

GOAL 1: Improve the Customer Experience in our Physical & Digital Spaces

- Activated the "Preferred name" field in Library card accounts. The field allows customers to identify with the name they prefer if it is different than the name listed on their photo ID
- Hired two PT security specialists at OTL to allow for better, in-house security coverage

GOAL 2: Expand Places Where People Connect with the Library

- Prepared Scope and Vision document and shared with City to include in Request for Qualifications/Proposals for Owners Representative for the project
- Harmony Business librarian shared information on library business services at the new Business for Creatives degree launch party at Front Range Community College

GOAL 3: Develop & Expand Strategic Partnerships

- CTL Circulation Supervisor, Xochil Arellano, is a new member of the Larimer County Extension advisory board where she is developing opportunities for future partnerships
- Pratiti, a client with Poudre School District's ACE (alternative cooperative education) program for special needs young adults, will be finishing her service to CTL in December. PSD will coordinate a new client in January. ACE clients work alongside a PSD staff guide to gain job skills through real work in the community.
- Colorado Gives Day promotion began in partnership with the Library Trust, leading up to Colorado Gives Day on Dec. 5. The Trust's featured project for 2023 is enhancing spaces for kids and teens at Old Town Library and accessible computer desks at Council Tree Library.
- Awarded a \$50K grant from the City of Fort Collins to build a pollinator garden grant at Webster House to provide accessible sensory experiences for visitors
- Collaborated with Summitstone Health Partners to secure an on-site social worker with psychiatric/mental health training and experience to help with weekend needs at OTL
- Developed a new, partnered effort with CSU's Department of Occupational Therapy working with faculty and student interns to assess needs, design programs, and provide services at OTL
- Expanded hours/days of coverage with Outreach Fort Collins to provide professional, experienced staff to offer support at high-need times

GOAL 4: Build Opportunities for Staff Development & Engagement

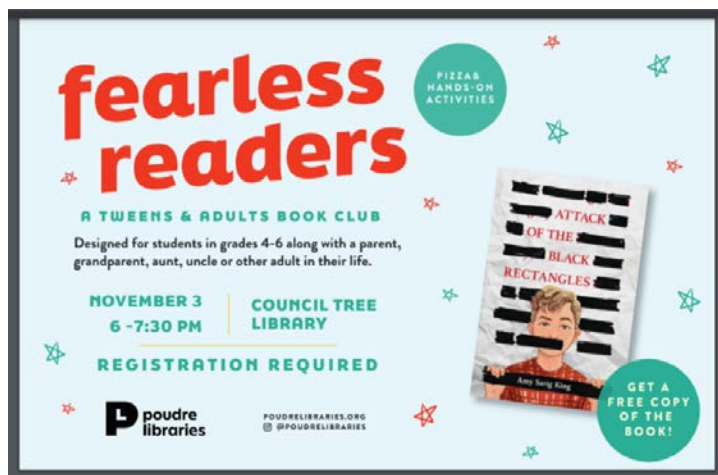
- Welcomed new members to the EDI Team and conducted a Team Retreat to plan for 2024 activities
- Distributed annual Denison Culture Survey with 82% of staff responding
- The Human-Animal Bond in Colorado brought in therapy animals as a de-stress event for staff.
- Teen services staff attended YALSA, a conference geared towards young adult library services, in St. Louis.

GOAL 5: Create & Implement Key Metrics and Tracking

- Tracking New Library Cardholder Campaign indicates 18% of targeted mailing recipients have registered for a new card.

GOAL 6: Uphold Intellectual Freedom & Democracy

- Drafted updated policy and procedures for requests for reconsideration of library materials
- Teen Services Librarians coordinated and led the first "Fearless Readers" Book Discussion for 4th-6th graders and an adult companion. We read and discussed *Attack of the Black Rectangles* by Amy Sarig King that featured themes of censorship, handling stress, interpersonal conflict and standing up to authority. Jenny and Miranda also provided information about book bans and censorship and historical protests that included children.



OTHER PROJECTS AND PROGRAMS

- Fort Collins Book Fest dates and headliners were announced. We're excited to welcome Oscar Hokeah (*Calling for a Blanket Dance*) and Uma Krishnaswami (*Two at the Top*) as our featured presenters. They will be joined by 20+ additional authors, February 1 – 19, 2024. More info at www.FoCoBookFest.org
- Launched the Fort Collins Book Fest online store (www.bonfire.com/store/poudre-libraries/). All proceeds from sales of book fest merchandise supports the event.
- completion of painting and gutter work at WHAC, continuing improvements to landscaping, stormwater drainage, and exterior building and grounds improvements such as the exterior entrance stairs and railings and brickwork
- Close to 60 people gathered to celebrate the achievements of Willa Cather and her 150th birthday and listened to a presentation by Dr. Robert Thacker, president of the Willa Cather Foundation



NOVEMBER MEDIA COVERAGE

- "Books by the Fire," *NoCo Style*, November 2023 issue,
<https://online.fliphtml5.com/upfmk/otiu/>
- "New Southeast Innovation Center," Fort Collins Chamber SmartBrief, 11-14-23
- "Poudre River Public Library Free Legal Self-Help Clinic," *North Forty News*,
<https://northfortynews.com/category/news/poudre-river-public-library-free-legal-self-help-clinic/>

HOW'D WE DO? CUSTOMER COMMENTS

"You are always awesome and provide so many great resources to our community! Thanks for everything you do." - Anon., 11/9/2023

"I'm thankful for the wonderful library system in Fort Collins! God bless you all!" - M. Korn, 11/22/2023

"Hello all you wonderful librarians and staff! Wanted to say how sincerely my family and I LOVE the library and people (and books of course) 😊 But the new logo and sign . . . we just really don't like. It looks like a hospital emblem. May be a long shot but . . . please change it back. Thanks." Anon., 11/29/23