

# Executive Director's Report

November 2011

## ADMINISTRATION

*By Holly Carroll*

### Main Remodel and Expansion Project

*Submitted by Ken Draves, project manager*

In preparation for active demolition and construction, all Main Library staff members relocated last week to either permanent or temporary offsite locations. PS Installations, library specialist movers, has completely cleared all areas slated for construction during Phase 1 A & B. The movers disassembled and stored furniture and shelving, either onsite in areas not actively under construction, or in the double garage behind Webster House, or in leased space. All of our material collections (books, etc.) removed from areas under active construction are stored offsite in a secure and climate controlled facility.

The large majority of stored furniture, excluding shelving, is not scheduled for reuse by the District. A few tables and chairs may be reused at Harmony Library. Most stored material will be surplus through COFC processes and in accordance with statutory and District requirements.

With the public closure of main commencing on December 1, the construction perimeter fence, already largely in place, is in the process of being completed. Heath has obtained a footings and foundations permit and demolition permit, and anticipates a full building permit this week or early next. Current permits allow work scheduled for the current timeframe to progress without delay. Excavation work outside and demolition work inside are progressing according to schedule. Flooring, walls, ceiling tiles, plumbing fixtures, etc. have been or are being removed, and temporary walls separating areas of construction from non-constructed zones during Phase 1 have been installed.

COFC MIS indicated in late November that planned IT space was not sufficient for our needs. After numerous discussions and consideration of various options, all parties have agreed to an approach that requires minimal expense or additional space, approximately a 7' x 7' secure and ventilated closet that will satisfy IT needs while minimizing incursion into public space. This change is an addition to our existing plans and will involve additional expense, which is estimated to be less than \$30,000 although we do not have firm cost data yet.

An updated schedule for major project benchmarks is provided below.

- Phase 1B: 11/15/2011-3/23/2012
- Phase 1A (Library CLOSED) : 12/1/2011-1/8/2012 (reopen to public 1/10/2012)
- Phase 2A: 3/23/2012-5/25/2012
- Phase 2B: 5/25/2012-6/15/2012

### FF & E

Furniture bids for Phase 1 were opened on November 30. We reviewed bids and substitutions for all three components of the bid package. Substitutions for tables and chairs were approved, bids accepted, and purchase orders generated. Our initial furniture purchases are significantly

under initial projections. The remainder of our furniture bids, for furniture required at later project phases, is nearing completion and should be ready for posting within two weeks.

### **Webster House Administration Center Improvements and Move**

*Submitted by Jeff Barnes, project manager*

We're in! Staff moved into the admin center in three phases on November 10<sup>th</sup>, 16<sup>th</sup> and 28<sup>th</sup>. The movers were not able to complete the move on Monday the 28<sup>th</sup> and worked that weekend to finish up. There are some electrical and door lock/security issues to work through and lots of little details to take care of as we settle in but nothing major has come to our attention. The period door, hallway light fixtures and custom arched doors for the conference room are still in process. Once they arrive, the contractor will take care of the installation and any final punch list items.

The overall height of the sign (outside on the corner) needs to be lowered to comply with the current sign code. We are deciding the best approach to fixing the problem so this is taking longer than we anticipated. No parking lot repairs were completed and will have to wait until warmer weather next year for the patching and paving we want done. We have worked with the Friends of the Library to temporarily accept material donations at the covered area ay the back of the house. The Friends also have a small sorting area just inside the southwest entrance. This should be an acceptable set up until they make their permanent move to the old Collection Services space on Mountain Avenue.

### **Strategic Planning**

The Library Leadership Team met in early December to review the data from the four innovation sessions to develop tactics for the individual strategies to achieve the four overarching goals. We began by reviewing the user clusters developed as part of the market analysis in 2010. During this three-hour work session we agreed upon tactics for goal 3 (Build organizational and individual awareness of the Library's role, obligations and resources) and identified tactics for the first strategy for goal 4 (Ensure the Library's financial stability and environmental responsibility). Further sessions will be scheduled for later in December and early January.

### **Automated Materials Handler**

Carol Gyger headed the team that reviewed the proposals for an automated materials handler. The team interviewed all four vendors on November 22 and selected the 3M system as the lowest in cost and the one that best fit the Library District's need. If the AMH is to be installed as part of the construction project, a decision by the board to proceed with its purchase must be made at the December board meeting. Carol Gyger and I will make a presentation to the trustees at the meeting. An AIS explaining the situation is included in your packets.

### **IT Manager Position**

Carol Gyger began her duties as the Library District's IT Manager on November 28<sup>th</sup>. As I stated in an email update to the Board, Carol gave an excellent interview, displaying knowledge of a wide range of technical concepts. As interim IT Manager, Carol demonstrated strong managerial skills. I am confident of her leadership with the various technology components of the remodel projects and future upgrades to the Library District's catalog.

### **Other Activities**

It was brought to my attention that my appointment to the Beet Street Board of Directors was not recorded in previous reports or board minutes. I attended my first meeting in August 2011 and continue to attend monthly meetings. When issues arise that may be in conflict with the Library District, I will abstain from voting.

Paula Watson-Lakamp and I attended the annual DDA/DBA holiday gathering on November 30<sup>th</sup>.

Ken Draves, Paula Watson-Lakamp and I toured the Discovery Museum on December 7.

### **AC = Answer Center**

*By Lynda Dickson*

On November 28 all of the published numbers for the District were switched over the ext. 6740 and the AC was up and running! Sam, Gabe, Amanda and I have been busy answering phones and questions for District patrons. We have done renewals, placed holds, initiated searches, explained notices, placed room reservations, signed folks up for classes & workshops, and identified program locations. The most common comment from patrons is something like “now I get to talk to someone!” When folks do end up reaching voice mail we have been able to return their calls within the hour! Thanks to Irene Romsa we also have a great way to assist our non-English speaking patrons – Language Line! Through this service when we get a non-English speaker we call a 1-800 number, tell the system what language we need and in a short period of time an interpreter for that language is on the phone via conferencing with the patron and the library. We have all tested the service and it is fantastic and will be so much better for our non-English speakers than our old way of trying to track down someone anywhere within the District to take the call.

Things overall are going great. That is not to say we have not encountered a few bumps along the way. Everyone throughout the District has been incredibly helpful and supportive when we have had questions or something new has come up. Give us a call sometime and test the service...we will try not to drop the call or give you incorrect information☺

### **COLLECTION MANAGEMENT**

*By Tova Aragon*

The department packed everything up, moved to the Webster House Administration Center and is currently unpacking and settling in! Will soon resume business as usual and will have more to report next month.

### **COMMUNICATIONS OFFICE**

*By Paula Watson-Lakamp*

- Completed monthly/weekly goals of Communication Plan.
- Planning and promotions for internal information effort for Main Library remodel.
- Organizing, managing and supervising all graphic design work for the District.
- Continuing to gain partners for the “Flash Your Card” library member benefit program
- Worked with staff to organize booth for Old Town at Ram Town @ Hughes Stadium
- Continued organizational meetings with OrangeBoy for new strategic planning process, finalized goals and strategies

- Beginning coordination of Library District employee recognition on January 27, 2012
- Working with the Trust and their consultants to put together their Case Statement and other information for fundraising effort.
- Worked with the remodel team to set up speaking points for remodel and closure.
- Organized ground breaking event for Main Library remodel
- Working with the APP Team for artist selection.
- Attended phone training for new phone system.
- Attended meetings for selection of new IT Manager.
- MOVED!

## OUTREACH SERVICES

*By Irene Romsa*

Pack and Move! was our theme this month. We are now settled in at Webster House and happy with our new accommodations and believe they will help us to be more productive! We are grateful to all of those involved in making this a smooth move.

### **SCHOOL READINESS & EARLY LITERACY**

“**Rincon de Cuentos**” now has a second site at “Las Salsitas” restaurant on College. This site is managed by our partners in CSU’s Foreign Languages Department. Their new curriculum of language learning through storytelling has already produced a first class of amazing Spanish storytellers! CSU students performed five story times for the community through puppet shows and small plays. With support from bilingual storyteller, Ludy Rueda, and their professor Dr. Velazquez; they learned how to write creative the scripts, find props and costumes; all while enhancing their language skills and serving the Spanish-speaking community.

### **HOMEBOUND**

Barbara Crandall has done a great job at reorganizing the homebound customers into four-week checkout periods and developing a new delivery schedule based on a four-week cycle. The next step will involve examining customer locations and slotting them into their weeks on either Monday or Wednesday.

We are also working on moving as many homebound customers to their receiving library materials by mail using the existing book bags. Current customers were surveyed to see which could be switched to mail service. Several of them would not be able to manage by-mail service due to their disabilities combined with physical mailing arrangements, e.g., mobile home or condo development with mail boxes in a building far from their actual homes. In addition to learning from other organizations that mail materials to patrons, training pieces will be developed to acquaint homebound customers with books-by-mail service.

Because of the December 1st closure of Main Library homebound customers were given double their usual numbers of books and media in order to have reading/listening to last them through their January, 2012, due dates/deliveries. Thank you Barbara and Homebound volunteers for all that hauling!

## SERVICES TO OUTLYING COMMUNITIES

Poudre School District has confirmed that as part of the Partnership Agreement between the Library and them, we have access to their facilities free of cost. This has allowed us to continue conversations with CLPE for additional programming at La Porte.

Timnath Elementary School has agreed to host a monthly story time for the community in their media center beginning January 10. Library Assistant Cydney Clink is looking forward to presenting these story times which will also be attended by the students from the PSD Early Childhood program located at Timnath Elementary. This is a win, win, win situation!

Although it was attempted to open the Drop Box located in Timnath, it was discovered the raising of the grade of the sidewalk blocked the access to the retrieving door of the box. We will assess the cost of any needed modifications, and will attempt to re-open the box by February 2012.

### OTHER:

- **Day of the Dead @ Northside Aztlan – November 5:** In partnership with Museo de las Tres Colonias and Northside Aztlan, the Library prepared a culturally-rich program with the help of our former IMAGINANTES teenagers who prepared a puppet show (see picture)
- **Language Line Services for Answer Center -** To respond to the need of providing reliable customer service to Limited English Proficiency patrons, a new service was identified through the company Language Line to provide language interpretation over the phone.



- **Hooray for Volunteers:** As we all know, library lovers come in all ages, and this month the Outreach Department was lucky enough to be approached by one of our younger library users with an offer to give volunteer hours. Eight-year-old Sophia (pictured here with Library Assistant Cydney Clink) visits the Main Library several times a week. So when she was charged with giving back to her community, as part of the criteria for getting her black belt in Karate, she was more than excited about the idea of giving some of her required hours to the library she loves so much. Sophia, with the assistance of her parents, created two Thanksgiving-themed aprons and cut out several flannel board pieces that will be used in Outreach Story times. Thanks to Sophia for her generosity and her continued support of her Library District!

## SYSTEMS ADMINISTRATION (SA)

*By Carol Gyger*

### Systems Team Stays Focused

It is no easy task to stay focused while so many projects and needs are whirling around the Library District. The Systems Team's primary focus is supporting the 1<sup>st</sup> Tier projects while also taking care of routine tasks and responding to all Help Desk calls. Below highlights some of the work Systems did in November. It is impossible to capture everything.

### **New Library IT Manager**

Carol Gyger has accepted the position of Library IT Manager after an exhaustive search and interview process. She has served as Interim for 3 months and has not skipped a beat in continuing to lead the SA Team and Library IT projects.

### **Webster House Administration Center**

The Systems Team was the first to move to the new Webster House Admin Center. They moved themselves, all their gear, and then moved all Administration, Outreach, and Collections staff. Chris Bauman did an exceptional job leading all the PC and printer moves with help from Matt James and Sam Alvarez.

### **West Mountain Location**

Chris Bauman, Ling Zhao and Peggy Shaughnessy from Systems, with help from Sam and Matt moved and set up PCs and printers for all Main Staff who were relocated to the temporary West Mountain location (formerly Technical Services).

### **Main Remodel**

Chris lead an incredible effort to move nearly every PC, printer, self-check station and anything else IT related from Main to storage or Webster House. All Phase 1 areas have been vacated and construction has begun! Again, Matt and Sam provided invaluable help to Chris. Also, Carol attended OAC meetings and worked with City MIS to design a 1<sup>st</sup> floor telecom closet that got missed in the original design.

### **Harmony Remodel**

Carol has worked with Ken Draves, Annie Fox and the remodel contractor to create a plan to move all public services (circ desk, self-checks, PACs, public desk) to temporary locations during the remodel of the “core” of the library. December will be a big month for configuring new stations and moving to temporary areas. Chris and Ling will lead this effort with help from Carol.

### **Automated Materials Handler (AMH)**

The Selection Committee (Jeff Barnes, David Carey, Carol Gyger, Kim Doran, and Chris Cortez) interviewed the four vendors who responded to the RFP. The process, led by David Carey from City Purchasing, was thorough and the Committee came away with a solid recommendation to present to the Board of Trustees.

## **MAIN LIBRARY HIGHLIGHTS**

*By Jean Bosch*

Library staff has been very busy packing, storing, and moving while still providing high quality services to our customers. I am very proud of their ability to tackle so many high priorities, handle the changes with skill, keep communicating with other staff and the public, and do it all with cheer and grace and in a very short time frame!

Main classified public desk staff from Reference and Children’s have moved into temporary offices at Mountain Avenue (formerly the offices of Collections). Systems Administration staff

were able to bring each staff member's personal computer to this location which we greatly appreciate as it has given us one of the greatest tools we need to stay in touch and complete our work.

All classified staff will be working at Harmony or Council Tree Libraries during the closure of Main to fill public services shifts as needed. Staff will also be completing some special projects for Collections as well as a long list of individual projects.

Many Circulation staff worked extra hours to get all of the holds transferred to Harmony and Council Tree. Circulation lead shelvers and backups as well as lab monitors have been scheduled at Harmony and Council Tree to help with the extra business that we are anticipating from the closure of Main. The Circulation supervisors are working on scheduling and workflow changes to accommodate the new service model and traffic patterns in anticipation of the re-opening in January.

The walls inside and outside of Main have been literally coming down as you can see in these photographs taken during the first few days of the closure. Heath Construction and the subcontractors have not wasted any time with the demolition and construction of temporary walls. They are very eager to meet their deadlines and were very much on the heels of library staff and the professional movers.



The Children's storytime staff has been making adjustments to their new program spaces at Northside Aztlan Community Center. While the Center's facilities are very nice, the numbers of

participants are much fewer than we enjoy when we are at Main. Customers seem to prefer the library's atmosphere with the books and DVDs to check out, the staff to assist them, and Library Park and its playground.

Early Literacy Librarian Vicky Hays attended the National Association for the Education of Young Children Annual Conference. She attended several sessions on using technology with young children and heard several children's authors speak. She also attended Lt. Governor Joe Garcia's early literacy event at Council Tree Library.

Librarian Norm Fitzpatrick hosted a wonderful Veterans Day program commemorating WWII and a 1940 USO WWII Christmas Radio Show for the GIs in addition to many other programs. Many staff are planning the 2012 Summer Reading Program; Teen Librarian Diane Tuccillo and Public Services Librarian Nicole Burchfield attended the State Library's SRP workshop. Library Assistant Giny McConathy is writing a promotion for presentation at the schools for SRP as well.

Library Assistant Jimena Sagas was selected as a recipient of a \$1,500 REFORMA scholarship to use toward attending an accredited Library and Information School. REFORMA is an affiliate of the American Library Association which promotes the development of library collections and services for the Spanish speaking. Congratulations to Jimena!

## **HARMONY LIBRARY HIGHLIGHTS**

*By Ken Draves*

### **Harmony Library Refresh/Remodel Project**

Painting and cleaning of high surfaces is almost complete following several weeks of work.

The general contractor, Construction Concepts, Inc., will begin off-hours demolition work on the central core area, and initiate wiring and electrical work, beginning this week. Staff has relocated public computers and new library materials, emptying the spaces where initial demolition is scheduled. New materials have been relocated onto existing mobile units and library shelves. Replacement of carpet is scheduled to begin in early December.

Azar's Woodcraft is fabricating Harmony's new, mobile service desks, self-check stations, and public computer tables. Units needed initially will be delivered mid-December. Once new mobile service units are delivered, demolition of the three public service desks will begin and floor channeling, creating new pathways for power and connectivity, will happen. For a period of approximately six weeks, staff will work from the new mobile units in temporary locations outside of the construction zone.

Construction and demolition are occurring at night. Construction/demolition zones will be zoned and appropriately contained in order to insure public safety.

FRCC-Larimer Campus Vice President selected

Following an extensive selection process, Mr. Bruce Walthers, formerly with Red Rocks Community College, was offered and has accepted the position of FRCC-Larimer Campus Vice President. He begins in December.



## **COUNCIL TREE LIBRARY HIGHLIGHTS**

*By Currie Meyer*

**Water Pipe Problem Fixed November 4:** Front Range Village tenant Mathnasium, located below CTL, reported the noise of banging water pipes in their store in mid-October. Ed Daly, FRV Facilities manager, Independent Plumbing Solutions and Rob investigated the problem. Ed and IPS clamped the pipes to the I-beams to stop the noise.

**Lt. Joe Garcia and Early Literacy Entourage Visited CTL on November 7:** Lt. Governor Joe Garcia visited the library to conduct a community meeting to discuss issues and ideas surrounding early literacy efforts in Colorado. The event was not a library program or sponsored event; the non-profit community group reserved the room for use through Currie. Attending were Holly Carroll, Vicky Hays, Irene Romsa, and BOT members Robin Gard and Mary Atchison. The Coloradoan covered the event:

<http://www.coloradoan.com/article/20111108/NEWS01/111080310/Childhood-literacy-discussed-Council-Tree-Library>