remote SCs remained much the same, the newest member of the SCs saw some drastic changes. The machine that was set up last month upstairs at the Main Library went from checking out 2,527 items in June to 6,181 items in July! That is 2½ more items! The upstairs SC at Main did 10% of the total for all of Main in the month of July. I think we can safely say that our patrons have found that machine and are using it! The only remote SC that out paces this one (not counting the one in Children's at CTL) is the SC in Children's at Harmony! All in all the four remote SCs in the District accounted for checking out 34,788 items in July or 11.8% of the total number of SC checkouts District wide.

## **REFERENCE AND TECHNICAL SERVICES**

We have 2,881 people signed up for the Adult Summer Reading Program. With one more week to go, we are 11.5% over the total number of registrations last year.

In last month's report, it was announced that Fort Collins Utilities donated six **Kill-a-watt** meters to be added to our circulating collection. The **Kill-a-watt** Meter helps discover how much electricity is being used by appliances, computers, vending machines or any other piece of equipment that plugs into a standard outlet. We will be adding 10 more to the collection that were donated by Xcel Energy. By adding the Xcel versions, we can shorten the holds list.

Anne Macdonald will be serving as the library representative on three new working groups for the County Workforce Investment Board. She will be providing research services for the IT, Energy and Healthcare job creation groups. She will also be a representative on the Larimer County Workforce Center county-wide job seekers professional group.

Jimena Pena represented the library on several community focus groups: 1<sup>st</sup> H1N1 Advisory Committee meeting, Teen Pregnancy Prevention Action Group, Vida Sana group about the communication between Larimer County Department of Health and Environment and the Latino community. She spoke at the University Village to the International Housing program coordinators and an Apartment Life group about library services.

Norm Fitzpatrick experimented with a new program to try to attract more 20 and 30 year olds to our programs. He presented 'Speed Dating'. The 14 participants were very pleased with the program and gave Norm some ideas for future programs. Advertising for the program brought out interest in speed dating for an older crowd. Norm added a session in August for those in the 41-55 age range.

The J.A. Jance program maxed out registrations 3 days before the event. The program launches the fall "Authors Abound: Renew, Refresh, Read Local" author series. The series of 10 programs includes authors such as, Connie Willis, Lauren Myracle and Laura Resau. There will be 'History Comes Alive' presentations by Dr. Seuss and Willa Cather. Community members will also be able to participate in NaNoWriMo a series of events that challenge them to write 50,000 words in just one month.

Becky Sheller, Marian Sawyer and Tova met with Systems staff to evaluate *collectionHQ*. **collectionHQ** is a collection performance improvement software solution which provides guidance on what action to take to improve the performance of a library collection. It is a proven product based on a methodology developed by public librarians in the UK over the past 18 years. Staff will be implementing the system later in the fall. This electronic tool will streamline and speed up processes currently in place to help

with selection, deselection, management and promotion of our collection. Decisions about the collection can now be made based on reliable data and use patterns.

Staff from across departments, along with volunteers, will be participating in a “Big Weed” at Main at the end of August. The Big Weed will help accelerate the weeding process in order to accommodate the remodel of the Main library. It allows staff to concentrate on weeding, Friends to receive books for their sales and recycle in bulk.

## **SYSTEMS ADMINISTRATION**

What a July! Far from being a quiet month, your friendly neighborhood SA department was in the thick of project planning and implementation. This month we’ll concentrate on just a couple of the highlights...

### **Staff Intranet**

Our long-awaited staff intranet launched on August 2. Well, that is if course unless you asked for the link early... The platform was ready to roll in mid July, so we thought it would be fun to allow staff to “virally” start exploring prior to the official launch date. Many staff jumped aboard early!

Our new staff intranet is designed to do two things that staff really need right now:

- 1) Provide a venue for improved staff communications.
- 2) Be a user-friendly, useful and vital tool for staff.

We are in the pilot phase of our intranet -- together we will experiment with this version for about six months - learning together what works well, and what could be improved. The site is laid out in a manner to help staff quickly get to the resources they need, as well as provide various venues for online communication and collaboration.

This staff tool is unique in that staff themselves will help develop it to suit their needs. Here’s how we’ve asked staff to engage:

**1 - Understand** why we have an intranet (mentioned above - but here's the cliff notes version: to provide a great communications venue and to be a useful tool to connect staff with the resources they need)

**2- Explore** Be fearless. Click around. Get lost and find your way back again. Try things. Break things if necessary. It's all good!

**3- Use** Whenever possible, use the tools on the intranet to communicate to each other. It's the best way to gauge effectiveness.

**4 -Suggest Changes** It's okay to talk about what you don't like, but it's infinitely more powerful and useful to suggest how the intranet can be better. Focus on the possibilities you think would serve our objectives best -- always connect your suggestions with how they help meet our objectives. For bonus points, refer us all to real-world examples, and share your rationale. Be passionate!

Web Developer Peggy Shaughnessy has done a most excellent job of developing the site using a platform called “Joomla.”

### Harmony Computer Refresh

Annually, Annie Fox and our other wonderful partners at Front Range Community College (as provided by our cooperative agreements) review budgets and grant hardware to refresh old computers. This year the Library District was granted \$20,000 to allow the replacement 14 of staff computers and 5 public computers at Harmony. The computers are HP Elite 8000 Small Form Format, with Intel Core 2 Duo CPU E8600 3.33 GHz 1.96 GHz and with 3.5 GB of RAM.

The refresh is a vital piece of keeping our technology vital - all the Gateway E4300 computers purchased in 2005 have been replaced thanks to this arrangement. So far Harmony staff computers have two models – HP 7900cd (7 computers) and HP Elite 8000 (14 computers).

This refresh is also helping us do a little inventory cleanup. Our agreement calls for FRCC to provide the PCs, but that hasn’t stopped the Library District from pressing non-FRCC computers into service when needed. In the public area, we now plan to withdraw all the Dell GX260 computers, which are property of Library District instead of FRCC. Two 20-minute stations and 3 out of 4 sit-down PACs (Public Access Computers – used mostly for catalog and e-resource access) were replaced recently. FRCC will purchase another HP Elite 8000 to replace the fourth sit- down PACs. After that, all the public computers, including Pharos and Signup computers are all properties of FRCC. All the staff computers, except RFID computers, are also properties of FRCC.

Ling Zhao, with the assistance of Chris Bauman, did an excellent job assessing the inventory, making recommendations, building the PCs and deploying the whole kit-n-kaboodle.

### Technology Plan – 2<sup>nd</sup> Quarter Report

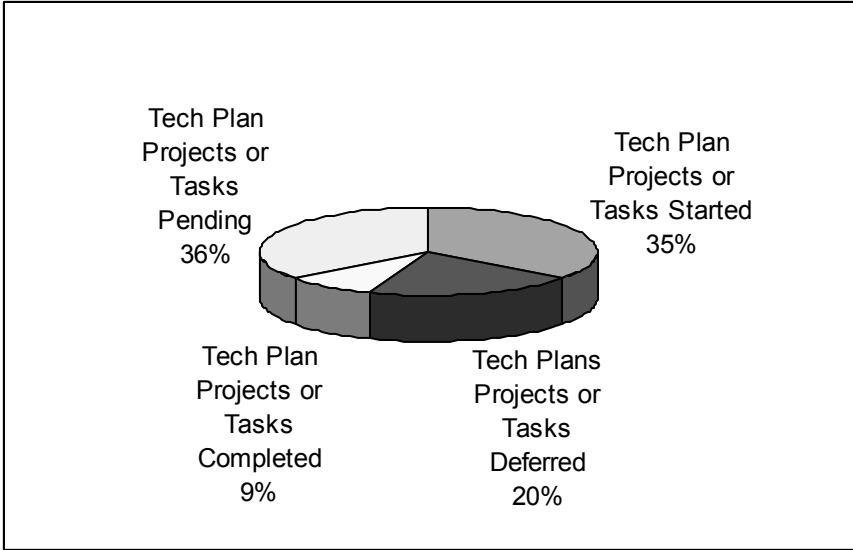
As promised last month, I’ve been looking for different ways to provide valuable and easily-readably quarterly updates as we implement the Technology Plan. Folks, please give this format consideration and let me know what you think. I’m trying to provide the information that you need to know without the minutia.

We have a total of 45 projects or tasks on our technology plan (<http://www.poudrelibraries.org/about/pdf/technology-2010-03-08.pdf>) with a target of completing all within two years (by December 2011).

The chart below shows the number of items that we’ve started, deferred and completed, as well as pending projects scheduled for later.

Tech Plan Projects or Tasks Started	16
Tech Plans Projects or Tasks Deferred*	9
Tech Plan Projects or Tasks Completed	4
Tech Plan Projects or Tasks Pending	16
<b>Total</b>	<b>45</b>

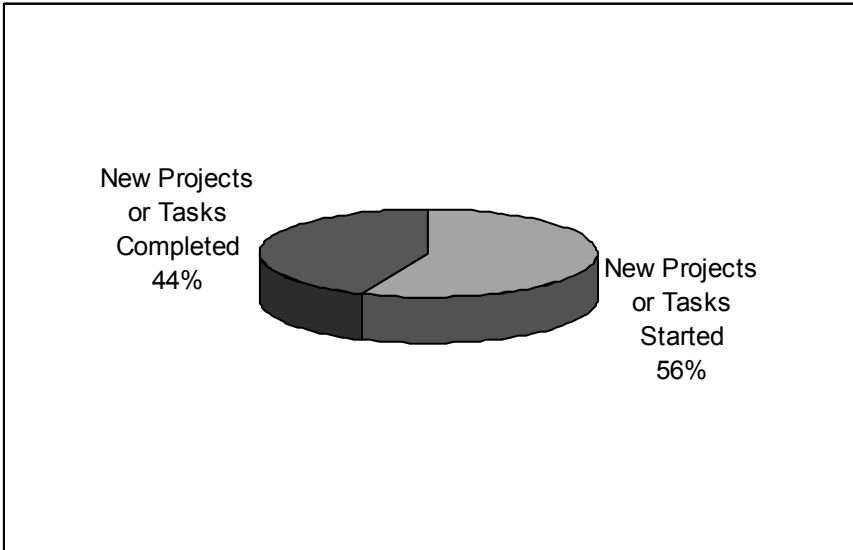
*\*Tasks are deferred at consent of Executive Director. Most items to date deferred to allow for needs of staff restructuring.*



Of course, nothing stands still after the Technology Plan is published and implemented. New, urgent needs arise every day. Some (as reflected below) are major project efforts, including the email migration project, Harmony Library fiber upgrade, and others.

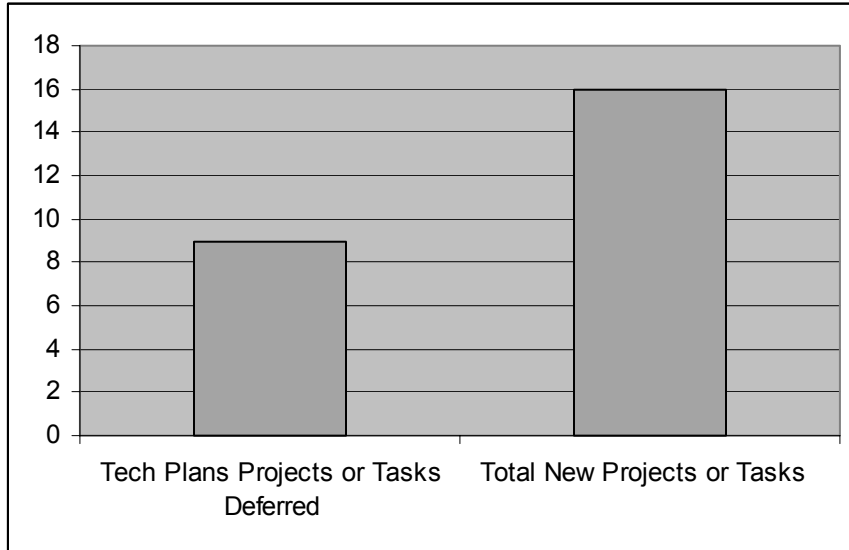
During the same period, the Systems Administration Department has added a total of 16 new projects or tasks.

New Projects or Tasks Started	9
New Projects or Tasks Completed	7
New Projects or Tasks Pending	0
<b>Total New Projects or Tasks</b>	<b>16</b>



Even though we'd love to, we can't do everything at once. To balance the workload (and as provided for in the Technology Plan) I review the plan monthly to look at items that could be rescheduled or even eliminated. One interesting comparison is to look at the number of deferred projects or tasks vs. new ones we've taken on.

In the first six months of 2010, we deferred 9 Technology Plan projects or tasks, and added 16 new projects or tasks.



If this is a workable format, these measures should show progress over time as we continue to complete items on the technology plan and meet new and emerging needs.

As major projects and tasks are completed, they will be noted in the Director's Reports.

## **HARMONY & COUNCIL TREE LIBRARIES**

### **Harmony**

- **Harmony Remodel Project:**  
The project is still in a conceptual phase until we have a firm understanding of funds committed for the project. Ken Draves spoke recently with Dr. Butzek to ask about FRCC funding available for the Harmony remodel. Dr. Butzek said that he and his Larimer campus financial and administrative staff were soon to discuss potential available funds with Jennifer Sobanet, the Vice President of Finance and Administration, and would then inform us of the outcome of those conversations.
  
- **Staff:**  
Neal Schlein, Harmony's newest Library Assistant, is rapidly mastering the basics of his new position and is off to a great start. He has gained a great deal of experience since he has had the benefit of starting during our busy Summer Reading Season. Neal has broad experience working with adults, teens, children, and even community college students. He is just beginning an MLS program, and we will no doubt benefit from what he learns along the way. Rumor has it that he's quite a dancer too....



### Council Tree

- Schindler Elevator technicians serviced the elevators at CT on July 1 as a part of our regular maintenance agreement and on July 22 by special arrangement and found that they are operating properly and up to code for safety features.
- On June 29 and July 5, Currie responded by phone to a woman, Maria, who was concerned about the absence of an American flag at CT. Maria heard about the flag display issue after listening to the Peter Boyles show on KHOW-Denver. Currie responded that she would investigate (June 29) and later found that, according to federal law, the American flag must be flown in front of the main or administrative building of all public institutions (July 5). So, the District is, in fact, in compliance with the law. Currie spoke with Melissa Moran, Front Range Village General Manager as well, to confirm that CT has no jurisdiction over the grounds surrounding the library building.
- The sealing and painting project for the front stairs is underway after about a week in delays. The project, to seal and repaint of the entryway stair risers, runners and railings, began July 25 and is nearly complete.
- City of Fort Collins Facilities has been working with Currie to correct an HVAC imbalance on the west side of the building. The project will allow the circ work room to remain cooler than normal while the shared office and quiet study room remain at normal building temperatures. The issue is not related to warranty, as the HVAC system continues to operate properly. The project manager, Steve Strickland, has scheduled contractors to visit CT to get the project started two times now (July 27 and 29), and they have not yet appeared. Rob Stansbury and Currie are following up.