

## **2024 FINAL REPORT**

### **GOAL 1: Strengthen Staff Engagement & Culture**

- Aligned primary public service positions (Lab Tech, Library Assistant, Assistant Circulation Supervisor) to address pay and benefit differences and define core competencies.
- Provided more opportunities for cross-department work including successfully launching the Evie Co-Pilot program, allowing staff members across the district to actively participate at Evie stops and assist as needed. This initiative has fostered a more collaborative approach between Outreach and in-branch teams, encouraging regular communication and support, and strengthening the overall service to the community.
- Relunched a revised EDI program to build on basic principles and engage staff from across the district in greater understanding and awareness of EDI.
- ❖ Achieved KPI – Increase clarity and alignment by 10+ points over 2023 scores in assessment areas of Core Values (Consistency), Empowerment (Involvement), Agreement (Consistency), and Creating Change (Adaptability)

### **GOAL 2: Plan & Design an Innovative New Southeast Community Center**

- In cooperation with the City, hired key team members including design, construction management and project management.
- Met regularly with core team to define project scope, create schedules, communication plans, develop agreements, and begin design work.
- Developed initial plans to gather community input to be deployed in 2025.
- Involved key library staff in initial discussions regarding building design and programming for library specific spaces and shared spaces.
- ❖ Partially achieved KPI – Funding model and plan still TBD, Project Charter complete, IGA drafted, Architect selected.

### **GOAL 3: Operate with Transparency & Accountability**

- Develop programming measurement and reporting tools to align with strategic plan priorities (ONGOING. Monthly Development updates are linked to strategic plan priorities; funding proposals/requests are tied to strategic plan priorities and include assessment methods for each program funded; contributions from Friends and Trust are tied to strategic plan priorities)
- ❖ Partially achieved KPI – Dashboard elements have been identified and data collected, working with OrangeBoy to design and implement in early 2025

### **GOAL 4: Improve the Customer Experience in our Physical & Digital Spaces**

- Working closely with Collections, Systems, and Circulation, we updated Evie's collection and loan rules to enhance flexibility and create a more dynamic and robust offering to the community. These updates allow Evie to pull from branch collections and vice versa, creating a broader selection of resources and improved access for the community.
- Obtained more funding to work with social service providers to make the experience at Old Town responsive to community needs, and improve the on-site experience for everyone who uses OTL (ONGOING)
- Donation from Wilkins Trust to fund improvements to teen and children's areas at OTL (COMPLETE. I think we finished the furniture purchases in December)
- CO Gives campaign raised just under \$30,000 and \$13,500 of that went to purchase translation tablets for each location and Outreach. (COMPLETE. Tablets should be here in January).
- Trust, Friends, and other donors funded \$15,000 for the Summer Adventure registration books for all children 0 – 18. (COMPLETE)
- Funding obtained for IMAGINANTES mural project in pollinator garden (ONGOING)
- ❖ KPI achieved – Net Promoter Score = 84% for the year. Have established baseline for future.

### **GOAL 5: Create a Comprehensive Technology Plan**

- Reviewed the IGA agreement with City of Fort Collins regarding the data network including switch upgrades, project management and cyber security efforts.
- Planned for capital investments in Automated Material Handlers and Self-Checks at all three buildings.

- Audited software subscriptions and licensing for staff productivity and collaboration including Office 365 and Asana.
- ❖ KPI (Technology Plan) not achieved – will be revisiting for 2025

### **GOAL 6: Evaluate Current Community Partnerships**

- Throughout the year, we celebrated community culture and heritage by collaborating with local partners to host a variety of large-scale events, including MLK Day, Day of the Child / Día de los Niños, Latinx/Hispanic Heritage Month, Día de Muertos, Empowerment Clinics, and a new partnership with Arboretum Coffee to support English Language Learners
- Evaluate current partnerships and identify gaps (IN PROGRESS)
- Partner with community groups and experts on programs and services that celebrate our community culture and heritage (COMPLETE. Outreach will fill most of this in, but in Development I've worked closely with FC Mural Project, City Cultural Services, CSU ACT Human Rights Film Festival, and then several local partners in areas other than culture and heritage)
- Update and document partnership agreements (COMPLETE. They're all on Staffcache and will be updated at least annually)
- ❖ KPI achieved – current partnerships have been identified and analyzed, annual review process established, and documentation gathered.

### **NOVEMBER/DECEMBER PROGRAMMING HIGHLIGHTS**

- In collaboration with community partners, Outreach organized and hosted the final Community Empowerment Clinic of the year. This event not only provided vital information to our immigrant and refugee communities but also offered a space for celebration and shared moments of joy. As a follow-up, we helped with the 'Know Your Rights / Immigration Information' session the following week to continue supporting and empowering attendees.

- In collaboration with the Fort Collins Museum of Discovery, Outreach hosted Noches en Familia with a vibrant celebration of Día de los Muertos. The event featured a live mariachi, community-created Día de Muertos altar displays, Baile Folklórico, bilingual storytime and other fun intergenerational activities. It became one of our most successful Noches events, drawing over 250 attendees - despite the snowy weather!



- Ninety-nine people attended *Happy "Noon" Year's Eve Party for Kids* at Harmony.



### NOVEMBER/DECEMBER MEDIA COVERAGE

- "Poudre Libraries Board of Trustees Welcomes Newest Member, Rick Rivera," *North Forty News*, <https://northfortynews.com/category/art-lifestyle/poudre-libraries-board-of-trustees-welcomes-newest-member-rick-rivera/>

- “Poudre River Public Library District Board of Trustees Welcomes Newest Member, Rick Rivera,” Fort Collins Chamber of Commerce News, <https://fortcollinschamber.com/poudre-river-public-library-district-board-of-trustees-welcomes-newest-member-rick-rivera/>
- “Award-winning Indigenous authors to headline 2025 Fort Collins Book Fest in February,” *Coloradoan*, <https://www.coloradoan.com/story/life/things-to-do/2024/12/19/award-winning-indigenous-authors-to-headline-2025-fort-collins-book-fest/77053449007/>
- “How to Celebrate Martin Luther King Jr. Day in Colorado,” *UCHealth.org*, <https://www.uchealth.org/today/celebrate-martin-luther-king-jr-day-in-colorado/>
- “Things to Do in Fort Collins: Get these 2025 Events on Your Calendar,” *Coloradoan*, <https://www.coloradoan.com/story/life/2024/12/26/things-to-do-in-fort-collins-in-2025/77056912007/>

## HOW'D WE DO? CUSTOMER COMMENTS

- It would be cool to be able to cover someone's book fee! Maybe a sign on the wall with a book title and ticket to pull off and bring to the counter – effectively buying the book for the library to restock and help out a stranger. Win-win! *No contact information provided.*
- Charles Dickson play at night a week before Christmas. A small theater show, in the middle of the library. Decorate the library like old timey London. Hire local theater actors, actresses to perform a Christmas Carol. *No contact information provided.*
- This is a wonderful library. The staff is always helpful. Amada went out of her way to help me today, and I just wanted her to be acknowledged for her hard work. She worked with me pleasantly for about 20 minutes. Amada has a wonderful disposition. *No contact information provided.*
- So pumped by the way the graphic novel selection has continued to expand with Historical Graphic Novels! Keep up the great work! It is appreciated!! *No contact information provided.*